AGENDA

Note: All times in Central Time

Registration fee includes the following meals: *Breakfast and Lunch on Wednesday and Thursday and Breakfast on Friday.*

WEDNESDAY, DECEMBER 6

7:30 a.m. – 8:30 a.m.   Breakfast | Oklahoma Station Pre-function (2nd floor)

8:30 a.m. – 10:00 a.m.   Opening General Session | Oklahoma Station 4&5 (2nd floor)

WELCOME TO THE 2023 UI INTEGRITY SYMPOSIUM!

- **Caroline Pratt,** *Unit Director, UI Integrity Division, Connecticut Department of Labor; Chair, NASWA UI Integrity Center Steering Committee*

HEARING FROM THE U.S. DEPARTMENT OF LABOR

- **Jim Garner**, *Administrator, Office of Unemployment Insurance, Employment & Training Administration, USDOL*

NASWA WELCOME

- **Scott B. Sanders**, *President and CEO, NASWA*
- **Randy Gillespie**, *Vice President, Finance and Integrity, Director, UI Integrity Center, NASWA*

INTEGRITY DATA HUB ENHANCEMENTS

- **James Cotter**, *IDH Director, UI Integrity Center, NASWA*

SYMPOSIUM OVERVIEW

- **Randy Gillespie**, *Vice President, Finance and Integrity, Director, UI Integrity Center, NASWA*

10:00 a.m. – 10:15 a.m.   Networking Coffee Break | Oklahoma Station Pre-function (2nd floor)

10:15 a.m. – 11:30 a.m.   Breakout Sessions

(all breakout sessions are on the 2nd floor)

Breakout 1: **Constructing a Defense Against ID Theft Brick by Brick** | Oklahoma Station 1

Required equipment: Bring your own device (laptop, tablet, or smartphone)
Identity theft has become one of the most significant national integrity challenges facing the UI community. In this session three states (Connecticut, West Virginia, and Oregon) will share their techniques focused on best practices for strengthening states' defenses against identity theft fraud by using data and trends identified during fraud detection to increase fraud prevention. We anticipate this panel approach to lead to a group discussion, and nurture Out-of-the-Box group thinking!

- Moderator: **Ben Bakas**, *Senior UI Subject Matter Expert, UI Integrity Center, NASWA*
- Speakers:
  - **Sarah Flores**, *Manager, Benefit Payment Control, Oregon Employment Department*
  - **Gregg Kallajian**, *Operations Coordinator, UI Integrity Division, Connecticut Department of Labor*
  - **Andy Osborne**, *Assistant Director, Integrity Section, Workforce West Virginia*
  - **Caroline Pratt**, *UI Integrity Director, Connecticut Department of Labor*
  - **Dave Villani**, *Operations Analyst, Oregon Employment Department*

Track: UI Benefits

Breakout 2: **Better Visualization = Stronger Work Management** | Oklahoma Station 2&3

In this showcase, two states will display their dashboard applications and discuss how visualization of sources of information has supported a variety of activities, such as metrics, reporting, and case assignment.

- Moderator: **Emily Savard**, *UI Subject Matter Expert and State Liaison, UI Integrity Center, NASWA*
- Speakers:
  - **Carl Prideau**, *BPC Section Chief, Ohio Department of Jobs & Family Services*
  - **Jennifer Tucker**, *UI Integrity Division Chief, Employment Development Department, California Labor and Workforce Development Agency*

Track: UI Benefits

Breakout 3: **Alaska's Wage Calculator: Using NASWA's Behavioral Insights (BI) Toolkit as a Blueprint towards Integrity** | Oklahoma Station 4&5

How can you use Behavioral Insights to improve UI integrity? NASWA's Behavioral Insights Toolkit offers numerous blueprints for behavioral strategies that states can adapt for their own use. This session will provide a walk-through of how to take an idea from the BI Toolkit and implement it from start to finish. Join the Alaska team as they recount how they built the Wage Calculator – a BI project – from the ground up.

- Moderator: **Kennedy Couch**, *Behavioral Advisor, Behavioral Insights, NASWA*
- Speakers:
  - **Sam Glaser-Nolan**, *Behavioral Advisor, Behavioral Insights, NASWA*
  - **Taylor West**, *Employment Security Analyst 2, Alaska Department of Labor and Workforce Development*

Track: UI Benefits

Breakout 4: **From Defenseless to Defendable: Maine's Fight against Fictitious Employers** | Pinon

This session provides an overview of Maine's fictitious employer journey. The presentation will chronicle how Maine started, with zero protection, to get to where they are now and what they have planned for the future. The presenters will highlight quick successes and how that information led to future plans. This presentation will also include "Pick the Fake" which will demonstrate the difficulty of picking out legitimate employers from fictitious employers.

