Pre-Conference Meetings ----- Monday, September 09th

8:30am – 12:00pm Meetings
   Technology Committee          Terrace Room (Lobby)
   Communications Committee      Arlington (Mezzanine)

10:00am – 10:30am Morning Networking Break

12:00 pm – 1:30 pm Hosted Lunch for Meetings
   Statler Room

1:30 pm – 5:00 pm Meetings
   Board of Directors (All state agency leaders are encouraged to attend) Grand Ballroom B (Mezz.)
   Arlington (Mezzanine)
   Communications Committee
   Technology Committee          Terrace Room (Lobby)

2:30 pm – 10:00 pm Exhibitor Set-Up
   Statler Room

2:00 pm – 6:00pm Early Registration
   Grand Ballroom B (Mezz.)

2:45pm – 3:15pm Afternoon Networking Break

5:00 pm - 6:00 pm Meet & Greet Networking Reception
   *Board Members and Committee Members Welcome
   Grand Ballroom B Foyer

Pre-Conference Meetings ----- Tuesday, September 10th

7:30 am – 5:00 pm Registration Desk
   Grand Ballroom Foyer (Mezzanine)

7:30 am – 5:00 pm Exhibitor Showcase
   Exhibit Hall (Mezzanine)

7:30 am – 8:30 am Breakfast for Committees & Board
   Grand Ballroom Foyer/Grand Ballroom A for seating

8:30 am – 12:00 pm Meetings
   Board Meeting (All state agency leaders are encouraged to attend) Grand Ballroom B (Mezzanine)
   Avenue 34 – Loft (Lower Lobby)
   Berkley/Clarendon (Mezzanine)
   Arlington (Mezzanine)
   Avenue 34 – Studio 1 & 2 (Lower Lobby)
   Communications Committee
   Employment & Training Committee
   Workforce & Labor Market Information Committee
   Unemployment Insurance Committee
Pre-Conference Workshops ----- Tuesday, September 10th

9:40 am – 12:00 pm  Legal Pre-Conference Workshop  
Terrace Room (Lobby)

9:40 a – 10:40 a
Legal Hot Topics in UI and Conversation with U.S. Department of Labor
Discussion of current policy issues and hot UI legal topics with USDOL.

Moderator: Nicholas S.J. Olivencia, Legal Counsel, Iowa Workforce Development
Panelists:
- Michael Milwee, Attorney
- Jim Garner, Deputy Administrator, Office of Unemployment Insurance, U.S. Department of Labor

10:50a – 12:00p
Case Law Updates and Emerging Legal Issues
An opportunity for agency attorneys and others who are interested in legal trends to hear about and
discuss emerging national legal issues related to unemployment insurance.

Moderator: Nicholas S.J. Olivencia, Legal Counsel, Iowa Workforce Development
Panelist:
- Jim Garner, Deputy Administrator, Office of Unemployment Insurance, U.S. Department of Labor

8:30 am – 12:00 pm  Technology Pre-Conference Workshops

8:30a - 9:30a
Workshop 1: Accessibility and Inclusion for All  
Cambridge (4th Floor)
In a highly technical world, ensuring accessibility to online and digital resources is crucial. Accessible
technology and inclusive design not only benefit users with disabilities, but can benefit everyone.
Panelists will discuss best practices, laws, and regulations (i.e. ADA, Section 508), share innovative
technologies and programs, as well as provide information on how to develop and document accessibility
requirements for the IT procurement process.

Moderator: Amy Hiltunen, Project Manager, Workforce IT Support Center, National Association of State
Workforce Agencies
Panelists:
- Jeff Kline, Program Director, Statewide EIR Accessibility, Texas Department of Information
  Resources
- Steven Apostolidis, Senior Sales Engineer, Recruit Rooster

Workshop 2: The Job Board Revolution: The Role of Technology in Labor Exchange  
Beacon Hill (4th Floor)
With thousands of online recruitment tools available in a constantly-changing labor market, jobseekers
often struggle with where and how to begin the job search process. The good news: through the National
Labor Exchange (NLx) partnership, your agency is already equipped to deliver high-quality online job
openings for every skill level and industry. In this session, discover more about NLx services and data
projects; the latest trends in online recruitment; network-based job search on LinkedIn; and the role of
technology in state policies for virtual, evergreen, and 1099 jobs.

Moderator: Charlie Terrell, Director, National Labor Exchange, National Association of State Workforce
Agencies
Panelists:
- Shannon Offord, VP Partnerships, DirectEmployers Association
- Efrem Bycer, Manager, Economic Graph Team, LinkedIn
- Emma Northcott, Program Manager, National Association of State Workforce Agencies
Pre-Conference Workshops ----- Tuesday, September 10\textsuperscript{th} (Continued)

9:40a – 10:40a
Workshop 1: No Horse Courier Needed - Data Hub Integration - Why It Is Easier Than You Might Think | Cambridge (4\textsuperscript{th} Floor)
The Integrity Data Hub (IDH) has proven to be a very successful and vital tool for states in the detection and prevention of UI fraud and improper payments. States who have implemented the Data Hub have prevented the loss of over $7.9 million (in total) of improperly paid UI benefits over the last seven quarters. Several states have implemented the IDH and are regularly sending claims data for crossmatch; however, many others are still working toward implementation, potentially due to misconceptions on the level of effort required. In this workshop you will hear three separate states share their Data Hub implementation stories, which demonstrate the various communication channels available and the ease with which the IDH can be implemented. States will also share associated lessons learned and best practices. Each state brings a different level of implementation, yet they share the same successes.

