Visit us at our booth!

Innovative, Tailored, and Agile

- Learn more about Neosurance™, Sagitec’s comprehensive UI 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 UI Practice Leaders, who have led successful implementations for multiple state agencies across the country.

DAVID MINKKINEN
Senior Partner

CHRIS PERETTO
Business Development Director

ENTER TO WIN
a Bose SoundLink Mini Bluetooth® Speaker II.
Stop by our booth to enter.
Our unemployment insurance team at Sagitec has been leading UI modernization efforts for 18 YEARS in the industry. Our professionals have more UI technology and business experience than any other vendor, most with at least 8-10 YEARS of UI modernization experience. This team has successfully designed and implemented 5 SYSTEMS for UI tax & benefits.

SAGITEC IS CURRENTLY WORKING ON PROJECTS IN...

- **West Virginia** (UI tax & benefit system)
- **Maryland** (UI tax & benefit system)
- **South Carolina** (UI tax system)
- **Washington D.C.** (UI tax system)

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.

Sagitec's Neosurance™ solution at the **Maryland and West Virginia** Consortium (MWC) will deliver business process efficiency, improved customer service, and self-service processing for employers, claimants, and agents. Read our MWC case study to know more about this consortium.

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.

Visit our website, [www.sagitec.com](http://www.sagitec.com) to learn more about Neosurance™, Neofraud™, and MOBIAS™.
Welcome to our 2018 Workforce Summit, UI Directors’ Conference and 82nd Annual Meeting, on behalf of the Board of the National Association of State Workforce Agencies!

For some of you, this will be your first trip to the great state of Alabama. We extend our sincere thanks to the Alabama Department of Labor and Secretary Fitzgerald Washington for graciously hosting this Workforce Summit and helping make it a success. The theme of this year’s conference is “Building Tomorrow’s Workforce Today.” It calls out the innovations we are all making to deliver better workforce system outcomes and emphasizes our members as the real innovators for workforce development and the role we play in helping Americans connect with employers for quality jobs and careers.

This year we anticipate delivering innovative new ideas and solutions for you to take back home and implement to improve outcomes. I encourage you to take full advantage of your peers and other partners who will be here sharing their perspectives and practices –it’s those relationships that lead to best-practice transfer. It is always our intent to provide high quality member services and to give you many opportunities to continue growing your professional relationships while you are here.

We value and need your feedback to continue improving the Workforce Summit and all of our other NASWA products and services to meet and exceed your needs. Please email us at NASWA@naswa.org, or visit with one of our staff or Board members. We are here to support you with those value-added services, and we appreciate your continued participation and support.

Have a great conference and enjoy your experience in Birmingham!

Sincerely,

Renee L. Olson
Board President, NASWA
Administrator, Employment Security Division,
Nevada Department of Employment, Training and Rehabilitation
Dear Friends,

As governor of the great state of Alabama, it is my honor to welcome you to Birmingham for the 2018 Workforce Summit with UI Directors’ Conference | 82nd Annual Meeting of the National Association of State Workforce Agencies.

The theme for this year’s conference, hosted by the Alabama Department of Labor, is “Building Tomorrow’s Workforce Today.” This theme is emblematic of the exciting progress being made in Alabama and across the nation toward an even stronger workforce system. I am confident you will benefit from the discussions with your peers about the great innovations being made in your respective states.

As governor of the host state, I want to thank you for your leadership within the workforce realm. Aligning education and workforce with the needs of a modern economy is paramount in Alabama and is a top priority of mine as governor. The future of our economy and the entire state depend on effective workforce development programs. These efforts would not be possible without our state workforce agencies.

With all the responsibilities you undoubtedly have at home, I am grateful you have chosen to take time to come visit Alabama for this important conference. I sincerely hope this meeting yields new ideas for workforce services, data quality, reemployment services, unemployment insurance and employer connections.

On behalf of the great state of Alabama, I thank you for your NASWA collaboration and hope you enjoy your time in Birmingham. Most of all, do not forget to come back and see us!

Sincerely,

Kay Ivey, Governor
State of Alabama
THANKS TO OUR SPONSORS

DIAMOND
sagitec

PLATINUM
Deloitte.
FAST ENTERPRISES
Geographic Solutions
Netacnet

GOLD
amazon
LinkedIn
Monster Government Solutions
On Point Technology, LLC
Strategic Systems
Tata
Tata Consultancy Services

SILVER
AARP Foundation
CATCH intelligence
C2G Government Solutions
Emsi
Equifax
KeyBank
LPS Solutions
US Bank

BRONZE
Bank of America
Merrill Lynch
DirectEmployers
LexisNexis Risk Solutions
Maximus

CONTRIBUTORS AND EXHIBITORS
APPRISS Safety
NASWA SIDES
NASWA UI Integrity Center
NASWA UI ITSC
National Association of Workforce Development Professionals (NAWDP)
TORQworks
Scalable workforce solutions

Measurable results

Complex issues present new opportunities to be more efficient, open, and innovative in how you deliver workforce development services to citizens. As an industry leader, we implement and maintain workforce development solutions that drive integration, innovation, and efficiencies. We have the people, insight, and experience to help you develop innovative solutions as well as leverage data in ways that create actionable insights and produce measurable results. Our mix of private-sector perspective and public-sector experience help you create win-win solutions and deliver results today so your workforce and citizens can achieve more tomorrow.

Learn more at https://www2.deloitte.com/us/labor-and-employment
THANKS TO OUR 2018 AFFILIATES

ADP  Alliance Enterprises  Amazon

Catch Intelligence  CSG Government Solutions

Deloitte  DirectEmployers  Dun & Bradstreet

Equifax  Fast Enterprises  Geographic Solutions

ICF  KeyBank  LexisNexis

Risk Solutions  LinkedIn  LocalJobNetwork.com

Maher & Maher  Monster Government Solutions

On Point Technology, LLC  Peckham

Sagitec  SymbioSys Solutions, Inc.  Upjohn Institute
OUR MISSION:
Deliver customized workforce solutions-as-a-service at the best terms in the industry.

EXPERIENCE:
Over 150 man-years in-the-trenches of State and Federal Unemployment Insurance. Successful modernization experience in Alabama and Idaho.

TURN KEY:
A complete modernization package with everything necessary to Go Live. This includes access to the software as well as all necessary data conversion, systems integration, gap analysis, customization, testing and training.

SOFTWARE-AS-A-SERVICE: Built for the Cloud from the ground up.
- Microsoft Azure for Government Infrastructure
- FedRAMP (High) and NIST compliant
- Newest technology, modern interfaces
- Elastic computing responds to demand changes in minutes
- Bulletproof Disaster Recovery
- Complete data access through Data Mart + Power BI
- Mobile devices for anytime, anywhere connection
- Stronger Security and Identity management
- Continuous improvement when State/Federal law changes

ONE PRICE: The only charge for the system is a yearly subscription fee. This includes: support, training, hosting, updates.

NO MONEY UP FRONT: Start paying for the modernized system when you start using it - not before.

www.Netacent.com
Who are FAST’s Clients?

30 US States & Territories
6 National Governments
9 U.S. Local Governments
3 Canadian Provinces

What do they have to say about us?

“"We wanted a real stable system with all the functionality we needed without any downtime and FAST really delivered.””
Montana

“It has simplified everything and the FAST staff were very detail-oriented and worked on educating our staff through all the processes.”
Illinois

“"Having all the project staff working toward one goal was the best aspect of the project.””
Washington

CONTACT US TO LEARN MORE
877.275.3278
www.FastEnterprises.com
Inquire@FastEnterprises.com
NASWA Committee meetings and the Workforce Summit & UI Directors’ Conference will be held at the Birmingham-Jefferson Convention Complex, which is adjacent to the Sheraton Birmingham hotel.

**DIAMOND**

**SAGITEC | TABLE #2**

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 smart phone.

**PLATINUM**

**DELOITTE | TABLE #20**

Deloitte Consulting drives innovation and creates measurable business improvements for labor and workforce programs through advanced technology, experienced consultants and commitment to client success.

**FAST ENTERPRISES | TABLE #4**

Fast Enterprises’ modular FastUI software is an integrated COTS solution for state workforce agencies seeking to modernize their UI tax, benefits, and appeals systems. FastUI provides premier functionality and automation for unemployment insurance programs in California, Michigan, Montana, Illinois and Washington State.

**GEOGRAPHIC SOLUTIONS | TABLE #1**

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.

NETACENT | TABLE #3
Providing comprehensive, cloud-hosted, turn key, pay-as-you-go, Unemployment Insurance Software as a Service.

GOLD

AMAZON | TABLE #18
We pioneer. We’re a company of pioneers. It’s our job to make bold bets, and we get our energy from inventing on behalf of customers. Success is measured against the possible, not the probable. For today’s pioneers, that’s exactly why there’s no place on Earth they’d rather build than Amazon.

