2019 NASWA Workforce Summit & UI Directors’ Conference with IT/Legal Issues Forum

83rd Annual Meeting

Presented by sagitec

Revolutionizing the Workforce System

Boston, Massachusetts

#NASWASUMMIT19
Innovative, Tailored, and Agile

- Learn more about Neosurance™, Sagitec's comprehensive Unemployment Insurance, Paid Family Medical Leave, and Disability Insurance tax, benefits, and appeals solution designed to significantly improve customer service, business process efficiency, and to avoid technology obsolescence.
- Learn how Sagitec's Neofraud™ solution detects and prevents fraud before it happens.
- View MOBIAS™, Sagitec's mobile application that helps claimants reenter the job market by allowing them to search and apply for jobs, upload resumes, and file unemployment insurance claims directly with the agency.

Learn more by visiting sagitec.com

Talk with Sagitec’s Labor and Employment Practice Leaders, who have led successful implementations for multiple state agencies across the country.

DAVID MINKKINEN
Senior Partner
CHRIS PERETTO
Business Development Director
NEIL ADCOX
Director

ENTER TO WIN
Bose Soundsport Free Wireless Earbuds.
Stop by our booth to enter.
Our unemployment insurance team at Sagitec has lead UI modernization efforts for

20 YEARS
in the industry

8-10 YEARS
of UI modernization experience

5 SYSTEMS
for UI tax & benefits

SAGITEC IS CURRENTLY WORKING ON PROJECTS IN...

West Virginia (UI tax and benefit system)

Maryland (UI tax and benefit system)

Ohio (UI tax and benefit system)

South Carolina (UI tax system)

Washington D.C. (UI tax system and Paid Family Leave)

Sagitec has successfully implemented the first cloud-based unemployment insurance tax system in the nation.
Read our South Carolina Department of Employment and Workforce (DEW) case study to know more.

Paper based wage processing has been reduced by 87%, and in the last quarter, 95% of wage filings were completed online through the Neosurance™ self-service portal.
Read our District of Columbia (DC) Department of Employment Services (DOES) case study.

Sagitec’s Neosurance™ Paid Family Leave (PFL) solution took DC DOES from legislation to electronically accepting PFL contributions and payments in just 4 months, allowing DOES to begin funding the new program in anticipation of PFL claims in July 2020.
Read our DC DOES PFL case study to know more.

Visit our website, www.sagitec.com to learn more about Neosurance™, Neofraud™, and MOBIAS™.
On behalf of the Board of the National Association of State Workforce Agencies, welcome to the 2019 Workforce Summit and UI Directors’ Conference, our 83rd Annual Meeting. My name is Jon Pierpont. I serve as the executive director of the Utah Department of Workforce Services and this year’s NASWA Board President.

We are excited to be in the great city of Boston and extend our sincere thanks to the Massachusetts Executive Office of Labor and Workforce Development and Secretary Rosalin Acosta for graciously hosting this year’s Workforce Summit and helping ensure it is a success.

The theme of this year’s conference is “Revolutionizing the Workforce System.” It stays true to the common story of how state workforce agencies are revolutionizing and driving the workforce agenda by our many innovations. These innovations are delivering better workforce outcomes and emphasizing the states as the incubators of new and promising practices, and the importance of our role in helping Americans connect with employers for quality jobs and careers.

This year, we are delivering innovative and new ideas and solutions for you to take back home and implement to improve outcomes. In line with that, I am truly excited that our first annual “State of the Workforce Report” will be revealed during the Summit. Within this report are many new innovations and practices that will be showcased to all our partners, stakeholders and policymakers across the nation.

I encourage you to take full advantage of learning from your peers and other partners who are here sharing their perspectives and practices. These relationships are key to promoting best-practice transfer. It is always our intent to provide high-quality member services and to provide you many opportunities to continue growing your professional relationships.

Lastly, we value and need your feedback to continue improving the Workforce Summit and all our other NASWA products and services. Please visit with one of our NASWA staff or Board members while here, or email NASWA@naswa.org, to share your feedback and ideas for improvement. We are here to provide you with value-added services that will help you succeed. We appreciate your continued participation and support.

Have a great conference and enjoy your stay in Boston!

Sincerely,

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

On behalf of the Commonwealth of Massachusetts, Lieutenant Governor Karyn Polito and I welcome you to the 2019 Workforce Summit & Unemployment Insurance Directors’ Conference and 83rd Annual Meeting of the National Association of State Workforce Agencies (NASWA).

The theme for this year’s conference is Revolutionizing the Workforce System, and we are excited you are here to share some of the most innovative reforms and initiatives from across the nation’s employment spectrum.

Millions of people rely on the very important work that you do. Through your continued collaboration, you are helping to ensure that employees and employers have the skills and resources necessary to compete in a rapidly-changing economy. Working together, we can continue to advance and improve the workforce system to meet the needs of the 21st-century economy.

On behalf of the Commonwealth of Massachusetts, I would like to thank the team at NASWA for their tireless advocacy for the workforce community and all their help in gathering this amazing group of public servants here in Boston.

Please accept our warmest wishes for a successful and memorable conference — and enjoy your stay in our beautiful Commonwealth!

Sincerely,

CHARLES D. BAKER
GOVERNOR

KARYN E. POLITO
LIEUTENANT GOVERNOR
THANKS TO OUR SPONSORS

Diamond

sagitec

Platinum

Deloitte.

FAST ENTERPRISES

Gold

KeyBank

LinkedIn

Silver

burningglass TECHNOLOGIES

CATCH intelligence

C-S-G Government Solutions

EQUIFAX

indeed start beta

MTW SOLUTIONS

ON POINT TECHNOLOGY, LLC

Bronze

Bank of America
Merrill Lynch

COMCAST NBCUNIVERSAL

DirectEmployers Association

MAXIMUS

Contributors & Exhibitors

Forefront Solutions, Inc.
GovWebWorks
Launchpad
CareerOneStop

NASWA Services - UI Integrity Center
NASWA Services - UI ITSC
NASWA Services - UI SIDES
NASWA Services - Workforce ITSC
Driving innovation

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

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

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THANKS TO OUR 2018-2019 AFFILIATES
Welcome, Workforce Summit and UI Directors’ Conference Attendees!

Who are our FastUI clients?

