

RIDING THE TRAIN TO

# INTEGRITY

INDIANAPOLIS, INDIANA - APR 18-20, 2023





## Greetings!

Welcome to Indianapolis, Indiana – the Crossroads of America! We are so excited that you are here for the 2023 NASWA SIDES Seminar!

This year's theme, "Riding the Train to Integrity," invites all attendees – state workforce staff, employers, and third-party administrators – to discuss current and developing trends in the unemployment program and how utilizing SIDES can enhance integrity measures, streamline claims processing, and reduce operational costs. Through these sessions, you will have the opportunity to take advantage of networking and learn how others have used SIDES to improve program outcomes and operations.

After seeing and hearing from experts from within and outside of government, I think you will agree that their knowledge and innovative ideas are valuable resources to apply to the challenges and opportunities that you face in your programs. Providing such value to our NASWA members and partners remains a key priority for 2023!

Let me convey my sincerest appreciation to our speakers, our agency coordinators, NASWA board members, and NASWA staff! Without their efforts, this program would not have become a reality. On behalf of my colleagues at the Indiana Department of Workforce Development, we hope you enjoy the program and your visit to the Hoosier State!

Sincerely,

A handwritten signature in black ink, appearing to read "David Adams", is positioned above the printed name.

**David Adams**

Commissioner  
Indiana Department of Workforce Development

THANK YOU SPONSORS!