LINKEDIN | TABLE #21
LinkedIn is the world’s largest professional network with over 562 million members in 200 countries and territories. Our vision is to create economic opportunity for every member of the global workforce. Our mission is to connect the world’s professionals, defined as anyone who works for a living, to make them more productive and successful. Learn more about LinkedIn and its Economic Graph at economicgraph.linkedin.com.

MONSTER GOVERNMENT SOLUTIONS | TABLE #8
At Monster Government Solutions, our mission is to improve lives by connecting people to the right jobs. Monster Government Solutions has vast experience building tailored employment solutions that can help your states not only connect job seekers with employers that have jobs, but also help job seekers use their strengths to identify the right career pathways.

ON POINT TECHNOLOGY, LLC | TABLE #11
Founded by former state and federal agency staff and executives, On Point provides superior, modern, and efficient solutions to streamline benefits agencies’ workflow. With the largest footprint in the UI industry, over half the states trust our products and services above all others. Currently, our new fully configurable and scalable Optimum Benefits and Tax system is revolutionizing the industry.

STRATEGIC SYSTEMS | TABLE #22
Strategic Systems is a Ohio based, Information Technology firm. Over the past 14 years we have established ourselves as a firm that designs, develops, and implements innovative digital transformation, systems modernization, and talent augmentation services. Our clients are primarily large and medium, mid-west based manufacturing and industrial engineering firms, insurance companies, banks and financial institutions, and state and local governments.

SILVER

AARP | TABLE #15
AARP Foundation works to end senior poverty by helping vulnerable older adults build economic opportunity and social connectedness. As AARP’s charitable affiliate, we serve AARP members and nonmembers alike. Bolstered by vigorous legal advocacy, we spark bold, innovative solutions that foster resilience, strengthen communities and restore hope.

CATCH INTELLIGENCE | TABLE #6
CATCH Intelligence supports state workforce agencies using Unemployment Insurance (UI) systems in their mission to detect and prevent improper payments, prevent fraud, and promote program integrity. CATCH helps states modernize their Unemployment Insurance data and reporting, helping to create a reliable, modernized and updated system that allows for significant improvements in reporting. With modernization efforts, agencies are better equipped to verify addresses, detect fraud, and ensure data quality.

CSG GOVERNMENT SOLUTIONS | TABLE #9
CSG Government Solutions is a national leader in IT management consulting for Unemployment Insurance program modernizations. Since 1997, we have provided PMO, IV&V, QA, and Strategy services to more than 150 government agencies across 44 states. Named among America’s Best Management Consulting Firms by Forbes, we work with our clients in a spirit of partnership and collaboration to deliver results.

EMSI | TABLE #14
For nearly 20 years, Emsi has been turning labor market data into useful information that helps organizations understand the connection between
economies, people, and work. Using sound economic principles and good data, Emsi builds user-friendly services and expert analysis to help workforce agencies develop a better workforce. Learn why Emsi is the industry leader in labor market analytics at economicmodeling.com

**EQUIFAX | TABLE #13**
Equifax is an innovative, global, information solutions company that delivers business intelligence through unique data, advanced insights and leading analytics capabilities. Every day, and around the globe, we are Powering the World with Knowledge.

**KEYBANK | TABLE #12**
Our robust, integrated platform addresses and supports ongoing operational needs such as payments and online banking, and provides sophisticated equipment financing, loans and leases.

**LITERACY PRO SYSTEMS | TABLE #5**
CommunityPro Suite links agencies together to form a comprehensive team approach to solving social and educational challenges for individuals and their families. It helps to keep your clients/customers/students motivated, engaged, and moving quickly and efficiently to self-sufficiency in the most optimal ways possible. The application is built to increase communication and collaboration at the federal, state, and local levels.

**MTW | TABLE #7**
MTW has been providing our COMPAS - UI Compliance Audit System to state agencies since 2011. During 2018 we are completing our 10th implementation for Tax Audit as well as our first Benefit Accuracy Measurement implementation in Alaska.

**US BANK | TABLE #16**
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.

**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. www.baml.com/publicsector.

**DIRECTEMPLOYERS | TABLE #17**
DirectEmployers Association 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. Through collaboration with these individuals, DirectEmployers developed proprietary technology that has since led to the creation of our flagship product—a federal contractor compliance solution that assists with the Office of Federal Contract Compliance Program’s (OFCCP) VEVRAA mandatory listing requirements and Section 503 regulations. Now with over 900 employers varying in industry and size, we’ve expanded our Member benefits to include a Partner Relationship Manager (PRM), networking and educational opportunities and fully customizable Recruitment Marketing Solutions.

**MAXIMUS**
MAXIMUS has decades of experience operating workforce projects that deliver results that matter for all stakeholders. We provide a full range of workforce capabilities, including operations management; case management; career planning, job placement, retention and advancement; skills assessment and training; business services for employers, including prescreening, customized training and recruiting; internships, apprenticeships and work trials; and consulting and advisory services.

**EXHIBITOR/CONTRIBUTOR**

**APPRISS SAFETY | TABLE #25**
Appriss Safety is the developer of the Appriss Insights Platform, the nation’s most comprehensive source of incarceration, justice, and risk intelligence data. We are a team of technology and data science experts who provide insights and analytic solutions that support informed decisions for early response to people-driven fraud and risk. Save lives, fight crime, prevent fraud, and manage risk.
NATIONAL ASSOCIATION OF WORKFORCE DEVELOPMENT PROFESSIONALS | TABLE #23
The National Association of Workforce Development Professionals (NAWDP), is a membership organization which supports the professional development of workforce professionals at all levels across a variety of workforce fields. Members can develop their skills through training, access industry leaders, all while earning their Certified Workforce Development Professional (CWDP) credential. NAWDP provides resources to manage and implement successful workforce development initiatives.

NASWA INTEGRITY CENTER | TABLE #26
The NASWA UI Integrity Center is a collaborative hub comprised of a well-respected team of UI and technical experts working with States to provide tools, resources, and practical integrity solutions.

NASWA ITSC | TABLE #27
NASWA’s UI Information Technology Support Center (UI ITSC), in partnership with USDOL, provides information, software tools and products, and advisory services to states in support of information technology (IT) systems for the Unemployment Insurance program, to enhance efficiencies and promote the sharing and replication of successful UI models and practices.

NASWA SIDES | TABLE #28
The National Association of State Workforce Agencies (NASWA), state agencies, and employers developed the Unemployment Insurance State Information Data Exchange System (SIDES) through a partnership with the US Department of Labor. SIDES is a secure, electronic tool for employers to quickly, accurately, and securely respond to unemployment insurance information requests.

TORQWORKS | TABLE #24
TORQwork provides clear, simple reemployment, career planning, and job matching services to job seekers and employers based on transferable skills. TORQ is ready to assist your clients with a simple Web app that can be accessed from anywhere and integrated with any external platform.
# Agenda at a Glance

## September 18th - 21st

### Tuesday, September 18th

<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 for Committees</td>
<td>East Ballroom B</td>
</tr>
<tr>
<td>8:30 am - 12:00 pm</td>
<td>Committee Meetings</td>
<td>See page 18</td>
</tr>
<tr>
<td>10:15 am - 11:00 am</td>
<td>Staggered Breaks for Committee Meetings</td>
<td>1st and 3rd Floor Foyers</td>
</tr>
<tr>
<td>12:00 pm - 1:30 pm</td>
<td>Lunch for Committees &amp; Board of Directors</td>
<td>East Ballroom B</td>
</tr>
<tr>
<td>1:30 pm - 5:00 pm</td>
<td>Board of Directors &amp; Committee Meetings</td>
<td>See page 18</td>
</tr>
<tr>
<td>2:45 pm - 3:30 pm</td>
<td>Staggered Breaks for Committee Meetings</td>
<td>1st and 3rd Floor Foyers</td>
</tr>
<tr>
<td>5:00 pm - 6:00 pm</td>
<td>Meet &amp; Greet in Exhibit Hall</td>
<td>Exhibit Hall</td>
</tr>
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</table>