Moderator: James Cotter, Data Hub Project Manager, UI Integrity Center, National Association of State Workforce Agencies
Panelists:
- Gregg Kallajian, UI Operations Manager, Connecticut Department of Labor
- Brian O’Connell, Director of Program Integrity, Massachusetts Department of Unemployment Assistance
- Bill Truex, Chief Information Officer, Oregon Employment Department

Workshop 2: Uniting Systems Through Microservices: Using Microservices to Share Components Across States and Systems | Beacon Hill (4\textsuperscript{th} Floor)
Microservices promote the sharing of independent components across systems. Idaho developed the ICON Relay as a microservice. This year, Mississippi will be the first state to set up the ICON Relay as a microservice between the two states with different UI systems. Once completed, the iUS and ReEmployUSA consortia states will also adopt the ICON Relay Microservice. Learn more about this revolutionary approach that will help states leverage components across states and systems.

10:50a – 12:00p
Workshop 1: The Machines are Coming: A Conversation on the Technology Revolution (Employment Service Focus) | Cambridge (4\textsuperscript{th} Floor)
How is your workforce agency using technology to drive better customer service, improve service delivery, and increase performance? Join technology pre-conference attendees and NASWA staff for an open forum to learn from your peers on where they see technology going in supporting the workforce system over the coming years. We’ll go from 30,000-foot views of the workforce and UI systems to on-the-ground examples and cover a lot of information. Join the discussion — and, if you have a practice to share, bring a one-page summary and we’ll share it with attendees.

Facilitator: Pam Gerrassimides, Assistant Executive Director & Workforce IT Support Center Director, National Association of State Workforce Agencies

Workshop 2: The Machines are Coming: A Conversation on the Technology Revolution (Unemployment Insurance Focus) | Beacon Hill (4\textsuperscript{th} Floor)
How is your workforce agency using technology to drive better customer service, improve service delivery, and increase performance? Join technology pre-conference attendees and NASWA staff for an open forum to learn from your peers on where they see technology going in supporting the workforce system over the coming years. We’ll go from 30,000-foot views of the workforce and UI systems to on the ground examples and cover a lot of information. Join the discussion — and, if you have a practice to share, bring a one-page summary and we’ll share it with attendees.

Facilitator: Ben Peirce, Director, UI IT Support Center, National Association of State Workforce Agencies

10:00a – 10:30a  Morning Networking Break
Conference Schedule ----Tuesday, September 10th

12:00 pm – 1:00 pm  HOSTED LUNCH FOR ALL ATTENDEES  Exhibit Hall/Grand Ballroom A for seating (Mezzanine)

12:00 pm – 5:00 pm  EXHIBITOR SHOWCASE  Exhibit Hall (Mezzanine)

1:15 pm – 3:00 pm  OPENING CEREMONIES  Grand Ballroom A (Mezzanine)

NASWA Welcome | 1:15 pm

Jon Pierpont,
NASWA Board President (2019 Association Year) and
Executive Director, Utah Department of Workforce Services

Presentation of the Colors: Middlesex County Volunteers
Pledge of Allegiance

A Revolutionary Welcome from Massachusetts!
Massachusetts Executive Office of Labor and Workforce Development Welcome | 1:25 pm

Rosalin Acosta,
Secretary, Massachusetts Executive Office of Labor and Workforce Development

Massachusetts Revolutionary Showcase | 1:30 pm

Enjoy the performance of the Middlesex County Volunteers, Grooversity, “Paul Revere”, and XXXX group.

Presented by:
Massachusetts Executive Office of Labor and Workforce Development
MassHire Department of Career Services
Massachusetts Department of Unemployment Assistance
The Rendon Group

Massachusetts Welcome | 1:45 pm

Charlie Baker,
Governor of Massachusetts

Welcome to Boston | 1:55 pm

Marty Walsh, (invited)
Mayor of Boston
The modern workplace is constantly evolving and changing, with some jobs going away and others being created. But every 30 years, a new wave of technology fundamentally changes the workplace. Assembly lines, computers, and the internet all dramatically shifted the nature of work and changed the American workplace. Looking ahead to 2030, there is another revolutionary wave that is going to crash the future of work in America. The combination of automation and artificial intelligence will create a new revolution that will destroy not just jobs but potentially entire industries. Now is the time to prepare for the coming reality of 2030. There will still be jobs, but they will require a different set of skills and abilities. Don’t sit back and let the waves drag you down, choose instead to ride the coming revolution – and come out on top!

Josh Davies,
Chief Executive Officer, The Center for Work Ethic Development

Breaking New Ground: Data Sharing, Data Analytics, and Program Evaluation in the States | 3:30 pm
What have states, universities and other partners learned from projects that facilitate data sharing and develop state analytic and research capacity? What are the implications for federal and state practices and policies? A panel discussion.

Julia Lane,
Director in the Coleridge Initiative, Professor in the Wagner School of Public Policy at New York University, and Provostial Fellow in Innovation Analytics and a Professor in the Center for Urban Science and Policy.