**FAST**UI®

 **Geographic Solutions**®



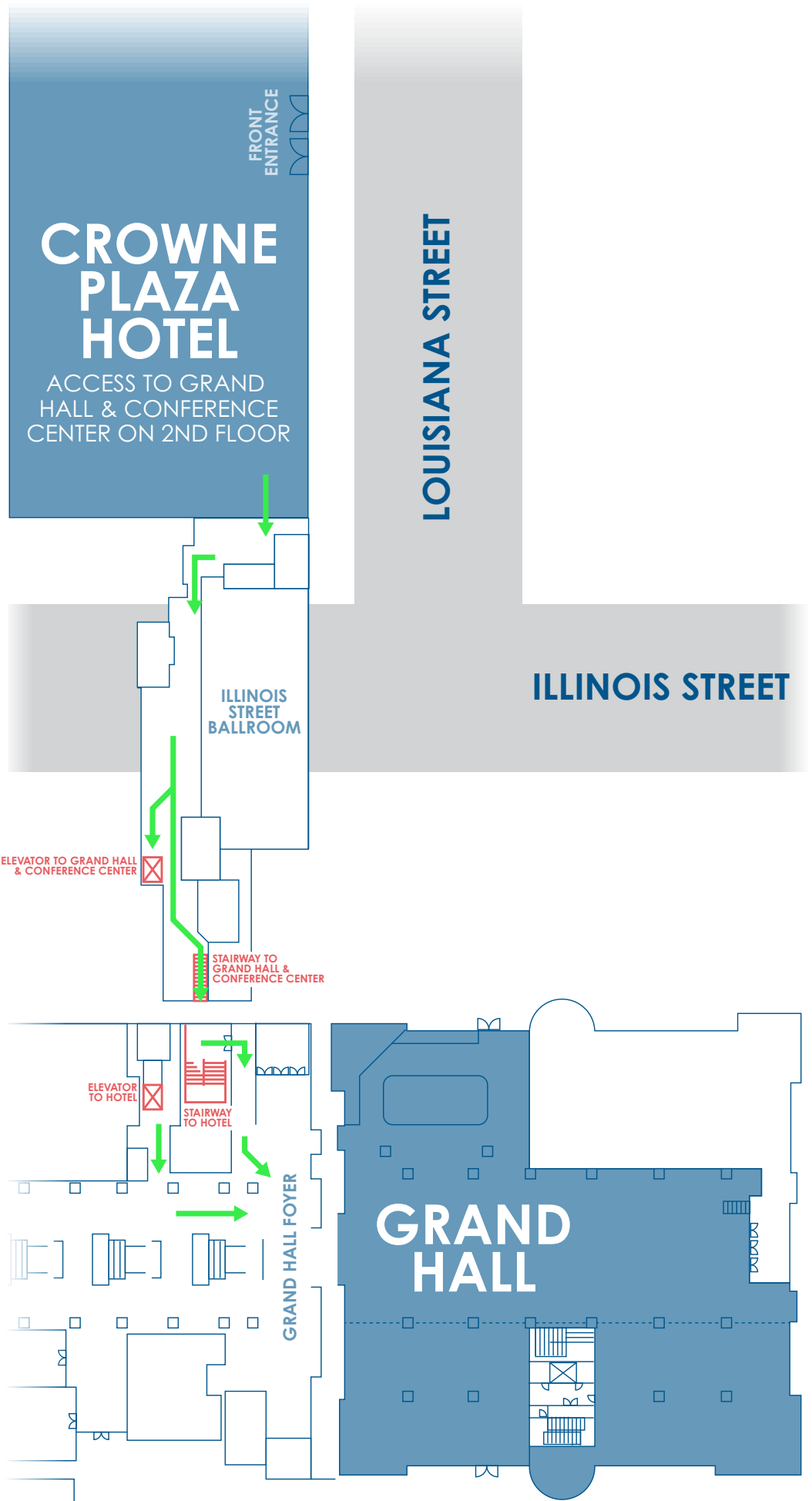
 Navient BPO

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INFRASTRUCTURALISTS

**TRUSS**

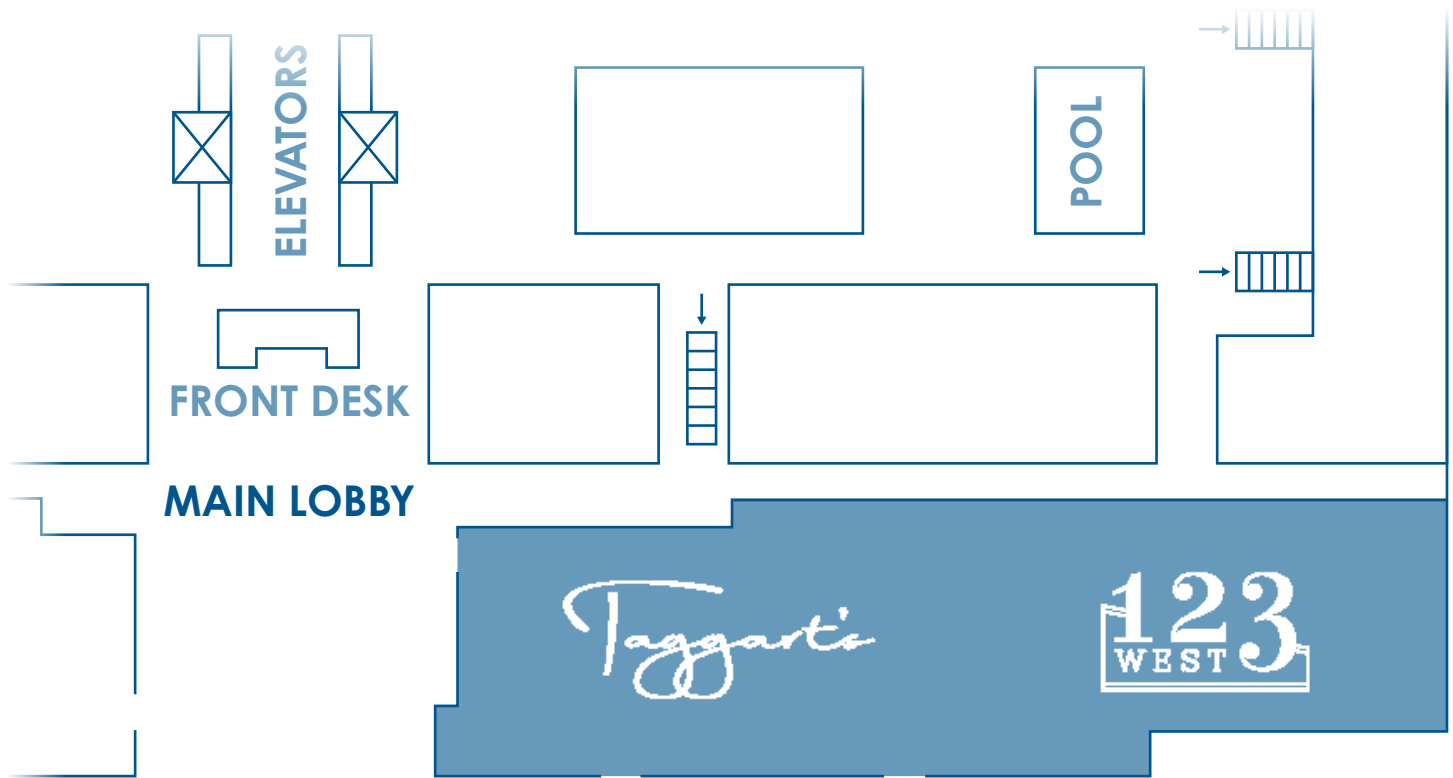
# HOTEL TO GRAND HALL MAP



# HOTEL & RESTAURANT MAP

## LOBBY LEVEL

## CROWNE PLAZA



## LOUISIANA STREET

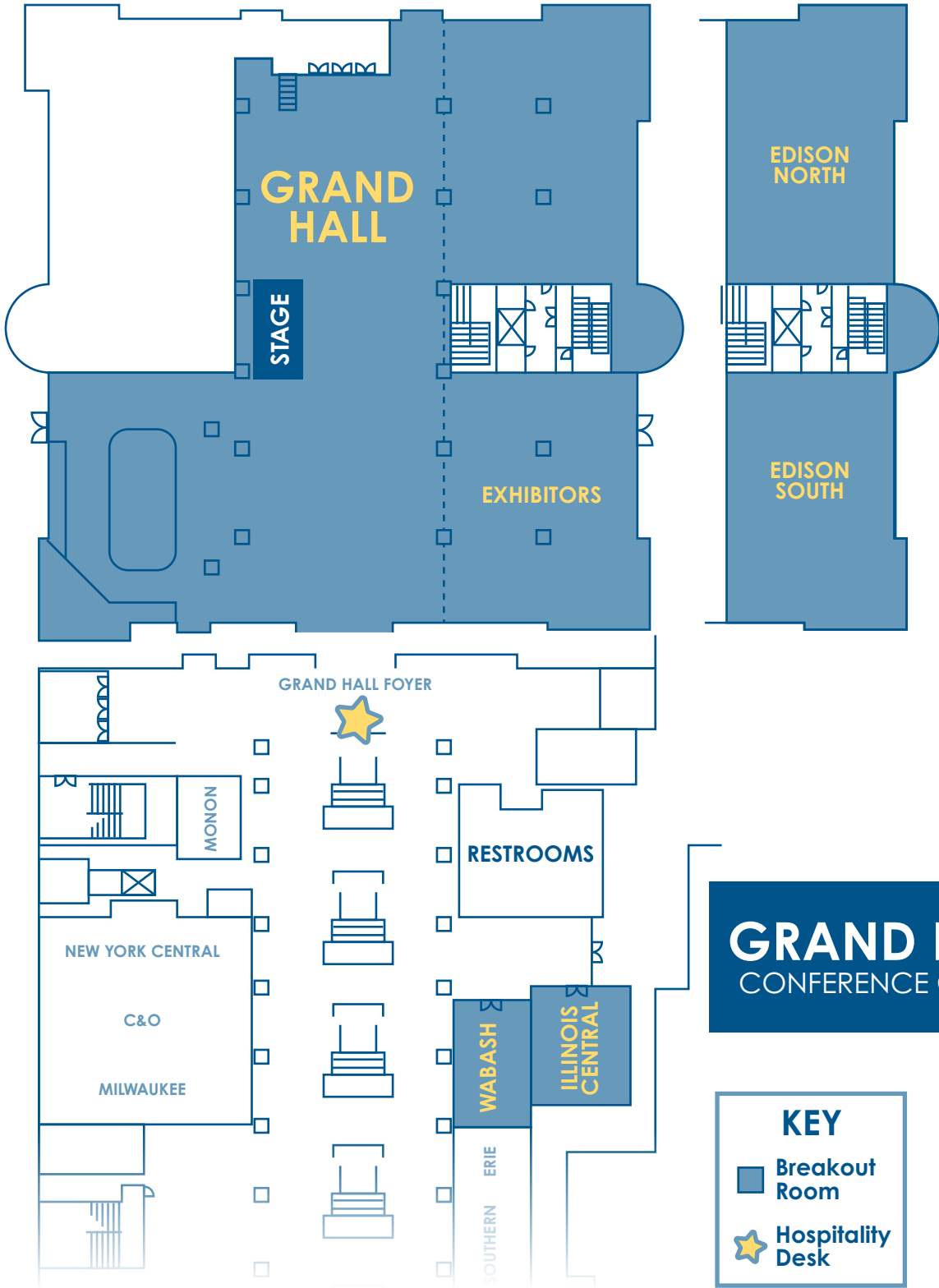
**Check in at the Hospitality Desk to receive your Seminar name badge!**