### Wednesday, September 19th

<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 for Board of Directors &amp; Committees</td>
<td>East Ballroom B</td>
</tr>
<tr>
<td>7:30 am - 5:00 pm</td>
<td>Registration</td>
<td>Exhibit Hall</td>
</tr>
<tr>
<td>7:30 am - 12:30 pm</td>
<td>Sponsor &amp; Exhibitor Set-Up</td>
<td>Exhibit Hall</td>
</tr>
<tr>
<td>8:30 am - 11:45 am</td>
<td>Board of Directors &amp; Committee Meetings</td>
<td>See page 19</td>
</tr>
<tr>
<td>10:00 am - 10:30 am</td>
<td>Staggered Breaks for Board &amp; Committee Meetings</td>
<td>1st Floor Foyer &amp; Exhibit Hall</td>
</tr>
<tr>
<td>11:30 am - 1:00 pm</td>
<td>Conference Hosted Lunch</td>
<td>East Ballroom B</td>
</tr>
<tr>
<td>12:30 pm - 5:00 pm</td>
<td>Sponsor &amp; Exhibitor Showcase</td>
<td>Exhibit Hall</td>
</tr>
<tr>
<td>1:15 pm - 2:45 pm</td>
<td>Opening Ceremonies</td>
<td>East Meeting Rooms DEFGHIM</td>
</tr>
<tr>
<td>2:45 pm - 3:00 pm</td>
<td>Networking Break</td>
<td>Exhibit Hall</td>
</tr>
<tr>
<td>3:00 pm - 5:00 pm</td>
<td>Opening Plenary</td>
<td>East Meeting Rooms DEFGHIM</td>
</tr>
<tr>
<td>5:30 pm - 6:30 pm</td>
<td>Welcome Reception</td>
<td>Exhibit Hall</td>
</tr>
<tr>
<td>Time</td>
<td>Event</td>
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</tr>
<tr>
<td>7:00 am</td>
<td>Breakfast with Sponsors and Exhibitors</td>
<td>East Meeting Rooms DEFGHIM &amp; Exhibit Hall</td>
</tr>
<tr>
<td>7:30 am</td>
<td>Registration/Hospitality Desk</td>
<td>Exhibit Hall</td>
</tr>
<tr>
<td>7:30 am</td>
<td>Sponsor &amp; Exhibitor Showcase</td>
<td>Exhibit Hall</td>
</tr>
<tr>
<td>8:00 am</td>
<td>Annual Business Session</td>
<td>East Meeting Rooms DEFGHIM</td>
</tr>
<tr>
<td>8:00 am</td>
<td>Concurrent Breakout Sessions</td>
<td>See Pages 22-23</td>
</tr>
<tr>
<td>9:15 am</td>
<td>Transition &amp; Networking Time</td>
<td></td>
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<tr>
<td>9:30 am</td>
<td>Concurrent Breakout Sessions</td>
<td>See Pages 23-26</td>
</tr>
<tr>
<td>10:45 am</td>
<td>Coffee Refresh &amp; Networking Time</td>
<td>Exhibit Hall</td>
</tr>
<tr>
<td>11:00 am</td>
<td>Breakout Session</td>
<td>See Pages 26-29</td>
</tr>
<tr>
<td>12:15 pm</td>
<td>Conference Luncheon &amp; UI State Performance Excellence Awards</td>
<td>East Meeting Rooms DEFGHIM</td>
</tr>
<tr>
<td>1:45 pm</td>
<td>Transition &amp; Networking Time</td>
<td></td>
</tr>
<tr>
<td>2:00 pm</td>
<td>Breakout Sessions</td>
<td>See Pages 29-31</td>
</tr>
<tr>
<td>3:15 pm</td>
<td>Afternoon Refreshment Break</td>
<td>Exhibit Hall</td>
</tr>
<tr>
<td>3:45 pm</td>
<td>Breakout Sessions</td>
<td>See Pages 31-32</td>
</tr>
<tr>
<td>6:00 pm</td>
<td>Begin bus transportation to Barber Motorsports Museum</td>
<td>Sheraton Lobby</td>
</tr>
<tr>
<td>6:30 pm</td>
<td>Workforce Innovation Awards Dinner &amp; Reception</td>
<td>Barber Motorsports Complex: Vintage Museum</td>
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<tr>
<td>9:00 pm</td>
<td>Bus Transportation to Sheraton</td>
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**FRIDAY, SEPTEMBER 21ST**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>7:30 am</td>
<td>Breakfast with Sponsors &amp; Exhibitors</td>
<td>East Meeting Rooms DEFGHIM &amp; Exhibit Hall</td>
</tr>
<tr>
<td>7:30 am</td>
<td>Hospitality Desk</td>
<td>Exhibit Hall</td>
</tr>
<tr>
<td>7:30 am</td>
<td>Sponsor &amp; Exhibitor Showcase</td>
<td>Exhibit Hall</td>
</tr>
<tr>
<td>8:30 am</td>
<td>Plenary</td>
<td>East Meeting Rooms DEFGHIM</td>
</tr>
<tr>
<td>9:30 am</td>
<td>Coffee Refresh</td>
<td>Exhibit Hall</td>
</tr>
<tr>
<td>9:45 am</td>
<td>Closing Plenary</td>
<td>East Meeting Rooms DEFGHIM</td>
</tr>
</tbody>
</table>
MONSTER WORKS FOR YOU!

Stop by our booth to learn about our new integrated labor exchange and case management system! Learn how we can help your state serve clients and connect job seekers with jobs.

contactmgs@monster.com • 317-616-5163 • monstergovernmentsolutions.com

MONSTER
GOVERNMENT SOLUTIONS

FraudX™ Integrity

OPTIMUM UI

MODERNIZATION SOLUTION

On Point Technology, LLC

www.onpointtech.com
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<tr>
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<td>Committee Meetings</td>
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<tr>
<td></td>
<td>Communications Committee</td>
<td>East Meeting Room C</td>
</tr>
<tr>
<td></td>
<td>UI Interstate Benefits Subcommittee</td>
<td>East Meeting Room A</td>
</tr>
<tr>
<td></td>
<td>SIDES Operations Committee</td>
<td>East Meeting Rooms F&amp;G</td>
</tr>
<tr>
<td>10:15 am – 11:00 am</td>
<td>Staggered Morning Break for Committees</td>
<td>1st &amp; 3rd Floor Foyers</td>
</tr>
<tr>
<td>12:00 pm – 1:30 pm</td>
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<tr>
<td></td>
<td>Board of Directors</td>
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</tr>
<tr>
<td></td>
<td>Communications Committee</td>
<td>East Meeting Room C</td>
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<td></td>
<td>Employment and Training Committee</td>
<td>East Meeting Room M</td>
</tr>
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<td></td>
<td>Equal Opportunity Committee</td>
<td>East Meeting Room O</td>
</tr>
<tr>
<td></td>
<td>SIDES Operations Committee</td>
<td>East Meeting Rooms F&amp;G</td>
</tr>
<tr>
<td></td>
<td>Unemployment Insurance Committee</td>
<td>East Ballrooms D&amp;E</td>
</tr>
<tr>
<td></td>
<td>UI Interstate Benefits Subcommittee</td>
<td>East Meeting Room A</td>
</tr>
<tr>
<td></td>
<td>UI Interstate Benefits Subcommittee Workgroup</td>
<td>East Meeting Room B</td>
</tr>
<tr>
<td></td>
<td>Workforce and Labor Market Information Committee</td>
<td>East Meeting Room N</td>
</tr>
<tr>
<td>2:45 pm – 3:30 pm</td>
<td>Staggered Afternoon Break for Committees</td>
<td>1st &amp; 3rd Floor Foyers</td>
</tr>
<tr>
<td>5:00 pm – 6:00 pm</td>
<td>Meet &amp; Greet in Exhibit Hall</td>
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<th>Location</th>
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<tbody>
<tr>
<td>7:30 am – 8:30 am</td>
<td>Breakfast for Committees &amp; Board of Directors</td>
<td>East Ballroom B</td>
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<tr>
<td>7:30 am – 5:00 pm</td>
<td>Registration</td>
<td>Exhibit Hall</td>
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<tr>
<td>7:30 am – 12:30 pm</td>
<td>Sponsor Exhibit Set-Up</td>
<td>Exhibit hall</td>
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<tr>
<td>8:30 am – 11:45 am</td>
<td><strong>Board of Directors &amp; Committee Meetings</strong></td>
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<td><strong>Board of Directors</strong></td>
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<td><strong>Communications Committee</strong></td>
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<td><strong>Employment and Training</strong></td>
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<td><strong>Equal Opportunity Committee Meeting</strong></td>
<td>East Meeting Room C</td>
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<td><strong>UI Interstate Benefits Subcommittee</strong></td>
<td>East Meeting Room A</td>
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<td><strong>Technology Roundtable</strong></td>
<td>East Meeting Rooms F&amp;G</td>
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<td><strong>Workforce and Labor Market Information Committee</strong></td>
<td>East Meeting Room K&amp;L</td>
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<td>8:30 am – 10:00 am</td>
<td><strong>UI Interstate Benefits Subcommittee Workgroup</strong></td>
<td>East Meeting Room B</td>
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<td>8:30 am – 11:45 am</td>
<td><strong>Joint Committee Meetings</strong></td>
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<td><strong>Communications Committee</strong></td>
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<td>Meeting with <strong>UI Committee</strong></td>
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<td>Meeting with <strong>SIDES Operations Committee</strong></td>
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<td>Meeting with <strong>Equal Opportunity Committee</strong></td>
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<td>Meeting with <strong>UI Committee</strong></td>
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<tr>
<td>10:00 am – 10:30 am</td>
<td><strong>Staggered Break for Committees</strong></td>
<td>1st Floor Foyer &amp; Exhibit Hall</td>
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<tr>
<td>11:30 am – 1:00 pm</td>
<td><strong>Conference Hosted Lunch</strong></td>
<td>East Ballroom B</td>
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<tr>
<td>12:30 pm – 5:00 pm</td>
<td><strong>Sponsor-Exhibitor Showcase</strong></td>
<td>Exhibit Hall</td>
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SUMMIT & UI DIRECTORS’ CONFERENCE
with IT/Legal Issues Forum