- Moderator: **Chris Paquette**, *Senior UI Integrity Subject Matter Expert and State Liaison, UI Integrity Center, NASWA*
- Speakers*:*
  - **Lois Downs,** *Fraud Investigator, Maine Department of Labor*
  - **Kerry Hekl,** *UI Tax Director, Maine Department of Labor*
  - **Paul Jerome**, *BPC Team Leader, Maine Department of Labor*

Track: UI Tax

11:30 a.m. – 12:45 p.m.   Hosted Lunch | Oklahoma Station 4&5

1:00 p.m. – 2:15 p.m.   Breakout Sessions

(all breakout sessions are on the 2nd floor)

Breakout 1: **Stronger with Data** | Oklahoma Station 1

Required equipment: Bring your own device (laptop, tablet, or smartphone)
Data analytics plays a crucial role in the creation, monitoring, and evaluation of fraud rules. In this session North Carolina will discuss how to utilize available data to develop data-driven strategies to reduce backlogs, minimize false positives to prevent improper payments, and encourage employers to complete Wage Audit Notices.

- Moderator: **Ryan Hickey**, *UI Subject Matter Expert, UI Integrity Center, NASWA*
- Speakers:
  - **Regina Graham**, *Chief of Benefits, Unemployment Insurance, Division of Employment Security, North Carolina Department of Commerce*
  - **Gretchen Schultz**, *Business Analyst, Division of Employment Security, North Carolina Department of Commerce*

Track: UI Benefits

Breakout 2: **Tools of the Trade** | Oklahoma Station 2&3

States will discuss their use of USPS in-person identity verification and login.gov, two tools used in

the layered approach to identity verification. They will talk about their experience, including overcoming challenges with implementation.

- Moderator: **Amy Banicki**, *Senior Unemployment Subject Matter Expert and State Liaison, UI Integrity Center, NASWA*
- *Speakers:*
  - **Anne Perreira-Eustaquio,** *UI Director, Hawaii Department of Labor & Industrial Relations*
  - **Jeff Newcomb**, *Branch Manager, UI Customer Services, Colorado Department of Labor and Employment*
  - **Christopher O'Brien**, *Director, UI Compliance and Integrity, Oklahoma Employment Security Commission*
  - **Kris Rhodes-Berry**, *Assistant Director, Unemployment Insurance, Arkansas Division*

Track: UI Benefits

Breakout 3: **Fortifying the Foundations: State Unemployment Programs in a Social Engineering Landscape** | Oklahoma Station 4&5

State UI programs continue to be overrun by both domestic and international fraud. In this session cyber security and fraud experts from New Jersey will provide insightful trends, patterns, challenges, and vulnerabilities facing the States in today's social engineering environment. They will demonstrate how their layered collaborative approach combining internal applications along with third-party vendors in the identity authentication and verification of claimants have shown significant success in preventing imposters from collecting UI benefits.

- Moderator: **Chris Paquette**, *Senior UI Integrity Subject Matter Expert and State Liaison, UI Integrity Center, NASWA*
- *Speakers:*
  - **Michael Kulyk**, *Cyber Fraud Investigations Supervisor, New Jersey Department of Labor and Workforce Development*
  - **Michael Marich**, *Deputy Assistant Commissioner, Income Security, New Jersey Department of Labor and Workforce Development*
  - **Ronald L. Marino**, *Assistant Commissioner, Income Security, New Jersey Department of Labor and Workforce Development*

Track: UI Benefits

Breakout 4: **The Tax Performance System (TPS): Not Just Another Oversight Program! Everything from Soup to Nuts about the TPS processes!** | Pinon

During this workshop, USDOL experts will discuss the Tax Performance System (TPS), focusing on why it was developed, an overview of how it works, use of ETA 581 Computed Measure data, the review process (systems and acceptance sampling reviews), concluding the review, the TPS Annual Report, and review of ETA Core Measure data.

