



CONNECTING TO THE FUTURE OF UNEMPLOYMENT INSURANCE



2019 NATIONAL UI ISSUES CONFERENCE

June 26-28, 2019

Marriott Downtown Waterfront Hotel

Portland, OR

WEDNESDAY
JUNE 26, 2019

9 am - 5:30 pm Registration
9:30 - 11:30 am UI 101 Basics
2 - 6 pm Exhibits
1 - 1:15 pm Welcome
1:15 - 2:15 pm The U.S. Economy and the Labor Market
2:15 - 3:15 pm National Unemployment Insurance Program Update
3:15 - 3:30 pm Break
3:30 - 4:30 pm National Unemployment Insurance Legislative Update
4:30 - 5:30 pm Competing Visions of the Future of UI
6 - 8 pm Reception

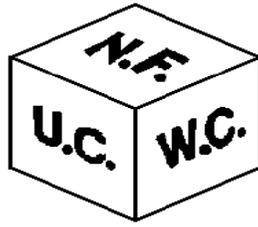
THURSDAY
JUNE 27, 2019

7 am - 5 pm Registration
7:30 - 8:30 am Breakfast
8 am - 5 pm Exhibits
8:30 - 9:40 am WA State Implementation of Paid Family Leave
9:40 - 10:40 am "Gig" Economy
10:40 - 10:50 am Break
10:50 - 11:50 am Marijuana Drug Testing, UI Appeals Best Practices
(Attendee Choice)
Noon - 2 pm Lunch and Awards Program
2:15 - 3:15 pm UI Automated System Developments and Impacts on
Employers, Roundtable Discussion of Individual State UI
Law and Policy Issues (Attendee Choice)
3:30 - 3:45 pm Break
3:45 - 5 pm Strategies to Avoid and Respond to Identity Theft and
False Claims
Debate About Expanded Quarterly Wage Reports
(Attendee Choice)
6 - 9 pm Reception

FRIDAY
JUNE 28, 2019

8 - 9 am Breakfast
8 - 12 Noon Exhibits Open
9 - 10 am Integrity Best Practices, Benefit Overpayment Recovery &
Collection
10 - 10:15 am Break
10:15 - 11:45 am RESEA Innovations, Review of FUTA and SUTA Tax Status and
Projections (Attendees Choice)
11:45 am - Noon Closing Remarks

Connecting to the Future of Unemployment Insurance



June 26, 2019

On behalf of the National Foundation for Unemployment Compensation and Workers' Compensation, permit me to extend a warm welcome to the 38th Annual National UI Issues Conference.

Thanks to UWC members and conference participants for their outstanding contributions in research, public policy advocacy, and promoting Integrity and the ongoing health of the UI system, and specifically:

- For the significant time and effort of the many experts with us here today, who put forth their analyses and recommendations on the key issues facing UI stakeholders;
- For the UI Topics Task Force, which developed an agenda reflecting both longstanding and new challenges;
- For the active participation from state and federal public officials.

As the only national association specifically representing the interests of the business community on unemployment insurance (UI) issues, UWC serves a foundational role in protecting and enhancing the UI program. This conference has become a critical annual event in the ongoing evolution of the UI system, by promoting productive dialogue between the stakeholders and highlighting administrative best practices, integrity, reemployment and long term solvency of the program.

The Foundation is proud to serve as host, and is committed to continuing both the annual conference and our efforts to provide research and forums for dialogue in support of the UI program.

Again, welcome, and thank you for your interest and participation. Enjoy your time in Portland!

Thomas P. Crowley
Chairman, Board of Trustees



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Sponsor Acknowledgements

The National Foundation for Unemployment Compensation and Workers' Compensation is pleased to recognize leading employers, state workforce agencies, employer organizations, and service providers in the Unemployment Insurance industry. We thank the following sponsors for their generous contributions!