1:15 pm – 2:45 pm
Opening Ceremonies

Welcome, Presentation of the Colors, and Pledge of Allegiance
Renee L. Olson, NASWA Board President (2018 Association Year) and Administrator, Employment Security Division, Nevada Department of Employment, Training and Rehabilitation

Reserve Officer Training Corps Color Guard, The University of Alabama at Birmingham

Welcome: Alabama Department of Labor
Fitzgerald Washington, Secretary, Alabama Department of Labor

Alabama Showcase
featuring Birmingham Community Mass Choir

A Word from our Diamond Sponsor

Catching up with the Executive Director
Scott B. Sanders, NASWA Executive Director

A Word from our Platinum Sponsors

2:45pm – 3:00pm
Opening Networking Break

3:00pm – 5:00pm
Opening Plenary

A Word from our Silver Sponsors

Welcome to Alabama
Kay Ivey, Governor of Alabama

Welcome to Birmingham
Randall Woodfin, Mayor of Birmingham

A Word from our Gold Sponsors

U.S. Department of Labor, Employment and Training Administration (ETA) Update

FACILITATOR: Scott B. Sanders, NASWA Executive Director
PANELISTS: Gay Gilbert, Administrator, Office of Unemployment Insurance; Amanda Ahlstrand, Administrator for the Office of Workforce Investment; and John Ladd, Director, Office of Apprenticeship

A Word from our Silver Sponsors

5:30pm – 6:30pm
Welcome Reception
Sponsored by FAST ENTERPRISES

Exhibit Hall
Fulfillment starts here

Amazon hires for a variety of hourly positions, including fulfillment center associates, virtual customer service agents, and shoppers for Prime Now. Full-time positions include benefits, an employee discount, and tuition assistance. Part-time roles offer flexible scheduling, including nights and weekends.

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Payment solutions for state agencies.

Our expertise and technology can help you manage payables, accelerate collections, and streamline information management — including government prepaid and purchase card programs.

For more information, call Kim Monson at 206-343-6962, or visit key.com/government.

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Thursday, September 20th

7:00 am – 8:00 am  Breakfast with Sponsors & Exhibitors  
Sponsored by Deloitte.  
East Meeting Rooms
DEFGHIM/Exhibit Hall

7:30 am – 5:00 pm  Registration / Hospitality Desk  
Exhibit Hall

7:30 am – 5:00 pm  Sponsor-Exhibitor Showcase  
Exhibit Hall

8:00 am – 9:15 am  Annual Business Session  
This will include the NASWA 2019 association year elections and other business. Please note NASWA state administrators and members only.  
East Meeting Rooms
DEFGHIM

8:00 am – 9:15 am  Breakout Sessions  
Concurrent Breakouts on the following topics:

Labor Market Information: The Fuel for Your Reemployment Machine

For most, fuel is less fun to think about than machine, but we all know it is key to innovation and operations. The same can be said for the labor market information (LMI) that helps drive workforce development. At this session, an engaging team of LMI directors will provide an overview of their work and examples of how their agencies use information not just for compliance, but to provide insights for the agency and its customers. Leave with a better understanding of your LMI colleagues down the hall or across the street -- and steps to build better partnerships that increase your agency’s value.

MODERATOR: Jeff Brown, Director, Workforce Services Division, Virginia Employment Commission
PANELISTS: Carrie Mayne, Director, Workforce Research and Analysis Division, and Chief Economist, Utah Department of Workforce Services; Jason Palmer, Director, Bureau of LMI & Strategic Initiatives, Michigan Department of Technology, Management and Budget; Timothy Kestner, Director of Economic Information & Analytics, Virginia Employment Commission

UI Operations Focus: Presentations and Discussion on Improving Business Processes and Customer Service

States will share new strategies in management to meet the needs of customers in times of limited budgets.

MODERATOR: Antwon Keith, Director, Unemployment Insurance Administration, North Carolina Department of Commerce
PANELISTS: Thomas Taylor, IT Business Analyst, New Mexico Workforce Solutions; Anil Gosu, Senior Manager, Deloitte Consulting; Kevin Burt, Unemployment Insurance Division Director, Utah Department of Workforce Services; Nellie Spangler, Unemployment Insurance Director, Nebraska Department of Labor

DirectEmployers 101: Learn About DirectEmployers Members and Engagement with Employers

You may know DirectEmployers Association (DE) for driving the technology behind the National Labor Exchange (NLx), but there is much more to its engagement with employers and the workforce system. This NASWA partner is a fast-moving nonprofit made up of nearly 900 of the Fortune-2000 employers.
Among its many employer resources, DE provides cost effective solutions to access a diverse pool of candidates including veterans, women, minorities, and individuals with disabilities. Join this session to learn how DE members utilize state workforce agency services to recruit, retain, and train their workforce.

MODERATOR: Emma Northcott, Program Analyst, NASWA

PANELIST: Jen Bernhardt, Director, Member Engagement, DirectEmployers Association; Christy Merriman, Operations Manager, National Labor Exchange (NLx), Direct Employers Association

Case Law Update 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.

SPEAKERS: Nicholas Olivencia, Legal Counsel, Iowa Workforce Development; Michael Milwee, Attorney; Suzanne Simonetta, Director of Division of Policy, Legislation, & Regulations, ETA, U.S. Department of Labor

9:15 am – 9:30 am Transition & Networking Time

9:30 am - 10:45 am Breakout Sessions
Concurrent Breakouts on the following topics:

UI IT Modernization Project Experiences/Model of Building Shared Components
Many states have a common vendor and/or UI IT system. As part of modernization, states continue to develop various additional components for their systems. In this session, states will share how they are working together in developing shared components with states that have similar vendors and/or systems.

MODERATOR: Brett Flachsbarth, Director, Unemployment Insurance, Kansas Department of Labor

PANELISTS: Joel Allen, IT Manager, Internet Unemployment System (iUS), Idaho Department of Labor; Cari Birkhauser, Director of System Integration, Executive Office of Labor and Workforce Development, Massachusetts Department of Unemployment Assistance; Lou Ansaldi, Technology Director, UI ITSC, NASWA

Legal Hot Topics and Conversation with USDOL
Discussion of current policy issues and hot legal topics with USDOL

SPEAKERS: Suzanne Simonetta, Director of Division of Policy, Legislation, & Regulations, ETA, U.S. Department of Labor; Jim Garner, Deputy Administrator, Office of Unemployment Insurance, U.S. Department of Labor

Staffing Issues: Training and Cross-Training for Impact
States present new approaches to training, retaining and cross-training staff in times of low budgets. Join in the discussion as we work together to optimize staff.

MODERATOR: Michelle Beebe, Senior Deputy Director, Unemployment Insurance, Michigan Talent Investment Agency

PANELISTS: Patsy Westcott, Assistant Director, Unemployment Insurance, Alaska Department of Labor and Workforce Development; Jamie Suber, Executive Director of UI, South Carolina Department of Employment and Workforce; Mike Miller, Chief of Contributions, Utah Department of Workforce Services; Matthew S. Hankins, Acting Chief of UI Benefits, Missouri Department of Employment Security
Inter-Agency Case Management:
Improves how you collaborate with other agencies
Combine Golden Record * Common Applications * Referrals & Case Management
Community Catalog of Services & Classes * Eligibility Matching * Outcomes Reporting

Transforming how States get people back to work

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**Mastering the Art of the “Nudge”: Applying Behavioral Insights to the Job Search**

Can we “nudge” towards better employment outcomes? Workforce development policies, like many other public policies, impact individual and group behavior. Applying lessons from behavioral economics, policymakers are developing simple, low-cost, and effective policy interventions to help citizens achieve their goals. Join this session to hear U.S. Department of Labor officials and a prominent researcher discuss the theory and evidence behind behavioral insights, and guideposts for helping people more efficiently find good jobs.

**MODERATOR:** Molly Irwin, Chief Evaluation Officer, U.S. Department of Labor

**PANELISTS:** Michelle Derr, Senior Researcher, Mathematica Policy Research; Gay Gilbert, Administrator, Office of Unemployment Insurance, U.S. Department of Labor, ETA

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**Increasing Career Awareness Among Youth: Their Futures Depend on It!**

For U.S. Secretary of Labor Acosta and the Workforce Information Advisory Council (WIAC), addressing the U.S.’s “career awareness gap” is a top policy priority. Young Americans need excellent career information, delivered in an easy-to-use format, to help direct their educational and career choices. At this session, hear how several states are bringing together information with design and visualizations, developing partnerships with state educational entities, and training staff and counselors to ensure young people a greater chance at their rightest, brightest future.

