

Unemployment Insurance Interstate Benefits & Federal Programs

TRAINING



Kansas City, Missouri March 3-5, 2020

Greetings!

Welcome to Kansas City, Missouri! We are so excited that you are here for NASWA's 2020 SIDES Seminar and the 2020 Interstate Benefits and Federal Programs Training!

This year's theme for the SIDES Seminar, "Connecting the Dots: SIDES, Integrity, and You," invites all attendees – state workforce staff, employers, and third-party administrators – to examine developing trends in unemployment and how utilizing SIDES can enhance integrity measures, streamline claims processing and reduce operational costs. Through these sessions,



take advantage of networking and learning from others about how SIDES has been used to improve program outcomes and operations.

Whether you are new to this area or a subject matter expert, we hope that you will find "Improving your IB and Federal Program Vision in 2020" to be both enlightening and beneficial. Not only will there be an opportunity for basic skills training about interstate benefits and federal unemployment insurance benefit programs, but the sessions are also designed to promote cooperation among states in running and managing Interstate and Combined Wage Claims operations as well as the Unemployment Compensation for Federal Employees and the Unemployment Compensation for Ex-service members programs.

After seeing and hearing from experts from within and outside of the government, I think you will agree that their knowledge and innovative ideas are valuable takeaways to apply to the challenges and opportunities that you face in your programs. Providing such value to our NASWA members and partners remains a key priority for 2020!

Let me convey my sincerest appreciation to our sponsors, speakers, board members, and staff! For without their efforts, this wonderful program would not have become a reality. We hope you enjoy the program and your visit to the Show-Me state.

And if you are looking for a great reason to visit Kansas City again, please plan to join us for NASWA's 2020 Workforce Summit and UI Directors' Conference from September 22-25, 2020!

Warm regards,

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Anna Hui NASWA Board President Director, Missouri Department of Labor and Industrial Relations

Workshop Calendar

Tuesday, March 3		
1:30 pm - 3:00 pm	3:30 pm - 5:00 pm	Key
		= Basic
New Coordinator Orientation and Intro Workshop	A Clearer Vision of IB4, IB5 & IB14's	Q = Intermediate = Advanced
Salon 3	Salon 3	
Thursday, March 5		
8:30 am - 10:00 am	8:30 am - 10:00 am	8:30 am - 10:00 am
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UCFE & FSDES, MSDES - Basics and Promising Practices	Examining your EYE-CON Knowledge	New Coordinator Orientation and Intro Workshop
Pavilion 2	Pavilion 3	Salon 2
8:30 am - 10:00 am	10:30 am - 12:00 pm	10:30 am - 12:00 pm
Q		
IB6 in Hindsight	UCFE & FSDES, MSDES - Basics and Promising Practices	LADT: Magnify your Knowledge
	UCFE & FSDES, MSDES - Basics and	LADT: Magnify your
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Salon 3 10:30 am - 12:00 pm	UCFE & FSDES, MSDES - Basics and Promising Practices Pavilion 2	LADT: Magnify your Knowledge Pavilion 3
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Tuesday, March 3

10:00 am - 5:00 pm	Registration/Information Desk	Ballroom Foyer
1:30 pm - 3:00 pm	Preconference Workshop	Salon 3



New Interstate Program Coordinator and Federal Program Coordinator Orientation and Introductory Workshop

- Overview of the Interstate Benefits Program
- Describe the groups that offer support for the Interstate and Federal program
- Overview of the Combined Wages (CWC) Program
- Describe the responsibilities of the Federal Program Coordinator (FPC)
- Identify the various resources available

Panelists

Andrea Brunyer, Utah Department of Workforce Services Leah Reeder, Idaho Department of Labor Daniel Ortiz, New Mexico Department of Workforce Solutions

Charles Spivey, Oregon Employment Department

3:00 pm - 3:30 pm	Afternoon Break	
3:30 pm - 5:00 pm	Preconference Workshop	Salon 3



A Clearer Vision of IB4, IB5 & IB14's

This workshop will focus on the basics of the IB4, IB5, & IB14 processes

Moderator

Carol Filcher, Montana Department of Labor & Industry

Panelists

Daniel Ortiz, New Mexico Department of Workforce Solutions

Tanise Brown, DC Department of Employment Services

5:00 pm -	Welcome Reception	Rooftop
6:00 pm	Welcome Reception	Ballroom



Wednesday, March 4

7:30 am - 5:00 pm	Registration/Information Desk	Ballroom Foyer
7:30 am - 8:30 am	Breakfast	Rooftop Ballroom
9:00 am - 10:30 am	Opening Plenary	Salon 3
	Welcome Katie Houghlin (KY), Chair, NASWA I. Patsy Westcott (AK), Vice Chair, NA	
	Color Guard	
	NASWA Welcome and Update Ellen Golombek, NASWA	
	Missouri Welcome Anna Hui (MO), NASWA Board Presid	dent
	NASWA IB Subcommittee Welcome an	d Update
	Policy and Training Workgroup Upda Miryam Valenzuela (AZ), Co-Chair Diana Harris (TX), Co-Chair	te
	Technology Workgroup Update Charles Spivey (OR), Co-Chair	
	USDOL Update and Opportunity for Qu Jim Garner, U.S. Department of Lab	

10:30 am - 10:45 am	Networking Break	
10:45 am - 12:00 pm	Plenary	Salon 3

ICON Update

Judy Mattinson, NASWA

S.T.I.R. (Socialize, Talk, Interact & Remember) Networking Mixer

We know that sometimes it is intimidating to meet new people, so we have the perfect solution: come STIR (Socialize, Talk, Interact and Remember) with us! We guarantee you will leave with new friends.

