

LOS ANGELES, CA

SEP. 13 - 14, 2023

WORKFORCE MAGIC

2023 NASWA
SUMMIT



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A new generation of Compelling Solutions

For over 20 years, we have partnered with Workforce, Unemployment Insurance, and Labor officials to optimize program performance and service delivery by emphasizing the human experience.

www.deloitte.com/us/labor-workforce-development

Next GEN Tools



Intelligent Capabilities

Artificial Intelligence, Robotic Process Automation, Intelligent Optical Character Recognition, and Chat Bots

WorkPath™

No-code/Low-Code core workforce case management solution

GovConnect CRM

Comprehensive contact center solution - extendible and scales with demand

uFACTS



A configurable solution that you own



Comprehensive, UI business functionality that has produced measureable results



Updated Cloud-native, Microservices Architecture



Modular, loosely coupled architecture supports flexible deployment options



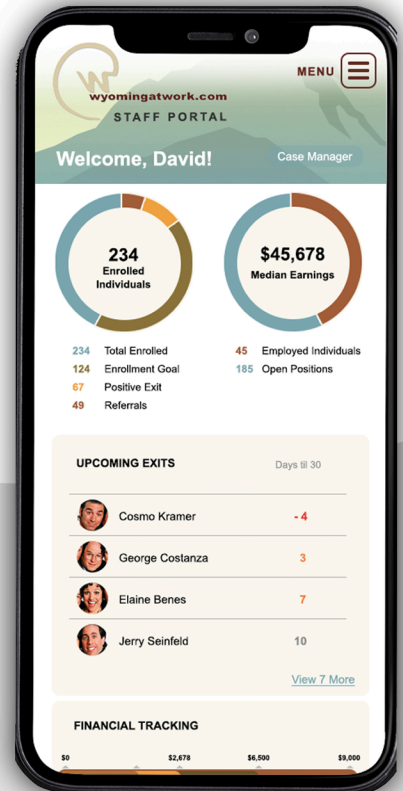
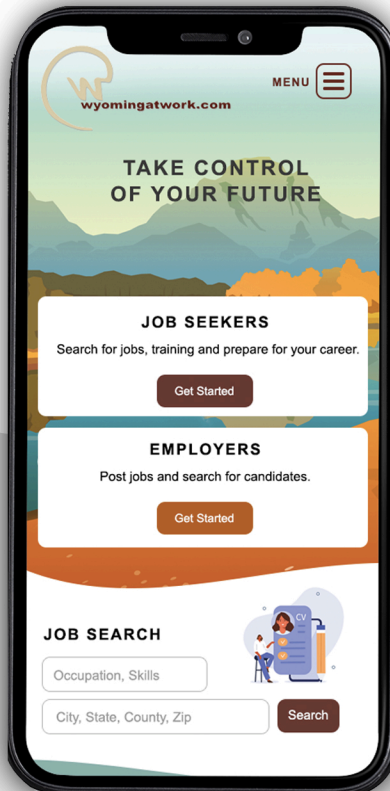
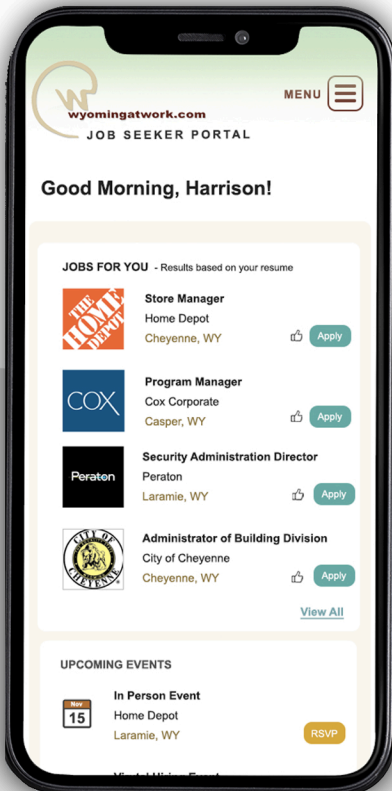
Embedded analytics and behavioral nudges

THE *FUTURE* OF WORKFORCE

CASE MANAGEMENT SYSTEM

LABOR EXCHANGE

CAREER READINESS TRAINING





WELCOME

Welcome to Los Angeles! I'm Michael Harrington, Commissioner of the Vermont Department of Labor, and I'm honored to serve as this year's National Association of State Workforce Agencies (NASWA) Board Chair.

We are excited to be in California for the 2023 SUMMIT. I would like to extend my sincere thanks to Stewart Knox, Secretary of the California Labor and Workforce Development Agency, for hosting and ensuring the success of this year's SUMMIT.

As we gather in Los Angeles, we encourage you to remember the theme of this year's conference: "Workforce Magic." Workforce development is about embracing the opportunity for growth, undergoing transformational journeys to adapt to changing demands, and utilizing innovation to navigate new challenges. After the last three-plus years, now is the time to understand our important role in helping Americans secure quality jobs and careers.

The SUMMIT provides a great opportunity to learn from our peers as well as other partners who are graciously sharing their knowledge and expertise. I encourage you to take full advantage through professional development and networking, which are ways to help continually bring new ideas and solutions back home to your respective states and communities.

We strive to provide high-quality services and opportunities through the SUMMIT and all our other NASWA products and services. Please visit with one of our NASWA staff or Board members, or email naswa@naswa.org, to share your concerns or ideas for improvement. We value your feedback and appreciate your continued participation and support.

I hope you have an enjoyable and educational conference experience in Los Angeles!

Sincerely,

Michael Harrington

2023-2024 Board Chair, NASWA

Commissioner, Vermont Department of Labor



OFFICE OF THE GOVERNOR

September 13-14, 2023

National Association of State Workforce Agencies Summit

It is my pleasure to welcome you to Los Angeles for the 2023 National Association of State Workforce Agencies (NASWA) Summit. NASWA plays an invaluable leadership role supporting efforts in California and across the nation to provide critical benefits and services to unemployed and underemployed families.

Maximizing the timely opportunities made possible by the new infrastructure, climate and equity investments in our economies and communities, this event is an excellent opportunity to share best practices and network with colleagues throughout the country to improve the workforce system for all.

As the front-line leaders that delivered unprecedented pandemic benefits, which prevented untold hardship and helped sustain the economy, I want to commend each of you for your tireless work and selfless dedication to your vital mission. The efforts of NASWA and our state workforce agencies truly transform lives and leave a lasting impact on our communities.

Aligning workforce development and education with industry needs and economic opportunity is of paramount importance and has been a top priority of mine as governor. California is proud to be investing in groundbreaking new workforce efforts, from expanding climate, health care and other sector-based, high-road training strategies and apprenticeships, to forging partnerships with local and regional leaders, the philanthropic sector and other community stakeholders, and much more.

To address current shortages and meet future demand, the state recently invested more than \$1 billion to expand the health workforce across behavioral health, home care, and acute and primary care. We are investing heavily in equity, with programs like our Equal Representation in Construction Apprenticeship (ERiCA) grants to help underserved populations access good-paying jobs in the building and construction trades. These are just a few examples of the exciting work happening here in our state.

On behalf of the State of California, I thank NASWA and all the state workforce leaders who have taken the time to engage with colleagues here in our state, and for your exceptional dedication to serving others. I hope you enjoy your time in Los Angeles and experience all it has to offer.

Sincerely,

A handwritten signature in black ink, appearing to read "Gavin Newsom", written over a horizontal line.

Gavin Newsom



YOUR PARTNER IN INTUITIVE AND EQUITABLE SOFTWARE SOLUTIONS



FastUI: FOR UNEMPLOYMENT TAX, BENEFITS, AND APPEALS

Since 2009, 10 state agencies have selected FastUI to secure data, quickly implement changes, and make life easier for customers and staff.

- ▶ Customer-friendly portal available any time, on any device
- ▶ Multi-language support, accessible to all

FastUI-PL: FOR UI AND PAID LEAVE

As paid leave becomes more popular nationwide, agencies can choose this solution to take advantage of all the same benefits as FastUI—plus tools for paid leave.

- ▶ Optimized for contributions and benefits
- ▶ Easy to update as laws change

FIVS: FAST IDENTITY VERIFICATION SERVICES

With over **\$360 million** in fraud prevented in 2023, FIVS is helping agencies maximize fraud capture while minimizing legitimate claimant impact.

- ▶ Advanced rules, research tools, pattern recognition, and reports
- ▶ Online options for claimant self-serve verification