**MODERATOR:** Richard McPherson, Executive Director, Oklahoma Employment Security Commission

**PANELISTS:** Salvador Vasquez, Labor Market Information Director, Idaho Department of Labor; Annette Miller, Bureau Chief of Research and Analysis, Montana Department of Labor and Industry; Stephen Lisonbee, Director of Workforce Development Operations, Utah Department of Workforce Services; Spencer Sherman, College and Career Strategy Fellow, Rhode Island Department of Education

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**Harnessing Technologies for Stellar Customer Service**

How is your workforce agency or division using technology to drive better customer service? Join several states as they take you on a technology tour. We’ll go from the broad to the specific and cover a lot of ground—from direct service to learning technologies, from customer service data analytics to insight driven marketing. Join the discussion — and, if you have a practice to share, bring a one-page summary and we’ll share it with attendees.

**MODERATOR:** Elizabeth Carver, Workforce Development Policy Director, Utah Department of Workforce Services

**PANELISTS:** Deniece Thomas, Assistant Commissioner for Workforce Services, Tennessee Department of Labor and Workforce Development; Ben Daseler, Business Service Manager, Nevada Department of Employment, Training, and Rehabilitation; Porsha Cropper, Associate, Abt Associates

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**Grow Your Agency Brand and Value: Communicating Labor Market Data**

Communicating labor market data provides opportunities for labor market information teams and communications teams to collaborate. This session will focus on best state practices of these teams working together to get the message out and communicate value for their agencies and state.

**MODERATOR:** Cher Haavind, Director, Office of Government, Policy and Public Relations, Colorado Department of Labor and Employment

**PANELISTS:** Adrienne Johnston, Bureau Chief, Bureau of Labor Market Statistics & Tiffany Vause, Communications Director, Florida Department of Economic
Inspiration to Implementation: Using Customer-Centered Design to Serve Workforce Customers

There are thousands of public and private resources aimed at connecting employers with current jobseekers and future talent pipelines. How can the public workforce system build tools customers will actually want to use? Are building user-friendly platforms and meeting legislative requirements mutually exclusive goals? In this session, you will learn about customer-centered design and the value it can provide your organization. Discover how leaders in private industry and civic tech utilize customer-centered design strategies that start with the people who will use the product and end with solutions that are tailor-made to suit their needs. Learn about practical tools and real-world examples for investing in customer-centered design and analyzing return on that investment. You will leave with the fundamentals on how to quickly implement innovative solutions that will better serve your customers.

MODERATOR: Scott Eychner, Administrator, Workforce Services Division, Montana Department of Labor & Industry
PANELIST: Tom Kusnirik, Director of Software Services, UI ITSC, NASWA

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: Jewell Patricio, Assistant General Counsel, Texas Workforce Commission

Everyone’s a Workforce Ambassador: Telling Our Story

It is critical for agencies to get the word out on services they offer and what they do. In an integrated system, learning the entirety of it is essential in order to communicate about it well. This session provides real-time solutions for communicating the workforce story by developing “Workforce Ambassadors” and other successful practices you don’t want to miss!

MODERATOR: Tiffany Vause, Communications Director, Florida Department of Economic Opportunity
PANELISTS: Dianne Bell, Communications Director, Mississippi Department of Employment Security; Theresa Blaner, Director of Communications and Media Relations, Maryland Department of Labor, Licensing and Regulation; Shane Delaney, Communications Director, Minnesota Department of Employment and Economic Development; Curt Wilson, Multimedia and Marketing Manager, Executive Programs – Communications, Washington Employment Security Department
Sharing UI Records
States need to share UI records for many purposes, but this can be challenging. Learn and join in the discussion as several states highlight practices to effectively share UI records.

MODERATOR: Spencer Clark, Deputy Division Director, Missouri Department of Labor and Industrial Relations
PANELISTS: Tim Kolar, State Administrator, Investigations, Michigan Talent Investment Agency; Phil Baker, Labor Market Information Director, Nebraska Department of Labor; Lisa Outlaw, Director of Internal Audit & Quality Control, Division of Employment Security, North Carolina Department of Employment Security

Welcoming All Job Seekers: Ensuring Equal Opportunity
Compliance and beyond, hear about the importance of equal opportunity and what states are doing to ensure equal access to workforce services.

MODERATOR: Dennis Johnson, Secretariat Director of Civil Rights/EO Officer, Massachusetts Executive Office of Labor and Workforce Development
PANELISTS: Danielle Smith, Equal Opportunity Officer, Missouri Department of Economic Development; Matthew Weldon, Assistant Director, Rhode Island Department of Labor and Training; Jennifer Long, State Equal Opportunity Officer, Indiana Department of Workforce Development; Teresa Eckstein, State-Level Equal Opportunity Officer, Washington Employment Security Department

Autonomous Vehicle Technologies: Driving Big Change for America’s Workforce
Some think it can’t happen – and others are hoping it won’t. But most technologists and corporate interests are betting on a (mostly) driverless future. While the emphasis in Silicon Valley has been on technology innovations, the former Commissioner of the Bureau of Labor Statistics and her peers have conducted an in-depth analysis of the likely impact on the U.S. workforce. Their new report provides early insights on the geographical areas, labor market populations, and occupations and industries most impacted. What can the U.S. do to prepare for the labor market disruptions and the opportunities? Come hear about your state or region, and why these researchers say we should not let fear rule our future.

MODERATOR: John Albin, Commissioner, Nebraska Department of Labor
PANELIST: Charles Carson, Former Program Economist, Bureau of Labor Statistics and Detail to the Chief Economist, U.S. Department of Labor

Smart Business Engagement: Strategies to Serve Your Employer Customers
How do we bring businesses to the table, and keep them there? Industry is an integral partner in the public workforce system, and state workforce agencies are seeking new and innovative strategies to engage with employers. This session will showcase several states’ business engagement practices, which integrate predictive analysis, communications, customer service, and other functions in cohesive strategies to better deliver workforce services to businesses.

MODERATOR: Alice Sweeney, Director of the Executive Office of Labor and Workforce Development, Massachusetts Department of Career Services
PANELISTS: Michael Witt, District Manager, American Job Center Division, Iowa Workforce Development; Anthony Joseph, Director, Workforce & Innovation Quality, New York State Department of Labor; Bob Birge, Chief Communications Officer, Indiana Department of Workforce Development; Mardy Leathers, Director, Division of Workforce Development, Missouri Department of Economic Development
Employers want the skills and experience older workers have to offer. Our workforce programs provide older workers with the resources and training they need to compete with confidence for today’s in-demand jobs. To learn more, visit aarpfoundation.org
Multi-state Support and Maintenance of UI IT Systems
The cost of maintaining a UI IT system has always been a challenge. In this workshop, states will share how they are addressing this challenge by working together and finding ways to share the costs of support maintenance.

MODERATOR: Anna Hui, Director, Missouri Department of Labor and Industrial Relations
PANELLISTS: Mark Mayfield, Executive Director, Internet Unemployment System (IUS), Idaho Department of Labor; Cari Birkhauser, Director of System Integration, Executive Office of Labor and Workforce Development, Massachusetts Department of Unemployment Assistance; Tim Cummins, Software Manager, New Mexico Department of Workforce Solutions

Workforce Agency Legal Focus: IT Contracting, Equal Opportunity, and Misclassification
This session provides time to discuss major areas of legal interest for workforce agencies.

MODERATOR: Nicholas Olivencia, Legal Counsel, Iowa Workforce Development
PANELLISTS: Thomas D. Chan, Assistant Legal Counsel, Illinois Department of Employment Security; Doug Werth, Lead Deputy Attorney General, Idaho Department of Labor; Andrew Rubsam, Attorney, Wisconsin Department of Workforce Development; Julie Squire, Policy Director and General Counsel, NASWA

We Are NASWA Services: UI ITSC, WIOA ITSC, SIDES and UI Integrity Center
What do we mean when we talk about the NASWA Services Division – or what CESER stands for? Well, now is your chance to find out everything you could ever want to know about the NASWA Services Team, their current and future work and how they can best help you and your state. Join the NASWA Services Program Directors for an informative and entertaining conversation!!

MODERATOR: Ellen Golombek, Deputy Executive Director, NASWA
PANELLISTS: Randy Gillespie, Integrity Center, NASWA; Jim Van Erden, Integrity Center, NASWA; Pam Gerassimides, WIOA IT Support Center, NASWA; Ben Peirce, UI IT Support Center, NASWA; Jerry Pectol, SIDES, NASWA
Serving the Vocational Rehabilitation Customer: Partnerships that Work

What lessons are state workforce and vocational rehabilitation partners learning as they join their missions to help vocational rehabilitation customers? Come to this session to find out if there is a secret recipe for building successful partnerships and holistic services that impact customers’ lives and change expectations. It’s not every day you get to exchange insights with other states on practices and policies that are working — or that stand in the way. The leader of the federal agency overseeing vocational rehabilitation services is joining this important and timely discussion.