- Moderator: **Nathan Anderson,** *Unemployment Insurance Program Specialist, USDOL Region 5*
- *Speakers:*
  - **Monique Bunch**, *Unemployment Insurance Program Specialist, USDOL Region 1*
  - **Alicia Jensen**, *Unemployment Insurance Program Specialist, USDOL Region 6*

Track: UI Tax

2:15 p.m. – 2:30 p.m.   Transition Time

2:30 p.m. – 3:45 p.m.   Breakout Sessions (all breakout sessions are on the 2nd floor)

Breakout 1: **Building Strength Through Quality Measurements in UI Programs** | Oklahoma Station 1

Required equipment: Bring your own device (laptop, tablet, or smartphone)
In this enlightening presentation, experts will share their insights and experiences on how they are actively building relationships and making concerted efforts to turn quality measurements into actionable steps within their Unemployment Insurance (UI) operations. With a focus on enhancing the overall effectiveness and efficiency of UI programs, we explore how they have successfully harnessed the power to drive meaningful change and improvement.

- Moderator: **Rebekah Roney**, *UI Subject Matter Expert, UI Integrity Center, NASWA*
- Speakers:
    o **Gregg Kallajian**, *Operations Coordinator, UI Integrity Division, Connecticut Department of Labor*
    o **Jessica Ripley,** *UI Case Review Supervisor, Washington State Employment Security Department*
    o **Nicole Sherman-Walker**, *UI Quality Assurance Manager, Washington State Employment Security Department*

Track: UI Benefits

Breakout 2: **Building a Strong Foundation of Internal Integrity** | Oklahoma Station 2&3

Two states will discuss their experience with insider threats during the pandemic. Listen to how these two large programs were affected by this internal fraud both financially and through public perception and learn how they proactively addressed the situation and built solid solutions to identify and thwart internal fraud while positively impacting on-going operations.

- Moderator: **Amy Banicki**, *Senior Unemployment Subject Matter Expert and State Liaison, UI Integrity Center, NASWA*
- Speakers:
    o **Mallory Clements**, *Program Administrator 2, Internet Fraud Team, Ohio Department of Job & Family Services*
    o **Tim Kolar,** *State Office Administrator, Michigan Unemployment Insurance Agency*

Track: UI Benefits

Breakout 3: **IDH 101** | Oklahoma Station 4&5

This fun filled, interactive, gameshow style presentation will provide participants with an overview of IDH functionalities, capabilities, and proven best practices. Participants will be exposed to the best ways to leverage the power of the IDH in their state.

- Speakers:
    o **James Cotter**, *Director, Integrity Data Hub, NASWA*
    o **Jerome Lord**, *Senior Program Analyst, Integrity Data Hub, NASWA*

Track: UI Benefits

***Breakout 4*: Efficient use of the SUTA Dumping Detection System (SDDS): Hear from USDOL and Your State UI Colleagues about Effective SUTA Dumping Identification Processes!** | Pinon

USDOL experts will explain SUTA Dumping and summarize reported data. The ITSC team will provide an overview of the current version of SDDS, how SDDS enhances other efforts to identify/prevent SUTA Dumping, systems/processes developed in SWAs to enhance use of SDDS. Additionally, CA and MO will share how they use the SDDS to identify and prevent SUTA Dumping.

- Moderator: **Sarah Anthony,** Unemployment Insurance Program Specialist, USDOL Region 4
- Speakers:
    - **David Martinez**, *Compliance Development Operations Chief, Tax Branch, California Employment Development Department*
    - **DeSheila Milton**, *Chief of UI Tax, Missouri Department of Labor and Industrial Relations*
    - **Larry "Butch" Newcomb**, Unemployment Insurance Program Specialist, USDOL, National Office
    - **Natasha Pendleton**, *Benefits Program Supervisor, Missouri Department of Labor and Industrial Relations*
    - **John Quichocho**, Product Manager, UI Information Technology Support Center, NASWA

Track: UI Tax

Breakout 5:* Making Sense of and Meeting the Effective Audit Core Measure (EAM)! *(Repeats Thursday at 1:00 pm) | Mistletoe

USDOL staff will discuss state Unemployment Insurance (UI) tax audits of employers, including the definition of a completed audit in accordance with revised Appendix E of ETA Handbook 407. NASWA will provide a recap of its investigator/auditor training. The National Office will then lead a general discussion of the Effective Audit Measure (EAM), including why it was created, will provide EAM performance data, and share positive practices states can use to pass the measures.