FastEnterprises.com



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GOLD



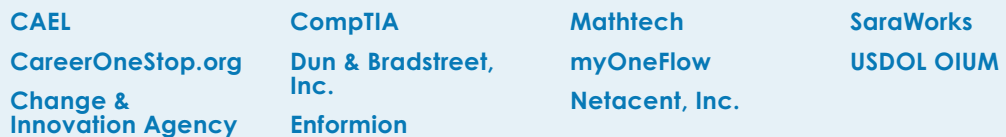
SILVER



BRONZE

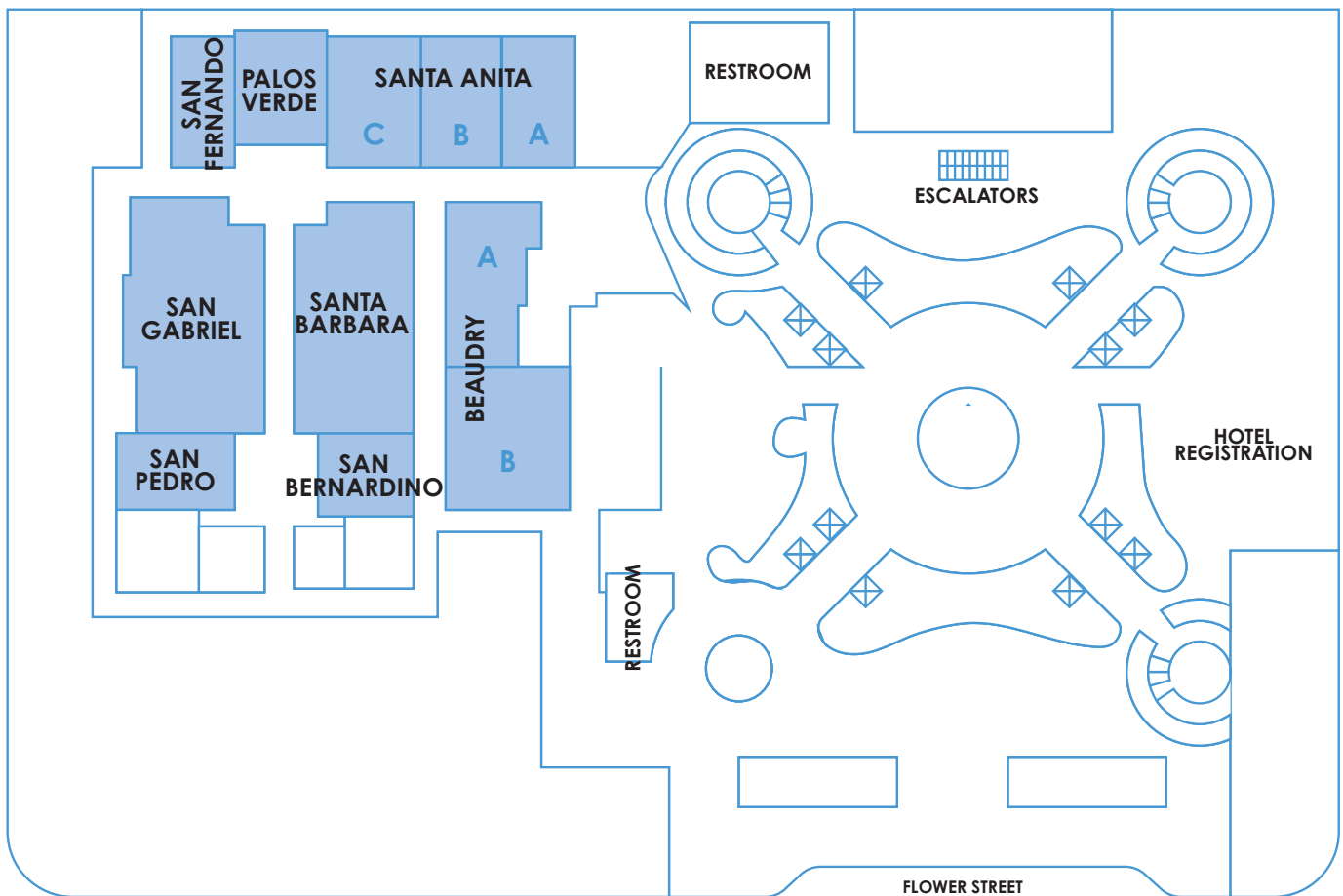


CONTRIBUTORS



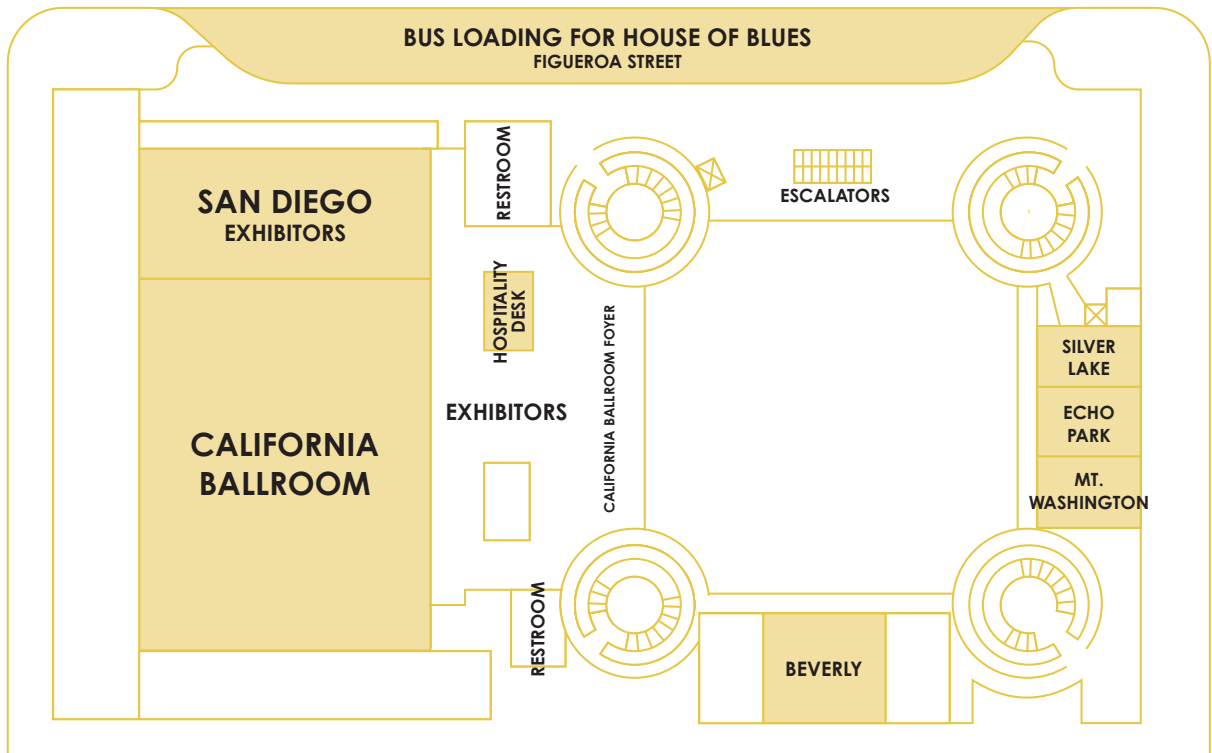
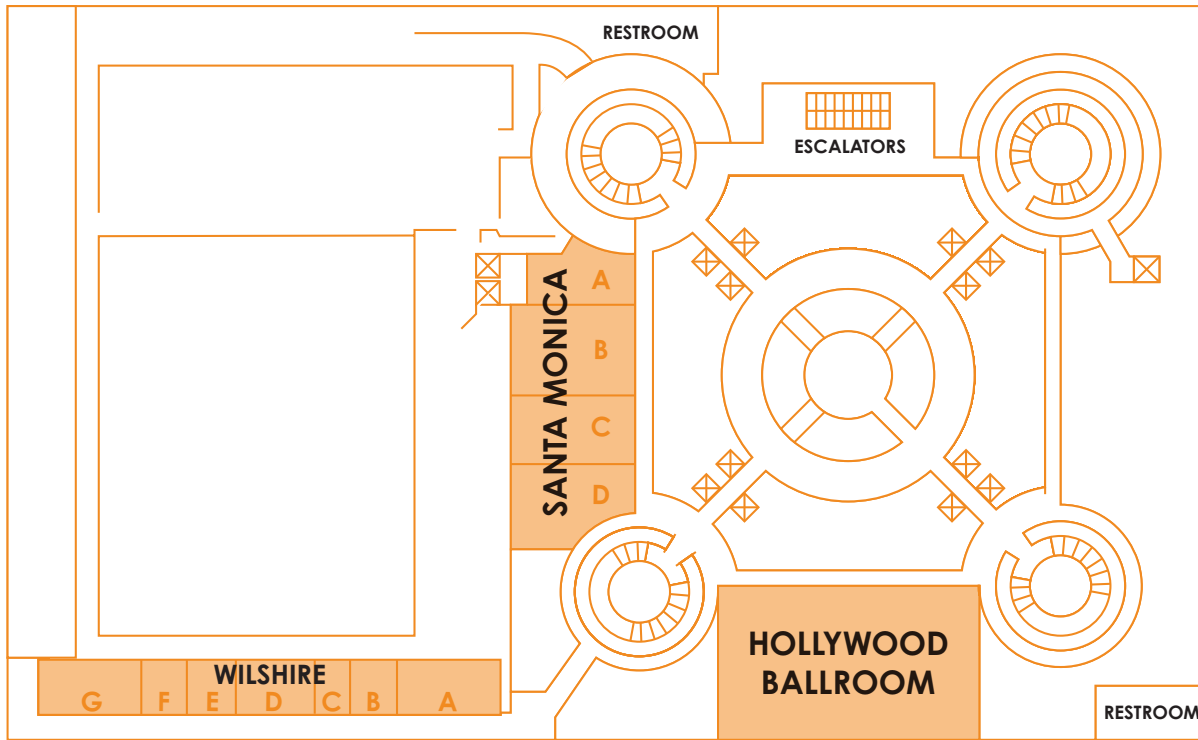
WORKFORCE MAGIC: OPPORTUNITY. INNOVATION, TRANSFORMATION.

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LEVEL 3



LEVEL 2



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GOVERNMENT SOLUTIONS



maximus

MONSTER
Government Solutions



NTT DATA



Robert Half



servicenow.



NASWA SERVICES

Behavioral Insights | Table 22

Behavioral Insights provides behavioral science information and expertise, evidence-based insights, and support for state workforce agencies in achieving better outcomes on challenging program problems.

Visit naswa.org/integrity-center/behavioral-insights

Integrity Data Hub | Table 21

The IDH is a secure, multistate data system with advanced data cross-matching and analysis capability that detects and prevents UI fraud and improper payments. Designed to be easily accessible, the IDH supports states with varying levels of resources and technology. Participating states provide UI claims data and receive prioritized results for review and investigation.

Visit naswa.org/integrity-center/integrity-data-hub

Knowledge Exchange Library | Table 20

The Knowledge Exchange Library is a managed collection of resources and information on Unemployment Insurance Integrity and Workforce Technology.

Visit library.naswa.org

NASWA Learning | Table 20

NASWA Learning provides courses and certifications custom designed for busy workforce development professionals. Learning opportunities are available on-demand and through scheduled virtual and in-person instructor-led training events.

Visit naswa.org/learning

UI IT Support Center (UI ITSC) | Table 18

UI ITSC provides information, software tools and products, and advisory services to states in support of information technology (IT) systems for the Unemployment Insurance program. This assists states in their efforts to enhance

efficiencies and promote sharing and replication of successful UI models and practices.

Visit naswa.org/services/uiitsc

UI Interstate Connection Network (ICON) | Table 16

The system that allows State UI agencies to request and receive data for use in the filing and processing of combined wage claims, military and federal claims. The system provides for the exchange of data between State workforce agencies as well as federal partners.

Visit naswa.org/icon

UI State Information Data Exchange System (SIDES) | Table 17

SIDES is a software tool that empowers states, employers, Third Party Administrators (TPAs) and Professional Employer Organizations (PEOs) to quickly, accurately, and securely respond to unemployment insurance requests.

Visit naswa.org/sides

Workforce IT Support Center (Workforce ITSC) | Table 19

Workforce ITSC supports all state Workforce Innovation and Opportunity Act (WIOA) program partners as they work collaboratively to meet current and future customer needs through the effective use of data, technology, and digital age practices.

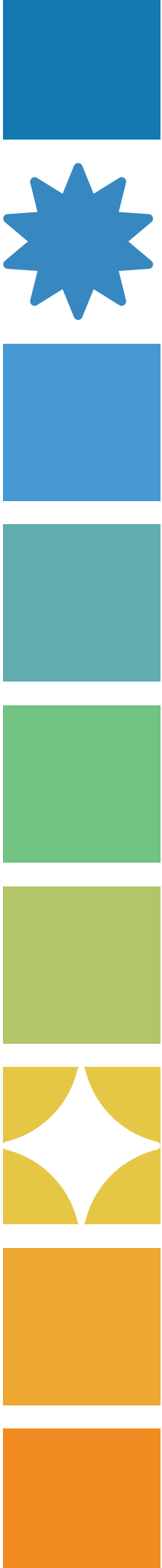
Visit naswa.org/witsc

National Labor Exchange (NLx) | Table 23

The National Labor Exchange (NLx) is an electronic labor-exchange network, created in 2007 in a partnership agreement between NASWA and DirectEmployers Association (DirectEmployers). This is an unprecedented public-private partnership that leverages private non-profit-owned technology with existing state workforce agency resources.

naswa.org/partnerships/nlx

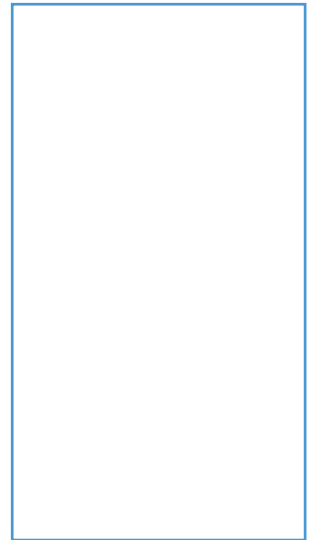




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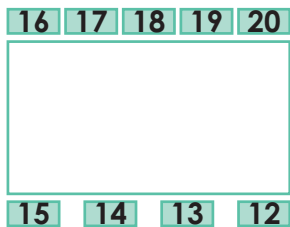
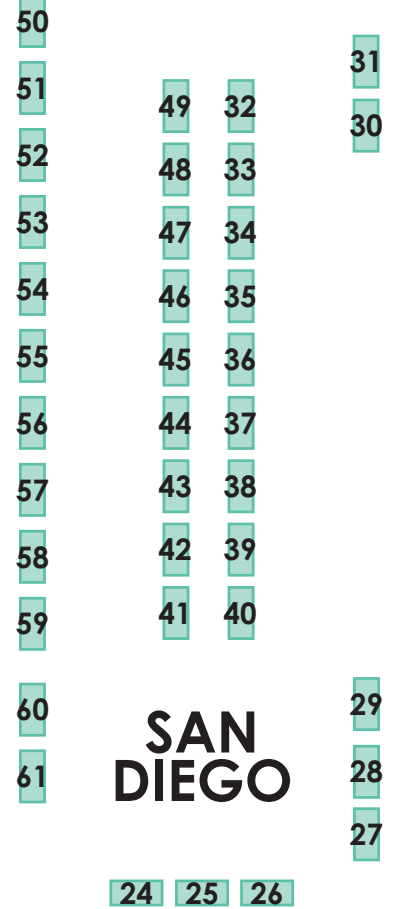
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23



**HOSPITALITY
DESK**

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Deloitte Consulting LLP | Table 2

For over 20 years, we have partnered with Workforce, Unemployment Insurance, and Labor officials to optimize program performance and service delivery by emphasizing the human experience. Featuring innovative human-centric design, fraud prevention and detection, predictive analytics and behavioral nudging, our integrated solutions have helped our clients realize superior results.