MODERATOR: Larry Temple, Executive Director, Texas Workforce Commission

PANELISTS: Cheryl Fuller, Director, Vocational Rehabilitation Division, Texas Workforce Commission; Carol Dobak, Acting Deputy Commissioner, delegated authority to perform the functions and duties of the Commissioner, Rehabilitation Services Administration; Emily Stirling, VR Policy Coordinator, Utah Department of Workforce Services; Jane Burdeshaw, Commissioner, Alabama Department of Rehabilitation Services

Building Ladders of Opportunity: Game-Changing Apprenticeship Practices

“Tell me and I forget. Teach me and I remember. Involve me and I learn.” — Benjamin Franklin. Apprenticeship programs have been active in the U.S. for over 80 years, but recently there has been escalated interest in constructing a modern apprenticeship system for the 21st century. By combining paid, on-the-job training with postsecondary classroom learning, apprenticeship is an affordable postsecondary pathway for students and workers and a key talent strategy for employers. To this end, states have been leading the charge to expand apprenticeship in traditional and non-traditional industry sectors. In this session, four states and a representative from the U.S. Department of Labor’s Office of Apprenticeship will highlight innovative ways to start and scale apprenticeship programs, and will discuss how to build successful state-federal partnerships.

MODERATOR: Laura Ginsburg, Chief, Division of Promotion and Strategic Partnerships, Office of Apprenticeship, U.S. Department of Labor

PANELISTS: Hugh Bailey, Assistant Commissioner for Workforce Development, New Jersey Department of Labor; Courtney Arbour, Workforce Division Director, Texas Workforce Commission; Eileen Cipriani, Deputy Secretary for Workforce Development, Pennsylvania Department of Labor and Industry; Mardy Leathers, Director, Division of Workforce Development, Missouri Department of Economic Development

Amazon and State Workforce Agencies: Pilot Partnership to Connect Employers with Career Choice Graduates

Amazon’s Career Choice program helps its hourly employees explore new career pathways, understand local labor markets, and prepare for their dream careers. In 2018, Amazon partnered with NASWA and nine state agencies to better connect Career Choice program participants with the public workforce system. Amazon prepaids 95% of participants’ tuition for vocational and technical training for in-demand careers, including jobs in healthcare, IT, and skilled trades. Using sources like the U.S. Bureau of Labor Statistics to identify in-demand occupations, Amazon funds areas of study regardless of whether the skills are relevant to a career at Amazon. More than 17,000 employees have already participated in the program worldwide. Join this session to hear about how Career Choice operates, best practices utilized by Ohio and other participating state workforce agencies, and how the NASWA partnership will support the program’s expansion in 2019.

MODERATOR: Charlie Terrell, Director, National Labor Exchange, NASWA

PANELISTS: Ryan J. Thompson, Workforce Administrator, Office of Workforce Development, Ohio Department of Job and Family Services; Elizabeth McCain, Senior Manager, Employer Partnerships & Marketing, Amazon
The Changing Nature of Work: What Do We Really Know?

“An approximate answer to the right problem is worth a good deal more than an exact answer to an approximate problem.” – John Tukey. Defining problems correctly is key to effective policy solutions. At this session, you’ll join leading researchers in exploring trends in “gig,” contingent, and alternative work. What narratives do newly collected data support and where are the gaps in what we know? Featured will be new survey findings from the Bureau of Labor Statistics that focus on primary jobs, as well as supplemental information and insights from a Federal Reserve economist that focus on other labor markets of interest, especially secondary employment.

MODERATOR: Adrienne Johnston, Bureau Chief, Florida Department of Economic Opportunity

PANELISTS: Keith Bailey, Director, Center for Workforce Information and Analysis, Pennsylvania Department of Labor and Industry; Michael Horrigan, Associate Commissioner for Employment and Unemployment Statistics, Bureau of Labor Statistics; Barbara Robles, Principal Economist, Consumer and Community Development Research Section, Federal Reserve

3:15 pm – 3:45 pm Afternoon refreshment break

3:45 pm - 5:00 pm Breakout Sessions

Concurrent Breakouts on the following topics:

Federal Issues and Conformity
Join in the discussion about recent federal legal issues in UI and areas where state laws have not complied with federal unemployment insurance law.

SPEAKERS: Jim Garner, Deputy Administrator, Office of Unemployment Insurance, U.S. Department of Labor; Suzanne Simonetta, Director of Division of Policy, Legislation, & Regulations, ETA, U.S. Department of Labor

UI Tax: Pressing Issues
Focus on UI Tax operations including SUTA Dumping, localization of wages, ETA reporting, tax performance measures, and how to meet the rating factors for the Effective Audit Measure (EAM).

MODERATOR: Patrick Holmes, UI Tax Chief, U.S. Department of Labor

PANELISTS: Scott Moothart, Field Audit Manager, Unemployment Insurance, Montana Department of Labor; Larry Ingram, Operations Manager, UI Compliance Bureau, Idaho Department of Labor; Carie O’Brien, UI Tax Bureau Chief, Iowa Workforce Development; Jacqueline Jones, Field Audit Manager, Illinois Department of Employment Security

Deploying Your Veterans Staff for Maximum Impact
Serving Veterans is often seen as the role of the Jobs for Veterans State Grant (JVSG) personnel, yet the data tells us between 70 and 80 percent of the Veterans accessing American Job Centers are not served by the Disabled Veteran Outreach Program (DVOP) staff. Instead, they receive assistance from Wagner-Peyser and other partner staff. USDOL VETS is considering additional populations who would be eligible for DVOP services, but in the meantime, states are figuring out other ways to serve Veterans, Transitioning Service Members and Military Spouses. Come to this session to learn how four different states have approached this challenge, as well as information about new no-cost training from the National Veterans Training Institute available to all staff who work with Veterans.

MODERATOR: Lori Adams, Policy Director and Senior NLx Advisor, NASWA
Bridging the Gap: Child Care Access is a Critical Workforce Development Strategy

In order to help low-income parents realize a self-sufficient, family-sustaining income, workforce agencies must first help those individuals access affordable, quality child care that will allow them to work and/or participate in education and training programs. It is therefore critical for states to "bridge the gap" between workforce systems and child care systems through strategic policies and practices. During this session, several states will share what they’ve been doing to address the child care needs of parents participating in workforce programs and services. Audience members will also be given the chance to share their experiences, questions, and challenges related to child care access for low-income parents seeking employment or training supports.

MODERATORS: Christin Durham, Research Associate, Income and Benefits Policy Center, Urban Institute; Semhar Gebrekristos, Research Analyst, Income and Benefits Policy Center, Urban Institute

PANELISTS: Scott Eychner, Administrator, Workforce Services Division, Montana Department of Labor & Industry; Stephen Lisonbee, Director of Workforce Development Operations, Utah Department of Workforce Services; Courtney Arbour, Workforce Division Director, Texas Workforce Commission; Daryl Bassett, Director, Arkansas Department of Workforce Services

Linked UI and Workforce Data: Your Hidden Super Power

Superpowers are cool because they override principles of math and science. Did you know that using linked data makes one plus one equal three? At this session, you’ll hear how Illinois is linking information to provide customers more insights on college outcomes. New Jersey is using linked longitudinal data to create information about student achievements, postsecondary outcomes, and workforce success. And, on a broader scale, researchers and policymakers in Kalamazoo, Michigan, are combining data to both understand community-level problems and develop targeted solutions with measurable outcomes. Please bring your own examples of how linking UI wage record data, administrative data, and other data can make you (and your agency) a hero!

MODERATOR: Jeff Mays, Director, Illinois Department of Employment Security

PANELISTS: Kathy Krepcio, Executive Director, John J. Heldrich Center; Ewa Gallagher, Economist, Illinois Department of Employment Security; Lesley Hirsch, Assistant Commissioner for Research & Information, New Jersey Department of Labor and Workforce Development

6:00 pm  Begin bus transportation
All conference attendees are welcome to join us for an unforgettable night of networking, dinner and live music, surrounded by an unbelievable vintage motorcycle and car collection to peruse. Roy Clem, Executive Director of Alabama Public Television and 2012 Alabama Broadcaster of the Year, will emcee the Awards Ceremony.