- Moderator: **Jim Garner,** *Administrator, Office of Unemployment Insurance, Employment & Training Administration, USDOL*
- *Speaker:*
    - **Candace Edens**, *Manager, USDOL, National Office*

Track: UI Tax

3:45 p.m. – 4:15 p.m. (2nd floor)   Networking Break | Oklahoma Station Pre-function

4:15 p.m. – 5:15 p.m.   Breakout Sessions (all breakout sessions are on the 2nd floor)

***Breakout 1*: IDH Hands on Lab – Results Management** | Oklahoma Station 1

Required equipment: Bring your own device (laptop, tablet, or smartphone)

This hands-on lab will allow participants to utilize IDH Result Management tools, sorting and filtering and prioritization, to identify potentially fraudulent UI claims. The lab will take an interactive, "real world", approach to reviewing individual UI claims as well as large batches of UI claims.

- Speakers:
  - **Kendrah Gonzalez,** *Program Analyst, Integrity Data Hub, NASWA*
  - **Mark Richmond**, *Operation Specialist, Integrity Data Hub, NASWA*

Track: UI Benefits & UI Tax

Breakout 2: **AI for Unemployment Insurance: An Overview of Terms, Types, and Potential Use Cases** | Oklahoma Station 2&3

This workshop session will provide a comprehensive introduction to Artificial Intelligence (AI). It will cover the basics of AI, including common terms and types, and how it differs from other technologies. Participants will also learn specifically about generative AI tools such as ChatGPT and conclude with a BYOD (Bring Your Own Device) activity on crafting good generative AI queries, with examples and potential use cases provided.

- Speakers:
  - **Amy Hiltunen**, *Director, Workforce Information Technology Support Center, NASWA*
  - **Colin Lennox**, *Director, Project Management Office, Unemployment Insurance IT Support Center, NASWA*

Track: UI Benefits

Breakout 3: **Say What?! How to Improve UI Documents for Customer Comprehension and Compliance *(Repeats Thursday at 4:15 pm)*** | Oklahoma Station 4&5

Whether your customers are UI claimants or employers, they might have trouble understanding UI documents and communications. Behavioral insights can help! At this interactive session, you will learn foundational concepts in behavioral messaging, design, and plain language – and get hands-on practice – in improving UI documents for comprehension and compliance!

- Lead Moderator: **Sara Hall Phillips**, *Director, Behavioral Insights, NASWA*
- *Assistant Facilitators:*
  - **Sam Glaser-Nolan**, *Behavioral Advisor, Behavioral Insights, NASWA*
  - **Kennedy Couch**, *Behavioral Advisor, Behavioral Insights, NASWA*
  - **Jess McKay**, *Associate Behavioral Advisor, Behavioral Insights, NASWA*

Track: UI Benefits & UI Tax

Breakout 4: **TPS = Continuous Program Improvement!** | Pinon

ETA will lead an interactive discussion of the value of TPS systems/acceptance sample reviews to UI leadership and ways to use the program to build better relationships between the state TPS reviewer and UI tax management and staff members. Several states will share the success stories of bridging the gap between TPS and UI tax.

- Moderators:
  - **Monique Bunch,** *Unemployment Insurance Program Specialist, USDOL Region 1*

- o **Candace Edens**, Manager, *USDOL, National Office*
- o **Alicia Jensen**, *Unemployment Insurance Program Specialist, USDOL Region 6*

Track: UI Tax

Breakout 5: **It's a Mad, Mad, Mad World of Remote Work—Localization of Work/Wages in a Post-Pandemic Environment!** | Mistletoe

The USDOL tax team will lead an important interactive discussion of remote work and its effect on the UI tax program. The federal team will discuss current UI localization of work guidance (UIPL No. 20-04) and lead a discussion of multistate employment scenarios that states are seeing (i.e., hybrid and remote workers). State and federal teams will identify the burdens to employers, claimants, and to state workforce agencies in accurate reporting of wages based on current localization guidance. States will provide candid feedback to ETA regarding how it can make localization of work/wages guidance better to lessen these burdens.