PLATINUM

Career EDGE | Table 3

Career EDGE provides innovative solutions to complex social challenges such as closing the opportunity divide, reducing unemployment and eradicating poverty.

FAST Enterprises | Table 4

Fast Enterprises (FAST) has modernized systems for 85+ governments worldwide. Our highly flexible FastUI software is the complete solution for UI taxes, benefits, and appeals. We partner with unemployment agencies to optimize operations and automate services, while enhancing accessibility and usability for customers.

Geographic Solutions | Table 1

Geographic Solutions is the leading provider of integrated software for state and local workforce agencies. The company's online employment solutions facilitate case man-

agement, federal reporting, job aggregation, labor exchange, job market analysis, economic and educational planning, human services, and unemployment insurance benefits. For over 31 years, Geographic Solutions has developed software for students, job seekers, employers, service providers, and agency staff that enhances service delivery and fosters career placement.

PAIRIN | Table 5

PAIRIN is a social enterprise company that unifies the essential content and resources provided by workforce, government and educational organizations to make everyone's career journey relevant and equitable. PAIRIN's My Journey platform enables organizations to more effectively deliver career guidance, skills development and tailored community services through one easy-to-implement and easy-to-use.

GOLD

CATCH Intelligence | Table 6

CATCH Intelligence supports state Unemployment Insurance (UI) agencies in their mission to prevent, detect, and recover improper payments, prevent fraud, and promote integrity and equity. CATCH helps states modernize their Unemployment Insurance data and reporting, helping to create a reliable, modernized, and updated system that allows for much better reporting and modernization effort.

EY | Table 11

The EY Empowered Employment Solution develops actionable strategies to bridge the gap between current skill sets and the evolving labor force needs of the economy. We focus on addressing the skills shortage that state and local governments are facing and improving outcomes for people within workforce systems to create more prosperous economies and brighter futures.

FutureFit AI | Table 9

FutureFit AI partners with state and local workforce agencies to bridge the gap between job seekers and employers through an AI-powered career navigation and skills-based hiring platform.

Infosys Public Services, Inc. | Table 7

Infosys Public Services is a leader in business consulting, technology solutions, and next-generation digital services. We enable State Workforce Agencies to accelerate their digital transformation through innovative solutions like Infosys LaborForce and execution excellence. Visit www.infosyspublicservices.com to learn more.

Launchpad | Table 13

Launchpad is a Salesforce ISV partner, built natively on the Salesforce platform to connect public sector and nonprofit organizations to the people and businesses they serve.

On Point Technology | Table 8

Catalis/On Point offers tailored solutions, streamlining government operations through process automation. As a premier Unemployment Insurance SaaS provider, we empower governments with proven expertise, digital innovation, and modular UI solutions. Our end-to-end adjudication platform with automated workflows tackle fraud, backlogs, and efficiency challenges, revitalizing agency operations.

Sagitec Solutions LLC | Table 12

Sagitec is a global IT provider of highly configurable UI and PFML tax and benefits COTS solutions for single-state and consortium modernization projects. Sagitec also has other value-added service offerings like Neofraud™, our comprehensive predictive fraud solution that identifies fraud trends and data anomalies before they occur and MOBIAS™, our mobile app that allows claimants to perform multiple UI and Re-employment activities from their smartphone.

Salesforce | Table 14

Salesforce, the #1 CRM, is enabling public sector organizations around the world to modernize government service. Customer 360 for Public Sector allows you to transform digital service delivery with easy automation tools, achieve faster time to value with purpose-built solutions, and improve mission success with smart insights that help you move the mission forward - all within a secure, compliant cloud environment.

Socure | Table 15

Socure is the gold standard for digital identity verification and identity fraud prevention. Founded in 2012, the company's mission is to verify 100% of good identities in real-time and completely eliminate identity fraud on the internet. Today, Socure has more than 1,000 customers including top financial institutions, government agencies, and leading enterprises across all industries.

TCS - Tata Consultancy Services |

Table 10

TATA Consultancy Services Ltd (TCS) helps governments transform the delivery of labor and workforce services to constituents. Our forever-modern Unemployment Insurance, Workforce solution, and Paid Family and Medical Leave solutions deliver consumer-grade digital experiences for constituents, while helping agencies battle fraud, aging systems, and security threats. Learn more at [TCS.com](https://www.tcs.com) or contact us at US.PublicServices@tcs.com.

SILVER

Amazon Web Services | Table 29

State workforce agencies are leveraging AWS for initiatives ranging from the optimization of everyday administrative tasks to delivering a more personalized digital experience for citizens. Whether your focus is on building smarter unemployment insurance systems or improving the claimant experience, AWS provides cost-effective, scalable, and secure IT resources to help you pave the way.

Coursera, Inc. | Table 61

Launched in 2012 by two Stanford professors, Andrew Ng and Daphne Koller, Coursera is now one of the largest online learning platforms in the world, with 102 million registered learners. Our mission is to provide universal access to world-class learning. We partner with over 250 leading university and industry partners!

CSG Government Solutions | Table 42

CSG Government Solutions is a national leader in providing planning, project management, technical architecture, quality assurance, organizational change management, and testing services for projects that modernize the IT and business processes of UI programs. Established in 1997, CSG has more than 25 years of experience serving as a trusted advisor to our more than 200 public sector clients.

Eightfold.ai | Table 25

Eightfold AI® delivers the Talent Intelligence Platform™, the most effective way for organizations to retain top performers, upskill and re-skill the workforce, recruit top talent efficiently, and reach diversity goals. Eightfold AI's deep learning artificial intelligence platform empowers enterprises to turn talent management into a competitive advantage.

Fiserv | Table 58

Government Solutions from Fiserv can help agencies and organizations of all sizes manage costs, drive efficiencies, and create a streamlined, secure environment for highly regulated billing and payments. Fiserv is a global leader in payments and financial technology, serving thousands of financial institutions and millions of businesses worldwide. www.fiserv.com

Incode Technologies | Table 40

Incode is the leading provider of world-class identity solutions that is reinventing the way humans authenticate and verify their identities online to power a world of digital trust. Incode's revolutionary identity solutions are unleashing the business potential of universal industries by reducing fraud and transforming human interactions with data, products, and services.

Monster Government Solutions |

Table 24

MonsterGov has partnered with state governments and workforce agencies for more than two decades to support workforce development with our purpose-built technology. Our modern and secure labor exchange and case management solution, MonsterWorks, is designed to connect workforce stakeholders in one place to support employment and workforce initiatives. Learn more: [MonsterGov.com](https://www.monstergov.com)

Nava Public Benefit Corporation |

Table 26

Nava is a consultancy and public benefit corporation working to make government services simple, effective, and accessible to all. Nava emerged from the effort to help rebuild HealthCare.gov after its troubled launch, and exists to address some of the most complex challenges in the public sector.

Navient B.P.O., LLC | Table 27

Navient is a leader in business process solutions for more than 45 years. Our solutions can support your agency's mission-critical programs. Our enterprise is built to help you succeed, even during the most challenging times. From public health emergencies to inflation – and from staffing difficulties to recessions – discover how we can help ensure your agency is ready for what comes next.

Russell Allen Partners | Table 59

Russell Allen Partners provides government agencies with a solution to identify, recover, and prevent the disbursement of suspicious payments. Our team of former banking executives and subject matter experts, specializes in supporting government agencies with our experience and network within financial services, payments, and banking.

SATRDÉ, LLC CX | EX Solutions |

Table 39

SATRDÉ CX | EX Solutions provides organizational optimization services through enhanced constituent and employee satisfaction strategies. By improving an organization's approach to process efficiency and people empowerment our customers realize increased constituent and employee retention.

Snowflake | Table 28

Leverage the Snowflake Data Cloud and platform to power IT modernization, improve citizen services, and drive innovation and efficiency. Snowflake delivers a FedRAMP-authorized,

single, seamless experience across multiple public clouds. Learn more at snowflake.com/public-sector.

Studio Science | Table 41

Studio Sciences is a design and innovation agency based in Indianapolis, IN and focuses in Salesforce and MuleSoft services. Founded in 1998, our team has been designing CRM and system integrations for over 25 years, and has partnered with many government agencies since 2008.

Thomson Reuters | Table 60

With Thomson Reuters Risk & Fraud Solutions, leverage unparalleled content and related expertise, industry-leading depth of data, and AI-powered analytics to help you solve some of your most pressing challenges and ensure that public funds are properly managed and protected from fraud, waste, and abuse.

TrussWorks, Inc. | Table 57

Truss has delivered complex projects that have impacted millions of people. We've helped create access to health insurance, ensured Medicaid recipients have accurate data about services, and ensured people received unemployment checks on time. We're helping the IRS enable citizens to file taxes simply, cheaply, and quickly while saving the Government millions of dollars in processing costs.

BRONZE

Accenture | Table 43

Accenture is a global strategy and consulting firm, with unmatched experience and specialized skills across 40 industries. Our consulting work is in the commercial and public sector, touching every part of the Global, National and Commonwealth economy including Advanced Technology, Defense, Energy, and Life Sciences. We partner with our clients to help solve their toughest challenges.

American Institutes for Research (AIR)

The American Institutes for Research® (AIR®) is a nonpartisan, not-for-profit organization that conducts behavioral and social science research and delivers technical assistance. Our experts in education, workforce, and human services helps policymakers make important decisions based on evidence, and we work with leaders, organizations, and communities to create more effective programs.

DirectEmployers Association | Table 56

DirectEmployers (DE) is the forefront leader in OFCCP compliance, with roots extending into online recruitment. DE has continued to grow and expand over the years and currently has over 1,000 employer Members from the Fortune 2,000. Employers look to the Association for advice, guidance, and support for all things related to OFCCP compliance, recruitment marketing, and app/software development.

Google LLC | Table 44

Google Cloud is helping state and local governments empower their workforce and improve the lives of their constituents with our secure, interoperable, intelligent platform. Whether your organization is looking to build new applications in the cloud or transform your current infrastructure, we can help modernize service delivery.

IBM | Table 55

To be the catalyst that makes the world work better. IBM is in the business of helping customers solve problems using advanced information technologies. These solutions draw from an industry-leading portfolio of capabilities in software, consulting services, and a deep incumbency in mission-critical systems, all bolstered by one of the world's leading research organizations.

ID.me | Table 37

ID.me simplifies how individuals prove and share their identity online. The ID.me secure digital identity network has 100 million mem-

bers with over 70,000 individuals joining daily, as well as partnerships with 31 states, multiple federal agencies, and over 500 name brand retailers. ID.me provides identity proofing, authentication and group affiliation verification for organizations across sectors.

IDVerse | Table 36

IDVerse helps you quickly scale your business globally. Our fully-automated solution verifies new users in seconds with just their face and smartphone - in over 220 countries and territories with any ID document - without the burden of human intervention. IDVerse is trusted by startups, governments, and global enterprises, including Experian, HSBC, Virgin Money, and ANZ, for borderless and inclusive identity verification.

IEM | Table 45

As the largest women- and minority-owned firm of its kind, IEM has over 38 years of experience managing unprecedented events with the expertise, innovative strategies, and tools to prepare for and overcome disruptions and help communities build back stronger. No matter the risk, IEM ensures rapid response and recovery to increase resilience and mitigate the impact of future crisis.

KPMG LLP | Table 35

For more than 100 years, KPMG has worked with government organizations to create positive change that benefits government workers, citizens, and communities. We support state workforce agencies' unique modernization efforts, helping agencies deliver more effective and efficient services, drive equitable access to Unemployment Insurance benefits, and prepare job seekers for the future of work.