The Hospitality desk is open for Seminar check in Tuesday, 8:00 am - 6:30 pm, and Wednesday beginning at 8:00 am.



# FLOOR 1

# FLOOR 2



# CONFERENCE BREAKOUTS MAP

# GRAND HALL

## SEMINAR SPONSORS

### FAST Enterprises | Table 9

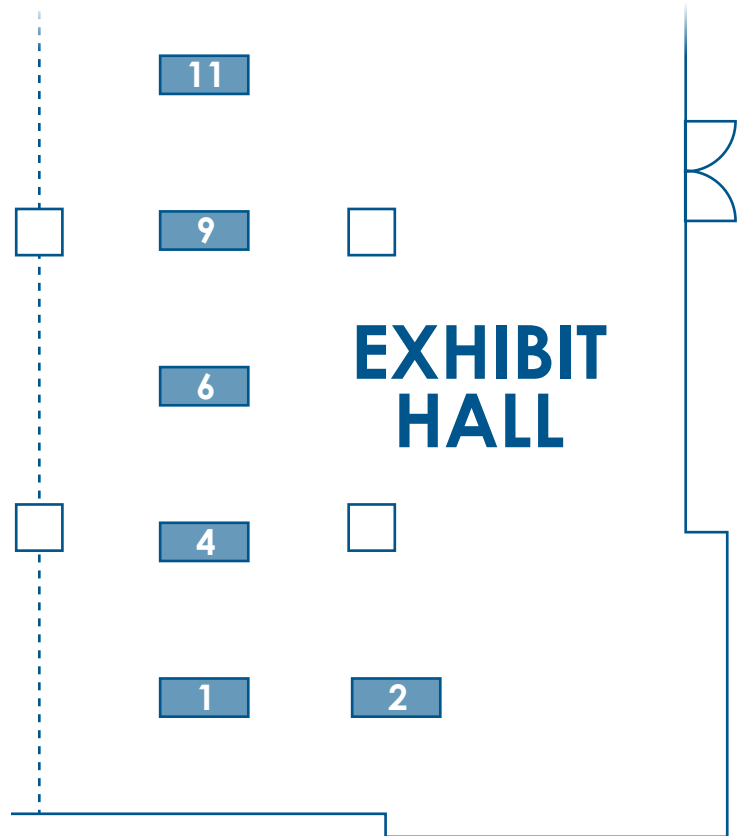
Fast Enterprises (FAST) is a leading software consulting firm for governments worldwide. We partner with unemployment tax and benefits agencies to optimize operations and automate services, as well as enhance accessibility, usability, and equity. Our highly flexible FastUI® software provides complete functionality for managing the lifecycle of unemployment insurance (UI) cases. Our e-Services customer portal along with sophisticated data-matching and built-in reporting tools result in timelier issue resolution, streamlined regulatory compliance, and a superior customer experience. Since 1997, FAST has modernized systems for 85+ government agencies that administer UI, child support, motor vehicle registration, driver licensing, and tax services worldwide. FastUI is the proven solution for modern UI administration.

### Geographic Solutions | Table 6

Geographic Solutions is the trusted provider of modernized software for state and local agencies in 40+ states and U.S. territories. Their proven flagship products, VOS Sapphire, Reemployment Exchange, and Geographic Solutions Unemployment System have been responsible for stimulating reemployment, enhancing payment accuracy and fraud prevention, while preserving state trust funds.

### Integrity Data Hub | Table 2

A secure, robust, multi-state data system, the IDH uses advanced data cross-matching and analysis on submitted claims to help detect and prevent UI fraud and improper payments. Match results return to states for review and investigation in accordance with state policies and business practices. The IDH is easily accessible and designed to support UI agencies with varying levels of resources and technology.