Dr. Nancy Potok,
Chief Statistician of the United States, Office of Management and Budget

Sarah Leibrandt,
Senior Research Analyst, Multistate Longitudinal Data Exchange, Western Interstate Commission for Higher Education
What to Do When Machines Do Everything | 4:15 pm

The rise of AI is the great story of our time. Decades in the making, the smart machine is leaving the laboratory, and with increasing speed, infusing itself into every aspect of our lives; our phones, our cars, the planes we fly in, the way we bank, the way we entertain ourselves – and most importantly, the way we work. In this session, world renowned futurist, Ben Pring, will take us on a tour of the future, showing us where x marks the spot and where bodies are buried. If you’re wondering about the future of your work, and what you’re doing to do in a world of AI and automation, this will be an hour well spent.

Benjamin Pring,
Co-founder, Cognizant Center for the Future of Work

A Word from our Silver Sponsors | 5:00 pm

Burning Glass Technologies, Catch Intelligence, CSG Government Solutions, Equifax, Indeed, MTW Solutions, On Point Technology, RSI, Strategic Systems, US Bank

5:15 pm – 6:30 pm WELCOME RECEPTION WITH SPONSORS & EXHIBITORS Exhibit Hall

Conference Schedule ---Wednesday, September 11th

7:30 am – 8:30 am BREAKFAST WITH SPONSORS & EXHIBITORS Exhibit Hall/Grand Ballroom A

7:30 am – 5:00 pm REGISTRATION / HOSPITALITY DESK Grand Ballroom Foyer

7:30 am – 5:00 pm SPONSOR & EXHIBITOR SHOWCASE Exhibit Hall

8:00 am – 9:10 am ANNUAL BUSINESS SESSION Grand Ballroom A

This will include NASWA 2020 association year elections and other business. Please note: NASWA state agency leaders and agency staff only.

8:00 am – 9:10 am REVOLUTIONARY BREAKOUT SESSIONS

1. Toward a More Perfect Union: Low-Income Jobseekers and the Workforce System

Tracks: E&T/Admin Room: Berkeley-Clarendon (Mez.)

The Workforce Innovation and Opportunity Act is critical for low-income workers, many of whom face barriers to engaging in work and educational opportunities. With smart partnerships, good strategies, and wise investments, states can leverage WIOA to help low-income adults and youth improve their skills and climb the economic ladder. The Department of Health and Human Services will share what they’ve learned about what works. Three states will share their innovative strategies and lessons learned, and we hope you’ll bring yours to the discussion as well!

Moderator: Deniece Thomas, Deputy Commissioner, Tennessee Department of Labor & Workforce Development

Panelists:

 Liz Carver, Director, Workforce Development Policy & Training Division, Utah Department of Workforce Services
 Jim Pfarrer, Director, Workforce Operations Division, Oregon Employment Department


Track: UI Room: Avenue 34 – Studio 1 (Lower Lobby)

Come prepared to share your own promising practices for UI Tax. Learn about revamping audit practices and combatting misclassification and questionable employer tax practices to achieve results.

Moderator: Mike Miller, Unemployment Insurance Chief of Tax, Utah Department of Workforce Services

Panelists:

8/19/19
Jim Konicki, Director, Unemployment Insurance Employer Services and Integrity, New York State Department of Labor
Justin Knudson, Integrity Bureau Chief and Interim Tax Bureau Chief, Iowa Workforce Development

3. UI Integrity Center: Strategies to Improve Integrity and Work Search
Track: UI
Room: Avenue 34 – Studio 2 (Lower Lobby)
For more than two years now, the Integrity Center has been visiting states to observe what is working and where they can improve in their individual integrity efforts. Valuable insights and information have been gleaned and we are eager to share information to improve integrity operations in your UI program. This panel will focus on effective strategies and promising practices aimed at reducing improper payments attributable to work search errors. The discussion will include errors identified by BAM and explain how the Center can help states adopt successful practices that are working for others.

Moderator: Michael Burke, UCB Director, New Hampshire Employment Security
Panelists:

Evan Littrell, State Engagement Project Manager, UI Integrity Center, National Association of State Workforce Agencies
Jennifer Garrett, State Engagement Project Coordinator, UI Integrity Center, National Association of State Workforce Agencies
Bill Starks, Senior UI Subject Matter Expert/State Liaison to Regions 4 & 6, UI Integrity Center, National Association of State Workforce Agencies

4. UI IT Modernization from a Legal View
Track: Legal/UI
Room: Avenue 34 – Loft (Lower Lobby)
Join attorneys and other experts for a discussion about the legal aspects of information technology in unemployment insurance programs including states working together in consortia.

Moderator: Doug Werth, Lead Deputy Attorney General, Idaho Department of Labor
Panelists:

Lou Ansaldi, Technical Director, UI IT Support Center, National Association of State Workforce Agencies
John Garrett, General Counsel, Mississippi Department of Employment Security
Paul Mason, Director of Adjudication and Employer Liability Services, New York State Department of Labor
Mark Mayfield, Executive Director, Internet Unemployment System (iUS), Idaho Department of Labor

5. Wicked Awesome Civic Tech: New Standards in Modular, Agile, Customer-Centric Design
Track: Tech
Room: Terrace Room (Lobby)
In a rapidly changing technology environment, it can be difficult to know whether a vendor’s digital product is truly the best, cheapest, or fastest solution to meet your agency’s needs. Does it feature human-centered, modular design? Is an agile development agreement included? Does it have an automated deployment pipeline to allow for ongoing changes? And do you have the technology talent to help answer those types of questions? In this workshop, you will gain practical tools and real-world examples for investing in flexible products and analyzing return on that investment. You’ll leave with the fundamentals in plain speak to rethink the idea of risk, prove the value of IT investments to leadership, and implement solutions that will better serve your customers.