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General Conference Information

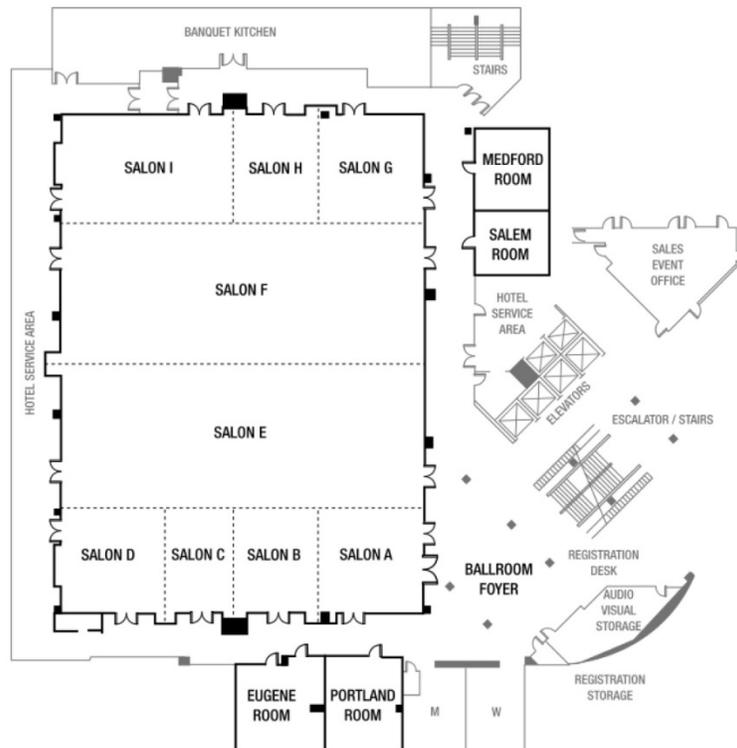
Conference Certification

Earn 12.75 Professional Development Credit (PDCs) with SHRM

This year attendees can earn 12.75 professional development credits. At the completion of the 38th Annual National Unemployment Insurance Issues Conference, attendees can log into the [SHRM Certification Portal](#) to earn credits using the Activity Number that will be provided at the conclusion of the conference. The program is valid for 12.75 PDCs toward SHRM-CP and SHRM-SCP Recertification.

Conference Hotel

Portland Marriott Downtown Waterfront
1401 SW Naito Parkway
Portland, OR 97201
(503) 226-7600