- California
- Montana
- Washington
- Michigan
- Illinois

Our everyday innovations

- Improving your customers’ experience
- Enhancing your staff’s effectiveness
- Keeping your software current

Contact us to learn more:
1.877.275.3278
FastEnterprises.com
Inquire@FastEnterprises.com
Featuring more than 7,000 square feet that can be used in its entirety or divided into three distinct spaces, Avenue 34 can provide multiple environments to suit your needs.

• With its entrance on Columbus Avenue, Avenue 34 offers guests privacy and exclusively. At the same time, the space is easily accessible to the Mezzanine and ballroom event space via the Grand Staircase or lobby stairs.

• A unique city vibe that features exposed beams and ductwork, tasteful industrial finishes and urban inspired artwork.

• Cutting edge smart technology and integrated charging spaces throughout the environment.

• Large floor-to-ceiling windows bring the cityscape into the experience and fill the space with beautiful natural light during the day.
Featuring more than 7,000 square feet that can be used in its entirety or divided into three distinct spaces, Avenue 34 can provide multiple environments to suit your needs.

- With its entrance on Columbus Avenue, Avenue 34 offers guests privacy and exclusively. At the same time, the space is easily accessible to the Mezzanine and ballroom event space via the Grand Staircase or lobby stairs.
- A unique city vibe that features exposed beams and ductwork, tasteful industrial finishes and urban inspired artwork.
- Cutting edge smart technology and integrated charging spaces throughout the environment.
- Large floor-to-ceiling windows bring the cityscape into the experience and fill the space with beautiful natural light during the day.

The Mezzanine Level features most of the hotel's larger meeting spaces including the iconic Grand Ballroom, as well as generous pre-function areas overlooking the beautiful lobby.
**Diamond**

Sagitec | Table 3

Sagitec is a global IT provider that designs and delivers highly configurable UI tax and benefits solutions for single state and consortium modernization projects. In addition, Sagitec 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 self-service activities from their smartphone.

**Platinum**

Deloitte | Table 4

For over 30 years, Deloitte’s Labor and Workforce Development practice has served unemployment, workforce, disability, and workers’ compensation agencies throughout the United States. Deloitte has substantial experience assisting agencies with strategic visioning, organizational restructuring, improving business processes, and implementing large-scale information technology systems. We provide services to workers’ compensation programs to improve citizens’ adjudication, case management, and accounting processes.

FAST Enterprises | Table 2

Fast Enterprises’ FastUI software provides premier functionality for state workforce agencies in Illinois, Michigan, Montana, California and Washington. FAST has a best-in-class record of on-time and on-budget implementations. FastUI can handle your most complex processes on a flexible, configurable platform built for long-term, high quality service to UI claimants and employers.

Geographic Solutions | Table 5

Geographic Solutions is the leading provider of integrated software for state and local workforce
agencies in over 30 states and U.S. territories. The company’s online solutions effectively manage all federally-funded partner programs under WIOA, labor exchange, job aggregation, labor market information, service and fund tracking, and unemployment insurance benefits.

Monster | Table 1
Monster is a global leader in connecting the right people to the right jobs. Every day, Monster aims to make every workplace happier and more productive by transforming the way employers find talent and candidates find careers. For 25 years, Monster has worked to transform the recruiting industry. Monster Government Solutions, a wholly-owned subsidiary of Monster based in McLean, Virginia, has been working with leaders in government and education to help them find, hire and develop their workforces.

Gold

KeyBanc | Table 20
The KeyBanc Capital Markets® Public Sector/Public Finance Group provides consistent and assured execution governmental entities look for in a trusted partner. We help our clients stay focused on achieving their objectives—while delivering innovative technology and customized solutions backed by our comprehensive financial services platform.

LinkedIn | Table 6
LinkedIn is the world’s largest professional network. Our mission is to connect every member of the global workforce to economic opportunity. Our Economic Graph team works with policymakers around the globe to leverage LinkedIn’s data to improve policymaking, programmatic design, and service delivery. You can learn more about our work at economicgraph.linkedin.com.

Silver

Burning Glass | Table 8
Burning Glass Technologies is an analytics software company that has cracked the genetic code of an ever-changing labor market. Powered by the world’s largest and most sophisticated database of jobs and talent, we deliver real-time data and breakthrough planning tools that inform careers, define academic programs, and shape workforces.

CATCH Intelligence | Table 11
At CATCH Intelligence, we work to improve your data foundation and the integrity of your UI, LMI, and Workforce systems. We use advanced analytics to empower your teams, improving insight and results, so you can catch fraudsters and prevent fraud, waste, and abuse.

CSG Government Solutions | Table 17
CSG Government Solutions is a national Leader in Unemployment Insurance helping states modernize critical program enterprises. Our highly experienced teams and industry-leading Centers of Excellence help governments leverage innovative technology and processes to meet the challenges of administering complex programs. Founded in 1997, CSG has established itself as a trusted adviser to more than 150 government agencies in 44 states across the U.S., as well as the U.S. Department of Health and Human Services. Named one of America’s Best Management Consulting Firms two years in a row by Forbes Magazine, we work with our clients to deliver high quality services that help to achieve the organization’s goals and objectives.

Equifax | Table 13
Equifax is an innovative, global information solutions company whose data assets, technology and analytics transform knowledge into insights. This knowledge empowers our customers to make better decisions and consumers to progress towards a better life. At Equifax, our purpose is helping people live their financial best. We serve as a consumer advocate, steward of financial literacy, and champion of economic advancement. From verification services to unemployment case management, our many best-in-class solutions for consumers, business and government are designed to deliver meaningful impact, including improved efficiency, reduced costs, mitigated risk, and unmatched security and compliance. Equifax is a trusted authority for meeting the evolving needs of our world. Everyday and around the globe, we are Powering the World with Knowledge.

Indeed Startbeta | Table 9
Indeed Start is a new project by Indeed focused on helping organizations that help with job seekers with barriers get jobs. Indeed Start is designed as a
free, easy-to-use solution that helps case managers and job specialists be more efficient in finding and sharing jobs that are the right fit for the jobseekers they serve.

**MTW Solutions | Table 14**

MTW Solutions is a software company focused on providing robust solutions to the US state government sector. We currently have two software product lines: a web-based Grant Management System currently implemented in 10 state Departments of Education, and COMPAS - our UI Compliance Audit tool soon to be implemented in 12 states. Alaska has also installed our COMPAS-BAM component.

**On Point Technology, LLC | Table 16**

On Point Technology’s team of experts has unrivaled experience in senior roles in both the UI and technology industries, including former:

- Deputy Administrator for USDOL
- Executive Director for DC Department of Employment Services
- Vice President and US Chief Information Officer for McDonald’s Corporation

The most trusted technology provider in the UI vertical, our cutting-edge FraudX and OPTimum UI Modernization solutions are revolutionizing the industry. Stop by our booth for more info!