Moderator: Scott Eychner, Administrator, Workforce Services Division, Montana Department of Labor & Industry
Panelists:

Robin Carnahan, Director of State and Local Practice, 18F, U.S. General Services Administration
Jessie Posilkin, Innovation Specialist, 18F, U.S. General Services Administration

6. United We Stand: Communications and LMI Shops Partner for Success
Tracks: Comms/LMI/Admin
Room: Ballroom B (Mez.)
There are many innovations in how states are communicating labor market information data. This panel will showcase promising practices from states where the communications and labor market information teams are working together to dynamically communicate their data, including the use of dynamic infographics, tableau graphs and charts, innovative outreach methods, and video.

Moderator: Fitzgerald Washington, Secretary, Alabama Department of Labor and Vice Chair, NASWA Employment and Training Committee
Panelists:

Hailey Barrus, Communications Representative, Bureau of LMI and Strategic Initiatives, Michigan Department of Technology Management & Budget
Tara Hutchison, Communications Director, Alabama Department of Labor and Vice Chair-Elect, NASWA Communications Committee
Charles Pearce, Communications Director, Massachusetts Executive Office of Labor and Workforce Development
Scott Secamiglio, Visual Analytics and Strategy Director, Kentucky Center for Statistics (STATS)
Michele Tatum, Labor Market Information Assistant Director, Alabama Department of Labor

9:10 am – 9:30 am TRANSITION & NETWORKING TIME

9:30 am – 10:40 am REVOLUTIONARY BREAKOUT SESSIONS

1. One if by Land, Two if by Sea: Planning for Economic Cycles
   Tracks: LMI/UI/E&T   Room: Ballroom B (Mez.)
   Planning for unknown economic cycles is a significant challenge, particularly in times of reduced budgets. Hear from three states on what they have done to monitor and plan for changes in the economy. Topics include what economic data to watch, how to monitor data, preparing for changes in staffing, partnerships outside of the workforce agency, and how to plan on the budget side. Please come prepared to share what your state is doing.
   Moderator: Laura Boyett, Director, Bureau of Unemployment Compensation, Maine Department of Labor
   Panelists:
   - Lindsi Leahy, Benefit Services Manager, Unemployment Insurance Division, Oregon Employment Department
   - Steven Ross, Director, Labor Market and Economic Analysis, Washington State Employment Security Department
   - Brian Urban, Deputy Assistant Executive Director, South Carolina Department of Employment and Workforce
   - Dan Zeitlin, Director of Employment System Policy, Washington State Employment Security Department

2. Battle Secrets of a 400-Year Old Business
   Track: E&T   Room: Avenue 34 – Loft (Lower Lobby)
   As the oldest family-owned business in the United States and one of the oldest companies in the world, Zildjian knows a thing or two about making cymbals. However, they also understand the complexities to succeeding in ever-changing business and labor market climates. With the help of the public workforce system, Zildjian has initiated successful apprenticeship and retraining programs to stay ahead of the curve in manufacturing. Learn about how this Newport, MA-based company continues to serve as a “cymbal” of stability.
   Moderator: Alice Sweeney, XXX, MassHire Department of Career Services
   Panelists:
   - Name, Zildjian Company
   - Name, Board Member to discuss business services, Massachusetts
   - Name, Massachusetts Commonwealth Corporation (WTF)
   - Ken XXX, XXX from Business Services

3. Conquer the “Benefits Cliff” and Support Working Families
   Tracks: E&T/LMI/Admin   Room: Grand Ballroom A (Mez.)
   Disjointed public programs may result in “benefits cliffs” that cause public assistance to fall abruptly as a family’s earnings increase slightly. This is especially concerning when families are still below a family-sustaining income. Understanding the myths and realities of benefits cliffs is important not only for state and local policy development, but also for state workforce agencies as they help workforce customers navigate the labor market. At this workshop, Massachusetts and Minnesota will share their cross-agency efforts to analyze and respond to cliff effects. An expert from the Federal Reserve will round out this “make work pay” discussion.
   Moderator: Jennifer James, Undersecretary for Workforce Development, Commonwealth of Massachusetts
   Panelists:
   - Stuart Andreason, Director of the Center for Workforce and Economic Opportunity, Federal Reserve
   - Jacqueline Buck, Training and Outreach Specialist for Workforce Development, Minnesota Department of Employment and Economic Development
   - Amy Kershaw, Associate Commissioner of Economic Assistance and Employment, Massachusetts Department of Transitional Assistance

   Track: UI   Room: Avenue 34 – Studio 1
   States are using lean methodology to streamline UI program processes and make them more effective and efficient. Learn first-hand from four states about recent operation improvements including management dashboards, UI assistance in the One-Stop, and a triage system for questions to reduce call waiting times.
Moderator: Ron Marino, Assistant Commissioner, New Jersey Department of Labor and Workforce Development, Chair, NASWA UI Committee, and NASWA Board Director, Region II

