march 12-14, 2024
pittsburgh, pa

rivers of knowledge

UI SIDES Seminar   #UISIDES2024

GREETINGS!

Welcome to Pittsburgh, Pennsylvania – the Steel City!

We are so excited that you are here for the 2024 NASWA SIDES Seminar!

This year, state workforce staff, employers, and third-party administrators will discuss current and developing trends in the unemployment program and how utilizing SIDES can enhance integrity measures, streamline claims processing, and reduce operational costs. Through these sessions, you will have the opportunity to take advantage of networking and learn how others have used SIDES to improve program outcomes and operations.

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 resources 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 2024!

Let me convey my sincerest appreciation to our speakers, our agency coordinators, NASWA board members, and NASWA staff! Without their efforts, this wonderful program would not have become a reality. On behalf of my colleagues at the Pennsylvania Department of Labor & Industry, we hope you enjoy the program and your visit!
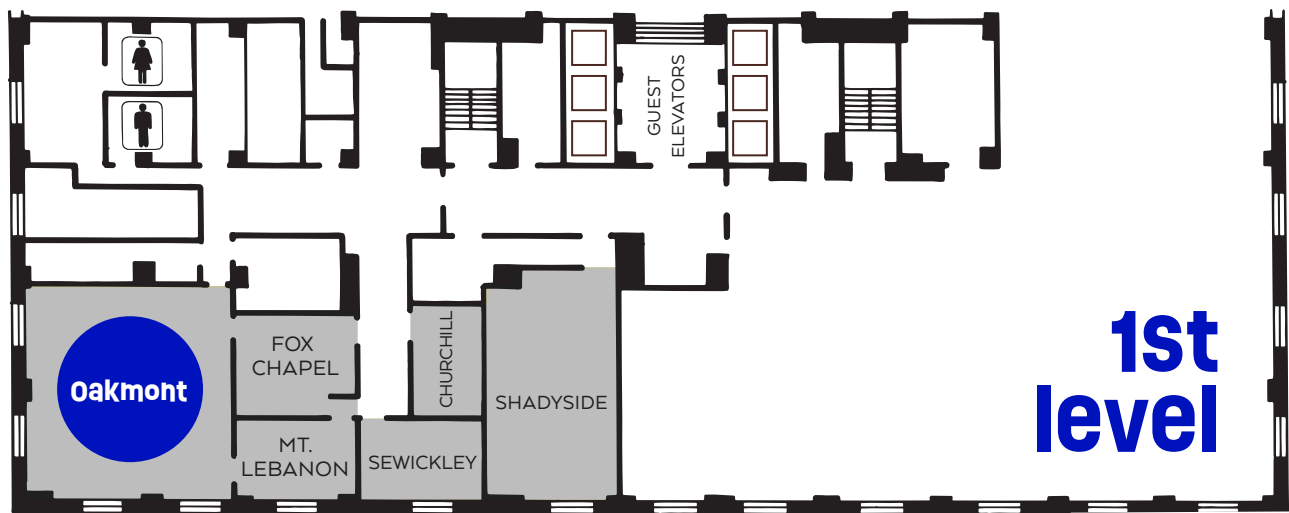
Sincerely,

Nancy Walker
Secretary, Pennsylvania Department
of Labor & Industry

thank you to our sponsors

aws

career EDGE

FAST ENTERPRISES
MODERNIZING GOVERNMENT SINCE 1998

Geographic Solutions®

Google Cloud

IDVERSE™

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UI ITSC
NASWA Unemployment Insurance Information Technology Support Center

INTEGRITY DATA HUB

Plextera

sagitec

TRUSS

17th level

Allegheny

GREENE INDIANA

FRANKLIN

Bedford

JEFFERSON

WOMEN

Hospitality Desk

GUEST ELEVATORS

Sky

Grand Ballroom

MEN

GUEST ELEVATORS

URBAN

Monongahela

BANQUET KITCHEN

1st level

GUEST ELEVATORS

Oakmont

FOX CHAPEL

CHURCHILL

SHADYSIDE

MT. LEBANON

SEWICKLEY

Check in at the HOSPITALITY DESK to receive your NAME BADGE!