### Navient B.P.O., LLC | Table 1

Technology advances and shifting consumer expectations are reshaping the world daily. Government agencies must keep pace to ensure program success, fiscal security, and constituent satisfaction. Navient BPO's advanced contact center solutions can help your agency deliver on its mission - now and in the future - by optimizing your program and simplifying your constituent experience. - Our enterprise has 50 years of experience partnering with federal and state agencies. - Annually, we help hundreds of millions of individuals successfully navigate complex programs. - Our expertise covers a broad spectrum of program types, including benefit administration, transportation, emergency services, public health, loan servicing, and asset recovery. - Our dedicated compliance team can help you stay ahead of new rules and guidance.

### On Point Technology / Catalis | Table 4

### Truss | Table 11

Human-centered design and development services focused on modernizing your infrastructure, removing legacy systems, and improving the experience of your agency and offerings.

# TUESDAY, APRIL 18

8:00a - **Hospitality Desk** - Early Registration Check-In: Pick up your SIDES Seminar Name Badge Grand Hall Foyer

8:00a - **Exhibitor Set Up** Exhibit Hall  
12:00p

1:00p **Pre-Seminar Session** Grand Hall  
**NASWA Services Overview**

**Ben Bakas**, Senior UI Subject Matter Expert, Integrity Center, NASWA  
**Kennedy Couch**, Behavioral Advisor, Behavioral Insights, NASWA  
**Brett Flachsbarth**, Director, UI ITSC, NASWA  
**Evan Littrell**, Director, State Engagement, Integrity Center, NASWA  
**Jerry Pectol**, Director, SIDES, NASWA  
**Nellie Spangler**, Senior Business Analyst, ICON, NASWA

2:00p **Networking Break** Exhibit Hall

2:15p **Pre-Seminar Breakout Sessions**  
**Fundamentals of UI (Part 1)** Grand Hall

Understanding the basics of unemployment insurance is essential to helping combat improper payments. This session will help you understand how the UI program is administered, how it is funded, who benefits, how you can protect your rate, the role of SIDES, and more.

**David Harrod**, Alliance Relationship Manager, ADP  
**Ben Peirce**, Vice President, Technology Services & Programs, NASWA  
**Maridale Vanek**, UI Program Subject Matter Expert, SIDES, NASWA

**SIDES & Exchange Overview / Who are PEOs** Illinois Central

Learn about the benefits of SIDES and how each of the six exchanges work together as an integrity tool. Gain an understanding of Professional Employer Organizations (PEO) and how they operate, and how they can take advantage of the SIDES integrity tool.

**Emily Duncan, CHRP**, Director, Client Administration, Questco  
**Kerri McNair**, Program Assistant, SIDES, NASWA  
**Aaron J. Miller**, Business Analyst, Syndeo Outsourcing  
**Julianne Zawislak**, Program Specialist, SIDES, NASWA

3:30p **Networking Break** Exhibit Hall



# TUESDAY, APRIL 18

## 3:45p Pre-Seminar Breakout Sessions

### Fundamentals of UI (Part 2)

Grand Hall

*A continuation of the previous session:* Understanding the basics of unemployment insurance is essential to helping combat improper payments. This session will help you understand how the UI program is administered, how it is funded, who benefits, how you can protect your rate, the role of SIDES, and more.

**David Harrod**, Alliance Relationship Manager, ADP

**Ben Peirce**, Vice President, Technology Services & Programs, NASWA

**Maridale Vanek**, UI Program Subject Matter Expert, SIDES, NASWA

### Integrity Data Hub 101

Illinois Central

Utilization of the Integrity Data Hub (IDH) has proven to be a vital tool for State Workforce Agencies' efforts to detect and prevent UI fraud and improper payments. The IDH continues to connect these agencies with the release of expanded capabilities such as Bank Account Verification, Identity Verification and IDH Results Management tools. Discover how the IDH and the UI community are working collectively to advance UI Integrity and how your agency can be a part of that critical effort.

**Kendrah Gonzalez**, Program Analyst, Integrity Center, NASWA

**Jerry Lord**, Senior Program Analyst, Integrity Center, NASWA

**Mark Richmond**, Operation Specialist, Integrity Center, NASWA

5:00 - **Welcome Reception** - All SIDES Seminar attendees and  
6:30p NASWA Policy Committee are welcome to attend.

Exhibit Hall

*Early Check-In: Pick up your SIDES Seminar Name Badge*

5:00 - **Professional Headshots**  
6:30p Sponsored by Navient B. P. O., LLC

Grand Hall Foyer

## SIDES SEMINAR BREAKOUT SESSION THEMES

◆ Exchanges / Promising Practices

◆ BTQ

◆ Integrity Strategies / Topics

◆ Employer Outreach

◆ Technical Objectives

◆ Hands-On Lab

◆ Modernizing from a Business Perspective

# WEDNESDAY, APRIL 19

7:30 - **Breakfast** - A buffet will be available in the restaurant to purchase at per diem prices. Cash/Credit accepted. 123 West Restaurant  
8:30a

8:00a - **Hospitality Desk** - Registration Check-In: Pick up your SIDES Seminar Name Badge Grand Hall Foyer  
5:00p

8:00a - **Exhibit Showcase** Exhibit Hall  
5:00p

8:30a **Opening Plenary Session** Grand Hall  
SIDES Welcome

**Michael Burke**, Director, Unemployment Compensation Bureau, New Hampshire Employment Security

## Presentation of the Colors

**Detachment, Communications Company, 14th Marine Regiment**

## Welcome from your Emcees

**David Harrod**, Alliance Relationship Manager, ADP

**Gregg Kallajian**, Operations Coordinator, Connecticut Department of Labor

**Caroline Pratt**, UI Integrity Director, Connecticut Department of Labor

## NASWA Welcome

**Scott B. Sanders**, President & CEO, NASWA

## Indiana Department of Workforce Development Welcome

**Josh Richardson**, Executive Director of Applied Data Services & Legislative Affairs, Indiana Department of Workforce Development

## U.S. Department of Labor Welcome & Presentation

**Jim Garner**, Administrator, Office of Unemployment Insurance, USDOL

9:15a **Keynote Speaker** Grand Hall



In this interactive and engaging presentation, keynote speaker **Larry Weaver** uses clean humor and show business anecdotes to illustrate the importance of maintaining a positive attitude.