12:00 pm - 1:00 pm	Luncheon	Rooftop Ballroom/ Plaza Room
1:30 pm - 3:00 pm	Regional Roundup Discussion of Important Regional Issues	
	Region I & II	Salon 2
	Region III & IV	Pavilion 3
	Region V & VI	Pavilion 2
	Region VII & VIII	Salon 3
	Region IX & X	Salon 2
3:00 pm - 3:30 pm	Networking Break	
3:30 pm - 5:00 pm	Plenary	Salon 3
	Military Panel and UCX Moderator Julie Squire, NASWA Panelists B.J. Hewitt, Army Robert Swanson, Air Force Kevin Smith, Defense Finance A	•

7:30 am - 5:00 pm	Registration/Information Desk	Ballroom Foyer
7:30 am - 8:30 am	Breakfast	Rooftop Ballroom



8:30 am -10:00 am

Four Concurrent UI IB Workshops



UCFE & FSDES, MSDES - Basics and Promising Practices

Pavilion 2

The basics of the unemployment compensation for federal employees (UCFE) program and the basics and promising practices of the Military and Federal State Data Exchange systems (MSDES and FSDES).

Moderator

Diane Rosado, Washington State Employment Security Department

Panelists

Denice Craig, Washington State Employment Security Department

Candace Edens, U.S. Department of Labor

Prescott Hahn, Washington State Employment Security

Department

Kathy Flynn, Conduent



Examining your EYE-CON Knowledge

Pavilion 3

Are you seeing clearly or are you in a fog? Test your 20/20 IB, UCFE and UCX vision in this Eye Examination workshop. See which team has the best insight.

Moderator

Jamila Lewis, Georgia Department of Labor

Panelists

Martha Stephens, Conduent

El'Lise Bethel, Florida Department of Economic Opportunity Carol Filcher, Montana Department of Labor & Industry



New Interstate Program Coordinator and Federal Program Coordinator Orientation and Introductory Workshop (Repeat)

Salon 2

- Overview of the Interstate Benefits Program
- Describe the groups that offer support for the Interstate and Federal program
- Overview of the Combined Wages (CWC) Program
- Describe the responsibilities of the Federal Program Coordinator (FPC)
- Identify the various resources available

Panelists

Andrea Brunyer, Utah Department of Workforce Services Leah Reeder, Idaho Department of Labor Daniel Ortiz, New Mexico Department of Workforce Solutions Charles Spivey, Oregon Employment Department



IB6 in Hindsight

Salon 3

An overview on the IB6 process as both The Paying State and The Transferring State. Focus on learning how to resolve billing discrepancies and gathering insight to make the process smother. Getting clarity on specific Do's and Don'ts.

Panelists

Tanise Brown, DC Department of Employment Services
Nancy Epling, WorkForce West Virginia
Annette Rendon Gordils, Illinois Department of Employment
Security
Olivia L. Shaffer, Pennsylvania Department of Labor & Industry

10:00 am -10:30 am Networking Break

10:30 am -12:00 pm

Four Concurrent UI IB Workshops



UCFE & FSDES, MSDES - Basics and Promising Practices (Repeat)

Pavilion 2

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Panelists

Denice Craig, Washington State Employment Security Department

Candace Edens, U.S. Department of Labor Prescott Hahn, Washington State Employment Security Department

Kathy Flynn, Conduent



LADT: Magnify your Knowledge

Pavilion 3

This LADT workshop will provide an overview of the Liable Agent Data Transfer, related processes and procedures, and a high-level summary of SWA's and Federal Partners use of LADT.

Panelists

Judy Mattinson, National Association of State Workforce Agencies Nellie Spangler, National Association of State Workforce Agencies



A Clearer Vision of IB4, IB5 & IB14's (Repeat)

Salon 2

This workshop will focus on the basics of the IB4, IB5, & IB14 processes.

Moderator

Carol Filcher, Montana Department of Labor & Industry

Panelists

Daniel Ortiz, New Mexico Department of Workforce Solutions Tanise Brown, DC Department of Employment Services



IRORA Magnified

Salon 3

A visual perception of Interstate Reciprocal Overpayment Recovery Arrangement (IRORA) and its useful Interstate Benefits 8606 application for the recovery of overpayments among states.