All attendees will be *required* to have a name badge to attend sessions & meals.

Scan here or visit the url to view the Speaker Bio Page!

MONDAY, MARCH 11

5:00 - 7:00p   Grand Ballroom Foyer 17th Level

Hospitality Desk
Pick up your name badges to attend all sessions.

TUESDAY, MARCH 12

10:00a - 6:30p	**Hospitality Desk** Pick up your name badges to attend all sessions.	Grand Ballroom Foyer 17th Level
8:30a - 5:00p	**UI Committee Meeting**	Bob and Dolores Hope (Mezannine Level)
11:00a - 4:30p	**Exhibitor Set-Up**	Sky Room 17th Floor
1:00p	**Pre-Con Workshop**	
	Meet our Crew: NASWA Services Overview	Grand Ballroom 17th Level
2:00p	**Break**	
2:15p	**Pre-Con Workshops**	
	Rollin' on the River with BTQ: Tributary 1	Grand Ballroom 17th Level
	IDH 101: Who Wants to be an IDH Millionaire	Monongahela 17th Level
3:30p	**Beverage & Networking Break**	
3:45p	**Pre-Con Workshops**	
	Rollin' on the River with BTQ: Tributary 2	Grand Ballroom 17th Level
	Sailors Guild: TPA Discussions	Monongahela 17th Level
5:00-6:30p	**Welcome Reception with Exhibtors**	Sky Room & 17th Level Corridor

WEDNESDAY, MARCH 13

7:30a - 5:00p | **Hospitality Desk** | Grand Ballroom Foyer 17th Level
Pick up your name badges to attend all sessions.

7:30 - 8:30a | **Breakfast** | See page 15
On your own: *Hotel Lobby Eateries & restaurants in area*

7:30a - 5:00p | **Exhibitor Showcase** | Sky Room 17th Floor

8:30a | **Opening Plenary Session** | Grand Ballroom 17th Level
with UI IB Training Attendees

Welcome

Michael Burke, Director, Unemployment Compensation Bureau, New Hampshire Employment Security

Kris Funk, Unemployment Insurance Administrator, Wyoming Department of Workforce Services

Pennsylvania Welcome

Nancy Walker, Secretary, Pennsylvania Department of Labor & Industry

NASWA Welcome

Scott B. Sanders, President & CEO, NASWA

USDOL Update

Michelle Beebe, Deputy Administrator, Office of Unemployment Insurance, USDOL

Keynote Speaker

sponsored by

Scotty Gunther "The Co-Worker Challenge"

FAST ENTERPRISES

10:15a | **Beverage & Networking Break**

10:45a | **Plenary Session** | Grand Ballroom | **Hands-on Lab** | Bedford 17th Level

Captain's Log: State of the States | **Cruising the River: E-Response**

WEDNESDAY, MARCH 13

12:00 - 1:15p | **Lunch**
On your own: *Hotel Lobby Eateries & restaurants in area* — See page 15

1:15p | **Plenary Session** — Grand Ballroom 17th Level

NASWA Update

Scott B. Sanders, President & CEO, NASWA

IB/SIDES Awards Ceremony

2:30p | **Networking Break**

2:45p | **Plenary Session** with UI IB Training Attendees — Grand Ballroom 17th

When Tributaries Unite: SIDES/ICON Connections during Modernization

Hands-on Lab — Bedford 17th Level

Taking the Helm: JAVA/.NET Model Connectors

MODERATOR **Ben Peirce,** Vice President, Technology Services & Programs, NASWA

PANELISTS **Jorie Cummis,** CEO/COO, NSN Employer Services, Inc. and ValeU NSN, LLC