**RSI | Table 12**

Incorporated in 1996, RSI’s mission is to streamline government operations and improve citizen services through the delivery of transformative technologies. Partnering with clients to improve customer service, increase operational efficiency and maximize compliance, RSI is one of the largest organizations of its kind dedicated to tax, labor and child support agencies.

**Strategic Systems | Table 10**


**U.S. Bank | Table 15**

As a leading provider of government prepaid solutions, U.S. Bank has over seventeen years of experience designing COST FREE prepaid solutions for a variety of government benefits applications, including Unemployment Insurance in 15 states, with our ReliaCard Prepaid Debit Card program.

**Bronze**

**Bank of America Merrill Lynch**

As a leading financial services provider to the public sector, we are committed to delivering the scope and strength of our enterprise to help meet your objectives. With over 100 years committed to the public sector, we know the unique challenges you face and you can count on us to help execute to your requirements.

**COMCAST NBCUNIVERSAL**

Comcast NBCUniversal is a telecommunications, media, and entertainment corporation.

**DirectEmployers | Table 19**

DirectEmployers is a nonprofit Member-owned and -managed association formed in 2001 by 14 leading Fortune 500 companies searching for a way to reduce recruiting costs, while regaining ownership of their recruitment brand.

**Maximus**

MAXIMUS has maintained a single focus on government service since 1975. We provide a full range of workforce capabilities, including operations management; case management; career planning, development and advancement; apprenticeships and work trials; and business services for employers. Our consulting services encompass systems planning and oversight – including planning and procurement support, project and risk management – as well as program modernization.
Contributors & Exhibitors

Forefront Solutions, Inc. | Table 28
Forefront advances talent acquisition by connecting employers to qualified people and people to the careers they want. Its web-based app drives the right employer-talent connections and offers training opportunities that allow workers to increase their value, show proof of their skills and earn incentives. The result is a smoother staffing process and more reliable, valuable and lasting results. Founded by military veterans, doctors, nurses and management and IT professionals, Forefront combines technology, expertise and compassion to relieve the pain of the staffing process.

GovWebworks | Table 26
GovWebworks has worked across the spectrum of workforce issues. Our tools enable benefits recipients to meet and track their work requirements, and help current employees seek out training and career advancement opportunities. The capacity for any state or municipality to grow is tied very closely to the skills and adaptability of their workforce, and we help improve access to the tools needed to grow and expand these capabilities.

Launchpad | Table 29
Launchpad is a modifiable, off-the-shelf application suite, built on Salesforce, the World’s #1 CRM platform, that helps federal, state, and local agencies deliver integrated, client-centric, demand-driven services to job seekers and employers, while delivering real-time data and bringing the future of services with artificial intelligence and predictive analytics. Launchpad is a WIOA-ready, SaaS application that provides functionality for common intake, case management, funding, grant management, business services, reporting and analytics.

CareerOneStop | Table 27
CareerOneStop.org, sponsored by the U.S. Department of Labor, Employment and Training Administration, offers free, national, electronic tools and resources to help users explore careers, education, training and jobs. Check out mySkillsmyFuture, Certification Finder, Skills Matcher, Reentry resources, APIs, data downloads, and more. All for free!

NASWA Services - UI Information Technology Support Center (UI ITSC) | Table 22
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.

NASWA Services - UI Integrity Center | Table 24
The UI Integrity Center is designed to assist states in their efforts to improve integrity in the unemployment insurance program. Operated by NASWA, the Center is a joint Federal and state initiative funded by the U.S. Department of Labor. The Center’s mission is to be a resource for integrity strategies, information, focusing particularly on the prevention, detection, and recovery of improper payments, fraud, and delinquent employer contributions.

NASWA Services - UI State Information Data Exchange System (UI SIDES) | Table 25
UI SIDES is a web based system that allows electronic transmission of information requests from UI agencies to employers and/or Third Party Administrators (TPAs), as well as transmission of replies containing the requested information back to the UI agencies.

NASWA Services - Workforce Information Technology Support Center (Workforce ITSC) | Table 23
Workforce ITSC, supports all state WIOA program partners as they work collaboratively to implement effective and creative solutions. Workforce ITSC helps states enhance their capacity to realize the vision of WIOA, implement cost-effective solutions, improve access to services, and achieve better outcomes for customers and communities across the country. Workforce ITSC convenes experts, fosters collaboration, and compiles key resources in the Workforce ITSC portal.
## AGENDA AT-A-GLANCE

### TUESDAY, SEPTEMBER 10

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:40 am - 12:00 pm</td>
<td>Legal Pre-Conference Workshops</td>
<td>See page 20</td>
</tr>
<tr>
<td>8:30 am - 12:00 pm</td>
<td>Technology Pre-Conference Workshops</td>
<td>See pages 20-22</td>
</tr>
<tr>
<td>12:00 pm - 1:00 pm</td>
<td>Hosted Lunch for all Attendees</td>
<td>Exhibit Hall (Statler)/Grand Ballroom A Mezzanine Level</td>
</tr>
<tr>
<td>12:00 pm - 5:00 pm</td>
<td>Exhibitor Showcase</td>
<td>Exhibit Hall (Statler)</td>
</tr>
<tr>
<td>1:15 pm - 3:00 pm</td>
<td>Opening Ceremonies</td>
<td>Grand Ballroom A</td>
</tr>
<tr>
<td>3:00 pm - 3:15 pm</td>
<td>Opening Networking Break</td>
<td>Exhibit Hall (Statler)</td>
</tr>
<tr>
<td>3:15 pm - 5:15 pm</td>
<td>Opening Plenary</td>
<td>Grand Ballroom A</td>
</tr>
<tr>
<td>5:15 pm - 6:30 pm</td>
<td>Welcome Reception with Sponsors &amp; Exhibitors</td>
<td>Exhibit Hall (Statler)</td>
</tr>
</tbody>
</table>