Panelists

Diana Harris, Texas Workforce Commission Annette Rendon Gordils, Illinois Department of Employment Security

Miryam Valenzuela, Arizona Department of Economic Security

12:00 pm -1:30 pm

Luncheon

Rooftop Ballroom/ Plaza Room

1:30 pm -3:00 pm

Four Concurrent UI IB Workshops



IB6 in Hindsight (Repeat)

Pavilion 2

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FCCC Records

Pavilion 3

For anyone involved in Federal Military (UCX) or Federal Civilian (UCFE) claims, you need to know how Federal Claims Control Center (FCCC) fits into the process. This workshop will provide you with the details of FCCC requests/responses and what needs to happen within each State in the processing of UCX and UCFE claims.

Presenter

Kathy Flynn, Conduent



I Can See Clearly Now - DUA Explained!

Pavilion 1

In this workshop you will get the opportunity to learn what Disaster Unemployment Assistance is and see DUA through the eyes of DUA experts in several states that have worked through large disasters to facilitate the DUA program. This workshop will adjust your vision to understand your role in DUA preparation.

Moderator

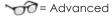
Eveliz Arroyo-Barrows, Massachusetts Department of Unemployment Assistance

Panelists

Terri Warren, Texas Workforce Commission El'Lise Bethel, Florida Department of Economic Opportunity Diana Harris, Texas Workforce Commission









Magnifying CWC with UCFE & UCX

Pavilion 6

Learn how to properly identify where UCFE/UCX Wages are assigned when filing a CWC claim; how to request and how to transfer the UCFE/UCX wages. How to properly bill for the UCFE/UCX wages.

Panelists

Carol Filcher, Montana Department of Labor & Industry Leah Reeder, Idaho Department of Labor

3:00 pm -3:30 pm

Networking Break

3:30 pm -5:00 pm

Closing Plenary

Salon 3

Through the Eyes of the Experts

Jeffery Haluska, UI Program Specialist for USDOL Region 5 will kick off the session sharing common issues and best practices among the states he supports in his region. Directions for submitting questions prior to this plenary session will be provided during registration. Jeff and other experts will answer the submitted questions and take questions from the floor during this session as time permits. When submitting questions for the panel ahead of the plenary, you will be entered into a drawing for the opportunity to win a prize. The results of the prize drawings will be announced at the end of this plenary session.

Moderators

Doug Hopper, Ohio Department of Job & Family Services

Panelist

Jeffery Haluska, U.S. Department of Labor, Region 5

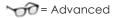
Interstate Benefits and Federal Programs Awards

Missouri Farewell

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NASWA Regions

Region I

Maine, Massachusetts, New Hampshire, Puerto Rico, and Vermont

Region II

Connecticut, New Jersey, New York, Rhode Island, Virgin Islands

Region III

Delaware, Maryland, Pennsylvania, Virginia, West Virginia and District of Columbia

Region IV

Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina and Tennessee

Region V

Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin

Region VI

Arkansas, Louisiana, New Mexico, Oklahoma and Texas

Region VII

Iowa, Kansas, Missouri and Nebraska

Region VIII

Colorado, Montana, North Dakota, South Dakota, Utah and Wyoming

Region IX

Arizona, California, Guam, Hawaii and Nevada

Region X

Alaska, Idaho, Oregon and Washington

NASWA Committees

March 3		
8:30 am - 5:00 pm	Unemployment Insurance Committee	Salon 2
March 4		
8:30 am - 5:00 pm	UI Integrity Steering Committee	Rooftop Meeting Space
March 6		
8:30 am - 11:30 am	UI SIDES Operations Committee	Salon 3

Travel Reimbursement

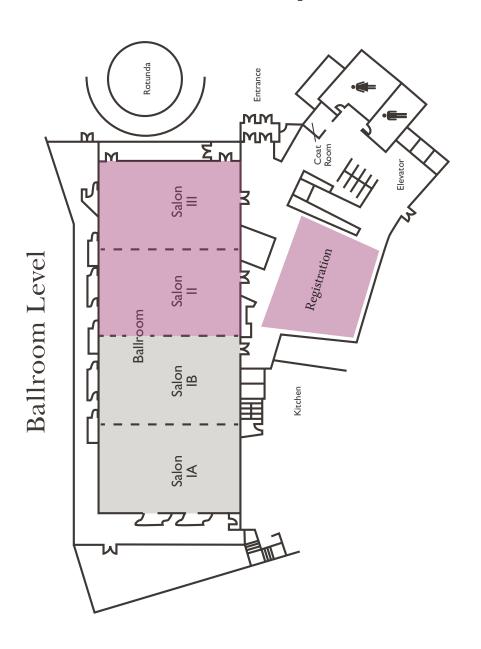
USDOL Travel Reimbursement

The United States Department of Labor will provide travel funding for up to 2 state staff to attend the training in the amount of \$1,500 per staff member. These funds will be added to states' above base distribution for the quarter ending March 31, 2020, which will be distributed during the quarter ending June 30, 2020.

Maps

For meeting room locations and area maps, see **MAPS** section on the following pages

Hotel Maps



Hotel Maps