- Moderators:
  - o **Nathan Anderson,** *Unemployment Insurance Program Specialist, USDOL Region 5*
  - o **Larry "Butch" Newcomb**, Unemployment Insurance Program Specialist, USDOL National Office
  - o **Keith Ribnick**, *Unemployment Insurance Program Specialist, USDOL National Office*

Track: UI Tax

5:30 p.m. – 7:00 p.m.   Welcome Reception | Oklahoma Station Pre-function & Scissortail Terrace (2nd floor)

THURSDAY, DECEMBER 7

7:30 a.m. – 8:30 a.m.   Breakfast | Oklahoma Station Pre-function (2nd floor)

8:30 a.m. – 10:00 a.m.   State Roundtables (2nd floor)

- Group 1 | Oklahoma Station 2&3
  - o AK, DC, DE, HI, ID, ME, MT, NE, NH, NM, ND, OK, PR, RI, SD, VT, VI, WV, WY
- Group 2 | Oklahoma Station 1
  - o AL, AR, CO, CT, GA, IA, KS, KY, LA, MS, MO, NV, NC, OR, SC, UT
- Group 3 | Oklahoma Station 4&5
  - o AZ, CA, FL, IL, IN, MD, MA, MI, NJ, NY, OH, PA, TN, TX, VA, WA, WI
- UI Tax Group | Pinon
  - o All states

10:00 a.m. – 10:15 a.m.   Networking Coffee Break | Oklahoma Station Pre-function (2nd floor)

10:15 a.m. – 11:30 a.m.   Breakout Sessions (all breakout sessions are on the 2nd floor)

***Breakout 1:* The Dynamic Duo: Law Enforcement and Public Awareness in Action** | Oklahoma Station 1

Required equipment: Bring your own device (laptop, tablet, or smartphone)
In this session CT and WV will shed light on the critical role of law enforcement in prosecuting fraudulent unemployment benefit schemes. Additionally, they will discuss how informed citizens can be a powerful force in detecting, reporting, and preventing fraudulent activities. They will discuss real-world examples, best practices, and strategies to engage and educate the public. Join us to discover the ways in which we can collectively work to unmask and deter these fraudulent activities.

- Moderator: **Ryan Hickey**, *UI Subject Matter Expert, UI Integrity Center, NASWA*
- Speakers:
    o **Marco Crachat***, Operations Coordinator, UI Integrity Unit, Connecticut Department of Labor*
    o **Andy Osborne***, Assistant Director, Integrity, Workforce West Virginia*

Track: UI Benefits

***Breakout 2:* A Single Brick Doesn't Make a Wall** | Oklahoma Station 2&3

Coming out of the pandemic, many states recognized a need to restructure their integrity and fraud organization and function. Panelists will discuss challenges, solutions, and how they are working with others to strengthen program integrity.

- Moderator**: Emily Savard**, *UI Subject Matter Expert and State Liaison, UI Integrity Center, NASWA*
- Speakers**:**
    o **Matthew Buelow,** *Employer Audit Manager, Washington State Employment Security Department*
    o **Diana Hawkins,** *Investigations Administrator, Office of Inspector General, Arizona Department of Economic Security*
    o **Jeff Newcomb,** *Branch Manager, UI Customer Services, Colorado Department of Labor and Employment*

Track: UI Benefits

***Breakout 3:* IDH Data** | Oklahoma Station 4&5

This interactive experience will expose participants to the world of IDH data and associated fraud analytics. Participants will be exposed to sample data packets and analytical reports to help identify patterns and trends. Participants will also be able to provide feedback on the types and delivery methods of IDH data and analysis they would like to receive.

- Speakers:
    o **James Cotter**, *Director, Integrity Data Hub, NASWA*
    o **Megan Wiggins**, *Lead Data Analyst, Integrity Data Hub, NASWA*

***Breakout 4:* Laying the Foundation for Quality Audits** | Pinon

Having a well-trained auditing staff is the first step to producing quality audits. Representatives from Pennsylvania's UI Tax Audit and Compliance Division will share how they train their new

auditors and seasoned staff from both the trainer and auditor perspectives. Additionally, they will showcase an alternative to the traditional in person audit utilizing Pennsylvania's E-Audit website.

- Moderator: **Amy Banicki**, *Senior Unemployment Subject Matter Expert and State Liaison, UI Integrity Center, NASWA*
- *Speakers:*
  - o **Sean Adams**, *UC Tax Regional Director, UC Tax Services, Audit and Compliance Division, Pennsylvania Department of Labor & Industry*
  - o **Rachael Daley**, *UC Tax Agent, UC Tax Services, Audit and Compliance Division, Pennsylvania Department of Labor & Industry*

Track: UI Tax

11:30 a.m. – 12:45 p.m.   Hosted Lunch | Oklahoma Station 4&5 (2nd floor)

1:00 p.m. – 2:15 p.m.   Breakout Sessions (all breakout sessions are on the 2nd floor)

Breakout 1: **Using the Building Blocks of Detection to Construct a Wall of Prevention** | Oklahoma Station 1

Required equipment: Bring your own device (laptop, tablet, or smartphone)
In this session you will hear two states discuss their tools and techniques in fraud prevention and detection. One state will discuss their new fraud detection tool and how it is supporting their investigation unit; another state will focus on a post-pandemic reset and fine-tuning of their fraud detection mechanisms.