LexisNexis Risk Solutions

LexisNexis® Risk Solutions harnesses the power of data and advanced analytics to provide insights that help businesses and governmental entities reduce risk and improve decisions to benefit people around the globe. Headquar-

tered in Georgia and part of RELX, a global provider of information-based analytics and decision tools. Visit www.risk.lexisnexis.com/government

Outreach Solutions as a Service LLC

Outreach Solutions as a Service is a Sacramento based business that has over 100 years of collective experience in developing forward-thinking applications for government agencies. Our experienced team can design secure innovative modular solutions that utilize the latest emerging technologies and infrastructure services, and ensure a fast and cost-effective path for this digital transformation.

Public Consulting Group | Table 46

Public Consulting Group LLC (PCG) offers a full spectrum of quality Information Technology (IT) services to help state and local government agencies at every stage of the IT life cycle. Through its specialized technology services, PCG finds cost-effective ways to help agency partners deliver successful IT systems that enhance the lives of the user base.

Red Hat, Inc.

We're the world's leading provider of enterprise open source solutions—including Linux, cloud, container, and Kubernetes. We deliver hardened solutions that make it easier for enterprises to work across platforms and environments, from the core datacenter to the network edge.

Strategic Systems Inc - Government Solutions | Table 53

TransUnion | Table 54

Whether federal, state, tribal or local agency, public safety or educational organization, TransUnion's suite of mission-critical solutions provides the public sector with vital information and an unmatched combination of credit

and non-credit data to help protect constituents and programs, reduce fraud, manage compliance and boost services for constituents served. Visit <https://www.transunion.com>

U.S. Bank | Table 38

The U.S. Bank ReliaCard® serves all levels of government agencies. We offer prepaid solutions designed to reduce check printing costs and empower recipients with modern payment tools. Our product offers a feature-rich experience, a simplified cardholder fee schedule and a secure, low-cost disbursement option to the cardholder.

UI Professional Services (UIPS)

UI Professional Services strives to provide state workforce agencies (SWAs) with systems that support the mission of UI. As an ICON vendor for NASWA, we aim to assist NASWA in its mission to support and help advance state workforce agency (SWA) systems by providing simple solutions to help states modernize their legacy systems and process their combined wage claims more efficiently.

CONTRIBUTORS

CAEL | Table 51

Accenture is a global strategy and consulting firm, with unmatched experience and specialized skills across 40 industries. Our consulting work is in the commercial and public sector, touching every part of the Global, National and Commonwealth economy including Advanced Technology, Defense, Energy, and Life Sciences. We partner with our clients to help solve their toughest challenges.

CareerOneStop.org | Table 34

CareerOneStop.org, sponsored by the U.S. Department of Labor, Employment and Training Administration, offers free electronic tools and resources to help users explore careers, education, training and jobs. Check out mySkills myFuture, Certification Finder, Skills Match-

er, Interest Assessment, and more. Audiences served include job seekers, students, workforce development professionals, and business.

Change & Innovation Agency |

Table 33

Change & Innovation Agency (CIA®), part of the Vimo® family of innovative solutions for health and human services, helps agencies increase capacity so they can do more good. Using our proven, capacity-building approaches and SaaS solutions, we help agencies focused on safety net programs, including unemployment insurance, consistently serve at least 40% more customers 70% faster.

CompTIA | Table 48

CompTIA is a leading advocate for the \$5 trillion global information technology ecosystem; and the 50 million-plus professionals who design, implement, manage and safeguard the technology that powers the world's economy. Through education, training, certifications, philanthropy and market research, CompTIA helps advance the industry and its workforce. Visit www.comptia.org

Dun & Bradstreet, Inc. | Table 32

Dun and Bradstreet Public Sector helps government foster healthy communities, fight crime, protect supply chains and mobilize relief efforts by leveraging data and analytical insights essential to their critical mission.

Enformion | Table 52

Founded by a team of industry pioneers and experts in data technology with over two decades of experience, Enformion's data repository comprises more than 6,000 data sources and 120 billion records available via a cloud-based platform, API, and batch processing.

Mathtech | Table 49

Mathtech is comprised of consulting experts in public sector legacy system moderniza-

tion planning and implementation and brings broad experience from agencies throughout the United States.

myOneFlow | Table 30

myOneFlow is a WIOA case management tool which tracks clients from intake and enrollment through to job placement & follow-up. Its rules-based engine creates a personalized, workflow-driven journey that keeps clients on track toward realizing their goals while automatically collecting and populating required data for one-click WIOA performance reporting.

Netacent, Inc. | Table 31

Netacent's Data Station solution is the leading comprehensive Unemployment Insurance solution built exclusively for Labor Agencies. Our comprehensive modules include UI Benefits, Tax, and Appeals Administration are customizable to meet your state specific requirements. Data Station is fully-scalable, cloud-based, and Software-as-a-service.

SaraWorks | Table 50

SaraWorks is a SaaS application that helps bridge the communication gap for human service organizations. Sara is a digital assistant and communication tool for caseworkers and clients that can be trained to do client follow-up, data entry, and documentation—something that typically absorbs 60%–80% of front-line staff time.

USDOL OUIIM | Table 47

The U.S. Department of Labor's Office of Unemployment Insurance Modernization (OUIIM) was created in 2021 to provide strategic oversight and resource management of unemployment insurance modernization efforts under the American Rescue Plan Act. This booth will showcase opportunities for states to work collaboratively with the Department of Labor on ID verification and customer experience.



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WORKFORCE TECHNOLOGY CONFERENCE

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Take part in an agenda packed with exciting, educational, and dynamic content curated to focus on:

- Workforce Development
- Case Management
- Human Services
- Unemployment Insurance
- Reporting
- Education

- Labor Market Information
- Corrections
- Best Practices
- Policy
- Artificial Intelligence and more!

AGENDA AT A GLANCE

TUESDAY, SEPTEMBER 12

8:30 AM - 5:00 PM	BOARD MEETING & COMMITTEE MEETINGS	See page 24 for info
7:30 AM - 7:00 PM	SUMMIT HOSPITALITY DESK	California Ballroom Foyer
5:30 - 7:00 PM	SUMMIT WELCOME RECEPTION WITH EXHIBITORS	California Ballroom Foyer & San Diego

WEDNESDAY, SEPTEMBER 13

7:30 AM - 5:30 PM	HOSPITALITY DESK	California Ballroom Foyer
7:30 AM - 5:30 PM	SPONSOR & EXHIBITOR SHOWCASE	California Ballroom Foyer & San Diego
8:00 - 9:00 AM	SUMMIT HOSTED BREAKFAST	California Ballroom
9:00 - 10:00 AM	GENERAL SESSION: OPENING CEREMONIES	California Ballroom
10:00 - 10:30 AM	COFFEE BREAK WITH EXHIBITORS	California Ballroom Foyer & San Diego
10:30 - 11:30 AM	CONCURRENT BREAKOUT SESSIONS	See pages 30-36 for info
11:45 AM - 1:00 PM	SUMMIT HOSTED LUNCHEON	California Ballroom
1:00 - 2:00 PM	CONCURRENT BREAKOUT SESSIONS	See pages 36-41 for info
2:15 - 4:10 PM	GENERAL SESSION: SUMMIT PLENARY	California Ballroom
4:10 - 4:40 PM	NETWORKING BREAK WITH EXHIBITORS	California Ballroom Foyer & San Diego
4:40 - 5:30 PM	GENERAL SESSION: SUMMIT PLENARY	California Ballroom

THURSDAY, SEPTEMBER 14

7:30 AM - 5:30 PM	HOSPITALITY DESK	California Ballroom Foyer
7:30 AM - 5:30 PM	SPONSOR & EXHIBITOR SHOWCASE	California Ballroom Foyer & San Diego
8:00 - 9:00 AM	SUMMIT HOSTED BREAKFAST	California Ballroom
9:00 - 10:45 AM	GENERAL SESSION: SUMMIT PLENARY	California Ballroom
10:45 - 11:15 AM	COFFEE BREAK WITH EXHIBITORS	California Ballroom Foyer & San Diego
11:15 AM-12:15 PM	CONCURRENT BREAKOUT SESSIONS	See pages 45-47 for info
12:15 - 1:30 PM	SALUTE TO LEADERSHIP AWARDS LUNCHEON	California Ballroom
1:30 - 2:00 PM	TRANSITION AND NETWORKING TIME	
2:00 - 3:15 PM	87TH ANNUAL MEMBERSHIP MEETING	California Ballroom
2:00 - 3:15 PM	CONCURRENT BREAKOUT SESSIONS	See pages 49-51 for info
3:15 - 3:45 PM	NETWORKING BREAK WITH EXHIBITORS	California Ballroom Foyer & San Diego
3:45 - 4:45 PM	CONCURRENT BREAKOUT SESSIONS	See pages 52-54 for info
5:00 - 5:30 PM	GENERAL SESSION: SUMMIT CLOSING PLENARY	California Ballroom
7:00 - 9:30 PM	HOUSE OF BLUES EVENING EVENT	
	5:45 - 6:15 Bus loading at Figueroa St. Entrance (level 2)	

MONDAY, SEPTEMBER 11

8:30 AM-5:00 PM	UI INTEGRITY CENTER STEERING COMMITTEE MEETING <i>Pick up your name badge in meeting room</i>	Santa Barbara (lobby level)
3:00 PM-6:00 PM	HOSPITALITY DESK <i>Pick up your name badge: early check-in for Tuesday committee meetings.</i>	California Ballroom Foyer (level 2)

TUESDAY, SEPTEMBER 12

8:30 AM-5:00 PM	BOARD MEETING & COMMITTEE MEETINGS <i>NAME BADGES REQUIRED FOR MEETING ATTENDANCE</i> BOARD OF DIRECTORS San Gabriel (lobby level) ADMINISTRATION & FINANCE COMMITTEE Echo Park (level 2) COMMUNICATIONS COMMITTEE (starts at 9:00 AM) Silver Lake (level 2) EMPLOYMENT & TRAINING COMMITTEE Santa Barbara (lobby level) EQUAL OPPORTUNITY COMMITTEE Santa Anita A (lobby level) NATIONAL LABOR EXCHANGE STEERING COMMITTEE San Pedro (lobby level) TECHNOLOGY COMMITTEE Beverly (level 2) UI SIDES OPERATIONS COMMITTEE Santa Monica B (level 3) WAGE & HOUR COMMITTEE (STARTS AT 9:00 AM) Palos Verdes (lobby level) WORKFORCE & LABOR MARKET INFORMATION COMMITTEE San Fernando (lobby level) UNEMPLOYMENT INSURANCE COMMITTEE (STARTS AT 1:00 PM) Hollywood Ballroom (level 3)	
7:30 AM-7:00 PM	SUMMIT HOSPITALITY DESK <i>Pick up your name badge: check-in for committee meetings and SUMMIT*.</i>	California Ballroom Foyer (level 2)
10:00 AM-5:00 PM	EXHIBITOR SET-UP	California Ballroom Foyer & San Diego (level 2)
5:30 PM-7:00 PM	SUMMIT WELCOME RECEPTION WITH EXHIBITORS <i>REQUIRES NAME BADGE FOR ENTRY*</i> Sponsors – Deloitte, Career EDGE, FAST Enterprises, Geographic Solutions, & Pairin Included in SUMMIT registration. Light refreshments and beverages will be served. Please check in at the Hospitality Desk to pick up your conference name badge before entering the reception.	California Ballroom Foyer & San Diego (level 2)

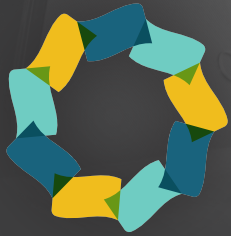


HEADSHOT PHOTO STUDIO

Open for professional headshots during our WELCOME RECEPTION! Look for the camera icon for other studio times throughout the conference.