**Larry Weaver**, Motivational Speaker, Trusted Speakers



# WEDNESDAY, APRIL 19

10:00a Networking Break

Exhibit Hall

10:30a Concurrent Breakout Sessions



## Separation Information & Promising Practices

Grand Hall

Learn how to take advantage of the Separation Information Exchange as an integrity tool and discover other promising practices in using the exchange.

Moderator **Tyler Smith**, UI Technical Services Specialist, Idaho Department of Labor

Panelists **Christopher Moore**, SIDES Administrator, Maryland Department of Labor

**Joe Okimi**, UI Program Supervisor, Nebraska Department of Labor

**Lori Roberts**, Sr. Manager Government Relations, Equifax Workforce Solutions



## NASWA Architecture & Security

Edison South

UI systems contain Personal Identifiable Information (PII) that can identify an individual, and this information must be protected. NASWA's UI program supports Unemployment Insurance (UI) processing through the exchange of claimant and claims information between states, and employers. Further, NASWA's Integrity data center is a service to help UI agencies detect and prevent UI fraud and improper payments. Join us for an exciting session where the architecture of the State Information Data Exchange System (SIDES), the Interstate Connection Network (ICON), and the Integrity Data Hub (IDH) will be overviewed and we discuss the security program that is in place to protect the systems and their data. We will cap the session off with valuable insights on how to prepare for an IT system security audit.

Moderator **KK Raghavan**, Technical Architect & Advisor, UI ITSC, NASWA

Panelists **Jim Cotter**, Director, Integrity Data Hub, NASWA

**Blake Dunham**, Technical Lead, ICON, NASWA

**David Zemel**, Director of Service Delivery, Atos IT Solutions and Services



## Deep Dive into Discharges

Illinois Central

Join us as we dive into the facts required to make a proper determination of eligibility for unemployment when a claimant is discharged. We will cover the Federal requirements, state information, and fact-finding procedures established by states, as well as review cases to give hands-on experience from the perspective of the needed facts. This is your opportunity to hear from experts and ask questions about the process from the TPA, State, and DOL perspectives!

Moderator **Emily Duncan**, **CHRP**, Director, Client Administration, Questco

Panelists **Kris Bowen**, Lead Policy Analyst, Washington State Employment Security Department

**Candace Edens**, Director, Division of Unemployment Insurance Operations, USDOL

**Amy Newburg**, Project Manager, Unemployment Tracker, LLC

# WEDNESDAY, APRIL 19

## 10:30a Concurrent Breakout Sessions (cont.)



### SIDES.NET

Wabash

This workshop is geared to technical individuals who desire a hands-on experience working with certificates and installing the SIDES Model Connector using .NET. During this session, you will learn how to

- Combine your private key and public certificate for installation into the keystore
- Install keys into the keystore
- Configure the Model Connector
- Test Model Connector connectivity

## 11:30a Networking Break

Exhibit Hall

## 11:45a Plenary Session

Grand Hall

### NASWA Update & SIDES Recognitions

Join us in recognizing states and employers in their dedication to utilizing SIDES as they promote unemployment integrity.

**Christina Corbett**, Program Manager, SIDES, NASWA

**Jerry Pectol**, Director, SIDES, NASWA

**Scott B. Sanders**, President & CEO, NASWA

12:30 - **Lunch** - A buffet will be available in the restaurant to purchase at per diem prices. Cash/Credit accepted.

123 West  
Restaurant

## 1:30p Concurrent Breakout Sessions



### Monetary & Potential Charges Rewrite & Promising Practices

Grand Hall

Listen in as states and partners share their promising practices and their expectations for the MPC rewrite.

**Moderator** **David Harrod**, Alliance Relationship Manager, ADP

**Panelists** **Bill Brueggeman**, Systems Automation Analyst, Wisconsin Department of Workforce Development

**Bonnie Lander**, Operations and Policy Analyst for UI, Oregon Employment Department

**Katie Watkins**, Senior Director of Product, VerifyToday

**Janey Watkins-Sondrini**, SIDES Program Director, Indiana Department of Workforce Development

- ◆ Exchanges / Promising Practices    ◆ Integrity Strategies / Topics    ◆ Technical Objectives    ◆ BTQ  
◆ Modernizing from a Business Perspective    ◆ Employer Outreach    ◆ Hands-On Lab

# WEDNESDAY, APRIL 19

## 1:30p Concurrent Breakout Sessions (cont.)



### Integrity Data Hub & State Promising Practices

Edison North

Utilization of the Integrity Data Hub (IDH) has proven to be a vital tool for State Workforce Agencies' efforts to detect and prevent UI fraud and improper payments. Join us to learn more about the Hub, its capabilities and promising practices for states.

**Kendrah Gonzalez**, Program Analyst, Integrity Center, NASWA

**Jerry Lord**, Senior Program Analyst, Integrity Center, NASWA

**Mark Richmond**, Operation Specialist, Integrity Center, NASWA



### Hot Topics in IT and How They Are Being Addressed

Edison South

The technology stack is ever changing at an incredible pace. Come listen in as we talk about changes we are considering for SIDES and learn about RPAs and its application to UI.