- Moderator: **Ben Bakas**, *Senior UI Subject Matter Expert, UI Integrity Center, NASWA*
- Speakers*:*
  - o **Mariel Ford**, *Fraud Integrity Supervisor, Kansas Department of Labor*
  - o **Jessica Kutzke,** *Integrity Manager***,** *Kansas Department of Labor*
  - o **Shalina Latiff**, *Fraud Analytics Manager, Washington State Employment Security Department*
  - o **Jason Sikorski**, *Senior Application Developer, Washington State Employment Security Department*
  - o **Mandy Swartz**, *Deputy Director of Integrity, Kansas Department of Labor*

Track: UI Benefits

*Breakout 2***: The Good, The Bad, & The Ugly: How to Interview Them All** | Oklahoma Station 2&3

Join UI Subject Matter Expert Instructors during this interactive workshop designed to teach staff how to interview individuals with difficult personality types. The seventy-five (75) minute workshop will provide an overview of the PEACE Model, used internationally as a method of conducting an effective investigation, a review of common personality types encountered during claimant interviews, and proven strategies for conducting an effective interview with challenging individuals. Attendees will be provided with the opportunity to engage with both instructors and other attendees in role-plays and active learning activities. Attendees will be provided with several job and desk aides for use following the Symposium.

- Speakers:
  - o **Steve Sheehan**, *UI Fraud Instructor, Learning, NASWA*
  - o **Richard "Skip" Tompkins**, *Instructor, Learning, NASWA*

Track: UI Benefits

Breakout 3: Overpayment Recovery Methods and Successes | Oklahoma Station 4&5

During this workshop, states will discuss promising practices and challenges in overpayment recoveries. NASWA staff will lead small group exercises designed to develop innovative and effective recovery methodologies.

- Moderator: **Evan Littrell**, *Director, State Engagement, UI Integrity Center, NASWA*

Track: UI Benefits

Breakout 4: Making Sense of and Meeting the Effective Audit Core Measure (EAM)! | Pinon

USDOL staff will discuss state Unemployment Insurance (UI) tax audits of employers, including the definition of a completed audit in accordance with revised Appendix E of ETA Handbook 407. NASWA will provide a recap of its investigator/auditor training. The National Office will then lead a general discussion of the Effective Audit Measure (EAM), including why it was created, will provide EAM performance data, and share positive practices states can use to pass the measure.

- Moderator: **Jim Garner,** *Administrator, Office of Unemployment Insurance, Employment & Training Administration, USDOL*
- *Speaker:*
  - **Candace Edens**, *Manager, USDOL, National Office*

Track: *UI Tax*

Breakout 5: The ETA 581 Report—Everything You Ever Wanted to Know about the 581 but were Afraid to Ask! | Mistletoe

In this session, USDOL performance experts will provide updated 581 training, state reporting responsibilities, wide use of UI tax data, and DOL 581 outlier requests (how they are identified and why they are needed).

- Moderator: **Maranda Holmes,** *Unemployment Insurance Program Specialist, USDOL Region 3*
- Speaker*:*
  - **Keith Ribnick**, Unemployment Insurance Program Specialist, USDOL National Office

Track: *UI Tax*

2:15 p.m. – 2:30 p.m.   Transition Time

2:30 p.m. – 3:45 p.m.   Breakout Sessions

(all breakout sessions are on the 2nd floor)

Breakout 1: Structural Reinforcements in UI Fraud Prevention and Detection |Oklahoma Station 1

Required equipment: Bring your own device (laptop, tablet, or smartphone)
Throughout time, information has been stolen for personal gain. Every time someone swipes a card, logs into their email, or files for unemployment, there is a digital exchange of information. The demand for digital information is at an all-time high. As system administrators, building

structural reinforcements to protect this data is becoming more complex. In this session you will hear from three states that implemented innovative UI fraud prevention and detection projects funded by USDOL Tiger Team grants.