Sponsored by sagitec

6:30 pm – 10:00 pm  Workforce Innovation Awards Dinner & Reception

Barber Motorsports Complex: Vintage Museum

10:00 pm  Last transportation back to the Sheraton leaves Barber

9:00 pm  Begin bus transportation back to the Sheraton
FRIDAY, SEPTEMBER 21ST

<table>
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<th>Time</th>
<th>Event</th>
<th>Location</th>
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| 7:30 am – 8:30 am | Breakfast with Sponsors & Exhibitors
Sponsored by [Netacent]                                      | East Meeting Rooms
DEFGHIM & Exhibit Hall                                          |
| 7:30 am – 11:00 am | Sponsor & Exhibitor Showcase                                                              | Exhibit Hall               |
| 8:30 am - 9:30 am | Plenary                                                                                      | East Meeting Rooms
DEFGHIM                                                              |
| Closing Day Welcome  | Jon Pierpont, NASWA Board President (2019 Association Year) and Executive Director, Utah Department of Workforce Services |
| A Look Forward to 2019 Workforce Summit and UI Directors’ Conference | 83rd Annual Meeting
September 10 – 12, Boston Park Plaza, Boston, Massachusetts |
| PRESENTERS: Jessica Muradian, Alice Sweeney, and Cari Birkhauser with the Massachusetts Executive Office of Labor and Workforce Development |
| Workforce Development: The key to Economic Development  | SPEAKER: Dr. Samuel N. Addy, Senior Research Economist, Center for Business and Economic Research (CBER) and Associate Dean for Economic Development Outreach for the Culverhouse College of Commerce |
| 9:30 am - 9:45 am | Coffee Refresh                                                                               | Exhibit Hall               |
| 9:45 am – 12:00 pm | Closing Plenary                                                                              | East Meeting Rooms
DEFGHIM                                                              |
| Summit Highlights Video  |                                                                                             |                           |
| Employers’ Perspective on Workforce and Unemployment Insurance  | FACILITATOR: Greg Canfield, Secretary of the Alabama Dept of Commerce |
| PANELISTS: Mike Oatridge, Honda; Sandra Koblas, Austal; Daryl Taylor/Michelle Hurdle, Airbus; Jheovanny Gomez, Jalapenos Mexican Grill |
| National Workforce and Election Overview  | SPEAKER: John Colbert, Co-Founder, Capitol Hill Partners |
| Closing & Adjournment of the 2018 Workforce Summit & UI Directors Conference | 82nd Annual Meeting |
| Jon Pierpont, NASWA Board President (2019 Association Year) and Executive Director, Utah Department of Workforce Services |
GOVERNOR KAY IVEY

Growing up in the small town of Camden in Wilcox County, Alabama, and working on her father’s farm taught Kay Ivey to value hard work and living within one’s means. Her parents instilled values of faith, family, and community.

After graduating from Auburn University in 1967, Kay worked as a high school teacher and a bank officer. She served as Reading Clerk of the Alabama House of Representatives under Speaker Joseph C. McCorquodale and was Assistant Director of the Alabama Development Office, where she worked to spur job creation and economic development across the State.

In 2002, Kay became the first Republican elected State Treasurer since Reconstruction and she was re-elected in 2006. As Treasurer, Kay was committed to making the office more open, transparent, and efficient. Kay was elected Lieutenant Governor in 2010, becoming the first Republican woman to hold the office in Alabama’s history.

She again made history on November 4, 2014, by becoming the first Republican Lieutenant Governor re-elected to the office. The Lieutenant Governor’s primary Constitutional duty is to preside over legislative proceedings of the upper house as President of the Senate.

Kay has been honored to receive numerous awards for her service to the State of Alabama, including the 2015 ALFA Service to Agriculture Award, Newmax’s 50 Most Influential Female Republicans in the country and, most recently, the American Institute of Aeronautics and Astronautics (AIAA) 2016 Public Service Award; 2017 Citizen of the Year, by River Region Living Magazine.

On April 10, 2017, Kay was sworn in as the 54th Governor of the State of Alabama in the Old Senate Chamber in the Alabama State Capitol by Acting Chief Justice Lyn Stuart.

MAYOR RANDALL L. WOODFIN

Randall L. Woodfin was sworn in as the 30th mayor of Birmingham, Alabama on Nov. 28, 2017.

A native of Birmingham and graduate of Cumberland School of Law, Mayor Woodfin is an attorney and former president of the Birmingham Board of Education. Throughout his career, he has worked in various positions for the City of Birmingham, which is why he’s committed to bringing a new vision, a new dedication and a new energy to a city where he wants citizens to have every opportunity to work, play and grow to their fullest potential.

His dedication to his hometown and to others developed when he was 15 while working as a bagger at a supermarket in Birmingham. It was at the supermarket where Mayor Woodfin learned the importance of “Putting People First,” a concept he carried on to Morehouse College, then to law school and finally into his career. Today, that slogan is at the core of his administration.

But those words are more than a slogan or theme. They are a strategy. They represent how Mayor Woodfin does business to bring the best out of and to Birmingham.

In order to make Birmingham a laboratory for progress, the mayor is working to bring improvements to economic development, neighborhood revitalization, education/career opportunities for students, the city’s 99 neighborhoods and crime.

He recently announced a crime-fighting plan to put more police officers on the streets; implemented a customer service program to improve relations with the public and boost employee morale; increased the city’s messages through various media and social media platforms; and hired a team of talented people to focus on workforce
development, small business growth and civic innovation.

One part of his vision is that, by 2020, have Birmingham be seen as the destination for women and minorities to launch their business because they know that the city’s ecosystem is built for them to thrive.

Birmingham is and has always been a city for builders, from steel mills to startups. Mayor Woodfin is working to put Birmingham in a position to be a magnet for the next generation of purpose-driven builders interested in spurring innovation and catalyzing entrepreneurship and with the community as they soar to success.

DR. SAMUEL N. ADDY

Dr. Sam Addy joined the Center for Business and Economic Research (CBER) in 1998. In addition to his research role in CBER, he is also the Associate Dean for Economic Development Outreach for the Culverhouse College of Commerce, University of Alabama. He previously served as Associate Director and Director of CBER as well as Assistant Dean for Outreach and Associate Dean for Research and Outreach. He regularly speaks to groups and organizations on topics including the Alabama economy, economic policy, economic development, and workforce development.

Dr. Addy works with CBER’s economic research program and has directed and conducted economic impact studies for numerous public and private clients across the state. Other areas of emphasis include assessment and analysis of Alabama’s workforce; fiscal policy; socioeconomic analysis for transportation and other development projects; and environmental and climate change issues. He has published in academic and professional journals and is often quoted in local, regional, national, and international media.

Sam is a native of the West African country of Ghana, where he obtained a B.Sc. in Metallurgical Engineering from the University of Science and Technology. He holds an M.S. in Mineral Engineering from the University of Minnesota, and a Ph.D. in Mineral Economics from The Pennsylvania State University. Dr. Addy worked briefly with the University of Illinois at Urbana-Champaign’s program in arms control, disarmament, and international security (ACDIS) before joining The University of Alabama. He obtained his U.S. citizenship in 2007 and is married with three children.

JOHN COLBERT

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.

An attorney in private practice before entering government, John has acted as an advisor to the former Deputy Prime Minister of Ireland, focusing on fostering the Irish peace process. He also was a legal advisor on “Mr. Justice Brennan,” an award-winning documentary on former Supreme Court Justice William J. Brennan. He is a graduate of Holy Cross College, holds a Master’s degree in Political Science from the Catholic University of America, and a law degree from Georgetown University.

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.
Amanda Ahlstrand is the Administrator for the Office of Workforce Investment at the Employment and Training Administration. In this role, she is responsible for overseeing five divisions and their programs with the goal of implementing an integrated national workforce investment system that supports economic growth and provides workers with the information, advice, job search assistance, supportive services, and training in demand industries and occupations needed to get and keep good jobs. Before becoming Administrator in December, 2013, she served as the Acting Administrator for the office starting in October 2011.

Amanda joined ETA in January 2003 as part of the Performance and Results Office, working across program offices to implement the common performance measures and providing training to the field on that topic. She joined OWI in Spring 2006 as part of the Business Relations Group, working with her team to facilitate employer engagement with the workforce system and implement a number of competitive grant programs including the Trade Adjustment Assistance Community College and Career Training grants, H1B Technical Skills Training grants, the ARRA competitive grants, and Community Based Job Training Grants. Prior to joining ETA in 2003, Ms. Ahlstrand worked for a private consulting firm, the U.S. Government Accountability Office, and the American Society for Training and Development. Ms. Ahlstrand has a Bachelor of Arts degree in Economics and Sociology from the University of Notre Dame and a Master of Public Policy degree from Georgetown University.

Canfield’s job is to ensure that the five priorities of the department are fulfilled: recruitment and expansion activity, export opportunities for Alabama companies, workforce development, small business opportunities, and avenues for job creation in the film and entertainment industry. During his tenure, Alabama has attracted world-class companies such as Mazda-Toyota U.S., Google, Amazon, Airbus, Polaris, Kimber, Autocar, Wal-Mart’s Import Distribution Center, SMP, Pharmavite, Leonardo, James Hardie, Blue Origin, Aerojet Rocketdyne, GE Aviation and many others. Since 2011, under Canfield’s leadership, Alabama has announced projects totaling over $33 billion in capital investment and leading to the creation of over 120,000 new jobs.