Moderator **KK Raghavan**, Technical Architect & Advisor, UI ITSC, NASWA

Panelists **Jason Holzbach**, SIDES Technical Architect, AEM Corporation

**Amy Perez**, Timeliness Supervisor, Office of Unemployment Insurance, USDOL

**Nidhi Tandon**, Project Coordinator, UI Tiger Teams Projects, NASWA

**David Zemel**, Director of Service Delivery, Atos IT Solutions and Services



### Deep Dive into Voluntary Quits

Illinois Central

Employer "Hey, it is a quit, I don't have to respond!" Join us as we dive into the facts required to make a proper determination of eligibility for unemployment when a claimant quits and why you should respond. We will cover the Federal requirements, state information, and fact-finding procedures established by states, as well as review cases to give hands-on experience from the perspective of the needed facts. This is your opportunity to hear from experts and ask questions about the process from the TPA, State, and DOL perspectives!

Moderator **Emily Duncan**, CHRP, Director, Client Administration, Questco

Panelists **Kris Bowen**, Lead Policy Analyst, Washington State Employment Security Department

**Candace Edens**, Director, Division of Unemployment Insurance Operations, USDOL

**Andrea Frederick**, Chief Product Officer, Unemployment Tracker



# WEDNESDAY, APRIL 19

## 1:30p Concurrent Breakout Sessions (cont.)



### SIDES JAVA

Wabash

This workshop is geared to technical individuals who desire a hands-on experience working with certificates and installing the SIDES Model Connector using JAVA. During this session you will learn how to:

- Combine your private key and public certificate for installation into the keystore
- Install keys into the keystore
- Configure the Model Connector
- Test Model Connector connectivity

## 2:30p Networking Break

Exhibit Hall

## 2:45p Concurrent Breakout Sessions



### Additional Fact-Finding & Promising Practices

Grand Hall

Listen in as we discuss promising practices and lessons learned during implementation of the additional fact-finding exchange.

**Moderator** **Trish Pesek**, BPC Supervisor, Wyoming Department of Workforce Services

**Panelists** **Jeanette Bauer-Westrick**, Business Analyst, New Mexico Department of Workforce Solutions  
**Jennifer Bertrand**, SIDES Coordinator, UID, Montana Department of Labor  
**Amanda Seagle**, UC Unit Supervisor, Alabama Department of Labor  
**Caleb Walker**, Business Analyst, Netacent Inc.



### Blowing the Whistle on Fraud

Edison North

Fraud detection has always been an integral part of upholding the integrity of the Unemployment Insurance program. The rates of fraud have increased substantially due to the pandemic in ways that were previously rare. Join the discussion about these trends, promising practices, and how to utilize SIDES to detect Fraud.

**Moderator** **Chris Paquette**, Senior UI Subject Matter Expert and State Liaison, Integrity Center, NASWA

**Panelists** **Roger Baker**, Manager, UI Services, Sedgwick  
**Gregg Kallajian**, Operations Coordinator, Connecticut Department of Labor  
**Bekah Roney**, UI Subject Matter Expert, Integrity Center, NASWA  
**George Smith**, Claims Processing Manager, Unemployment Insurance, Montana Department of Labor and Industry



# WEDNESDAY, APRIL 19

## 2:45p Concurrent Breakout Sessions (cont.)



### Punching the Ticket using NASWA Resources

Edison South

Learn about resources that NASWA has to offer for modernization and implementation.

**Lou Ansaldi**, Technology Director, UI ITSC, NASWA

**Brett Flachsbarth**, Director, UI ITSC, NASWA

**Judy Mattinson**, Director, ICON, NASWA

**Josh VandeVoort**, Project Coordinator, UI Tiger Teams Projects, NASWA



### Remuneration & More

Illinois Central

Why and how to respond to the request for remuneration will be covered in this workshop. Integrity is everyone's responsibility. We will cover the Federal requirements, state information, and fact-finding procedures established by states, as well as review cases to give hands-on experience from the perspective of the needed facts. We will also discuss the new Temporary Help fact-finding flow in SIDES. This is your opportunity to hear from experts and ask questions about the process from the TPA, State and DOL perspective!

Moderator **Racquel Robinson**, UI Policy and Procedures Chief, Georgia Department of Labor

Panelists **Bill Brueggeman**, Systems Automation Analyst, Wisconsin Dept. of Workforce Development

**Candace Edens**, Director, Division of Unemployment Insurance Operations, USDOL

**Jennifer Juarez**, Operations Manager, NSN Employer Services, Inc.



### Hands-on Lab: Integrity Data Hub

Wabash

Come visit the IDH team in the lab and see how the data hub can be utilized.

**Kendrah Gonzalez**, Program Analyst, Integrity Center, NASWA

**Jerry Lord**, Senior Program Analyst, Integrity Center, NASWA

**Mark Richmond**, Operation Specialist, Integrity Center, NASWA

## 3:45p Networking Break

Exhibit Hall

## 4:15p Plenary Session

Grand Hall

### Roundtable Discussions

**Julie Squire**, Vice President, Policy and General Counsel, NASWA

**Maridale Vanek**, UI Program Subject Matter Expert, SIDES, NASWA

## 5:00p Day 1 Adjourned

- ◆ Exchanges / Promising Practices
- ◆ Integrity Strategies / Topics
- ◆ Technical Objectives
- ◆ BTQ
- ◆ Modernizing from a Business Perspective
- ◆ Employer Outreach
- ◆ Hands-On Lab

# THURSDAY, APRIL 20

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8:00a - **Hospitality Desk** **Grand Hall Foyer**  
5:00p

8:00a - **Exhibit Showcase** **Exhibit Hall**  
5:00p

8:30a **Plenary Session** **Grand Hall**

## Creating Partnerships During Modernization & Connections

Come hear experts in their field discuss past experiences in creating partnerships and the benefits that result.