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2019 Exhibitors

Booth #1
One Motion Technologies

Booth #2
Geographic Solutions

Booth #3
Fast Enterprises

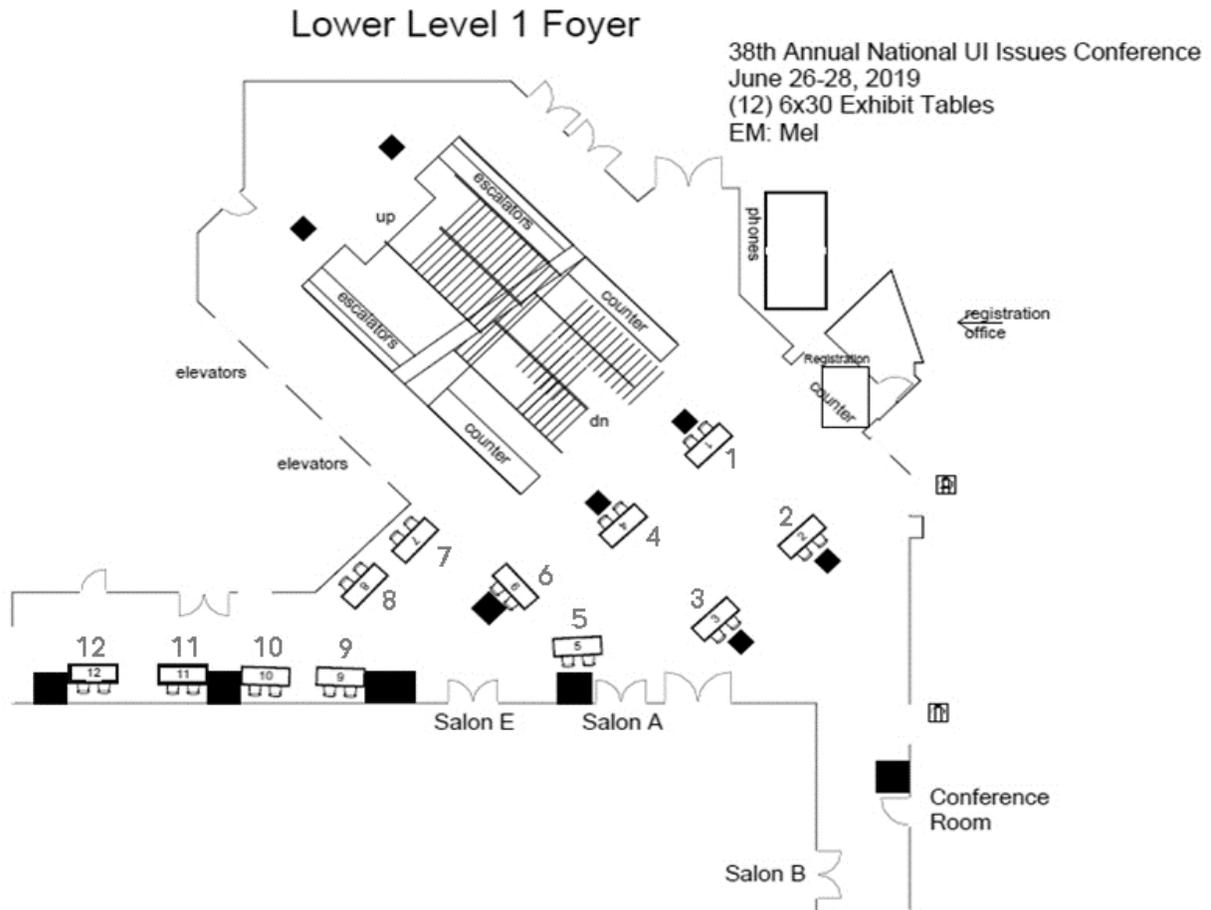
Booth #4
Deloitte

Booth #5
Sagitec

Booth #6
LexisNexis

Booth #7
Equipfax

Booth #8
OnPoint Technology



Connecting to the Future of Unemployment Insurance

Conference Agenda

Wednesday, June 26, 2019

Registration

Registration Desk
9:00 am – 5:30 pm

Exhibits

Ballroom Foyer
2:00 pm – 6:00 pm

UI 101 Basics

9:30 am – 11:30 am
Salon I

Jim Van Erden, *Senior Policy Advisor, National Association of State Workforce Agencies (NASWA)*

This workshop is designed to provide individuals who are new to unemployment insurance with a basic understanding of the federal/state unemployment insurance system; specifically focusing on the legislative history and structure of the funding parameters and operational practices underlying state and federal program administration, and state trust fund experience rating and solvency. The workshop also serves as a refresher to UI professionals in advance of the broader conference agenda.

Welcome

1:00 pm – 1:15 pm
Salon F

Graham Slater, *Deputy Director, Oregon Employment Department*

The U.S. Economy and Labor Market: Current Conditions, the Outlook, and the Evolving Role of UI in Recessions

1:15 pm – 2:15 pm
Salon F

Robert G. Valletta, *Vice President, Economic Research, Federal Reserve Bank of San Francisco*

The presenter will review the state of the economy and discuss consideration for the UI system during the next economic downturn (whenever it occurs). The presentation will highlight recent research by the Federal Reserve specific to UI and economic downturns.

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National Unemployment Insurance Program Update

2:15 pm - 3:15 pm

Salon F

Gay Gilbert, *Administrator, Office of Unemployment Insurance, Employment, and Training Administration, U.S. Department of Labor*

The Federal/State Unemployment Insurance program is experiencing very low claims workload. State unemployment trust funds have significantly recovered although the trust fund balances in some states remain below levels recommended by US DOL for solvency. Ms. Gilbert will review the federal and state responses to recent disasters and the status of the Unemployment Insurance program from a national perspective.