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BREAKOUT TRACKS



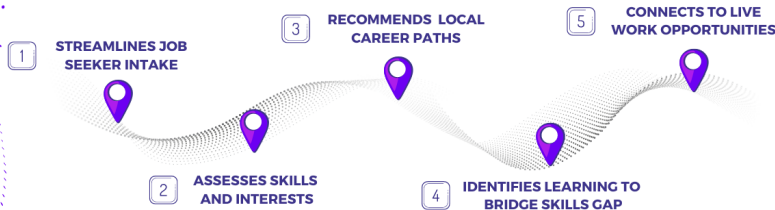
ICON	TRACKS	DESCRIPTION
	Admin	Administrators
	Comms	Communications
	E&T	Employment & Training
	EO	Equal Opportunity
	Legal	Legal/Attorneys
	Tech	Information Technology
	UI	Unemployment Insurance
	WLMI	Workforce & Labor Market Information

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BOOTH 7

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CONFERENCE AGENDA

WEDNESDAY, SEPTEMBER 13

7:30 AM-5:30 PM **HOSPITALITY DESK** California Ballroom Foyer (level 2)

7:30 AM-5:30 PM **SPONSOR & EXHIBITOR SHOWCASE** California Ballroom Foyer & San Diego (level 2)



8:00 AM-9:00 AM **SUMMIT HOSTED BREAKFAST** California Ballroom (level 2)
SPONSORED BY OUR SILVER LEVEL SPONSORS

9:00 AM-10:00 AM **GENERAL SESSION: SUMMIT OPENING CEREMONIES** California Ballroom (level 2)

NASWA WELCOME & PLEDGE OF ALLEGIANCE

Michael Harrington, Commissioner, Vermont Department of Labor and NASWA Board Chair, Association Year 2023-2024

Scott B. Sanders, President & CEO, NASWA

WELCOME TO CALIFORNIA!

Opening introductions

Stewart Knox, Secretary, California Labor and Workforce Development Agency

Nancy Farias, Director, California Employment Development Department

Forging Public/Private Partnerships to Advance California's Workforce Development Priorities

With the active support of the Governor, California's Labor and Workforce Development Agency (LWDA) has forged robust partnerships with the philanthropic sector and other community stakeholders to advance the state's workforce development priorities. This moderated discussion with key state leaders will explore the major accomplishments of these new innovative partnerships and lessons learned that may help inform similar efforts in other states.

MODERATOR **Erin Hickey**, Deputy Secretary, Communications, California Labor & Workforce Development Agency

SPEAKERS **Stewart Knox**, Secretary, California Labor and Workforce Development Agency

Elena Chavez Quezada, Governor Newsom's Senior Advisor for Social Innovation

A WORD FROM OUR DIAMOND SPONSOR | DELOITTE

CONFERENCE AGENDA

WEDNESDAY, SEPTEMBER 13

HEARING FROM THE ACTING ASSISTANT SECRETARY, ETA, U.S. DEPARTMENT OF LABOR

Brent Parton, Acting Assistant Secretary, Employment and Training Administration, U.S. Department of Labor



10:00 AM-
10:30 AM

COFFEE BREAK WITH EXHIBITORS

California Ballroom
Foyer & San Diego
(level 2)

10:30 AM-
11:30 AM

CONCURRENT BREAKOUT SESSIONS



BREAKOUT 1 | ATTORNEY WORKGROUP NASWA MEMBERS ONLY

Santa Anita A (lobby
level)

Time for the NASWA Attorney Workgroup members to gather, open to NASWA members.



BREAKOUT 2 | INNOVATIONS IN INTEGRATING CUSTOMER EXPERIENCE COMMUNICATIONS, DESIGN, ACCESSIBILITY, AND EQUITY THAT WILL LEAVE YOU SPELLBOUND

Santa Anita B (lobby
level)

Immerse yourself in a world of magic and innovation. Journey through captivating insights on customer experience, communication, design, accessibility, and equity. Discover the secrets to forge deep connections, infuse your programs with enchanting user-friendly design, and create inclusive experiences for all. Unravel the magical secrets and witness real-world examples of successful integration and practices. Join us for a spellbinding adventure that will leave you equipped to craft unforgettable customer experiences.

MODERATOR

Tara Hutchison, Communications Director, Alabama Department of Labor

PANELISTS

Janice Cho, Office of Innovation, New Jersey Department of Labor and Workforce Development

Cami Feek, Commissioner, Employment Security Department, Washington State

Matthew LaPalm, Customer Experience Team Manager, Employment Security Department, Washington State

Shahrazad Ledan, Director, Office of Benefit Appeals, New Jersey Department of Labor and Workforce Development

Loree Levy, Public Affairs Branch Director, California Employment Development Department

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30

WORKFORCE MAGIC: OPPORTUNITY. INNOVATION. TRANSFORMATION.

LET'S LAUNCH

Modernizing Workforce Development



SALESFORCE PARTNER

Welcome To L.A.

A note from the CEO of Launchpad

Known for Disneyland, the Lakers and crazy rich reality TV, Los Angeles exemplifies diversity, innovation and opportunity. It's also home to Launchpad!

Over 250 agencies across 21 states and 2 countries leverage the Launchpad platform to modernize the way they delivery essential workforce development services.

On behalf of the Launchpad team, I would like to welcome you to L.A.

Let's Launch!

Abraham Jankans
Chief Executive Officer
Launchpad Software

Launchpad Live Demo

Wednesday @ 10:00 AM & 4:10 PM
Wilshire C - Level 3

Join Launchpad's product team for an exclusive in-person demo of the new A.I. powered Workforce Development Cloud including Case Management 360, Labor Exchange and Grants Management.

Coffee and light refreshments will be available at each session.



Brewing Co. Rooftop Experience

Wednesday 6PM-11PM

Inside the Westin on the 4th Floor

Join Launchpad for an enchanting rooftop evening event, offering stunning vistas of downtown Los Angeles. Delight in an open bar, delectable cuisine, exciting giveaways, and the pulsating rhythm of a DJ and live entertainment.

Seating is limited, so secure your spot by RSVPing now.



Launch with Us

RSVP



Stop by the booth to get your VIP pass!



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Unemployment Solutions

Modularity – superior, modern and efficient solutions

Visit us at **Table #8** to learn how On Point Unemployment Solutions can help your UI program.

OPTimum Integrity Cloud

The industry's only holistic approach to UI integrity

Only a holistic approach such as created by the OPTimum Integrity Cloud can fully and completely resolve the challenges and workloads facing integrity programs today.

Modular approach allows states to target increased integrity capabilities where needed most.



- Identify** - identity proofing solution specifically created for UI, fully automated requiring no human intervention. Browser-based live ID barcode scan that can be integrated within claim processing, run in batch-mode against a backlog, or initiated by a UI agent in real time.
- IDH Breaker** - streamlines integration between the UI agency and NASWA's Integrity Data Hub. Subscription ensures compliance as evolution of IDH continues. Manages leads within the lead tracker so investigators can prioritize their leads and expedite their investigations.
- ID Theft** - provides advanced analytics that creates and proactively refines a database of known bad actors. Leverages decades of UI fraud investigative knowledge combined with data science. Batch results are scored and grouped for prioritization.
- Leads** - advanced analytics engine providing crossmatches and lead management in the area of incarcerations, Deceased, Fictitious Employer, SUTA dumping, Benefit Wage crossmatch, National Directory of New Hire, and State Directory of New Hire.
- Resolve** - automates all stages of the UI adjudication process. Gathers facts from Claimants and Employers through intelligent question trees, performs analysis, then provides UI agents a "rapid review" screen allowing for one-click determination generation. Solves for all UI issues types including Identity, Sevs & Non-Sevs and Wage & Earnings issues.
- Recover** - automated overpayment collections system designed completely for UI. Determines collectability and other state UI standards such as statute of limitations, appeal period, legal disposition, and minimum balance thresholds. Generates the appropriate collection notices and notifies SWA staff when claimant interaction is needed.
- Enforce** - creates and manages legal actions based on UI business rules. The system can be configured to support Liens, Garnishments, Civil Actions, and Criminal Actions

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- Adjudication
- Intelligent Fact Finding
- Fictitious Employer
- Overpayment Recovery
- Fraud Detection
- And so much more...



CONFERENCE AGENDA

WEDNESDAY, SEPTEMBER 13



BREAKOUT 3 | CUSTOMER SERVICE MAGIC: CO-CREATING A ROADMAP FOR AN ALIGNED CUSTOMER-CENTERED ECOSYSTEM OF SUPPORTS AND SERVICES

Santa Anita C (lobby level)

Delve into the transformative power of alignment in Health, Human Services, and Labor systems to advance economic mobility for individuals and families. The Aligned Customer-Centered Ecosystem of Supports and Services (ACCESS) Initiative, a path-paving project led by the American Public Human Services Association (APHSA), in collaboration with NASWA and other key collaborators, will be showcased. Project team members from NASWA and APHSA, accompanied by state agency project advisors, will provide an overview of the ACCESS Initiative, offering insights into its core principles and objectives.

MODERATOR

Ben Peirce, Vice President, Technology Services and Programs, NASWA

PANELISTS

Liz Carver, Director, Workforce Development Division, Utah Department of Workforce Services

Amy Hiltunen, Director, Workforce ITSC, NASWA

Jess Maneely, Assistant Director, Process Innovation, APHSA

Maricar Pilotin-Freitas, Administrator, Workforce Development Division, Hawaii Department of Labor and Industrial Relations

Nana Sasu, Senior Project Associate, Process Innovation, APHSA



BREAKOUT 4 | THE NATIONAL TALENT HUB FOR TRANSITIONING SERVICE MEMBERS AND VETERANS: CONNECTING INDUSTRY, TALENT, AND TRAINING LIKE NEVER BEFORE

Palos Verdes (lobby level)

Experience a demonstration of the National Talent Hub and the many ways it connects industry, military talent and training opportunities. Available at no cost to Veterans, Transitioning Service Members and military spouses, the National Talent Hub offers a suite of integrated products including skills assessment, access to participating employers, virtual job fairs, current workforce data, educational opportunities and more. A first of its kind, competency-based system, it uses dynamic signaling to inform the NIIT's "Comprehensive Competency Standards Database" in real-time and advanced data analytics to provide comprehensive skills matching, gap analysis as well as career and education mapping capabilities.

MODERATOR

Lori Adams, Senior Policy Director, NASWA

PANELISTS

Dr. Pam Howze, Director, National Workforce Strategies, National Institute for Innovation & Technology

Robert Weinman, Director, Workforce Innovation, National Institute for Innovation & Technology

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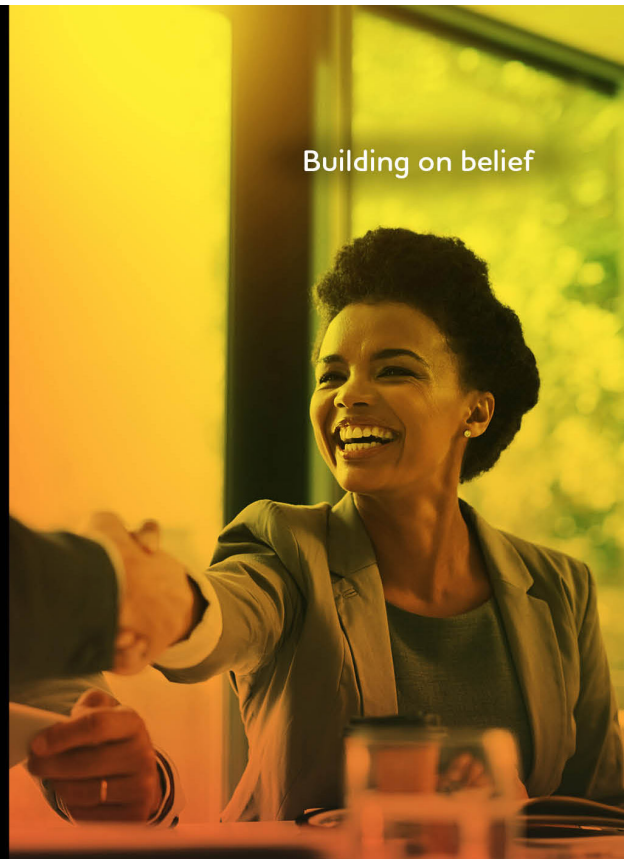
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Building on belief



CONFERENCE AGENDA

WEDNESDAY, SEPTEMBER 13



BREAKOUT 5 | STATE-LED STRATEGIES TO STRENGTHEN THE NATION'S HEALTHCARE WORKFORCE

Santa Barbara
(lobby level)

As the U.S. emerges from the COVID-19 pandemic, revitalizing the healthcare workforce is a major priority across the country. To meet this challenge, state workforce agencies are increasingly collaborating with their health and human services partner agencies around strategic workforce development initiatives for the healthcare sector. This session will feature insights on the healthcare workforce as well as promising practices from state-led efforts to strengthen this workforce over the short- and long-term.