Moderator **Jerry Pectol**, Director, SIDES, NASWA

Panelists **Jorie Cummis**, CEO/COO, NSN Employer Services, Inc. and ValeU NSN, LLC

**Evan Littrell**, Director, State Engagement, Integrity Center, NASWA

**KK Raghavan**, Technical Architect & Advisor, UI ITSC, NASWA

**Rich Siegel**, President, UTMC: Unemployment Tax Management Corporation

9:45a **Networking Break** **Exhibit Hall**

10:15a **Concurrent Breakout Sessions**



**Earnings Verification Rewrite & Promising Practices** **Grand Hall**

Quickly receiving the results to a crossmatch hit is key to detecting improper payments early. Listen how states are utilizing the Earnings Verification exchange, promising practices in bringing on the exchange and looking forward to the future updates with the Earnings Verification rewrite.

Moderator **Katie Watkins**, Senior Director of Product, VerifyToday

Panelists **Wanda Alexander**, Program Analyst, Benefits Administration, North Carolina Department of Commerce

**Andrea Frederick**, Chief Product Officer, Unemployment Tracker

**Bonnie Lander**, Operations and Policy Analyst for UI, Oregon Employment Department

◆ Exchanges / Promising Practices    ◆ Integrity Strategies / Topics    ◆ Technical Objectives    ◆ BTQ  
◆ Modernizing from a Business Perspective    ◆ Employer Outreach    ◆ Hands-On Lab



# THURSDAY, APRIL 20

## 10:15a Concurrent Breakout Sessions (cont.)



### On the Right Track to Streamlining Processes

Edison North

State workforce agencies have a lot of decisions to make when updating and streamlining their processes. Join us and learn how the Tiger Team is helping states review their current processes and make recommendations to increase overall performance and integrity. During this session, we will get an inside perspective of the evolution of adjudication protocols by a State to better utilize SIDES and hear from an Integrated Partner the upfront efforts they practice to obtain quality information upfront that helps streamline the entire fact finding process.

**Moderator** **Evan Littrell**, Director, State Engagement, Integrity Center, NASWA

**Panelists** **Kris Bowen**, Lead Policy Analyst, Washington State Employment Security Department  
**Lauren Mann**, Director of Client Services and Program Management, Industrial UI Services  
**Melanie McEwen**, Task Director, UI Tiger Teams Projects, NASWA



### Project Planning & Resources

Edison South

In this session, we will discuss the activities surrounding planning a project, and how it affects Subject Matter Experts (SMEs). This includes a review of the definition of a Software Development Lifecycle; who is involved in the project and planning phases; why you need a plan; managing resources; and some common tools used in IT projects. This is a high-level review of information provided by NASWA UI ITSC in the Business Analyst Bootcamp Training and User Acceptance Testing (UAT) Training and the UI Business Process and IT Modernization Guidebook and Wiki (available on the UI ITSC website).

**Moderator** **Pete Shipman**, Assistant Director Benefits Support, Oklahoma Employment Security Commission

**Panelists** **Renee Carboni**, Senior Business Analyst, UI ITSC, NASWA  
**Lynsey Goins**, Senior Business Analyst, UI ITSC, NASWA



### E-Response Training, Cold-Calls & Personal Connections

Illinois Central

State employees discuss promising practices for employer outreach and strategies for increasing E-Response participation.

**Nakia Thompson**, UI Technical Services - Manager, South Carolina Department of Employment and Workforce

**Whitney Swingle**, Program Coordinator II, South Carolina Department of Employment and Workforce

**Janey Watkins-Sondrini**, SIDES Program Director, Indiana Department of Workforce Development

- Exchanges / Promising Practices
- Integrity Strategies / Topics
- Technical Objectives
- BTQ
- Modernizing from a Business Perspective
- Employer Outreach
- Hands-On Lab

# THURSDAY, APRIL 20

## 10:15a Concurrent Breakout Sessions (cont.)



### Hands-on Lab: SIDES E-Response

Wabash

Gain first-hand knowledge of how an exchange works. Stop in and experience SIDES from the E-Response employers' perspective. "Walk" through the new SI exchange to explore the flows and view the detailed questions. The NASWA SIDES Team will be on-hand, ready to guide you through the different exchanges and answer all your questions.

## 11:15a Networking Break

Exhibit Hall

## 11:30a Concurrent Breakout Sessions



### Determinations & Decisions & Promising Practices

Grand Hall

States, are you still sending determinations & decisions by mail? Employers, are you trying to fax appeals? Listen in as we discuss the Determinations & Decisions exchange and the various benefits for your organization.

**Moderator** **Trish Pesek**, BPC Supervisor, Wyoming Department of Workforce Services

**Panelists** **Jennifer Bertrand**, SIDES Coordinator, Montana Department of Labor and Industry  
**Emily Duncan, CHRP**, Director, Client Administration, Questco  
**Joe Okimi**, UI Program Supervisor, Nebraska Department of Labor



### Successful Practices for Increasing Employer Response Rates

Edison North

Many states have made ongoing efforts to increase Employer responses through SIDES. Join us in looking at the different strategies states have used to increase their response rates and the steps they take to make those additional follow ups.

**Moderator** **Aaron J. Miller**, Business Analyst, Syndeo Outsourcing

**Panelists** **Gregg Kallajian**, Operations Coordinator, Connecticut Department of Labor  
**Christopher Moore**, SIDES Administrator, Maryland Department of Labor  
**Caroline Pratt**, UI Integrity Director, Connecticut Department of Labor  
**Whitney Swingle**, Program Coordinator II, South Carolina Department of Employment and Workforce  
**Nakia Thompson**, UI Technical Services - Manager, South Carolina Department of Employment and Workforce



# THURSDAY, APRIL 20

## 11:30a Concurrent Breakout Sessions (cont.)



### Defining Business Rules & Requirements

Edison South

During this discussion, we will review the difference between functional and non-functional requirements; the characteristics of quality requirements; business rules and what drives them; as well as preparing to capture requirements. This is an important step to a successful UI Modernization, or any UI development project, as poorly written requirements can heavily affect a project's implementation. This is a high-level review of information provided by NASWA UI ITSC in the Business Analyst Bootcamp Training.