Panelists:
- Dyana Bogan, Employment & Training Financial Analyst for Income Support (UI & Temporary Disability Insurance, Rhode Island Department of Labor and Training
- Susan Dickinson, Director, Office of Unemployment Compensation Benefits Policy, Pennsylvania Department of Labor & Industry
- Pauline Heier, Director, Division of Reemployment Assistance, South Dakota Department of Labor and Regulation
- Shamatutu Nsungwe, Director, Office of Unemployment Compensation Service Centers, Pennsylvania Department of Labor & Industry
- Steve Ruggles, Administrator, Washington State Employment Security Department

5. Misclassification and Paid Family Medical Leave from a Legal Viewpoint
Tracks: Legal/UI/Admin

Time to discuss two hot topics for workforce agencies: Misclassification and Paid Family Leave programs.

Moderator: Jon Peppetti, Attorney

Panelists:
- Michael Doheny, General Counsel, Executive Office of Labor and Workforce Development at Commonwealth of Massachusetts
- Andrew Rubsam, Attorney, Wisconsin Department of Workforce Development

6. Declaring Independence: Battle Stories of States Modernizing UI and Workforce IT Systems
Tracks: Tech/UI

Many states have freed themselves from the challenges of outdated IT systems and processes. Some states are preparing their battle plans to declare their independence. Hear from the states preparing for their modernization projects and learn from the states that have won the Battle of Modernization! One day you might experience the same battles.

Moderator: Lou Ansaldi, Technical Director, UI IT Support Center, National Association of State Workforce Agencies

Panelists:

7. So, You Say You Want a Revolution: Inspiring New Practices to Engage Youth
Tracks: Comms/LMI/E&T

Even if the Beatles are not your thing, you were once a young person trying to transition into the labor market! State workforce agencies are engaged in a range of tactics to leverage WIOA and related funding and partnerships to engage youth and support successful transitions. Stop in to learn where Texas, Illinois, South Dakota, and Maryland are heading, and why. Their efforts range from youth outreach strategies to youth outcomes measurement, with innovative workforce development and apprenticeship programming in between. There will be time to share your agency's vision and success stories, and to discuss a favorite topic -- WIOA waivers!

Moderator: Cher Haavind, Deputy Executive Director/Chief Communications Officer, Colorado Department of Labor and Employment and Past President, NASWA Communications Committee

Panelists:
- Dawn Dovre, Deputy Secretary and Director of Policy & Public Affairs, South Dakota Department of Labor and Regulation and Vice Chair, NASWA Communications Committee
- Ewa Gallagher, Workforce Outcomes Manger, Illinois Department of Employment Security
- Christopher MacLarion, Apprenticeship Director, Maryland Department of Labor
- Jason Vaden, Director of Workforce Program Policy, Texas Workforce Commission

10:40 am – 11:00 am COFFEE & NETWORKING TIME
Exhibit Hall

11:00 am – 12:00 pm REVOLUTIONARY BREAKOUT SESSIONS

1. Life, Liberty, and the Pursuit of Prisoner Reentry Reform
Tracks: E&T/Admin

Inmates face an uphill battle upon release from prison, but state efforts to assist former prisoners into the workforce have evolved in recent years and the success stories are inspiring. The onus is moving from post-incarceration programs and services to pre-release programs. Allowing inmates to understand and prepare for career opportunities can greatly impact
success. We'll hear from two states testing new approaches to help justice-involved individuals return to the labor force. An Urban Institute researcher who is spearheading a major new initiative will join the discussion to provide a national perspective. Please bring your questions and lessons learned to the discussion and be ready to engage!

**Moderator:** Richard McPherson, Executive Director, Oklahoma Employment Security Commission, Chair, NASWA Employment and Training Committee, and NASWA Board Director, Region VI

**Panelists:**
- Janeen Buck, Senior Research Fellow, Urban Institute
- Mardy Leathers, Director, Division of Workforce Development, Missouri Department of Economic Development
- Yvonne Wright, Senior Manager, Partnerships and Policy, Division of Workforce Development, Missouri Department of Economic Development
- Lisa Patt-McDaniel, Chief Executive Officer, Workforce Development Board of Central Ohio (Franklin County)
- John Weber, Deputy Director, Ohio Department of Job & Family Services

2. **Combating Stereotypes: Reasons to Hire Military Spouses**

Track: E&T

According to a 2019 survey conducted by Blue Star Families and FlexJobs, almost half of all military spouses have felt job search discrimination, and 91% said being a military spouse has had a negative impact on their career. Additionally, this group also has a 24% unemployment rate, and a 25% wage gap compared to their civilian counterparts. Military spouses are often overlooked for employment opportunities for a variety of reasons that are based on bad information, assumptions, and urban legends. They are also not all women, as this panel will demonstrate! Come to this session to learn the "facts" about the benefits of hiring military spouses.

