



2020 NASWA

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Unemployment Insurance  
Interstate Benefits &  
Federal Programs

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TRAINING

**Improving Your  
IB and Federal  
Program  
Vision in 2020**

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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,

A handwritten signature in black ink that reads "Anna". The script is fluid and cursive.

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

# Workshop Calendar

## Tuesday, March 3

1:30 pm - 3:00 pm



New Coordinator  
Orientation and Intro  
Workshop

Salon 3

3:30 pm - 5:00 pm



A Clearer Vision of  
IB4, IB5 & IB14's

Salon 3

Key

= Basic

= Intermediate

= Advanced

## Thursday, March 5

8:30 am - 10:00 am



UCFE & FSDES,  
MSDES - Basics and  
Promising Practices

Pavilion 2

8:30 am - 10:00 am



Examining your  
EYE-CON Knowledge

Pavilion 3

8:30 am - 10:00 am



New Coordinator  
Orientation and Intro  
Workshop

Salon 2

8:30 am - 10:00 am



IB6 in Hindsight

Salon 3

10:30 am - 12:00 pm



UCFE & FSDES,  
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LADT: Magnify your  
Knowledge

Pavilion 3

10:30 am - 12:00 pm



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IRORA Magnified

Salon 3

1:30 pm - 3:00 pm



IB6 in Hindsight

Pavilion 2

1:30 pm - 3:00 pm



FCCC Records

Pavilion 3

1:30 - 3:00 pm



I Can See Clearly  
Now - DUA  
Explained!

Pavilion 1

1:30 pm - 3:00 pm



Magnifying CWC  
with UCFE & UCX

Pavilion 6

# Tuesday, March 3

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10:00 am - 5:00 pm     **Registration/Information Desk**     Ballroom Foyer

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1:30 pm - 3:00 pm     **Preconference Workshop**     Salon 3

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## **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*

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3:00 pm - 3:30 pm     **Afternoon Break**

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3:30 pm - 5:00 pm     **Preconference Workshop**     Salon 3

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## **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*

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

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= Basic



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= Advanced

# Wednesday, March 4

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7:30 am - 5:00 pm     **Registration/Information Desk**     Ballroom Foyer

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7:30 am - 8:30 am     **Breakfast**     Rooftop Ballroom

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9:00 am - 10:30 am     **Opening Plenary**     Salon 3

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## Welcome

*Katie Houghlin (KY), Chair, NASWA IB Subcommittee*

*Patsy Westcott (AK), Vice Chair, NASWA IB Subcommittee*

## Color Guard

### NASWA Welcome and Update

*Ellen Golombek, NASWA*

### Missouri Welcome

*Anna Hui (MO), NASWA Board President*

### NASWA IB Subcommittee Welcome and Update

#### Policy and Training Workgroup Update

*Miryam Valenzuela (AZ), Co-Chair*

*Diana Harris (TX), Co-Chair*

#### Technology Workgroup Update

*Charles Spivey (OR), Co-Chair*

### USDOL Update and Opportunity for Questions

*Jim Garner, U.S. Department of Labor*

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10:30 am - 10:45 am     **Networking Break**

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10:45 am - 12:00 pm     **Plenary**     Salon 3

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## 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.

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12:00 pm - 1:00 pm	<b>Luncheon</b>	Rooftop Ballroom/ Plaza Room
1:30 pm - 3:00 pm	<b>Regional Roundup</b> <i>Discussion of Important Regional Issues</i>	
	<i>Region I &amp; II</i>	Salon 2
	<i>Region III &amp; IV</i>	Pavilion 3
	<i>Region V &amp; VI</i>	Pavilion 2
	<i>Region VII &amp; VIII</i>	Salon 3
	<i>Region IX &amp; X</i>	Salon 2
3:00 pm - 3:30 pm	<b>Networking Break</b>	
3:30 pm - 5:00 pm	<b>Plenary</b>	Salon 3
	<b>Military Panel and UCX</b>	
	<b>Moderator</b> Julie Squire, NASWA	
	<b>Panelists</b> B.J. Hewitt, Army Robert Swanson, Air Force Kevin Smith, Defense Finance Accounting Service Candace Edens, U.S. Department of Labor	

# Thursday, March 5

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



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# Thursday, March 5

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8:30 am -  
10:00 am

## Four Concurrent UI IB Workshops

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### 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*

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### 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*

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### 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
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## 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*

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## 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 smoother. 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*

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10:00 am -  
10:30 am

## Networking Break

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10:30 am -  
12:00 pm

## Four Concurrent UI IB Workshops

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

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

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*Prescott Hahn, Washington State Employment Security Department*  
*Kathy Flynn, Conduent*

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# Thursday, March 5

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## 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*

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## 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*

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## 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*

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12:00 pm -  
1:30 pm

**Luncheon**

Rooftop Ballroom/  
Plaza Room

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1:30 pm -  
3:00 pm

## Four Concurrent UI IB Workshops



### IB6 in Hindsight (Repeat)

Pavilion 2

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 smoother. 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*



### 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*



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# Thursday, March 5

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## 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*

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3:00 pm -  
3:30 pm

### Networking Break

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3:30 pm -  
5:00 pm

### Closing Plenary

Salon 3

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### 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*

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### Interstate Benefits and Federal Programs Awards

### Missouri Farewell

### Adjourn

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# NASWA Regions

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## 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

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## March 3

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8:30 am - **Unemployment Insurance Committee** Salon 2  
5:00 pm

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## March 4

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8:30 am - **UI Integrity Steering Committee** Rooftop Meeting Space  
5:00 pm

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## March 6

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8:30 am - **UI SIDES Operations Committee** Salon 3  
11:30 am

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# 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