Blake Dunham, Technical Lead, ICON, NASWA

Brett Flachsbarth, Director, UI ITSC, NASWA

Jerry Pectol, Director, SIDES, NASWA

Rich Siegel, President, Unemployment Tax Management Corp/AUTO

3:45p | **Beverage & Networking Break**

4:15p | **Concurrent Breakout Sessions**
Streams of Thought: State Roundtable — Monongahela 17th Level

Streams of Thought: Integrated Partner Roundtable — Allegheny 17th Level

5:00p | **Adjourn Day 1**

THURSDAY, MARCH 14

| 7:30a - 12:00p | **Hospitality Desk** | Grand Ballroom Foyer 17th Level |

| 7:30 - 8:30a | **Breakfast**
On your own: *Hotel Lobby Eateries & restaurants in area* | See page 15 |

| 7:30a - 3:00p | **Exhibitor Showcase** | Sky Room 17th Floor |

| 8:30a | **Plenary Session** | Grand Ballroom 17th Level |

Damming up Fraud

MODERATOR   **Jennifer Bertrand,** SIDES Coordinator, Montana Department of Labor & Industry

PANELISTS   **Jerome Lord,** IDH Support Team Manager, UI Integrity Center, NASWA

Lauren Mann, Director of Client Services and Program Management, Industrial U.I. Services

Caroline Pratt, Director, UI Integrity Division, Connecticut Department of Labor

| 9:30a | **Beverage & Networking Break** |

| 10:00a | **Concurrent Breakout Sessions** |

Mapping the Course: POA Exchange   Grand Ballroom 17th Level

MODERATOR   **Jerry Pectol,** Director, SIDES, NASWA

Testing the Waters   Allegheny 17th Level

MODERATOR   **Tyler Smith,** UI Technical Services Specialist, Idaho Department of Labor

PANELISTS   **Melody Branigan,** Director, IT & Security, PeopleSystems NEC

Jason Holzbach, Director, AEM Corporation

Shaun Meinert, Business Analyst, Division of Unemployment Insurance, Wisconsin Department of Workforce Development

Caleb Walker, Business Analyst, Netacent Inc.

THURSDAY, MARCH 14

10:00a **Concurrent Breakout Sessions (cont.)**

Virtual Rivers: Introduction to Artificial Intelligence and Cloud Solutions   Oakmont 1st level

MODERATOR **David Zemel,** Director, Service Delivery Management – IT Services, Atos

PRESENTERS **Colin Lennox,** Director, Project Management Office, UI ITSC, NASWA

KK Raghavan, Technical Architect & Advisor, UI ITSC, NASWA

Hands-On Lab – Taking the Helm: JAVA/.NET Model Connectors - REPEAT   Bedford 17th Level

11:00a **Networking Break**

11:15a **Concurrent Breakout Sessions**

Building Bridges: State/Integrated Partner Q&A Session   Grand Ballroom 17th Level

MODERATORS **Emily Duncan,** Director, Client Administration, Questco

Nakia Thompson, UI Technical Services Manager, South Carolina Department of Employment and Workforce

Embrace the Rapids: Technology Trends   Allegheny 17th Level

MODERATOR **David Zemel,** Director, Service Delivery Management – IT Services, Atos

PANELISTS **Nick Carter,** Bureau Chief of Infrastructure and Operations, Iowa Workforce Development

Danny Lee, Leader, Labor and Workforce, AWS

John Quichocho, Product Manager, UI ITSC, NASWA

Hands-On Lab - Cruising the River: E-Response   Bedford 17th Level

12:00 - 1:30p **Lunch**   See page 15
On your own: *Hotel Lobby Eateries & restaurants in area*

THURSDAY, MARCH 14

1:30p **Concurrent Breakout Sessions**

All Aboard!
Monongahela 17th Level

MODERATOR **Racquel Robinson,** UI Policy and Procedures Chief, Georgia Department of Labor