### WEDNESDAY, SEPTEMBER 11

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 am - 8:30 am</td>
<td>Breakfast with Sponsors &amp; Exhibitors</td>
<td>Exhibit Hall (Statler)</td>
</tr>
<tr>
<td>7:30 am - 5:00 pm</td>
<td>Registration/Hospitality Desk</td>
<td>Grand Ballroom Foyer</td>
</tr>
<tr>
<td>7:30 am - 5:00 pm</td>
<td>Sponsor &amp; Exhibitor Showcase</td>
<td>Exhibit Hall (Statler)</td>
</tr>
<tr>
<td>8:00 am - 9:10 am</td>
<td>Annual Business Session</td>
<td>Grand Ballroom A</td>
</tr>
<tr>
<td>8:00 am - 9:10 am</td>
<td>Revolutionary Breakout Sessions</td>
<td>See Pages 27 - 28</td>
</tr>
<tr>
<td>9:10 am - 9:30 am</td>
<td>Transition &amp; Networking Break</td>
<td></td>
</tr>
<tr>
<td>9:30 am - 10:40 am</td>
<td>Revolutionary Breakout Sessions</td>
<td>See Pages 29 - 31</td>
</tr>
<tr>
<td>10:40 am - 11:00 am</td>
<td>Coffee &amp; Networking Break</td>
<td>Exhibit Hall (Statler)</td>
</tr>
<tr>
<td>11:00 am - 12:00 pm</td>
<td>Revolutionary Breakout Sessions</td>
<td>See Pages 32 - 34</td>
</tr>
<tr>
<td>12:00 pm - 1:45 pm</td>
<td>Awards Luncheon</td>
<td>Grand Ballroom A</td>
</tr>
<tr>
<td>1:45 pm - 2:05 pm</td>
<td>Transition &amp; Networking Break</td>
<td></td>
</tr>
<tr>
<td>2:05 pm - 3:15 pm</td>
<td>Revolutionary Breakout Sessions</td>
<td>See Pages 36 - 38</td>
</tr>
<tr>
<td>3:15 pm - 3:45 pm</td>
<td>Refreshment Break with Sponsors &amp; Exhibitors</td>
<td>Exhibit Hall (Statler)</td>
</tr>
<tr>
<td>3:45 pm - 5:00 pm</td>
<td>Plenary Session</td>
<td>Grand Ballroom A</td>
</tr>
<tr>
<td>6:00 pm - 8:00 pm</td>
<td>Evening Reception at Fenway Park</td>
<td>Fenway Park</td>
</tr>
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### THURSDAY, SEPTEMBER 12

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>7:30 am - 8:30 am</td>
<td>Breakfast with Sponsors &amp; Exhibitors</td>
<td>Exhibit Hall (Statler)/Grand Ballroom A Mezzanine Level</td>
</tr>
<tr>
<td>7:30 am - 12:00 pm</td>
<td>Hospitality Desk</td>
<td>Grand Ballroom Foyer</td>
</tr>
<tr>
<td>7:30 am - 11:00 am</td>
<td>Sponsor &amp; Exhibitor Showcase</td>
<td>Exhibit Hall (Statler)</td>
</tr>
<tr>
<td>8:30 am - 10:15 am</td>
<td>Plenary</td>
<td>Grand Ballroom A</td>
</tr>
<tr>
<td>10:15 am - 10:45 am</td>
<td>Coffee &amp; Networking Break</td>
<td></td>
</tr>
<tr>
<td>10:45 am - 12:00 pm</td>
<td>Closing Keynote &amp; Adjournment</td>
<td>Grand Ballroom A</td>
</tr>
</tbody>
</table>
WE CONNECT PEOPLE AND JOBS

Stop by our booth to learn about our workforce solutions!

Learn how we can help you serve clients and connect people with jobs.

Monster Government Solutions

317 616 5443
contactmgs@monster.com
monstergovernmentsolutions.com
# Pre-Conference Agenda

## Monday, September 9

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 am - 8:30 am</td>
<td>Hosted Breakfast</td>
<td>Grand Ballroom Foyer</td>
</tr>
<tr>
<td>7:30 am - 5:00 pm</td>
<td>Registration Desk</td>
<td>Grand Ballroom Mezzanine</td>
</tr>
<tr>
<td>7:30 am - 5:00 pm</td>
<td>Exhibitor Showcase</td>
<td>Exhibit Hall (Statler)</td>
</tr>
<tr>
<td>8:30 am - 12:00 pm</td>
<td>Technology Committee</td>
<td>Terrace Lower Lobby</td>
</tr>
<tr>
<td>9:00 am - 12:00 pm</td>
<td>Communications Committee</td>
<td>Arlington Mezzanine Level</td>
</tr>
<tr>
<td>10:00 am - 10:30 am</td>
<td>Morning Networking Break</td>
<td></td>
</tr>
<tr>
<td>12:00 pm - 1:30 pm</td>
<td>Hosted Lunch</td>
<td>Statler Mezzanine Level</td>
</tr>
<tr>
<td>1:30 pm - 5:00 pm</td>
<td>Board of Directors</td>
<td>Grand Ballroom B Mezzanine Level</td>
</tr>
<tr>
<td>1:30 pm - 5:00 pm</td>
<td>Communications Committee</td>
<td>Arlington Mezzanine Level</td>
</tr>
<tr>
<td>1:30 pm - 5:00 pm</td>
<td>Technology Committee</td>
<td>Terrace Lower Lobby</td>
</tr>
<tr>
<td>2:00 pm - 6:00 pm</td>
<td>Early Registration</td>
<td>Statler Mezzanine Level</td>
</tr>
<tr>
<td>2:30 pm - 10:00 pm</td>
<td>Exhibitor Set-Up</td>
<td>Grand Ballroom Foyer Mezzanine Level</td>
</tr>
<tr>
<td>2:45 pm - 3:15 pm</td>
<td>Afternoon Networking Break</td>
<td></td>
</tr>
<tr>
<td>5:00 pm - 6:00 pm</td>
<td>Meet &amp; Greet Reception</td>
<td>Georgian Mezzanine Level</td>
</tr>
</tbody>
</table>

