



For Immediate Release

Media Contact:

Michelle Marshel, Director of Communications
202-434-8024 or mmarshel@naswa.org

NASWA AWARDS FIVE STATES FOR OUTSTANDING PERFORMANCE IN HANDLING UNEMPLOYMENT INSURANCE CLAIMS THROUGH ELECTRONIC SYSTEMS

Washington, D.C. – NASWA's [State Information Data Exchange System \(SIDES\)](#) division held their annual training conference in Kansas City, Missouri, this week and recognized five states for their Outstanding Performance in implementing SIDES Web Services, which provides a direct link between employers and state workforce agencies for Unemployment Insurance (UI) benefit claims processing.

The Outstanding Performance Awards go to five state agencies this year: Nebraska Department of Labor, Utah Department of Workforce Services, Arizona Department of Economic Security, Colorado Department of Labor and Employment, and Florida Department of Economic Opportunity. These awards are presented to states who have excelled in implementing their UI claims electronic response through SIDES

“The states must ensure they receive responses from employers when determining UI benefit claims, otherwise the wrong decisions can be made,” said Jerry Pectol, director of NASWA's SIDES division. “Our SIDES electronic service enables the employers to communicate directly with the states to help ensure they receive their response to UI claims in a timely manner, which builds integrity in the UI system and ensures those truly in need of benefits receive them. The Nebraska Department of Labor, Utah Department of Workforce Services, Arizona Department of Employment Services, Colorado Department of Labor and Employment and Florida Department of Economic Opportunity are reinforcing integrity throughout their UI claims decisions by using SIDES so efficiently.”

As directed in UIPL 19-16, the United States Department of Labor set a goal for the states to use SIDES Web Services or E-Response on 50 percent of their UI claims and use SIDES electronic response with 100 percent of the employers and third-party administrators (TPA) in their state. These award recipients have all met that threshold.

Additionally, the Utah Department of Workforce Services (DWS) received the Outstanding E-Response Performance Award because it excelled in the specific implementation of SIDES E-Response. This means that at least 35 percent of their remaining UI claims must responded to using SIDES E-Response, however, Utah DWS obtained a higher than 35 percent usage of SIDES E-Response in calendar year 2016.

For employers with a limited number of UI claims throughout the year, the SIDES E-Response website provides an easy and efficient portal for electronically posting responses to information requests from state agencies. SIDES E-Response is available in participating states to any employer or third-party administrator with internet access.

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The [National Association of State Workforce Agencies \(NASWA\)](#) represents the 50 state and three territory workforce agencies, which oversee the Workforce Innovation and Opportunity Act programs, employment services, unemployment insurance, employment statistics and labor market and workforce information programming. NASWA delivers policy expertise on these issues.



Pictured: Representatives from states receiving the Outstanding Performance Award, from left: James Sorenson (Arizona); Lynsey Goins (Arizona); Julianne Whitney (Utah); Justin Williams (Utah); Glondetra Arnold (Florida); Chieko Noguchi (Florida); Nellie Soanaler (Nebraska); Travis Beck (Nebraska)



Pictured: Julianne Whitney and Justin Williams with the Utah Department of Workforce Services receiving the Outstanding E-Response Performance Award