Break

3:15 pm - 3:30 pm

Ballroom Foyer

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National Unemployment Insurance Legislative Update

3:30 pm - 4:30 pm

Salon F

Doug Holmes, *President, UWC - Strategic Services on Unemployment & Workers' Compensation*

As the economy has improved and unemployment rates have trended down, legislative activity has begun to focus on long term program improvements and to prepare for the next recession. Mr. Holmes will review federal and state legislative enactments and initiatives of significance in 2018, and legislation currently being considered, as well as issues arising from new federal budget proposals and implementation of legislation enacted in recent years to address integrity, drug testing, work search, reemployment eligibility assistance and employment services, unemployment trust fund solvency, and the delivery of workforce services for claimants and employers.

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Competing Visions of the Future of Unemployment Insurance

4:30 pm - 5:30 pm

Salon F

Doug Holmes, *President, National Foundation for UC and WC* (Moderator)

David Gerstenfeld, *Unemployment Insurance Division Director, Oregon Employment Department*

Michele Evermore, *Senior Researcher and Policy Analyst, National Employment Law Project*

Paloma Sparks, *General Counsel and Senior Director of Policy and Communication Strategy, Oregon Business and Industry.*

There are competing visions of the role of the UI system. Is it the front door to a broad range of entitlement benefits and services for individuals who are not employed? Paid Family leave? Is it a narrowly defined insurance system? Who should pay for the system? What should be the federal and state roles in the UI system? Should there be any change from the system as it was initially designed in 1935 and modified in the decades since? What are the impacts of different visions on employers, employees and states?

Reception

6:00 pm - 8:00 pm

Mt. Hood

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Thursday, June 27, 2019

Breakfast

7:30 am - 8:30 am

Salon E

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Registration

7:00 am - 5:00 pm

Registration Desk

Exhibits Open

8:00 am - 5:00 pm

Ballroom Foyer

The Washington State Implementation of Paid Family Leave

8:30 am - 9:30 am

Salon F

April Amundson, *Paid Family Leave, and Rules Manager, Washington Employment Security Department*

Tammie Hetrick, *Chief Operating Officer, Northwest Tire Dealers*

The State of Washington enacted paid family leave to be administered by the Washington Employment Security Department beginning on January 1, 2019. The agency and business representatives will review the new statutory requirements and the implementation in the state of Washington. What issues have arisen, what has been the cost for employers, individuals and the state? How many individuals have participated and how much has been paid in family leave pursuant to the new law?

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The “Gig” Economy – Proposed Solutions and UI Impacts

9:40 am – 10:40 am

Salon F

Tom Crowley, *Assistant Vice President and Director of Government Affairs -UI, ADP*

The economy has evolved in a number of industries to rely on demand labor or workers' who do not fit the traditional model of employer or employee. The direction and control criteria generally used does not seem to fit neatly for these workers. The so called “gig” economy presents challenges to programs that rely on employee payroll wages as the basis for tax revenue and/or in determining benefits to be paid.

New classifications have been suggested, but implementation is difficult given the existing quilt of overlapping federal and state definitions of “employee” and “employer”. Business owners hiring workers want to have certainty with respect to their responsibilities and want to avoid new costs. Workers may want flexibility in work arrangements but also are interested in participating in the various federal and state security programs that provide economic and retirement security. Is there a classification solution for the “gig” economy worker? How could it fit at the national, state and local level? What is the impact on individual workers, employers and the trust funds that are financed by payroll taxes and employer contributions?

Break

10:40 am – 10:50 pm

Ballroom Foyer

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Marijuana and Drug Testing

10:50 am – 11:50 am

Salon F

Tony Fiore, *Attorney at Law, Kegler Brown Hill + Ritter*

Drug Testing Company Representative

The issue of legalization of Marijuana and drug testing has been the subject of legislation and policy debate across the country. What is the current status and what impact does this have on Unemployment Insurance?