## Tuesday, September 10

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 am - 8:30 am</td>
<td>Hosted Breakfast</td>
<td>Grand Ballroom Foyer</td>
</tr>
<tr>
<td>7:30 am - 5:00 pm</td>
<td>Registration Desk</td>
<td>Grand Ballroom Foyer Mezzanine Level</td>
</tr>
<tr>
<td>7:30 am - 5:00 pm</td>
<td>Exhibitor Showcase</td>
<td>Exhibit Hall (Statler)</td>
</tr>
<tr>
<td>8:30 am - 12:00 pm</td>
<td>Board of Directors</td>
<td>Grand Ballroom B Mezzanine Level</td>
</tr>
<tr>
<td>8:30 am - 12:00 pm</td>
<td>Communications Committee</td>
<td>Avenue 34 - Loft Lobby Level</td>
</tr>
<tr>
<td>8:30 am - 12:00 pm</td>
<td>Employment &amp; Training Committee</td>
<td>Berkeley/Clarendon Mezzanine Level</td>
</tr>
<tr>
<td>8:30 am - 12:00 pm</td>
<td>Unemployment Insurance Committee</td>
<td>Avenue 34 - Studio 1 &amp; 2 Lobby Level</td>
</tr>
<tr>
<td>8:30 am - 12:00 pm</td>
<td>Workforce &amp; Labor Market Information Committee</td>
<td>Arlington Mezzanine Level</td>
</tr>
<tr>
<td>10:00 am - 10:30 am</td>
<td>Morning Networking Break</td>
<td></td>
</tr>
</tbody>
</table>
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

Legal Hot Topics in UI and Conversation with the 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

Accessibility and Inclusion for All
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, explain laws and regulations (i.e. ADA, Section 508), and share innovative technologies. They will also provide information on how to develop and document accessibility requirements for the IT procurement process.

MODERATOR
Amy Hiltunen, Project Manager, Workforce Information Technology Support Center (Workforce ITSC), 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
No Horse Courier Needed: Data Hub Integration - Why it is Easier Than You Might Think

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
  Jerome Lord, Data Hub Program Analyst, UI Integrity Center, National Association of State Workforce Agencies
  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

The Job Board Revolution: The Role of Technology in Labor Exchange

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, Vice President, Partnerships, DirectEmployers Association
  Efrem Bycer, Manager, Economic Graph Team, LinkedIn
  Emma Northcott, Program Manager, National Association of State Workforce Agencies
UNITING SYSTEMS THROUGH MICROSERVICES AND CONTAINERS: SHARING COMPONENTS ACROSS STATES AND SYSTEMS

Microservices and Containers promote the sharing of independent components across state systems. An example of this is the ICON Relay that Idaho developed 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. In addition, several states are beginning to explore microservices and containers and working on proof of concepts to develop components using this approach. Learn more about this revolutionary approach that will help states leverage components across states and systems.

MODERATOR
Lou Ansaldi, Technical Director, UI Information Technology Support Center (UI ITSC), National Association of State Workforce Agencies

PANELISTS
Mark Mayfield, Executive Director, Internet Unemployment System (iUS), Idaho Department of Labor
Joel Allen, IT Director, Internet Unemployment System (iUS), Idaho Department of Labor
Angela Anderson, Application Support Manager, Missouri Department of Labor and Industrial Relations

THE MACHINES ARE COMING: A CONVERSATION ON THE TECHNOLOGY REVOLUTION (Employment Service Focus)

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 Gerassimides, Assistant Executive Director & Workforce Technology Director, National Association of State Workforce Agencies

THE MACHINES ARE COMING: A CONVERSATION ON THE TECHNOLOGY REVOLUTION (Unemployment Insurance Focus)

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 Information Technology Support Center (UI ITSC), National Association of State Workforce Agencies
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CONFERENCE SCHEDULE

TUESDAY, SEPTEMBER 10

12:00 pm - 1:00 pm  Hosted Lunch for all Attendees
Exhibit Hall (Statler)/Grand Ballroom A Mezzanine Level

12:00 pm - 5:00 pm  Exhibitor Showcase
Exhibit Hall (Statler) Mezzanine Level

1:15 pm - 3:00 pm  Opening Ceremonies
Grand Ballroom A Mezzanine Level

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

Presentation of the Colors: Middlesex County Volunteers

Pledge of Allegiance

A Revolutionary Welcome from Massachusetts!

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

A Revolutionary Showcase
Enjoy the performance of the Middlesex County Volunteers, Grooversity, “Paul Revere” performed by Christopher Johnson, and The Boston Four A Capella Group

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

Governor’s Welcome
Governor Charlie Baker, 72nd Governor of the Commonwealth of Massachusetts

Introducing Assistant Secretary Pallasch
John P. Pallasch, Assistant Secretary for Employment and Training

A Word from our Diamond Sponsor
Sagitec

2030: The Workforce Revolution
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!

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

A Word from our Platinum Sponsors
Deloitte, FAST Enterprises, Geographic Solutions, Monster
Integrated UI and Workforce
Benefit Claims Processing
Employment Plans
Work Search Verification
Fraud Prevention
Faster Reemployment
Trust Fund Savings
TUESDAY, SEPTEMBER 10

3:00 - 3:15 pm  
Opening Networking Break  
Exhibit Hall (Statler)  
Mezzanine Level

3:15 pm - 5:15 pm  
Opening Plenary  
Grand Ballroom A  
Mezzanine Level

A Word from our Gold Sponsors  
KeyBanc, LinkedIn

Breaking New Ground: Data Sharing, Data Analytics, and Program Evaluation in the States  
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.

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

PANELISTS  
Julia Lane, Director of the Coleridge Initiative; Professor, Wagner School of Public Policy at New York University; Provostial Fellow in Innovation Analytics and Professor, 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  
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. If you’re wondering about the future of your work, and what you’re going to do in a world of AI and automation, this will be an hour well spent.

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

A Word from our Silver Sponsors  
Burning Glass Technologies, Catch Intelligence, CSG Government Solutions, Equifax, Indeed, MTW Solutions, On Point Technology, RSI, Strategic Systems, US Bank

5:15 - 6:30 pm  
Welcome Reception with Sponsors & Exhibitors  
brought to you by FAST Enterprises  
Exhibit Hall (Statler)  
Mezzanine Level

WEDNESDAY, SEPTEMBER 11

7:30 am - 8:30 am  
Breakfast with Sponsors & Exhibitors  
Exhibit Hall (Statler)/Grand Ballroom A  
Mezzanine Level

7:30 am - 5:00 pm  
Registration/Hospitality Desk  
Grand Ballroom Foyer  
Mezzanine Level

7:30 am - 5:00 pm  
Sponsor & Exhibitor Showcase  
Exhibit Hall (Statler)  
Mezzanine Level

8:00 am - 9:10 am  
Annual Business Session  
Grand Ballroom A  
Mezzanine Level

This will include NASWA 2020 association year elections and other business. Please note: NASWA state agency leaders and agency staff only.
Toward a More Perfect Union: Low-Income Jobseekers and the Workforce System

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 U.S. 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, NASWA Board Alternate Director, Region IV; 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

Boston UI Tax Tea Party: Promising Practices in UI Tax

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

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

PANELISTS
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

UI Integrity Center: Strategies to Improve Integrity and Work Search

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, Unemployment Compensation Bureau 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, UI Integrity Center, National Association of State Workforce Agencies
UI IT Modernization from a Legal View
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 Information Technology Support Center (UI ITSC), 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

Wicked Awesome Civic Tech: New Standards in Modular, Agile, Customer-Centric Design
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

United We Stand: Communications and LMI Shops Partner for Success
States are innovating to communicate labor market information, and are raising the profiles of their agencies as a result. This panel will showcase promising practices in states where communications and labor market information teams are working together to dynamically communicate their data, with the use of infographics, tableau graphs and charts, effective outreach methods, and video.