PANELISTS **Gregg Kallajian,** Operations Coordinator, Connecticut Department of Labor

Whitney Swingle, Employer Tax Services Assistant Manager, South Carolina Department of Employment and Workforce

Katie Watkins, VP of Product and Operations, VerifyToday

Wading Through the Appeals Waters
Allegheny 17th Level

MODERATOR **Julie Squire,** Vice President of Policy & General Counsel, NASWA

PANELISTS **Jennifer Bertrand,** SIDES Coordinator, Montana Department of Labor

Emily Duncan, Director, Client Administration, Questco

Candace Edens, Director, Division of Unemployment Insurance Operations, USDOL

Billy Rudnick, HR - Manager of Unemployment Insurance, G&A Partners

Barging Forward: Technology Upgrades & Updates
Oakmont 1st Level

MODERATOR **David Zemel,** Director, Service Delivery Management – IT Services, Atos

PRESENTER **Jason Holzbach,** Director, AEM Corporation

Hands-On Lab – Know the Ropes
Bedford 17th Level

PRESENTERS **Bill Brueggeman,** Systems Automation Analyst, Wisconsin Unemployment Insurance

Amanda Seagle, UC Unit Supervisor, Alabama Department of Labor

2:30p **Beverage & Networking Break**

THURSDAY, MARCH 14

3:00p	**Plenary Session**	Grand Ballroom	Monongahela	**Hands-on Lab** Bedford
	All Hands on Deck!		**Cruising through the IDH**	**Cruising the River: E-Response**

MODERATOR **Emily Duncan,** Director, Client Administration, Questco

PRESENTERS **Tameka Fountaine,** Unemployment Hearings Representative, Justworks

David Harrod, Alliance Relationship Manager, ADP

Aaron Miller, Business Analyst, Syndeo Outsourcing

3:00p	**Exhibitor Tear Down**	Sky Room 17th Level

4:00p	**Networking Break**

4:15p	**Closing Plenary Session**	Grand Ballroom 17th Level
	Starting a Great Journey *(Networking opportunity)*	

MODERATORS **Emily Duncan,** Director, Client Administration, Questco

Nakia Thompson, UI Technical Services Manager, South Carolina Department of Employment and Workforce

5:00p	**Conference Adjourned**

FRIDAY, MARCH 15

8:30a - 12:00p	**SIDES Operations Committee Meeting**	Monongahela 17th Level

SPONSOR EXHIBIT HALL

AWS Table 12
Amazon Web Services (AWS) helps government customers deploy cloud services to reduce costs, drive efficiencies, and increase innovation across the globe. AWS has dedicated teams focused on helping our customers pave the way for innovation and, ultimately, make the world a better place through technology.
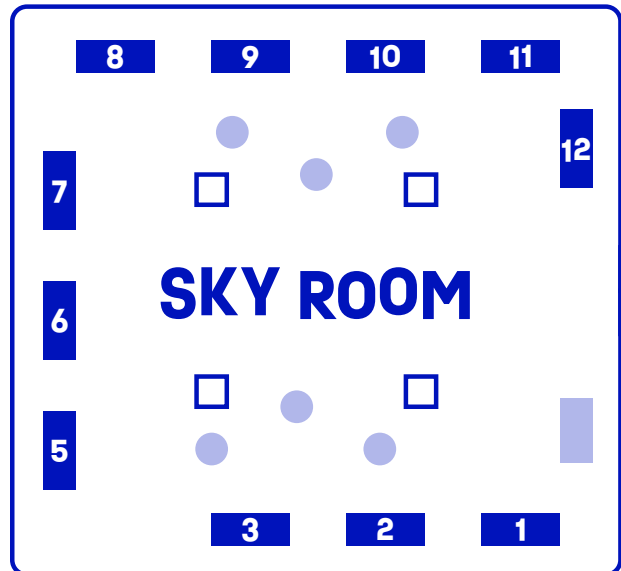
Career Edge Table 10
Career EDGE is an emerging leader in the Case Management System and Labor Exchange arena. Career EDGE prides itself on being the most innovative, cutting EDGE platform for states and workforce boards across the country. EDGE was built by workforce development experts from Career TEAM, a company who has served individuals and employers since 1996.