MODERATOR **Stephanie Beckhorn**, Director, Employment & Training, Michigan Department of Labor and Economic Opportunity

PANELISTS **Angelina Klouthis Jean**, Director of Strategy and Innovation, Bureau of Employment Services, Maine Department of Labor

Jessica Pitt, Ph.D., Assistant Deputy Secretary for Healthcare Workforce, California Labor & Workforce Development Agency

Anneliese Vance-Sherman, Ph.D., Chief Labor Economist, Employment Security Department, Washington State



BREAKOUT 6 | ONCE UPON A TIME: TALES OF UI IT MODERNIZATION

San Gabriel (lobby level)

Dive into the storybook of UI IT modernization, where magical transformations breathe life into outdated systems and user experiences are elevated to new heights. States will recount their adventures against legacy constraints, their triumphs over technical obstacles, and the invaluable lessons they learned along the way. Let these tales inspire and guide you as you embark on your own remarkable journey of transformation and endless possibilities.

MODERATOR **David Gerstenfeld**, Director, Oregon Employment Department

PANELISTS **Julia Dale**, Director, Michigan Unemployment Insurance Agency

Lizabeth Thomas, Unemployment Insurance Modernization Project Manager, Hawaii Department of Labor and Industrial Relations

William Trusky, Executive Deputy Secretary, Pennsylvania Department of Labor and Industry

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CONFERENCE AGENDA

WEDNESDAY, SEPTEMBER 13



BREAKOUT 7 | TRANSITIONING TO THE EVIDENCE ERA: FROM DREAMS TO REALITY Beaudry A (lobby level)

State workforce agencies have critical data assets and can help ignite a culture of evidence-building in their states. At this session, you'll hear from leaders who are on a mission to use data to transform education, workforce, and human services. AI and data science, new data partnerships, and sheer will can open a wonderland of opportunities.

MODERATOR **Anna S. Hui**, Director, Missouri Department of Labor and Industrial Relations

PANELISTS **Adam Leonard**, Chief Analytics Officer and Director, Division of Information Innovation & Insights, Texas Workforce Commission

George Putnam, Labor Market Information Director, Illinois Department of Employment Security

David Schmidt, Chief Economist, Research and Analysis Bureau, Nevada Department of Employment, Training and Rehabilitation



11:45 AM-
1:00 PM

SUMMIT HOSTED LUNCHEON

California Ballroom
(level 2)

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A WORD FROM OUR GOLD SPONSORS | CATCH INTELLIGENCE, EY, FUTUREFIT AI, INFOSYS PUBLIC SERVICES, LAUNCHPAD, ON POINT TECHNOLOGY, LLC, SALESFORCE, SAGITEC, SOCURE, TATA CONSULTANCY SERVICES

1:00 PM-
2:00 PM

CONCURRENT BREAKOUT SESSIONS



BREAKOUT 1 | TACKLING WORKER MISCLASSIFICATION: STRATEGIES TO RESPOND

Santa Anita A (lobby level)

Join to hear about how states and the USDOL Wage & Hour Division are responding to address worker misclassification. Over the last decade, the rise of a gig economy and virtual employment positions have made worker misclassification a much more prominent issue across the country. Employees may be misclassified as independent contractors by their employers, receiving lower compensation and benefits as a result. Learn what recent measures the USDOL has taken to address this problem and hear about strategies implemented by a few states.

MODERATOR **Laura Fortman**, Commissioner, Maine Department of Labor

PANELISTS **Andrea Follette**, Assistant General Counsel, Missouri Department of Labor and Industrial Relations

Mindy Gensler, Legal Liaison, New Jersey Department of Labor and Workforce Development

Jessica Looman, Principal Deputy Administrator, Wage and Hour Division, USDOL



36

WORKFORCE MAGIC: OPPORTUNITY. INNOVATION. TRANSFORMATION.

JOIN US AT HOUSE OF BLUES

THURSDAY, SEP. 14
7:00-9:30 PM

Join us for a fun evening of music, networking, and food! Check out our rockin' menu by scanning the QR code or visit _____



MENU



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CONFERENCE AGENDA

WEDNESDAY, SEPTEMBER 13



BREAKOUT 2 | THE MAGICAL CODEX OF STAFFING: SECRETS TO WARD OFF STAFFING SHORTAGES THROUGH HIRING & RETENTION, INNOVATIONS AND OUTREACH

Santa Anita B (lobby level)

Explore and reveal the magical approaches states are using to attract, hire and retain top talent to ward off staffing shortages. Unleash the power of innovative recruitment, retention and outreach strategies, equipping yourself with the enchanting skills to build a thriving and magical workforce. Don't miss this chance to discover the secrets of creating a truly enchanted team!

MODERATOR **Dawn Dovre**, Deputy Secretary, South Dakota Department of Labor and Regulation

PANELISTS **Michael Harrington**, Commissioner, Vermont Department of Labor and NASWA Board Chair, Association Year 2023-2024

Larry Parker, Digital Media Manager, North Carolina Division of Employment Security

Becky Shaffer, Director of Communications, Kansas Department of Labor



BREAKOUT 3 | ADDRESSING PRIVACY, SECURITY AND LEGAL KNOWLEDGE GAPS AND RESOURCE NEEDS

Santa Anita C (lobby level)

State agencies want to access and use administrative data to develop insights that improve policies and programs. New support is available to states through the Data Integration Support Center (DISC), hosted by WestEd. DISC helps public agencies address privacy, security, and legal knowledge gaps and resource needs. Come learn about national trends, tap into technical assistance opportunities, and hear the perspectives of state leaders on "getting to yes" on data sharing.

MODERATOR **Amy C. Faulkner**, Chief Deputy Director, California Employment Development Department

PANELISTS **LeAnn Fong-Batkin, Ed.D.**, Senior Project Manager, WestEd

Jessica Cunningham, Vice President of State Programs, Coleridge Initiative

Donna Lowe, Assistant General Counsel/Privacy Advisor, Open Records Department, Office of General Counsel, Texas Workforce Commission

Baron Rodriguez, Executive Director, Data Integration Support Center

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CONFERENCE AGENDA

WEDNESDAY, SEPTEMBER 13



BREAKOUT 4 | EXPANDING AND STRENGTHENING CAREER PATHWAYS THROUGH YOUTH & PRE-APPRENTICESHIPS

Palos Verdes (lobby level)

Youth and pre-apprenticeship programs have the potential to create meaningful career pathways into in-demand sectors and occupations — especially for youth, young adults, and historically-underrepresented groups. Hear what strategies can be leveraged to expand youth and pre-apprenticeships and how states are putting these strategies into practice across the country.

MODERATOR

Courtney Arbour, Director, Workforce Division, Texas Workforce Commission

PANELISTS

Robert Asaro-Angelo, Commissioner, New Jersey Department of Labor and Workforce Development

Adele Burnes, Deputy Chief, California Division of Apprenticeship Standards

Taylor White, Director, Partnership to Advance Youth Apprenticeship & Postsecondary Pathways, New America



BREAKOUT 5 | ARTIFICIAL INTELLIGENCE WONDERLAND: POLICY, GUIDELINES AND STATE INNOVATION

Santa Barbara (lobby level)

This workshop aims to delve into the transformative potential of Artificial Intelligence (AI) and its impact on the workforce agency of the future. You will leave this session with a better understanding of the opportunities and challenges presented by AI technologies and their adoption. You will also be equipped with knowledge on developing policy frameworks and ethical guidelines to ensure responsible AI integration. State use cases will be highlighted to serve as an inspiration and reference point for your future innovative AI endeavors.

MODERATOR

Amy Hiltunen, Director, Workforce ITSC, NASWA

PANELISTS

Chris Henderson, Chief Information Officer, Indiana Department of Workforce Development

Adam Leonard, Chief Analytics Officer and Director, Division of Information Innovation & Insights, Texas Workforce Commission

David Schmidt, Chief Economist, Research and Analysis Bureau, Nevada Department of Employment, Training and Rehabilitation

PLEASE WEAR YOUR NAME BADGE AT ALL TIMES!

All attendees will be required to have a name badge to attend sessions and meals! This is part of our new 'safe meetings' protocol - your safety is our top priority!



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A single AI Platform
to transform how States
hire, develop and retain
a diverse workforce

Visit us at **TABLE #25**



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Learn more



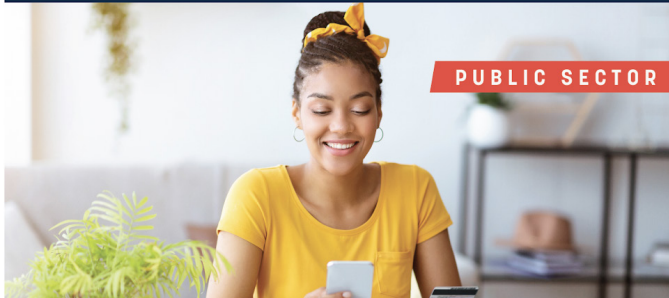
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WORKFORCE MAGIC: OPPORTUNITY. INNOVATION, TRANSFORMATION.

CONFERENCE AGENDA

WEDNESDAY, SEPTEMBER 13



BREAKOUT 6 | UNLEASHING THE BOUNDLESS POTENTIAL OF UI IT MODERNIZATION

San Gabriel (lobby level)

Join us for this exploratory workshop as we go on a journey to discover the endless possibilities and innovations that await UI IT Modernization. Discover the transformative power of cutting-edge technologies and open yourself to the world of possibilities where innovation and opportunity converge. Brace yourself for a thought-provoking exploration that will redefine your perception of the future of UI IT Modernization.

MODERATOR **Raju Gadiraju**, Chief Information Officer, Division of Employment Security, North Carolina Department of Commerce

PANELISTS
Lou Ansaldi, Technology Director, NASWA
Ben Peirce, Vice President, Technology Services and Programs, NASWA
Andrew Stettner, Deputy Director for Policy, Office of Unemployment Insurance Modernization (OUIM), USDOL



BREAKOUT 7 | LABOR MARKET PARTICIPATION RATES: INSIGHTS AND RESPONSE STRATEGIES

Beaudry A (lobby level)

In recent years, tracking developments in labor force participation has been like riding a roller coaster. Why are policymakers so focused on this labor market measure, what have been the key historical shifts, and where are participation rates today? The Bureau of Labor Statistics' national expert is hosting a tutorial and will also pinpoint trends across various demographic groups and geographic areas. South Carolina will share how a state task force informed a larger workforce development effort driven by state legislation, and the state's goals for reform. Come for the ride...and bring your questions.

MODERATOR **Julie Hatch Maxfield**, Associate Commissioner for Employment and Unemployment Statistics, U.S. Bureau of Labor Statistics

PANELISTS
Bryan Grady, Assistant Executive Director for Labor Market Information, South Carolina Department of Employment and Workforce
Dan Robinson, Research Chief, Alaska Department of Labor and Workforce Development (invited)

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CONFERENCE AGENDA

WEDNESDAY, SEPTEMBER 13

2:15 PM-
4:10 PM

GENERAL SESSION: SUMMIT PLENARY

California Ballroom
(level 2)

LAYING THE FOUNDATION FOR AMERICA'S INFRASTRUCTURE WORKFORCE

Following the passage of the \$1 trillion bipartisan infrastructure bill, the U.S. is seeing a historic level of investment in the country's infrastructure. To support these investments, state workforce agencies across the nation are advancing innovative workforce development initiatives to train the next generation of infrastructure workers. Hear how workforce leaders in Pennsylvania, Michigan, and Texas are leading efforts to support infrastructure and economic development investments in their states.