**Moderator** **Pete Shipman**, Assistant Director Benefits Support, Oklahoma Employment Security Commission

**Panelists** **Renee Carboni**, Senior Business Analyst, UI ITSC, NASWA  
**Lynsey Goins**, Senior Business Analyst, UI ITSC, NASWA



### Communications, Social Media & Web Presence

Illinois Central

Learn new strategies for outreach in regard to SIDES and hear promising practices from states and integrated partners involved in SIDES-focused communication.

**Moderator** **Jorie Cummis**, CEO/COO, NSN Employer Services, Inc. and ValeU NSN, LLC

**Panelists** **Jolynn Haresign, SHRM-CP**, Regional Vice President, Industrial UI Services  
**Donna Njuki**, SIDES E-Response Assistant Coordinator, Kansas Department of Labor  
**Katie Watkins**, Senior Director of Product, VerifyToday



### Hands-on Lab: SIDES E-Response

Wabash

Gain first-hand knowledge of how an exchange works. Stop in and experience SIDES from the E-Response employers' perspective. "Walk" through the new SI exchange to explore the flows and view the detailed questions. The NASWA SIDES Team will be on-hand, ready to guide you through the different exchanges and answer all your questions.

12:30-1:45p **Lunch** - A buffet will be available in the restaurant to purchase at per diem prices. Cash/Credit accepted.

123 West  
Restaurant



# THURSDAY, APRIL 20

## 1:45p Concurrent Breakout Sessions



### Benefit Charges & Promising Practices

Grand Hall

Engage with our panelists as they talk about processes that should be reviewed when implementing the Benefit Charges exchange.

**Moderator** **Wendy Sanders**, Benefits Services Consultant, Florida Department of Economic Opportunity

**Panelists** **Kathryn Broekemeier**, SIDES E-Response Deputy Administrator, Kansas Department of Labor  
**Andrea Frederick**, Chief Product Officer, Unemployment Tracker  
**Courtney Pontack**, Senior Director of Operations / Attorney at Law, Michigan Health & Hospital Association Unemployment Compensation Program  
**Margaret Streater**, Subject Matter Expert, UI Tiger Teams Project, NASWA



### Appeals Timeliness

Edison North

Listen to ways that appeals affects the overall integrity of the UI program.

**Moderator** **Lori Roberts**, Sr. Manager Government Relations, Equifax Workforce Solutions

**Panelists** **Candace Edens**, Director, Division of Unemployment Insurance Operations, USDOL  
**Brett Flachsbarth**, Director, UI ITSC, NASWA  
**Billy Rudnick**, HR Manager of UI, G&A Partners



### Developing Test Cases & Scenarios

Edison South

During this session, we will discuss the activities that occur prior to testing; writing test cases and scenarios; performing tests and reporting results; as well as pre- and post-implementation testing activities. Testing is typically 35% of the time/resources used for development projects – it is an important piece within the Software Development Life Cycle (SDLC) to understand. This is a high-level review of information provided by NASWA UI ITSC in the Business Analyst Bootcamp Training and User Acceptance Testing (UAT) Training.

**Moderator** **Pete Shipman**, Assistant Director Benefits Support, Oklahoma Employment Security Commission

**Panelists** **Renee Carboni**, Senior Business Analyst, UI ITSC, NASWA  
**Lynsey Goins**, Senior Business Analyst, UI ITSC, NASWA



# THURSDAY, APRIL 20

## 1:45p Concurrent Breakout Sessions (cont.)



### State-Led Employer Webinars & Employer Education Events Illinois Central

State Workforce Agencies are often the first resource employers have in understanding how to navigate the ins and outs of Unemployment Insurance. Over the years, states have developed Outreach webinars, workshops, and trainings to assist employers in the basics of UI and how to utilize SIDES E-Response. Come listen to three states and their approach to educating employers about the UI Process.

Moderator **Kelley Hauschildt**, Benefits Bureau Chief, Iowa Workforce Development

Panelists **Donna Njuki**, SIDES E-Response Assistant Coordinator, Kansas Department of Labor

**Tyler Smith**, UI Technical Services Specialist, Idaho Department of Labor

**Janey Watkins-Sondrini**, SIDES Program Director, Indiana Dept. of Workforce Development



### Hands-on Lab: SIDES E-Response

Wabash

Gain first-hand knowledge of how an exchange works. Stop in and experience SIDES from the E-Response employers' perspective. "Walk" through the new SI exchange to explore the flows and view the detailed questions. The NASWA SIDES Team will be on-hand, ready to guide you through the different exchanges and answer all your questions.

## 2:45p Networking Break

Exhibit Hall

## 3:15p Concurrent Breakout Sessions

### Roundtable Discussion - STATES

Grand Hall

State members participate in roundtable discussions.

### Roundtable Discussion – INTEGRATED PARTNERS

Edison South

Integrated partners participate in roundtable discussions.

### Roundtable Discussion - TECHNICAL

Illinois Central

State and integrated partner IT professionals participate in roundtable discussions.



### Hands-on Lab: Integrity Data Hub

Wabash

## 4:00p Closing Plenary Session

Grand Hall

## 5:00p Conference Adjourned



# FRIDAY, APRIL 21

8:30a - SIDES Operations Committee Meeting  
12:00p

Illinois Street Ballroom