MODERATOR
Fitzgerald Washington, Vice Chair, NASWA Employment & Training Committee; Secretary, Alabama Department of Labor

PANELISTS
Hailey Barrus, Communications Representative, Bureau of LMI and Strategic Initiatives, Michigan Department of Technology, Management & Budget
Tara Hutchison, Vice Chair-Elect, NASWA Communications Committee; Communications Director, Alabama Department of Labor
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
One if by Land, Two if by Sea: Planning for Economic Cycles
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

Battle Secrets of a 400-Year Old Business
As one of the oldest family-owned businesses 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 how this Norwell, MA-based company continues to serve as a “cymbal” of stability.

MODERATOR
Alice Sweeney, Director, MassHire Department of Career Services

PANELISTS
Debbie Zildjian, Vice President, Human Resources, Zildjian Company
Cady Zildjian MacPherson, Member, Board of Directors, Zildjian Company
Jeff Turgeon, Executive Director, MassHire Central Region Workforce Board
Theresa Rowland, Vice President, Sector Strategies, Commonwealth Corporation

Conquer the “Benefits Cliff” and Support Working Families
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, NASWA Board Director, Region I; Undersecretary for Workforce Development, Massachusetts Executive Office of Labor and Workforce Development

PANELISTS
Stuart Andreason, Director of the Center for Workforce and Economic Opportunity, Federal Reserve
Jacqueline Buck, Director, Employer Services and Workforce Strategy, Minnesota Department of Employment and Economic Development
Amy Kershaw, Associate Commissioner of Economic Assistance and Employment, Massachusetts Department of Transitional Assistance

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, NASWA Board Director, Region II; Chair, NASWA UI Committee; Assistant Commissioner, New Jersey Department of Labor and Workforce Development

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
Nsungwe Shamatutu, Director, Office of Unemployment Compensation Service Centers, Pennsylvania Department of Labor & Industry
Steve Ruggles, Administrator, Washington State Employment Security Department

Misclassification and Paid Family Medical Leave from a Legal Viewpoint

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

MODERATOR
Jon Peppetti, Attorney, Iowa Workforce Development

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

A Home Run by the Suspicious Actor Repository (SAR) with their Application Integration, and Preparing for “The Green Monster” of the Recession

Massachusetts hit a home run by successfully integrating the Suspicious Actor Repository process into their internal application. Even with this success, Massachusetts and the nation continue to watch out for the “Green Monster” of the recession. Leveraging the lessons learned from “the Great Recession,” Massachusetts is finding ways to update their modernized system and processes to better handle increased workloads. Join the Massachusetts team, to learn how they successfully integrated SAR and preparing their UI IT system for the next recession.

MODERATOR
Cari Birkhauser, Director of Systems Integration, Massachusetts Department of Unemployment Assistance

PANELIST
Christine Ferent, Director of Systems Integration, Massachusetts Department of Unemployment Assistance
Houda Amoakuh, Director of Systems Integration, Massachusetts Department of Unemployment Assistance
So, You Say You Want a Revolution: Inspiring New Practices to Engage Youth

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 leveraging 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!

MODERATOR
Cher Haavind, Past-Chair, NASWA Communications Committee; Deputy Executive Director/Chief Communications Officer, Colorado Department of Labor and Employment

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

10:40 am - 11:00 am Coffee & Networking Break
Exhibit Hall (Statler) Mezzanine Level
Life, Liberty, and the Pursuit of Prisoner Reentry Reform

Formerly incarcerated people and those about to be released from prison or jail face numerous obstacles to resuming life in the community. Efforts to assist justice-involved people 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. Preparing incarcerated people for career opportunities and linking them to supportive employers can greatly impact success. We’ll hear from two states with innovative strategies. An Urban Institute researcher who is spearheading a major new initiative will provide a national perspective. Please bring your questions and insights and be ready to engage!

MODERATOR
Richard McPherson, NASWA Board Director, Region VI; Chair, NASWA Employment & Training Committee; Executive Director, Oklahoma Employment Security Commission

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

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Combating Stereotypes: Reasons to Hire Military Spouses
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 (Veteran and Military Spouse), Veterans Employment Specialist, Virginia Employment Commission

Motivating the Troops: Promising Practices for Retaining and Upskilling Staff
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

Leading the Charge to Innovate: Implementing the Latest Technology to Improve Service Delivery
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, Chief Information Officer, Montana Department of Labor & Industry

PANELISTS
Ryan Allen, WIOA Performance Director, Tennessee Department of Labor and Workforce Development
Sue Anne Athens, Chief Information Officer, New Mexico Department of Workforce Solutions
Jan Carelock, Workforce Development Manager, CWDS & Special Projects, Pennsylvania Department of Labor and Industry
**WEDNESDAY, SEPTEMBER 11**

11:00 am - 12:00 pm  Avenue 34 - Studio 2

### Battling Disaster with Strategic Communications

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 Economic Opportunity

**PANELISTS**

Tara Hutchison, Vice Chair-Elect, NASWA Communications Committee; Communications Director, Alabama Department of Labor

M. Antwon Keith, Chief Deputy of Programs, North Carolina Department of Commerce

Tom McCarty, Director of External Relations, Texas Workforce Commission

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11:00 am - 12:00 pm  Ballroom B

### NASWA Learning: The Next Revolution

Join staff for a presentation on NASWA’s online training opportunities available through the National Integrity Academy (NIA), UI Information Technology Support Center (UI ITSC), and the Workforce Information Technology Support Center (Workforce ITSC). Panelists will provide a glimpse of the association’s new learning management system, while also providing an overview of the newly completed NIA Tax Integrity Certificate program, training recently launched by UI ITSC and the planned training to be available under Workforce ITSC in 2020.