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UI Appeals Best Practices

10:50 am - 11:50 am

Salon H - I

Bruce Kijewski, *Operations Director - Unemployment, Sedgwick Claims Management Services, Inc.*

Carey Meerdink, *Oregon Administrative Law Judge*

UI administrative appeals provide for on-the-record hearings to determine whether a claimant may be disqualified from unemployment compensation. The hearings require specialized knowledge of hearing procedures, an understanding of evidentiary rules, presentation of evidence, witness testimony, and the UI law in each state. This workshop will provide a review of best practices in UI appeals from the perspective of employer representatives and agency hearing officers.

Lunch and Awards Program

Noon - 2:00 pm

Salon E

- Two Minute Drill for Sponsors and Exhibitors
- Recognition Awards

UI Automated System Developments and Impacts on Employers

2:15 pm - 3:15 pm

Salon F

Jerry Pectol, *SIDES Director*

Jen Jones, *Interim Department Chief, BPC/Integrity, Mississippi Department of Employment Security*

Ofer Eckstein, *Personnel Planners Inc.*

The administration of unemployment insurance has become increasingly automated, with the implementation of SIDES and state automated systems that impact administrative costs as well as employers and claimants. The panel will review the impact of SIDES implementation and multi- state and state automated systems projects.

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Roundtable Discussion of Individual State UI Law and Policy Issues

2:15 pm - 3:15 pm

Salon H - I

Doug Holmes, *President, UWC Inc.*

Tony Fiore, *Attorney at Law, Kegler Hill Brown + Ritter*

The development of sound solutions to questions of UI law and policy often call for frank discussion of the stakeholders in the system. This workshop provides roundtable forums for employers, state representatives, worker advocates and others to discuss current UI policy issues and to suggest solutions.

Break

3:30 pm - 3:45 pm

Ballroom Foyer

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Strategies to Avoid and Respond to Identity Theft and False Claims

3:45 pm - 5:00 pm

Salon F

Tim Kolar, *State Administrator, Investigations, Michigan Unemployment Insurance Agency*

James Weant, *Manager, Government Relations, Equifax Workforce Solutions*

Many states have recently been impacted by increased identity theft and false unemployment compensation claims filed on-line. This workshop will review the types of identity theft and false claims techniques and describe successful methods to avoid false claims and to respond when false claims are discovered.

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The Debate about Expanded Quarterly Wage Reports to Include Occupation Information

3:45 pm - 5:00 pm

Salon H - I

Tom Crowley, *Assistant Vice President and Director of Governmental Affairs - UI, ADP*

Steve Feree, *Owner, Mr. Rooter Plumbing, NFIB Leadership Council*

Jennifer Chappell, *Director of Tax Administration and Trust Fund Accounting, Indiana Department of Workforce Development*

There is an ongoing debate about the value of requiring employers to report occupation information as part of the UI quarterly wage reports. The quarterly UI wage report is not only used in performance evaluation for WIOA, but also has value in evaluating whether the education and training is meeting the needs of employers and individuals seeking jobs. Some employers already participate in voluntary networks that are used to evaluate education and training as part of the hiring process. However, there is currently no nationwide source of uniform occupational data on all employees that may be accessed.

Although some employers see value in a nationwide data base that includes uniform occupation information data, employers are generally not prepared to meet the added burden of determining occupational codes for every employee and submitting that information on a quarterly basis. The cost/benefit to most employers is not favorable. Still a number of states have required the reporting of occupation with UI quarterly reports with uncertain results. Is there coding that minimizes employer reporting burden? Are there alternatives to expanded UI quarterly reports?

Reception

6:00 - 9:00 pm

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Friday, June 28, 2019

Breakfast

8:00 am - 9:00 am

Salon E

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Exhibits Open

8:00 am - 12 Noon

Ballroom Foyer

Integrity Best Practices, Benefit Overpayment Recovery and the Integrity Center

9:00 am - 10:00 am

Salon F

Jim Van Erden, *Senior Policy Advisor, National Association of State Workforce Agencies (NASWA)*

Jim Cotter, *Integrity Data Hub, Program Manager, NASWA Unemployment Insurance Integrity Center*

David Gerstenfeld, *UI Director, Oregon Employment Department*

The integrity of the Federal/State UI system has come under increased scrutiny because of state unemployment trust fund insolvency, high improper payment rates, fraud and scarce resources to address integrity issues. USDOL, individual states and employers have responded with improved systems to identify and avoid improper payments and fraud. NASWA, in partnership with USDOL, created the UI Integrity Center to work with states to find and support solutions to detect and reduce fraud and improper payments. This panel will review the latest innovations and tools being developed by the Center to address integrity.