- Moderator: **Heather Johnson**, Project Coordinator, Tiger Team Support, NASWA
- Speakers:
    - **Nicholas Blesch Clark**, Assistant Director, Compliance, Indiana Department of Workforce Development
    - **Cory Malone**, Systems Architect, Wisconsin Department of Workforce Development
    - **Miranda Smith,** Business Process Analyst II, Nevada Department of Employment, Training & Rehabilitation

Track*: UI Benefits*

Breakout 2*: **The Family Ties that Bind Us: Reflections on the UI Federal/State Partnership***
| Oklahoma Station 2&3
Since 2020, the USDOL has issued numerous policy and operational guidance designed to advise states. At the same time, states have undertaken tremendous transformation in their own policies and adapted the way they operate their UI programs. In this moderated open discussion, states will have an opportunity to share the challenges and solutions that come with implementing state and federal guidance and policy in the UI program.

- Facilitator**: Evan Littrell**, *Director, State Engagement, UI Integrity Center, NASWA*

Track*: UI Benefits*

Breakout 3: The Art and Science of Data Analytics | Oklahoma Station 4&5

Representatives from USDOL Office of Inspector General (OIG) will discuss how data analytics, visualizations, and investigative techniques come together to advance complex fraud investigations.

- *Moderator:* **Jennifer Garrett,** *Unemployment Insurance Program Integrity Coordinator, US Department of Labor*
- *Speakers:*
    - **Andrew Kearney,** *Data Scientist, Office of Inspector General (HQ), U.S. Department of Labor*
    - **Thomas Eckert,** *Special Agent, Office of Inspector General, Seattle Field Office, U.S. Department of Labor*

Track: UI Benefits

Breakout 4*: **Breaking Down the Silos between the UI Tax and Benefit Programs! Different Jobs and Roles but With the Same Goals*** | Pinon

USDOL will lead an engaging discussion on the importance of cooperation and collaboration across units in the UI program. Following a brief overview of UI focusing on how tax and benefit programs complement each other, the discussion will engage attendees on reasons why it's important to understand both Tax and Benefits operations and explore effective ways to break down the wall between the programs.

- *Moderators:*

- o **Monique Bunch,** *Unemployment Insurance Program Specialist, USDOL Region 1*
- o **Alicia Jensen***, Unemployment Insurance Program Specialist, USDOL Region 6*
- *Speaker:*
  - o **Keith Ribnick,** *Unemployment Insurance Program Specialist, USDOL National Office*
  - o

Track: UI Tax

3:45 p.m. – 4:15 p.m.   Networking Break | Oklahoma Station Pre-function (2nd floor)

4:15 p.m. – 5:15 p.m.   Breakout Sessions

(all breakout sessions are on the 2nd floor)

Breakout 1: **Knowledge Management Lab** | Oklahoma Station 1

Required equipment: Bring your own device (laptop, tablet, or smartphone)
After we've weathered a storm-- and COVID-19 was a mighty one-- questions and ideas often arise around being better prepared for "the next time." The fundamental purpose of effective knowledge management is to capture, exchange, and transfer critical knowledge that can be leveraged day-to-day so we make better, faster decisions. In an ideal world, knowledge management helps us "future proof" our work so that we remain innovative, efficient, and agile in an ever-evolving employment landscape. But how do we get there? What is effective knowledge management? Where do we begin? In this hands-on lab, you'll tackle practical, everyday challenges to understand how effective knowledge management gives you the problem-solving edge. Additionally, you'll walk away with a step-by-step guide on how to kick-off effective knowledge management within your office/agency and learn the ways in which NASWA can assist you in your efforts.

- Speakers:
  - o **Jennifer Hawkins,** *Director, Knowledge Exchange, NASWA*
  - o **Kendall Brookhart**, *KM Specialist, Knowledge Exchange, NASWA*
  - o **Jue Wang**, *Digital Librarian, Knowledge Exchange, NASWA*

Track: UI Benefits

Breakout 2: **IDH Hands on Lab – IDH State Administrators** | Oklahoma Station 2&3

This hands-on, interactive lab is intended for IDH State Administrators or those who will become IDH State Administrators. This lab will cover not only the functions and processes completed by the IDH State Admin., but the importance of those actions as well.