**MODERATOR**

Jim Van Erden, Senior Policy Director, UI Integrity Center, National Association of State Workforce Agencies

**PANELISTS**

Allan Alt, Senior Business Analyst, UI Information Technology Support Center (UI ITSC), National Association of State Workforce Agencies

Jennifer Mosby, Lead Instructional Designer, UI Integrity Center, National Association of State Workforce Agencies

Colin Lennox, PMO Director, UI Information Technology Support Center (UI ITSC), National Association of State Workforce Agencies

John Quichocho, Product Manager, UI Information Technology Support Center (UI ITSC), National Association of State Workforce Agencies

Amber Gaither, Project Manager, Workforce Information Technology Support Center (Workforce ITSC), National Association of State Workforce Agencies

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11:00 am - 12:00 pm  Berkeley-Clarendon

### Rally Your Troops to Align Perkins, WIOA, and LMI

What strategies can help ensure Perkins and WIOA customers are served by coordinated systems, and that Career and Technical Education (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 its perspective on the many challenges—and therefore, opportunities—in working together! Your job is to have some questions at the ready and to fire us your best ideas!

**MODERATOR**

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

**PANELISTS**

Meghan Wills, Director of Strategic Initiatives, Advance CTE

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)
NASWA 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); Director, Missouri Department of Labor and Industrial Relations

NASWA SALUTE TO THE LEADERSHIP & WORKFORCE INNOVATION AWARDS

Awards Presented By:
Jon Pierpont, NASWA Board President (2019 Association Year); Executive Director, Utah Department of Workforce Services

Salute to the 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.

UNEMPLOYMENT INSURANCE PERFORMANCE EXCELLENCE AWARDS:
U.S. DEPARTMENT OF LABOR

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.

Awards 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 Break
REVOLUTIONARY BREAKOUT SESSIONS

2:05 pm - 3:15 pm Ballroom B Mezzanine Level

Labor Market Information Shops: Delivering Critical Reinforcements to State Workforce Agencies

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, Chair, NASWA Workforce & Labor Market Information Committee; Director, Arkansas Division of Workforce Services

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

2:05 pm - 3:15 pm Berkeley-Clarendon Mezzanine Level

Create Your Own Freedom Trail: Inspiring Changes in RESEA!

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
Michael Schulte, Program Integrity Manager, Washington State Employment Security Department

2:05 pm - 3:15 pm Avenue 34 - Loft Lobby Level

Legal Roll Call of States

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

WEDNESDAY, SEPTEMBER 11
**Effective Tactics for Revolutionizing Rural Communities**

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 rural regions; 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, NASWA Board President Delegate, Communications Committee; Assistant Deputy Executive Director & Communications Director, Utah Department of Workforce Services

**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, Business Intelligence Division, South Carolina Department of Employment and Workforce
Deniece Thomas, Deputy Commissioner, Tennessee Department of Labor & Workforce Development

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**Be a Revolutionist: Breaking Ground on Expanding Access to the American Job Centers**

Making sure our American Job Centers (AJCs) 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 AJCs can be accessed and how Pennsylvania started an AJC in a public library.

**MODERATOR**
Jackie Turner, Acting Treasurer, NASWA Board of Directors; Chair, NASWA Equal Opportunity Committee; Executive Director, Mississippi Department of Employment Security,

**PANELISTS**
Jeff Dick, Site Administrator, Pennsylvania Department of labor & Industry
Danielle Smith, State Equal Opportunity Officer, Missouri Department of Higher Education and Workforce Development

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**No Horse Courier Needed: Data Hub Integration - Why It Is Easier Than You Might Think**

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

**PANELIST**
Jerome Lord, Data Hub Program Analyst, UI Integrity Center, National Association of State Workforce Agencies
Greg 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
DECLARING INDEPENDENCE: BATTLE STORIES OF STATES MODERNIZING UI AND WORKFORCE IT SYSTEMS

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 Information Technology Support Center (UI ITSC), National Association of State Workforce Agencies

PANELISTS
Tim Cummins, Application Development Manager, New Mexico Department of Workforce Solutions
Anthony Vaughan, Business Services Manager, Missouri Department of Labor and Industrial Relations
Patricia O’Brien, Deputy Director, Unemployment Compensation, Maine Department of Labor
Jeff May, Chief Information Officer, Georgia Department of Labor

3:15 pm - 3:45 pm Refreshment Break with Sponsors & Exhibitors

3:45 pm - 5:00 pm Plenary Session

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

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

The Latest Insights from the U.S. Department of Labor

MODERATOR
Scott B. Sanders, Executive Director, National Association of State Workforce Agencies

PANELISTS
Gay Gilbert, Administrator, Office of Unemployment Insurance, Employment and Training Administration, U.S. Department of Labor
Kim Vitelli, Acting 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
See page 43 for more information
# Closing Day Welcome

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

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

### Work of the Past, Work of the Future

David Autor is one of the leading labor economists in the world and the winner of numerous teaching awards at MIT. He’s traveling across the Charles River to share his insights and his influential research on some of the most pressing issues facing the nation, including the labor market impacts of technological change and globalization, inequality and opportunity, and disability and labor force participation. What opportunities does he see for states—especially state workforce agencies—to prepare for and respond to these long-term structural issues as well as the short-term economic outlook?

**KEYNOTE SPEAKER**  
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?

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

**MODERATOR**  
Julie Ellen Squire, Policy Director and General Counsel, National Association of State Workforce Agencies

**PANELISTS**  
Patrick W. Henning, NASWA Board Acting Secretary; Director, California Employment Development Department  
Suzan “Suzi” LeVine, NASWA Board Director, Region X; Commissioner, Washington State Employment Security Department  
Rosalin Acosta, Secretary, Massachusetts Executive Office of Labor and Workforce Development

## Coffee & Networking Break

### 2019 Summit Highlights Video

**What Workforce Leaders Should Know About the National Legislative & Political Arena**

John Colbert is well known by the nation’s workforce leaders for his insights into Washington D.C.’s legislative and political arena. He will focus on current and upcoming legislation affecting workforce policy and provide insights on the political landscape.

**KEYNOTE SPEAKER**  
John Colbert, Co-Founder, Capitol Hill Partners

12:00 pm  
Adjournment of the 2019 Workforce Summit  
& UI Directors’ Conference | 83rd Annual Meeting
### POST-CONFERENCE MEETINGS

#### THURSDAY, SEPTEMBER 12

1:30 pm - 5:00 pm  **Committee Meetings**

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<td>SIDES Operations Committee</td>
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#### FRIDAY, SEPTEMBER 13

8:30 am - 12:00 pm  **Committee Meetings**

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KEYNOTE SPEAKERS

David Autor, Economist; Professor of Economics and Associate Department Head, Massachusetts Institute of Technology Department of Economics

David Autor, one of the leading labor economists in the world and a member of the American Academy of Arts and Sciences, is Ford Professor of Economics and associate department head of the Massachusetts Institute of Technology Department of Economics.