Break

10:00 am - 10:15 am

Ballroom Foyer

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Reemployment Services and Eligibility Assessments (RESEA) – Innovations

10:15 am – 11:45 am

Salon F

John Courtney, *President, American Institute for Full Employment*

Renee Olson, *Administrator, Nevada Employment Security*

There is broad support among the primary stakeholders in the UI system for expanded efforts to provide reemployment services and eligibility assessments for unemployment claimants. (RESEA) has been shown to reduce the duration of unemployment and can provide a faster and better connection between UI claimants and employers who are in need of workers. In this workshop we will review the best practices in RESEA administration, and discuss “evidence based” strategies.

Review of FUTA and SUTA Tax Status and Projections

10:15 am – 11:45 am

Salon H-I

Rob Pavosevich, *Lead Actuary, Division of Fiscal and Actuarial Services, Office of Unemployment Insurance, U.S. Department of Labor*

Steve Carter, *Director, Government Relations – Tax, Equifax Workforce Solutions*

A key part of budgeting for an employer is projecting costs, including the cost of unemployment insurance for the coming budget period. US DOL prepares a UI Outlook updated twice a year that is used to project FUTA rates and revenue for the federal ten year budget period. Employers engage tax analysts and actuaries to project tax rates and costs for individual employers. What methodologies are used? What are the projections for FUTA and SUTA for the coming year?

Closing Remarks

11:45 am – 12:00 pm

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2019 Award Recipients

Each year UWC accepts nominations for awards to individuals who have made outstanding contributions in research, public policy, UI system integrity and contributions to UWC. A Recognition Awards committee reviews nominations and selects individuals for recognition at the annual National UI Issues Conference.

The **J. Eldred Hill, Jr., Award**: This award is named for J. Eldred Hill, Jr., former president of UWC (then UBA), and is given to an individual for excellence in the public policy arena in service to the employer community.

The **UI Integrity Award**: This award is given to recognize demonstrated commitment to preserving the integrity of the unemployment system.

The Father Becker Award: This award is named for the late Father Joseph Becker, a pioneer and scholar in the development of the Unemployment Insurance system. The award is given to an individual who has made major contributions to unemployment insurance research.

This year, UWC and the NFUCWC recognize individuals to receive the J. Eldred Hill Award, the UI Integrity Award, and the Father Becker Award.

Please join me in recognizing these individuals for their outstanding contributions to the Unemployment Insurance system.

Sincerely,



Douglas J. Holmes
President

Connecting to the Future of Unemployment Insurance

J. Eldred Hill, Jr. Award: Larry Temple

UWC has never before recognized an individual with its highest award posthumously. However, there is so much respect and admiration for this particular individual that the Board felt that he must receive greater recognition from UWC and the National Foundation for Unemployment Compensation.

It is our pleasure and honor therefore to recognize Larry Temple, Former Executive Director of the Texas Workforce Commission, with our highest award - the J. Eldred Hill Jr. Award. This award is named after the long time President of UWC and UBA and is awarded to individuals for "excellence in the public policy arena in service to the employer community."

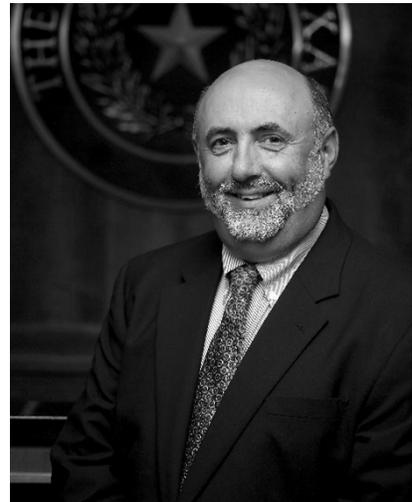
This brief award description is hardly sufficient to describe the impact that Larry Temple had on the Unemployment Insurance (UI) system in Texas and nationally; nor does it adequately define or describe the positive relationship that Larry built with the business community and other state workforce agency administrators, over his decades long career in private and public service. Certain people like Larry Temple are not easily defined in words though their actions are noticeable and measurable.