MODERATOR **Steve Playl, Jr.**, Assistant Commissioner, Tennessee Department of Labor & Workforce Development

PANELISTS **Courtney Arbour**, Director, Workforce Division, Texas Workforce Commission
Stephanie Beckhorn, Director, Employment & Training, Michigan Department of Labor and Economic Opportunity
Daniel D. Kuba, Deputy Secretary for Workforce Development, Pennsylvania Department of Labor & Industry

A WORD FROM OUR PLATINUM SPONSORS | CAREER EDGE, FAST ENTERPRISES

UPDATES FROM THE U.S. DEPARTMENT OF LABOR (USDOL)

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

PANELISTS **Jim Garner**, Administrator, Office of Unemployment Insurance, Employment & Training Administration, USDOL
Julie Hatch Maxfield, Associate Commissioner, Office of Employment and Unemployment Statistics, U.S. Bureau of Labor Statistics
Manny Lamarre, Senior Policy Advisor, Employment & Training Administration, USDOL
Kim Vitelli, Administrator, Office of Workforce Investment, Employment & Training Administration, USDOL



4:10 PM-
4:40 PM

NETWORKING BREAK WITH EXHIBITORS

California Ballroom
Foyer & San Diego
(level 2)



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WORKFORCE MAGIC: OPPORTUNITY. INNOVATION. TRANSFORMATION.

CONFERENCE AGENDA

4:40 PM-
5:30 PM

GENERAL SESSION: SUMMIT PLENARY

California Ballroom
(level 2)

A WORD FROM OUR PLATINUM SPONSORS | GEOGRAPHIC SOLUTIONS, PAIRIN

WHAT WORKFORCE LEADERS SHOULD KNOW ABOUT THE NATIONAL LEGISLATIVE & POLITICAL ARENA

John Colbert, Co-Founder, Capitol Hill Partners

ADJOURN FOR THE DAY

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CONFERENCE AGENDA

THURSDAY, SEPTEMBER 14

7:30 AM-5:30 PM **HOSPITALITY DESK** California Ballroom Foyer (level 2)

7:30 AM-5:30 PM **SPONSOR & EXHIBITOR SHOWCASE** California Ballroom Foyer & San Diego (level 2)



8:00 AM-9:00 AM **SUMMIT HOSTED BREAKFAST** California Ballroom (level 2)
SPONSORED BY OUR SILVER LEVEL SPONSORS

9:00 AM-10:45 AM **GENERAL SESSION: SUMMIT PLENARY** California Ballroom (level 2)

A WORD FROM OUR SILVER SPONSORS | AWS, COURSERA FOR GOVERNMENT, CSG GOVERNMENT SOLUTIONS, EIGHTFOLD.AI, FISERV, INCODE TECHNOLOGIES, SATRDE, RUSSELL ALLEN

ECONOMIC OUTLOOK

Jerry Nickelsburg, Ph.D., *Faculty Director, Anderson Forecast, UCLA; Adjunct Professor of Economics, Anderson School of Management, UCLA*

A WORD FROM OUR SILVER SPONSORS | MONSTER GOVERNMENT SOLUTIONS, NAVA, NAVIENT BPO, SNOWFLAKE, STUDIO SCIENCE, THOMSON REUTERS, TRUSS

DISASTER UNEMPLOYMENT ASSISTANCE (DUA): STATE PARTNERSHIP AND COLLABORATION

States sharing insights and lessons learned with DUA, including state collaboration and a new NASWA DUA toolkit coming soon.

MODERATOR **Michael Harrington**, *Commissioner, Vermont Department of Labor and NASWA Board Chair, Association Year 2023-2024*

PANELISTS **Heather Dennington**, *Associate Governmental Program Analyst, California Employment Development Department*

Wendy Castle, *Chief, Reemployment Assistance Program, Florida Department of Economic Opportunity*

Buddy Hoskinson, *Executive Director, Kentucky Education and Labor Cabinet*

Terri L. Warren, *UI Administration and Operational Support Director, Texas Workforce Commission*



10:45 AM-11:15 AM **COFFEE BREAK WITH EXHIBITORS** San Diego Foyer & Ballroom (level 2)



CONFERENCE AGENDA

THURSDAY, SEPTEMBER 14

11:15 AM-
12:15PM

CONCURRENT BREAKOUT SESSIONS



BREAKOUT 1 | THE ENCHANTED GATEKEEPERS: HOW STATES USE ID VERIFICATION AND VALIDATION TO SECURE THE REALM Santa Anita A (lobby level)

Uncover the secrets and charms of the enchanted gatekeepers that states use to grant access to trusted identities. Learn the art of creating a seamless and frictionless user experience while deploying powerful identity verification spells to keep your gates secure from unauthorized access.

MODERATOR
PANELISTS

Kris Funk, UI Administrator, Wyoming Department of Workforce Services
Jolynn Badame, Assistant Director, Utah Department of Workforce Services
Arthur Barba, UI Program Development Officer, Hawaii Department of Labor and Industrial Relations
James Cotter, Director, Integrity Data Hub, NASWA
Franklin Farmer, Transformation Officer, Office of Unemployment Insurance Modernization (OUM), USDOL
Kristen Rhodes-Berry, Assistant Director, UI, Division of Workforce Services, Arkansas Department of Commerce



BREAKOUT 2 | MAGICAL WORKFORCE DIGITAL TRANSFORMATION ADVENTURES: WHAT'S HAPPENING IN THE STATES AND HOW CAN WE ACCELERATE INNOVATION? Santa Anita B (lobby level)

Explore the magic of digital transformation (dX) in workforce development and learn about early adopter state adventures in some of Workforce ITSC's recent offerings (including the *Accelerating Digital Transformation in Workforce* Masterclass and *Aligned Case Management Initiative*). Hear what states are doing today, and about the wonderland of resources Workforce ITSC has compiled to help states in their dX journey. The session will also include an interactive dialogue to uncover barriers to dX, successes, and solutions Workforce ITSC can help bring to the table.

MODERATOR
PANELISTS

Rick Maher, Consultant, Workforce ITSC, NASWA
Sue Anne Athens, Chief Information Officer, New Mexico Department of Workforce Solutions
Amy Hiltunen, Director, Workforce ITSC, NASWA
Beth Kuhn, Consultant, Workforce ITSC, NASWA
Kim Vitelli, Administrator, Office of Workforce Investment, Employment and Training Administration, USDOL

TRACKS ADMIN COMMS E&T EO LEGAL TECH UI WLMI

CONFERENCE AGENDA

THURSDAY, SEPTEMBER 14



BREAKOUT 3 | TEACHER APPRENTICESHIPS: STATE WORKFORCE AGENCY SOLUTIONS TO A NATIONAL CHALLENGE Santa Anita C (lobby level)

As the U.S. emerges from the COVID-19 pandemic, school districts across the country have encountered significant teacher shortages. To address this challenge, state workforce agencies have led the way with the creation and expansion of teacher apprenticeship programs. Hear from the U.S. Department of Labor and state workforce leaders about how they are leveraging apprenticeship programs to expand and strengthen the educator talent pipeline for school systems across the nation.

MODERATOR **Ben Mays**, Policy Director, NASWA

PANELISTS **Joe Barela**, Executive Director, Colorado Department of Labor & Employment

Manny Lamarre, Senior Policy Advisor, Employment & Training Administration, USDOL

Dewayne Scott, Deputy Commissioner, Tennessee Department of Labor & Workforce Development



BREAKOUT 4 | FROM EVALUATIONS TO OPERATIONS: LOOKING TOWARD THE FUTURE OF RESEA Santa Barbara (lobby level)

Learn about where states are with Reemployment Services and Eligibility Assessment (RESEA) program evaluations and improvements to services.

MODERATOR **Monnikka Madison**, Senior Deputy Director, Department of Employment Services, District of Columbia

PANELISTS **Larry Burns**, Workforce Development Specialist, Employment and Training Administration, USDOL

Andrew Clarkwest, Principal Associate/Scientist, Abt Associates

Julie Wirt, Assistant Deputy Director, Office of Workforce Development, Ohio Department Job & Family Services

LeeAnn Madsen, Chief of Benefits, Utah Department of Workforce Services



BREAKOUT 5 | EQUITY, PLAIN LANGUAGE, AND BEHAVIORAL INSIGHTS: FRAMEWORKS FOR IMPROVING STATE UI PROGRAMS San Gabriel (lobby level)

This enlightening session will feature states sharing their experiences with using behavioral insights, plain language, and other strategies to improve equity and accessibility in the UI program. How did they do it? What difference has it made? Join us! We hope you'll come away with new ideas for improving equity and accessibility in your own program, and an understanding of how NASWA can help.

MODERATOR **Anna S. Hui**, Director, Missouri Department of Labor and Industrial Relations

PANELISTS **Sam Glaser-Nolan**, Behavioral Advisor, NASWA

Brett Gleason, Chief of Staff, Michigan Unemployment Agency

Grace Johnson, Marketing and Communications Specialist, Nebraska Department of Labor

CONFERENCE AGENDA



BREAKOUT 6 | K-12 AND WORKFORCE DATA: PARTNERSHIPS FOR STUDENT SUCCESS

Beaudry A (lobby level)

Our youth are the future...and supporting them on their journey to Tomorrowland requires insights from data. Join this session to learn from states who are partnering across workforce and education agencies to create local and actionable insights that can support student achievement and lay the groundwork for career success.

MODERATOR **Erin Joyce**, Associate Director, Ohio Education Research Center, The Ohio State University

PANELISTS **Meihui Bodane**, Assistant Secretary for Policy, Research and Strategy, Labor and Economic Analysis Division, North Carolina Department of Commerce

Andrew Weller, Senior Analyst, Education Research and Data Center, Office of Financial Management, State of Washington

Jeff Robinson, Labor Force Statistics Manager, Employment Security Department, Washington State



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TABLE 59



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CX | EX Solutions
Optimizing organizations through people & process.

The key ingredient of
Citizen Satisfaction
is **Employee Satisfaction.**



<p>CX Solutions</p> <ul style="list-style-type: none"> ★ Digital Front Door ★ Omnichannel Communication ★ Self-Service Ticketing ★ Customer Journey Mapping ★ Process Optimization 	<p>EX Solutions</p> <ul style="list-style-type: none"> ★ Soft Skills Assessment ★ Soft Skills Training ★ Learning Management Systems ★ Culture Creation ★ Workplace Conflict Management
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WORKFORCE MAGIC: OPPORTUNITY. INNOVATION, TRANSFORMATION.

CONFERENCE AGENDA

THURSDAY, SEPTEMBER 14

12:15 PM-
1:30 PM

SALUTE TO LEADERSHIP AWARDS LUNCHEON

NASWA's Board of Directors & Committee Chairs will be recognized with awards for their service during the AY 2022-2023.

California Ballroom
(level 2)

12:15 – 1:00 PM

Lunch

1:00 – 1:30 PM

Salute to Leadership Awards



1:30 PM-
2:00 PM

TRANSITION AND NETWORKING TIME

2:00 PM-
3:15 PM

87TH ANNUAL MEMBERSHIP MEETING

This meeting is only open to state administrators and state members who are eligible to vote for their state.

California Ballroom
(level 2)

2:00 PM-
3:15 PM

CONCURRENT BREAKOUT SESSIONS



BREAKOUT 1 | ROLL CALL OF STATES WITH CASE LAW UPDATES, SIGNIFICANT LEGISLATION, AND EMERGING LEGAL ISSUES

Santa Anita A (lobby level)

An opportunity for state workforce agency attorneys and policy staff to report on and ask questions of each other about significant legal cases, legislation, and policy development.

FACILITATOR

Kevin Lovellette, Chief Legal Counsel, Illinois Department of Employment Security



BREAKOUT 2 | REIMAGINING AMERICAN JOB CENTER (AJC) SERVICE DELIVERY

Santa Anita B (lobby level)

Technological change, the global pandemic, and a range of other factors have prompted states across the country to reimagine how they deliver workforce services to the American public. Hear how states are improving and expanding access to the public workforce system through innovations like virtual service delivery, mobile service delivery, and tech transformation efforts.