**Moderator:** Eileen Morrison (Military Spouse), Public Defender & Member, Military Spouse JD Network

**Panelists:**
- Tiffany Daugherty (Veteran and Military Spouse), Vice President of Military & Veteran Outreach, Barclays
- Sam Mitchell (Veteran), Administrator for Military Base Support, Washington State Employment Security Department
- Dan Smith (Veteran and Military Spouse), Senior Manager, Military Spouse Program, U.S. Chamber of Commerce, Hiring Our Heroes
- Michael Thompson (Veteran and Military Spouse), Assistant Director, Indiana Department of Veterans Affairs
- Christina Vijill (Veterans and Military Spouse), Veterans Employment Specialist, Virginia Employment Commission

3. **Motivating the Troops: Promising Practices for Retaining and Upskilling Staff**

Tracks: UI/LMI/E&T/Admin

Strategies and promising practices for retaining staff in times of reduced budgets. Join the conversation with two experts from the American Public Human Services Association (APHSA), a bipartisan, nonprofit organization representing state and local health and human service agencies, and representatives from Utah and Colorado as we discuss planning and implementing human resources and management techniques focused on retaining and upskilling your team. Please come prepared to share your own successful HR initiatives.

**Moderator:** Jamie Suber, Assistant Executive Director, Unemployment Insurance Division, South Carolina Department of Employment and Workforce

**Panelists:**
- Kevin Burt, Unemployment Insurance Division Director, Utah Department of Workforce Services
- Kierston Howard, Deputy Director, Division of Unemployment Insurance, Colorado Department of Labor and Employment
- Jennifer Kerr, Organizational Effectiveness Consultant, The American Public Human Services Association
- Natalie Williams, Organizational Effectiveness Consultant, The American Public Human Services Association

4. **Leading the Charge to Innovate: Implementing the Latest Technology to Improve Service Delivery**

Track: Tech

Do you want to increase productivity? Improve flexibility? Provide better customer service? Technology can be used to anticipate customer needs, tailor business processes, and improve productivity. Find out how states are using technology to handle customer service in efficient and cost-effective ways. The panelist will discuss successful product implementations, along with lessons learned and the positive impact on service delivery to their customers.

**Moderator:** George Parisot, CIO, Montana Department of Labor & Industry

**Panelists:**
- Ryan Allen, WIOA Performance Director, Tennessee Department of Labor and Workforce Development
- Sue Ann Athens, CIO, New Mexico Department of Workforce Solutions
- Jan Carelock, Workforce Development Manager, CWDS & Special Projects, Pennsylvania Department of Labor and Industry

8/19/19
5. Battling Disaster with Strategic Communications
Tracks: Comms/UI/E&T
Room: Avenue 34 – Studio 2
This breakout will delve into how state workforce agencies are implementing crisis communications during disaster recovery efforts, including highlights of what worked well and learning lessons on what did not. This session is the kick-off to a series of NASWA webinars that will be held following the Workforce Summit & UI Directors Conference, exploring how states are managing disaster recovery.
Moderator: Tiffany Vause, Director of Communications & External Affairs, Florida Department of Employment Opportunity
Panelists:
   Tara Hutchison, Communications Director, Alabama Department of Labor
   Antwon Keith, Chief Deputy of Programs, North Carolina Department of Commerce
   Tom McCarty, Director of External Relations, Texas Workforce Commission

6. NASWA Learning
Tracks: UI/E&T/Tech/Admin
Room: Ballroom B
Join staff for a presentation on the NASWA Learning initiative and new training opportunities available through the National Integrity Academy, UI Information Technology Service Center (ITSC) and the Workforce Information Technology Service Center (WITSC). Panelists will share information on the NASWA Learning concept and provide a glimpse of the agency’s new learning management system, while also providing an overview of the newly completed NIA Tax Integrity Certificate program, training recently launched by the ITSC and the planned training to be available under the WITSC in 2020.
Moderator: Jim Van Erden, Senior Policy Director, National Association of State Workforce Agencies
Panelists:
   Jennifer Mosby, Lead Instructional Designer, UI Integrity Center, National Association of State Workforce Agencies
   Colin Lennox, PMO Director, UI IT Support Center, National Association of State Workforce Agencies
   John Quichocho, Product Manager, UI IT Support Center, National Association of State Workforce Agencies
   Amber Gaither, Project Manager, Workforce IT Support Center, National Association of State Workforce Agencies

7. Rally Your Troops to Align Perkins, WIOA, and LMI
Tracks: LMI/E&T/Admin
Room: Berkeley-Clarendon
What strategies can help ensure Perkins and workforce customers are served by coordinated systems, and that CTE programs are responsive to local labor market conditions? How do leaders rally their troops to work across systems and achieve success? This discussion will showcase strategies and products from three states—Montana, Kentucky, and Nevada. Advance CTE, our partner association, will add their perspective on the many challenges—and therefore, opportunities—in working together! Your job is to have some questions at the ready and to fire your best ideas.
Moderator: Scott Eychner, Administrator, Workforce Services Division, Montana Department of Labor & Industry
Panelists:
   Meghan Wills, Advance CTE (formerly Program Director, Economic Opportunity Division, NGA Center for Best Practices)
   David Schmidt, Chief Economist, Research and Analysis Bureau, Nevada Department of Employment, Training and Rehabilitation
   Scott Secamiglio, Visual Analytics and Strategy Director, Kentucky Center for Statistics (KY STATS)

12:00 pm – 1:45 pm SALUTE to the LEADERSHIP LUNCHEON & WORKFORCE INNOVATION AWARDS with U.S. Department of Labor UI State Performance Excellence Awards

Luncheon Emcee:
   Anna Hui,
   NASWA Board President (2020 Association Year) and Director, Missouri Department of Labor and Industrial Relations
NASWA Workforce Innovation Awards & Salute to Leadership | 12:45 pm

- **Salute to Leadership**
  Recognition of the 2019 Association Year NASWA Board of Directors and Committee Chairs
  *Board of Directors and Chairs please take your assigned luncheon seats in front of stage*

- **State Excellence Award**
  Honors a state for a workforce related program, project, or initiative, which addresses an issue or challenge, and results in significant improvement of a service or performance.