FAST Enterprises Table 7
Fast Enterprises (FAST) has modernized systems for 95+ governments worldwide. Our highly flexible FastUI software is the complete solution for UI taxes, benefits, and appeals. We partner with unemployment agencies to optimize operations and automate services, while enhancing accessibility and usability for customers.

Geographic Solutions Table 1
Geographic Solutions is the trusted provider of modernized software for state and local agencies in 40+ states and U.S. territories.

SKY ROOM

Table layout: 8, 9, 10, 11, 12, 7, 6, 5, 3, 2, 1

Their proven flagship products, VOS Sapphire, Reemployment Exchange, and Geographic Solutions Unemployment System have been responsible for stimulating reemployment, enhancing payment accuracy and fraud prevention, while preserving state trust funds.

Google Cloud Table 6

ID Verse Table 5
ID\Verse, the latest ally in the fight against unemployment (EDD) fraud, pioneers the most modern identity platform. Using generative AI, it validates nearly every ID document issued across 220 countries and 142 languages. As a proud member of the Federal Reserve's FedNow and trusted by industry leaders like Experian and HSBC, IDVerse sets the standard for secure, accurate identity verification.

Justworks Table 3

Justworks is a professional employer organization that focuses on helping entrepreneurs and businesses grow with confidence. We do this with a simple and friendly platform, expert support from real people when it's needed, and access to corporate-level benefits that ensure people feel secure and valued.

NASWA's UI Information Technology Support Center Table 8

UI ITSC provides information, software tools and products, and advisory services to states in support of information technology (IT) systems for the Unemployment Insurance program. This assists states in their efforts to enhance efficiencies and promote sharing and replication of successful UI models and practices. Visit *naswa.org/services/uiitsc*

NASWA's UI Integrity Center - Integrity Data Hub Table 9

The IDH is a secure, multistate data system with advanced data cross-matching and analysis capability that detects and prevents UI fraud and improper payments. Designed to be easily accessible, the IDH supports states with varying levels of resources and technology. Participating states provide UI claims data and receive prioritized results for review and investigation. Visit *naswa.org/integrity-center/integrity-datahub*

Plextera Table 2

Plextera empowers businesses with document automation technology. Our AI-powered automation platform ensures seamless integration into your business workflows, delivering unparalleled efficiency, accuracy, and scalability. Our SIDES Connectivity technology simplifies the onboarding, setup and testing steps, and streamlines data request processing across all active exchanges

Sagitec Solutions, LLC

TrussWorks, Inc. Table 11

meals on your own

Located in Hotel

Terrace Room
Main Lobby • 412.553.5235

Mellon Square
Main Lobby

Tap Room
Grant Street Lobby • 412.553.7475

Bruegger's Bagels
531 Grant Street • 412.471.9249

Grab & Go

Zio Vito
601 Grant Street • 412.586.4388

Starbucks
600 Grant St • 412.765.3125

Dunkin Donuts
601 Grant St • 412.281.4070

Freshii
501 Grant Street • 412.430.0318

Jimmy John's
501 Grant Street • 412.281.3474

Arepittas
412-428 Cherry Way

Five Guys Burgers and Fries
3 PPG Place • 412.227.0206

Chipotle Mexican Grill
211 Forbes Avenue • 412.224.5586

Oxford Market
301 Grant St • 412.224.2988

Primanti Bros. Restaurant
2 Market Square • 412.261.1599

Hello Bistro
292 Forbes Avenue • 412.434.0100

Waffles, INCaffeinated
456 Fifth Avenue • 412.290.7801

Einstein Bros. Bagels
436 Seventh Avenue • 412.904.14