Autor’s work focuses on earnings inequality, employment and feedback between labor market opportunities, household structure and the social/intellectual development of children. He has published extensively in many major academic journals in economics. His best known research formally models and empirically analyzes how computerization substitutes for and complements human labor; asks how the rapid rise of import competition from China has reshaped U.S. manufacturing, upending the conventional economic wisdom that free trade is a free lunch; explores how the economic pressures of globalization are reshaping U.S. electoral politics; and conducts large-scale randomized experiments that test whether generous financial aid grants improve the odds of college completion and long-run economic security of students from low income families.

Autor has received a number of prestigious prizes, the Alfred P. Sloan Foundation Fellowship, the National Science Foundation Career award, and the Sherwin Rosen Prize for outstanding contributions in the field of Labor Economics, and the John T. Dunlop Outstanding Scholar Award in 2006 given by the Labor and Employment Relations Association, to name just a few. His teaching has earned several awards, including MIT’s James A. and Ruth Levitan Award for excellence in teaching, the Undergraduate Economic Association Teaching Award, and the Technology and Public Policy Program's Best Professor Award.

He is also Faculty Research Associate of the National Bureau of Economic Research, Research Affiliate of the Abdul Jameel Latin Poverty Action Lab, Co-director of the MIT School Effectiveness and Inequality Initiative, Director of the NBER Disability Research Center and former editor in chief of the Journal of Economic Perspectives. He is an elected officer of the American Economic Association and the Society of Labor Economists and a fellow of the Econometric Society.

John Colbert, Co-Founder, Capitol Hill Partners

John Colbert has an extensive background serving in the Executive branch, as well as working with Congress. John was a senior official in the Clinton Administration as Chief of Staff of the Department of Labor’s Employment and Training Administration, overseeing an $11 billion budget. In this position, John helped direct the nation’s major job training and youth development programs. Prior to becoming Chief of Staff, John was a legislative liaison with Congress for the Clinton Administration on a number of major reauthorization bills and their implementation, including the Workforce Investment Act, Older Americans Act and Welfare to Work Act. He also acted as the Department of Labor’s point person with the Congressional Appropriations Committee in the development of pilot projects and Congressionally directed funding.

More recently, John served on President Obama’s workforce policy committee during the 2008 Presidential campaign. At Capitol Hill Partners, John specializes in representing national workforce, education and social service programs, as well as individual nonprofits, before Congress, and the Executive branch. His assistance on behalf of clients includes direct lobbying, regulatory initiatives, political intelligence, coalition advocacy, as well as communications and grassroots strategy.

View photos and biographies of our plenary speakers at naswa.org/conferences/2019-workforce-summit-ui-directors-conference, then click “Schedule”.
**KEYNOTE SPEAKERS**

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

Josh Davies is passionate about helping others make a difference in their lives, jobs, and community. Through his work as an award-winning speaker, he has engaged and encouraged professionals across North America, the Middle East, and Asia. An in-demand speaker, Josh gives keynote presentations and workshops to more than thirty education, workforce, and corporate conferences annually. In preparation for the 2008 Democratic National Convention, he led the training for all 10,000 volunteers and more than 4,000 local service professionals for the event. Training Magazine named him as one of the top 10 trainers under 40 in America and the Denver Business Journal tapped him as one of Denver’s 40 Under 40.

John P. Pallasch, *Assistant Secretary for Employment and Training*

John P. Pallasch was confirmed as the Assistant Secretary for Employment and Training on July 11, 2019, and was sworn in by Acting Secretary of Labor Patrick Pizzella on July 24, 2019. Assistant Secretary Pallasch’s appointment marks his return to the U.S. Department of Labor, where he previously served as Special Assistant to the Assistant Secretary for Administration and Management and Deputy Assistant Secretary in the Mine Safety and Health Administration (MSHA). As Deputy Assistant Secretary, Pallasch was responsible for leading MSHA’s operations, enforcement, regulations, and program evaluation.

Pallasch most recently served as the Executive Director of the Kentucky Department of Labor’s Office of Employment and Training where he led initiatives to improve outcomes for workforce education programs, increase accountability and performance of the unemployment insurance program, and consolidate job training and workforce programs in a single cabinet agency.

An Illinois native, Pallasch earned a Bachelor of Science degree from The Ohio State University and a Juris Doctor from Pepperdine University School of Law.

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


Ben sits on the advisory board of the Labor and Work Life program at Harvard Law School. In 2018 Ben was a Bilderberg Meeting participant.

Ben joined Cognizant in 2011, from Gartner, where he spent 15 years researching and advising on areas such as Cloud Computing and Global Sourcing. Prior to Gartner Ben worked for a number of consulting companies including Coopers and Lybrand.

At Gartner Ben was the lead analyst on all things “Cloud”; he wrote the industry’s first research notes on Cloud Computing (in 1997!), and Salesforce.com (in 2001), and became well known for providing provocative but accurate predictions about the future of IT. In 2007, Ben won Gartner’s prestigious annual Thought Leader Award.

Ben’s expertise in helping clients see around corners, think the unthinkable, and calculate the compound annual growth rate of unintended consequences has made him an internationally recognized expert on leading edge technology and its intersection with business and society. His work has been featured in the Wall Street Journal, the Financial Times, the London Times, Forbes, Fortune, the MIT Review, the Daily Telegraph, Quartz, Inc., Axios, the Australian, and the Economic Times.

Based in Boston since 2000, Ben graduated with a degree in Philosophy from Manchester University in the UK where he grew up.
TRANSPORTATION PROVIDED!

- Buses depart from Park Plaza Hotel beginning at 5:30 pm, Columbus Avenue Door
- Buses depart from Fenway Park beginning at 8:00 pm, 20 Jersey Street Entrance

Lyft, Uber, and Public transportation are also available. Fenway Park is located just 2 miles from Boston Park Plaza in the heart of the City of Boston: 4 Jersey Street, Boston, MA 02215.

- The event is located in State Street Pavillion
- Enter Fenway Park at 20 Jersey Street

For more travel information, visit https://www.mlb.com/redsox/ballpark/transportation