- **National Business of the Year Award**
  Recognizes a small, medium or large business that demonstrates outstanding accomplishments resulting in a positive impact on its workforce industry and community. Additionally, a significant part of the recognition for this award I based on the business’ support and use of the state public workforce system.

**Presented By:**

Jon Pierpont,
NASWA Board President (2019 Association Year)
Executive Director, Utah Department of Workforce Services

Unemployment Insurance Performance Excellence Awards: U.S. Department of Labor | 1:15 pm

*The UI Performance Excellence Awards are presented to the top performing state workforce agencies nationwide in key areas of UI operations: Benefit Payments, Appeals, Tax Operations, and Integrity.*

**Presented by:**

Gay Gilbert,
Administrator, Office of Unemployment Insurance, Employment and Training Administration, U.S. Department of Labor

1:45 pm – 2:05 pm  **TRANSITION & NETWORKING TIME**

2:05 pm – 3:15 pm  **REVOLUTIONARY BREAKOUT SESSIONS**

1. **Labor Market Information Shops: Delivering Critical Reinforcements to State Workforce Agencies**
   Tracks: LMI/E&T/Admin
   Room: Ballroom B (Mez.)
   In many states, Labor Market Information (LMI) shops are evolving into broader data shops that provide several tiers of service to multiple workforce units and state agencies. At this workshop a prominent state administrator and three LMI directors who are leaders in national LMI initiatives will share how LMI shops can be leveraged to raise the profile of the agency and the impact of its mission. They'll discuss descriptive, evaluative and predictive work they perform for their governors, workforce leaders, UI agencies, and more!
   **Moderator:** Daryl Bassett, Director, Arkansas Division of Workforce Services, and Chair, NASWA Workforce & Labor Market Information Committee
   **Panelists:**
   - Steve Hine, Research Director, Minnesota Department of Employment and Economic Development
   - Adrienne Johnston, Bureau Chief, Workforce Statistics and Economic Research, Florida Department of Economic Opportunity
   - Jason Palmer, Director, Bureau of LMI & Strategic Initiatives, Michigan Department of Technology, Management and Budget
2. Create Your Own Freedom Trail: Inspiring Changes in RESEA!
Tracks: UI/E&T/Admin Room: Berkeley-Clarendon (Mez.)
As the new UI Reemployment Services and Eligibility Assessments (RESEA) program moves into high gear, this panel focuses on the new evaluation requirements and innovation in three states that are getting ready to expand their programs.
Moderator: Jason Vaden, Director, Workforce Program Policy, Texas Workforce Commission
Panelists:
Andrew Clarkwest, Senior Associate, Abt Associates
Gay Gilbert, Administrator, Office of Unemployment Insurance, Employment and Training Administration, U.S. Department of Labor
Ken Petow, Director of UI Field Services & Adjudications, Connecticut Department of Labor
Pam Szacik, Employment Services Bureau Director, New Hampshire Employment Security
Steve Ruggles, Administrator, Washington State Employment Security Department

3. Legal Roll Call of States
Track: Legal Room: Avenue 34 – Loft (Lower Lobby)
This Session will provide members of each state the opportunity to report on significant legal cases, legislation, policy battles and administrative triumphs and disasters of the last year that have occurred in their states. It is a time to share and learn from our colleagues and to gain understanding of how other states administer their programs. Please focus on one or two main items and be brief so that we can hear from everyone.
Moderator: David Steen, Attorney, Iowa Workforce Development
Panelist:
Jewell Patricio, Assistant General Counsel, Texas Workforce Commission

4. Effective Tactics for Revolutionizing Rural Communities
Track: Comms/LMI/E&T/Admin Room: Grand Ballroom A
Rural workforce development is a critical area of focus in many states, even in states with smaller rural communities. Join this workshop to gain an understanding of both the challenges and opportunities! Learn what distinguishes the economic and labor market issues in rural regions; what partnerships and strategies are critical to supporting them; and how effective communications can promote outreach and partnerships while supporting state leaders. Four states and a national expert will provide a framework for action.
Moderator: Nate McDonald, Assistant Deputy Executive Director & Communications Director, Utah Department of Workforce Services, and Board President Delegate, NASWA Communications Committee
Panelists:
Brian Dabson, Research Fellow at the School of Government, University of North Carolina at Chapel Hill
Emily Fitzgerald, Outreach Coordinator, Kansas Department of Commerce
Brian Nottingham, Director of Business Intelligence Division, South Carolina Department of Employment and Workforce
Deniece Thomas, Deputy Commissioner, Tennessee Department of Labor & Workforce Development