- Speakers:
  - o **Kendrah Gonzalez,** *Program Analyst, Integrity Data Hub, NASWA*
  - o **Mark Richmond**, *Operation Specialist, Integrity Data Hub, NASWA*

Track: UI Benefits

Breakout 3: **Say What?! How to Improve UI Documents for Customer Comprehension and Compliance** | Oklahoma Station 4&5

Whether your customers are UI claimants or employers, they might have trouble understanding UI documents and communications. Behavioral insights can help! At this interactive session, you will learn foundational concepts in behavioral messaging, design, and plain language – and get hands-on practice – in improving UI documents for comprehension and compliance!

- Lead Moderator: **Sara Hall Phillips**, *Director, Behavioral Insights, NASWA*
- Assistant Facilitators:
  - **Kennedy Couch**, *Behavioral Advisor, Behavioral Insights, NASWA*
  - **Sam Glaser-Nolan**, *Behavioral Advisor, Behavioral Insights, NASWA*
  - **Jess McKay**, *Associate Behavioral Advisor, Behavioral Insights, NASWA*

Track: UI Benefits & UI Tax

Breakout 4: **The ETA 581 Report—Drilling Down Beyond the Data!** | Pinon

ETA will lead an interactive discussion to solicit state suggestions for potential revisions to the ETA 581 report. States will also share their challenges in accurate and timely completion of the ETA 581 report. Given the change in how/where work is performed in a post-pandemic world, how do states address the challenges in data quality and what ETA can do to assist. Finally, states will share how they use 581 data to continually evaluate/improve UI tax operations.

- Moderators:
  - **Sarah Anthony,** Unemployment Insurance Program Specialist, USDOL Region 4
  - **Keith Ribnick**, *Unemployment Insurance Program Specialist, USDOL National Office*

Track: UI Tax

Breakout 5: **EAM - Not Your Average UI Core Measure! (Yeah, We Knew That!)** | Mistletoe

The ETA team will lead an interactive discussion about the challenges of passing the EAM, including how the pandemic and expanded use of remote audits impacted the ability to pass certain factors. States will share success stories in addressing EAM challenges.

- Moderators:
  - **Candace Edens**, *Manager, USDOL, National Office*
  - **Maranda Holmes,** *Unemployment Insurance Program Specialist, USDOL Region 3*
  - **Alicia Jensen**, *Unemployment Insurance Program Specialist, USDOL Region 6*

Track: UI Tax

FRIDAY, DECEMBER 8

7:30 a.m. – 8:30 a.m.   Breakfast | Oklahoma Station Pre-function (2nd floor)

8:30 a.m. – 11:00 a.m.   Closing General Session | Oklahoma Station 4&5 (2nd floor)

SUCCESSFUL PARTNERSHIPS IN STATE UI FRAUD INVESTIGATIONS

- Moderator: **Andy Osborne**, *Assistant Director – Integrity Section, WorkForce West Virginia*
- Speakers:
  - **Daniel Heston**, *Special Agent, Office of Inspector General, US Department of Homeland Security*
  - **C.J. Littleton**, *Program Manager, BPC—Fictitious Claims, Oklahoma Employment Security Commission*
  - **Christopher O'Brien**, *Director, UI Compliance, Oklahoma Employment Security Commission*

PANDEMIC UNEMPLOYMENT INSURANCE FRAUD – PAST, PRESENT, AND FUTURE

Representatives from USDOL Office of Inspector General (OIG) and US Department of Justice will recap where they have been, where current efforts are focused, and what may lie ahead for the future of pandemic UI fraud investigations.

- Moderator: **Jennifer Garrett,** *Unemployment Insurance Program Integrity Coordinator, US Department of Labor*
- Speakers:
  - **Brooks Abramson,** *Senior Special Agent – National UI Fraud Coordinator, Office of Inspector General (HQ), US Department of Labor*
  - **Michael C. Galdo**, *Director, COVID-19 Fraud Enforcement, US Department of Justice*

INSIGHTS FROM STATE ROUNDTABLE SESSION

- Speaker:
  - **Lindsi Leahy,** *Unemployment Insurance Division Director, Oregon Employment Department; Vice-Chair, NASWA UI Integrity Center Steering Committee*

INTEGRITY CENTER SERVICES: the NASWA UI INTEGRITY CENTER STEERING COMMITTEE

WHAT WILL YOU DO NEXT? CLOSING Q&A

- **Randy Gillespie**, *Vice President, Finance and Integrity, Director, UI Integrity Center, NASWA*