MODERATOR

Tasha Jenkins, Job Service Bureau Director, Wisconsin Department of Workforce Development

PANELISTS

Kristyn Carr, Administrator, Workforce & Commissions Division, Idaho Department of Labor

Ismaila Maidadi, Director of Employment Connections, Employment Security Department, Washington State

Crystal Houser, Director, Bureau of Workforce Partnership & Operations, Pennsylvania Department of Labor & Industry

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CONFERENCE AGENDA

THURSDAY, SEPTEMBER 14



BREAKOUT 3 | INNOVATIONS IN EQUITABLE ACCESS TO THE UI PROGRAM Santa Anita C (lobby level)

Working outside of the UI system to increase awareness and accessibility. Leverage state experience with Navigator Grants to improve outreach for UI.

- MODERATOR** **Evan Littrell**, Director, State Engagement, Integrity Center, NASWA
- PANELISTS**
- Susan Dickinson**, Director, UC Benefits Policy, Pennsylvania Department of Labor & Industry
 - Bryana Del Santo**, Equal Opportunity Officer, Rhode Island Department of Labor and Training
 - Linda Hendrickson**, Bureau Director, Wisconsin Department of Workforce Development
 - Suzan McKechnie**, Director, Benefits Services, Maine Department of Labor
 - Kathryn Mueller**, Program and Planning Section Chief, Wisconsin Department of Workforce Development
 - Drine Paul**, Chief Public Affairs Officer, Rhode Island Department of Labor and Training



BREAKOUT 4 | CAREER INFORMATION AND EXPLORATION TOOLS: CALIFORNIA'S NEXT FRONTIER Santa Barbara (lobby level)

Demand is growing for interactive data visualizations and tools to help effectively relay labor market information to core audiences. In response, the California Employment Development Department's Labor Market Information Division developed the new and interactive California Occupational Guides, providing students, jobseekers, and occupational researchers with detailed information on wages, job outlook, education, and licensing requirements for over 800 occupations. See and learn about key features, including layout and design options and customizability of visual elements.

- MODERATOR** **Muhammed Akhtar**, Chief, Labor Market Information Division, California Employment Development Department
- PANELISTS**
- Brandon Hooker**, Senior Research Data Specialist, Labor Market Information Division, California Employment Development Department
 - Angel Rodriguez**, Research Data Supervisor II, Labor Market Information Division, California Employment Development Department

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CONFERENCE AGENDA

THURSDAY, SEPTEMBER 14



BREAKOUT 5 | UI OPERATIONS FOCUS

San Gabriel (lobby level)

States share new strategies to improve operations and customer service.

- MODERATOR** **Erma Robinson-Cook**, Director, Mississippi Office of Re-Employment Assistance
- PANELISTS**
- Stephen Geskey**, Associate Commissioner, New York State Department of Labor
 - Evan Kibbey**, UI Data Analytics Manager, Oregon Employment Department
 - Mike Miller**, UI Tax Chief, Utah Department of Workforce Services
 - Racquel Robinson**, UI Policy and Procedures Chief, Georgia Department of Labor
 - Lars Thompson**, Associate Commissioner, New York State Department of Labor



BREAKOUT 6 | SERVICE DELIVERY FOR UNDERSERVED AND MARGINALIZED POPULATIONS: STRATEGIC APPROACHES FROM FRONTIERLAND

Beaudry A (lobby level)

Giving more people and communities the ability to prosper is at the heart of the workforce system's mission. Come to this session to hear how several western state agencies are leveraging data, customized outreach strategies, and partnerships to understand needs and support responsive services and service delivery. Is the west the best?

- MODERATOR** **Liz Carver**, Director, Workforce Development Division, Utah Department of Workforce Services
- PANELISTS**
- Gustavo Aviles**, LMI Director and Chief Data and Analytics Officer, Employment Security Department, Washington State
 - Jana Lazarewicz**, Sacramento Regional Office Manager, State of California Employment Training Panel
 - Brendan Moore**, Operations Research Specialist and Economics Ph.D. Student, Employment Security Department, Washington State
 - David Schmidt**, Chief Economist, Research and Analysis Bureau, Nevada Department of Employment, Training and Rehabilitation

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CONFERENCE AGENDA

THURSDAY, SEPTEMBER 14



3:15 PM-
3:45 PM

NETWORKING BREAK WITH EXHIBITORS

California Ballroom
Foyer & San Diego
(level 2)

3:45 PM-
4:45 PM

CONCURRENT BREAKOUT SESSIONS



BREAKOUT 1 | LEGAL FOCUS: COMPLIANCE AND LEGISLATIVE DISCUSSION WITH THE U.S. DEPARTMENT OF LABOR

Santa Anita A (lobby level)

An opportunity to discuss unemployment insurance compliance and legal issues with the U.S. Department of Labor.

MODERATOR

Dondra J. Meredith, Deputy General Counsel, Kentucky Education and Labor Cabinet

PANELIST

Daniel Hays, Director, Division of Legislation, Office of Unemployment Insurance, Employment & Training Administration, USDOL



BREAKOUT 2 | COMMUNICATIONS AND LABOR MARKET INFORMATION SHOPS PARTNER TO CREATE DATA MAGIC

Santa Anita B (lobby level)

Increase the spotlight on your agency and the impact of its data. This session will feature strategies that Communications and WLMI units employ as they work together to prepare and disseminate data products for end users. It will feature creative products developed by several states.

MODERATOR

Cher Roybal Haavind, Deputy Executive Director/Chief Communications Officer, Colorado Department of Labor and Employment

PANELISTS

Byron Archer, Assistant Deputy Director, Office of Workforce Development, Ohio Department of Job & Family Services

Chris Cannon, Chief Communications Officer and Assistant Commissioner, Communications and Events Division, Tennessee Department of Labor and Workforce Development

Christina Davis, Communications Director, Utah Workforce Services

Michelle Morelli, Director, Office of Labor Market Information, Colorado Department of Labor and Employment

TRACKS ADMIN COMMS E&T EO LEGAL TECH UI WLMI

CONFERENCE AGENDA

THURSDAY, SEPTEMBER 14



BREAKOUT 3 | THE UI COMMUNITY'S SPACE MOUNTAIN: USING THE INTEGRITY DATA HUB FOR DATA ANALYSIS AND FRAUD DETECTION/PREVENTION

Santa Anita C (lobby level)

Representatives from the NASWA Integrity Data Hub (IDH) team and Connecticut will describe how data is collected, analyzed and shared using the IDH to detect and prevent fraud at the state and national level. Discussion will also include some of the spellbinding IDH enhancements in development. Don't miss out, Space Mountain may be the oldest ride in the park, but it has the longest line.

MODERATOR

James Cotter, Director, Integrity Data Hub, NASWA

PANELISTS

Gregg Kallajian, Operations Coordinator, Connecticut Department of Labor

Jerome Lord, Senior Operation Specialist, Integrity Data Hub, NASWA

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



BREAKOUT 4 | SKILLS MAGIC: BUILDING THE FUTURE WORKFORCE WITH SKILLS

Santa Barbara (lobby level)

What will it take to create a skills-based economy? What can skills-as-currency bring about for our communities and customers? Listen as workforce development leaders and solution providers share their adventures in using skills-based approaches to build the future of work by: 1) defining what "skill-based" means and how it's different from other talent strategies, 2) identifying the talent trends they are seeing now and ahead, 3) navigating challenges involved with skills-based initiatives and 4) highlighting data, technology and other resources

available to improve labor exchange efficiency and provide a more accurate and actionable understanding of the labor market.

MODERATOR

Amber Gaither, Director, National Labor Exchange, NASWA

PANELISTS

Joe Barela, Executive Director, Colorado Department of Labor & Employment

Jake Hirsch-Allen, North America Workforce Development & Higher Ed System Lead,

Sam Keathley, Senior Workforce Analyst, Kentucky Center for Statistics

Adam Leonard, Chief Analytics Officer and Director, Division of Information Innovation & Insights, Texas Workforce Commission

Bill McMahan, Project Manager, Minnesota Department of Employment and Economic Development

Judson Neer, Chief Technology Officer, Research Improving People's Lives

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CONFERENCE AGENDA

THURSDAY, SEPTEMBER 14



BREAKOUT 5 | REAL TALK: COACHING TO ADVANCE YOUR IN-STATE AND CROSS-STATE DATA SHARING ACTIVITIES

San Gabriel (lobby level)

Data sharing efforts can feel like a spinning teacup ride—lots of activity and limited progress. We're here to help. Come tap into the expertise of several organizations partnering to support states in accessing and using administrative data. Through one-to-one exchanges, you can pose questions, learn about technical assistance and join peer opportunities. We want to help your agency develop data insights to improve its policies and practices.

PANELISTS

Baron Rodriguez, Executive Director, Data Integration Support Center

LeAnn Fong-Batkin, Ed.D., Senior Project Manager, WestEd

Jessica Cunningham, Vice President of State Programs, Coleridge Initiative

Cynthia Forland, Multi-State Data Collaboratives

Erin Joyce, Multi-State Data Collaboratives



BREAKOUT 6 | INNOVATIONS IN YOUTH WORKFORCE SERVICES

Beaudry A (lobby level)

Youth and young adults face a unique set of challenges as they explore career opportunities and transition into the workforce—especially in the wake of a years-long pandemic. Hear how states are developing innovative programs to expand access to career pathways and support youth and young adults as they enter the U.S. labor market.

MODERATOR

Scott B. Sanders, President & CEO, NASWA

PANELISTS

John Albin, Commissioner, Nebraska Department of Labor

Dana Politis, Associate Commissioner, Workforce Development, New York State Department of Labor

Janelle Duray, Executive Vice President & Chief Operating Officer, Jobs for America's Graduates

5:00 PM-
5:30 PM

GENERAL SESSION: SUMMIT CLOSING PLENARY

California Ballroom (level 2)

INTRODUCTION OF NEW AY2023-2024 BOARD CHAIR & BOARD OF DIRECTORS

Michael Harrington, Commissioner, Vermont Department of Labor and NASWA Board Chair, Association Year 2023-2024

Joe Barela, Executive Director, Colorado Department of Labor & Employment and NASWA Board Chair-Elect, Association Year 2023-2024

ADJOURNMENT OF THE 2023 SUMMIT

Scott B. Sanders, President & CEO, NASWA



CONFERENCE AGENDA

7:00 PM-
9:30 PM

HOUSE OF BLUES EVENING EVENT

Join us for a fun evening of music, networking, and food!

Buses will be ready to transport you to and from the House of Blues, Anaheim Garden Walk. **This event is included in the SUMMIT registration fee.**

Details:

- + Buses will depart from the Westin Bonaventure (Figueroa St. entrance on level 2) beginning at 5:45 PM. Last bus will depart at 6:15 PM.
- + Bus ride to House of Blues may be 40 – 60 minutes, depending on traffic. *Games & Grub* will be provided on the trip.
- + Return buses to Westin Bonaventure will depart beginning at 9:00 PM and last bus will leave House of Blues at 9:45 PM.



**JOIN US AT
HOUSE
OF BLUES**



SAVE THE DATE



2023 UI INTEGRITY SYMPOSIUM

December 6 - 8, 2023
Oklahoma City, OK
Omni Oklahoma City Hotel



2024 WINTER POLICY FORUM

February 15, 2024
Washington, DC
Hyatt Regency Washington on Capitol Hill



2024 SIDES SEMINAR | NATIONAL UI IB TRAINING | A&F TRAINING

Spring 2024 | Location to be announced. Stay tuned!



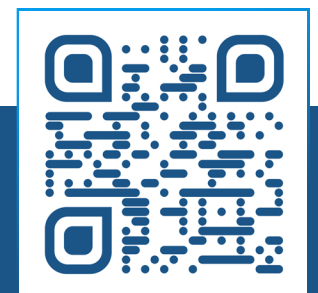
2024 NASWA VETS CONFERENCE

August 7 - 8, 2024
Washington, DC
Grand Hyatt Washington



2024 NASWA SUMMIT

September 2024
Location to be announced
Stay tuned!



LEARN MORE!

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