Prior to joining Commerce, Canfield served in the Alabama House of Representatives as chairman of the Commerce & Small Business Committee. Graduating from Huffman High School in Birmingham, he went on to attend the University of Alabama and UAB, where he earned a finance degree in 1983. He began his career in sales with the Fortune 500 company Purolator Corp. He became the Southeast Regional Sales Manager and then Regional Administration Manager with responsibility for the corporate regional budgetary process for the southern region. Canfield later became a National Account Manager for Transus Freight Systems, with responsibility for the eastern region from Alabama to New Jersey.

Canfield entered the insurance and financial services field in 1991 and opened a small business in 1993 marketing insurance and financial products to businesses and individuals. After selling his business in 2008, Canfield joined J.H. Berry Insurance in Birmingham, Alabama. The Alabama native is a successful businessman who launched the
Business Development Committee during his service as president of the Vestavia Hills Chamber of Commerce. The committee recruited many new businesses to his community. He married the former Denise Coward in 1983. The couple has two children, Rachel and John. Denise is an executive vice president for Regions Bank. They are active members of Our Lady of Sorrows Catholic Church, where they have been parishioners since 1983. Canfield enjoys family travel, boating and fishing, SCUBA diving excursions with his son, and dusting off his clubs for the occasional round of golf. Canfield has always chosen to take an active role as a public servant in local and state economic development activities. In 2000, serving as president of the Vestavia Hills City Council, he was instrumental in the development of the city’s first long-range economic and land use plan that became the basis for future business development activity in that city.

Canfield also served on the Government Affairs Committee for the Birmingham Business Alliance. Canfield is the author and sponsor of the Education Trust Fund Rolling Reserve Budget Act as well as legislation to address improvements in Alabama’s tort laws, pro-business environment and economic development opportunities.

GAY M. GILBERT
Administrator
Office of Unemployment Insurance, Employment and Training Administration, U.S. Department of Labor
Gay joined the U.S. Department of Labor, Employment and Training Administration (ETA) in November 2000 and currently serves as the Administrator of the Office of Unemployment Insurance overseeing the nation’s federal-state Unemployment Insurance program.

Previously, Gay served as the Administrator for the Office of Workforce Investment in ETA providing federal oversight and leadership for America’s workforce investment system, including employment and training programs under the Workforce Investment Act and direction and support for the nation’s locally driven one-stop delivery system. She also served as the Director for ETA’s Business Relations Group and headed the Employment Service.

Prior to joining the U.S Department of Labor, Gay was a senior official for the State of Ohio overseeing workforce programs and unemployment insurance for over ten years.

Gay also served as Assistant City Attorney for the City of Columbus, Ohio, and eight years with the West Virginia Department of Human Services.

She holds a Bachelor of Arts from Michigan State University, a Master of Social Work from West Virginia University, and a Juris Doctor, Ohio State University.

John Ladd became Administrator of the Office of Apprenticeship in January 2008. As the Administrator, John has responsibility for oversight of the National Registered Apprenticeship System.

The National Registered Apprenticeship System operates in cooperation with State agencies, businesses, industry, employers, employer associations, labor and management organizations and educational institutions. It is the nationally recognized credentialing system for skilled and technical occupational training programs with almost 500,000 active apprentices in the U.S.

Prior to his appointment as Administrator, John served as the Deputy Administrator for the Office of National Response and the Director of Regional Management in the Office of Field Operations.

John has been in numerous leadership positions for major ETA initiatives including Workforce Innovations in Regional Economic Development (WIRED), InnovateETA and ETA’s Transformational Forums. John has received numerous awards and honors while at ETA including being selected for the inaugural class of ETA’s Excellence in Leadership Program. John also has extensive experience in ETA’s Regional Offices having spent a number of years in the Boston Regional Office working with workforce development programs in New England. John first came to the Department of Labor as a Presidential Management Fellow in 1993.

John also has experience at the local level of the public workforce system having worked in Boston, MA and Stamford, CT.
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A native of Boston, Massachusetts, Mr. Ladd received his Bachelor’s Degree from Boston University and his Master’s in Public Policy from the John F. Kennedy School of Government at Harvard.

RENEE L. OLSON
NASWA Board
President (2018 Association Year)
Administrator, Employment Security Division, Nevada Department of Employment, Training and Rehabilitation

Renee Olson serves as Administrator for the Employment Security Division. Ms. Olson was appointed to this position in January 2012 and has been with DETR since 1994. Prior to her appointment as Administrator of the Division, she served as the Chief Financial Officer for the department. As administrator, she is charged with the oversight of the State’s Unemployment Insurance Program, which is responsible for the collection of employment taxes and the payment of benefits. She is also charged with the State’s Employment and Training Services which include the federal Wagner Peyser, WIA, Trade, and VETS programs and an employer funded program called the Career Enhancement Program (CEP). Employment Security programs offer job placement and training opportunities that assist businesses in meeting their employment needs and job seekers in returning to work through the State’s workforce investment system, Nevada JobConnect. Prior to her service with DETR she was a Certified Financial Institutions Examiner for the state of Nevada for several years after having worked in banking early in her professional career. She holds a Bachelor of Science in Business Management from the University of Nevada, Reno and is a Certified Public Manager.

JON S. PIERPONT
NASWA Board
President (2019 Association Year)
Executive Director
Utah Department of Workforce Services

Jon Pierpont was appointed executive director of the Utah Department of Workforce Services in December 2012. Pierpont oversees a $1.5 billion budget and a department tasked with administering federal and state programs, including workforce development, eligibility services, public assistance programs and unemployment Insurance.

Pierpont has over twenty years of public service experience with DWS and has served in roles overseeing several agency initiatives. Prior to serving as the executive director at DWS, Pierpont served as the deputy director, eligibility services division director and director of the department’s largest service area. In these roles, he has helped DWS lead the state in cost savings and efficiencies through the creation of an agency-wide throughput operating strategy. Under Pierpont’s direction, DWS has saved more than $33 million and continues its commitment of efficiency and effectiveness in state government. He has also served in the statewide initiative to end homelessness and has received awards for these efforts. Additionally, Pierpont continues to be integral in serving Utah’s refugee community, currently serving as chair of Utah’s Refugee Advisory Board.

Pierpont is a graduate of the University of Utah and has received many awards and recognitions from national and international organizations for his work in the public sector. A leader in the community and state, Pierpont is respected for his focus and strategic approach to public service. He has received accolades for implementing change, leading key initiatives, establishing creative strategies for optimizing internal operations and creating positive employee morale.
SCOTT B. SANDERS  
NASWA Executive Director

Scott B. Sanders has been the Executive Director of the National Association of State Workforce Agencies (NASWA) since October 2014. He previously served as Commissioner of the Indiana Department of Workforce Development (DWD) since May 2012 and was a member of the cabinet of Governor Michael Pence and Governor Mitchell Daniels. DWD managed and implemented training and employment programs for Hoosiers, collaborated on regional economic growth initiatives for Indiana, coordinated the adult education system, and oversaw the unemployment insurance system.

Prior to his appointment as Commissioner, Scott served in various capacities at DWD since 2006. He also served as the Chief Financial Officer for the Bureau of Motor Vehicles from May 2005 to November 2006.

Scott has many years of financial management experience prior to his role at DWD. Before joining state government, he was with First Commonwealth, Inc., a managed health care company, based in Chicago, IL. There he served as President from 2002-2004 and as Chief Financial Officer from 1995-2002. Following the purchase of First Commonwealth, Inc. by Guardian Life Insurance Company of America, Scott continued as Second Vice President.

FITZGERALD WASHINGTON

Fitzgerald Washington has served as Secretary of the Alabama Department of Labor since 2014. During his tenure, the Department has launched a statewide marketing campaign, initiated a new job fair initiative that brings available jobs to Alabamians, and has participated in a new alignment of workforce regions that allows for better distribution of state workforce resources.

Washington currently serves on the National Association of State Workforce Agencies (NASWA) Board of Directors representing Region IV and is a member of the National Association of Government Labor Officials (NAGLO).

Washington is a member of the Alabama Workforce Council, the Alabama Small Business Commission, the State Workforce Development Board and the Alabama Bicentennial 200 Commission.

Prior to his appointment as the Secretary of the Alabama Department of Labor, Washington worked for The Buffalo Rock Company for 15 years, serving as Corporate Marketing and Sales Director handling the company’s multicultural marketing initiatives before being promoted to General Sales Manager in 2002.

Washington has served as a past Chairman of the Chamber of Commerce of West Alabama, where he helped create the Minority Business Council to foster growth and competitiveness of minority-owned businesses in West Alabama. Other community involvement includes the Druid City Business League, Black Warrior Council Board, BB&T Bank Advisory Board, Board of Visitors for the University of Alabama College of Continuing Studies, and DCH Health Systems Foundation Board of Directors.

Washington, his wife Peggy, and their two children Karla and Fitzgerald reside in Tuscaloosa.
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