5. Be a Revolutionist: Breaking Ground on Expanding Access to the American Job Centers
Tracks: E&T/EO Room: Avenue 34 – Studio 1
Making sure our American Job Centers (AJC) are accessed by all is not only required but is smart for economic development in tight labor markets. Hear the basics, including what Missouri is doing to make sure the AJC’s can be accessed and how Pennsylvania started an AJC in a public library.
Moderator: Jackie Turner, Executive Director, Mississippi Department of Employment Security, Acting Treasurer, NASWA Board of Directors, and Chair, NASWA Equal Opportunity Committee
Panelists:
Jeff Dick, Site Administrator, Pennsylvania Department of labor & Industry
Danielle Smith, State Equal Opportunity, Missouri Department of Higher Education and Workforce Development

6. HOLD for a NEW PANEL

3:15 pm – 3:45 pm AFTERNOON REFRESHMENT BREAK with Sponsors & Exhibitors Exhibit Hall
3:45 pm – 5:00 pm PLENARY SESSION
Catching Up with the Executive Director | 3:45 pm

Join NASWA Executive Director Scott B. Sanders as he discusses what has been happening in NASWA over the past year and focusing on what the states have been doing to spread the word that we are the ‘go-to’ experts and driving the national workforce agenda!

Scott B. Sanders,
NASWA Executive Director

The “State of the Workforce” Report Unveiled | 4:05 pm

Stay tuned as Executive Director Sanders and 2019 Board President Jon Pierpont unveil the first-ever annual “State of the Workforce Report” that will provide a national highlight on workforce development and a state profile for each state and the District of Columbia.

Hearing the Latest from the US Department of Labor | 4:15 pm

Gay Gilbert,
Administrator, Office of Unemployment Insurance, Employment and Training Administration, U.S. Department of Labor

Kim Vitelli,
Deputy Administrator, Office of Workforce Investment, Employment and Training Administration, U.S. Department of Labor

John Ladd,
Administrator, Office of Apprenticeship, Employment and Training Administration, U.S. Department of Labor

6:00 pm – 8:00 pm  EVENING NETWORKING RECEPTION at Fenway Park

*First Round of Buses will begin leaving Park Plaza Hotel at 5:30 to Fenway Park.

Enter Fenway Park at 20 Jersey Street.

Conference Schedule --- Thursday, September 12th

7:30 am – 8:30 am  BREAKFAST WITH SPONSORS & EXHIBITORS  Exhibit Hall/Grand Ballroom A
7:30 am – 12:00 pm  HOSPITALITY DESK  Grand Ballroom Foyer
7:30 am – 11:00 am  SPONSOR & EXHIBITOR SHOWCASE  Exhibit Hall

8/19/19
Closing Day Welcome | 8:30 am

Anna Hui,
NASWA Board President (2020 Association Year) and
Director, Missouri Department of Labor and Industrial Relations

A Look Forward to 2020 Workforce Summit & UI Directors’ Conference | 84th Annual Meeting

Work of the Past, Work of the Future | 8:45 am

David Autor is Ford Professor in the MIT Department of Economics. His scholarship explores the labor market impacts of technological change and globalization on job polarization, skill demands, earnings levels and inequality, and electoral outcomes. Autor has received numerous awards for both his scholarship and his teaching. Among other distinctions, in 2017 he was recognized by Bloomberg as one of the 50 people who defined global business. In addition to his research and teaching, David is also Scientific Advisor to the NBER Disability Research Center, Co-Director of the MIT School Effectiveness and Inequality Initiative, and Faculty Research Associate of the Abdul Latif Jameel Poverty Action Lab.

David Autor,
Ford Professor of Economics and Co-Director of the MIT Work of the Future Taskforce

How Are States Implementing Paid Family & Medical Leave & How Does It Work? | 9:30 am

A panel discussion among three states that have enacted Paid Family & Medical Leave, their successful practices and lessons learned along the way.

Patrick W. Henning,
NASWA Board Acting Secretary
Director, California Employment Development Department

Suzan “Suzi” LeVine,
NASWA Board Region X Director
Commissioner, Washington State Employment Security Department

Rosalin Acosta,
Secretary, Massachusetts Executive Office of Labor and Workforce Development

10:15 am – 10:45 am COFFEE & NETWORKING TIME

10:45 am – 12:00 pm CLOSING KEYNOTE PLENARY & ADJOURNMENT

8/19/19
What Workforce Leaders Should Know About the National Legislative & Political Arena | 10:50 am

John Colbert is well known by the nations workforce leaders for his insights into Washington D.C.’s legislative and political arena. He will focus on current and upcoming legislation affecting workforce issues as well as provide insights into the political arena and what that means for the next few years.

John Colbert,
Co-Founder, Capitol Hill Partners

Adjournment of the 2019 Workforce Summit & UI Directors’ Conference | 83rd Annual Meeting

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Post-Conference Committee Meetings----September 12th – 13th

----- Thursday, September 12th-----

1:30 pm – 5:00 pm  Meetings
SIDES Operations Committee
UI Integrity Center Steering Committee
Equal Opportunity Committee
Hancock Room (Mezzanine)
Exeter Room (Mezzanine)
Berkley/Clarendon Room (Mezzanine)

----- Friday, September 13th-----

8:30 am – 12:00 pm  Meetings
SIDES Operations Committee
UI Integrity Center Steering Committee
Equal Opportunity Committee
Hancock Room (Mezzanine)
Exeter Room (Mezzanine)
Berkley/Clarendon Room (Mezzanine)