Larry was, simply put, a leader among leaders who was never shy about expressing his opinion and always on the cutting edge of new innovations He wanted to put ideas and innovations into action. As a newly appointed Executive Director at TWC, Larry demonstrated his commitment to active work search and connections between unemployed workers and employers by making work search such a priority that all TWC employees were engaged in assuring that UI claimants were searching for work. Personally engaging with job seekers, Larry would make follow-up work search verification calls, himself, to demonstrate the importance of connecting unemployed workers with jobs.

Larry was an equally effective steward of the unemployment trust fund. He constantly searched for ways to keep unemployment taxes low for Texas employers and beyond Texas he advocated for national policies that returned employer UI tax money to states and employers. As a result of Larry's hard work, Texas was one of the most innovative states in its use of alternative financing for long term solvency of its unemployment trust fund.

This award is the culmination of lifetime achievement. The UI community previously recognized Larry with the UI Integrity Award in 2008 and the Outstanding Contribution Award in 2010. He served as a Trustee on the Board of the National Foundation for Unemployment Compensation and Workers' Compensation for 9 years from 2009 until 2018. He, also, served as President for the National Association of State Workforce Agencies in 2008.

Forever personally committed and tireless, as UWC met for its 2018 National Foundation conference in Austin, Larry attended numerous sessions, despite poor health. At this conference he helped guide attendees through the Bullock Museum and sat in to play the role of an employer representative on a panel discussing the future of Unemployment Insurance.



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Father Becker Award: Joe Vitale

We are pleased to recognize Mr. Joe Vitale with the Father Becker Award. This award is named for the late Father Joseph Becker, a pioneer and scholar in the development of the Unemployment Insurance system. The award is given to an individual who has made major contributions to unemployment insurance research. Joe Vitale has made pioneering contributions on a national scale in systems research and development.

Mr. Vitale began his career with the New Jersey Department of Labor and Workforce Development where he spent 37 years. He was instrumental in establishing the Division of Information Technology within NJLWD and also served 6 years as Department CIO.

He then spent 9 years with NASWA (National Association of State Workforce Agencies) where he was the Director of ITSC (Information Technology Support Center). When the Information Technology Support Center (ITSC) moved under the NASWA in September 2009

he became its first Director under NASWA. He restructured ITSC with a strong customer focus and created an organization that provided accurate, cost effective, and timely service to the states and encouraged the states to work together collaboratively and share their knowledge and resources. In his role with ITSC he served as a presenter at the National UI Issues conference hosted by the National Foundation for Unemployment Compensation and Workers' Compensation.

In March 2019, Mr. Vitale joined On Point Technology as a Senior IT Executive. With over 40 years of diversified expertise in unemployment insurance, UI training and development, and UI technology, he has lead project managers and program management on large information technology projects including UI IT modernization initiatives.

The UI program now relies heavily on systems for administration of the program. Turning policy into programming and effective use of the systems needed for administration requires a complete understanding not only of the law but also the systems that must be used to deliver the program. Now more than ever this is critical to effective and efficient administration of the UI program for unemployed workers, state agencies and the employers and their representatives who interact with these systems on a daily basis. Joe's pioneering contributions deserve recognition.

We are honored to recognize him with the Father Becker Award for outstanding contribution to research in the development of systems in the UI system.



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UI Integrity Award: Tom Byerley

Tom Byerley grew up with Unemployment Insurance. He was a lifelong believer in the value of the program. He seemed to be constantly thinking about ways to improve the program and his enthusiasm and dedication were contagious. Even after decades of working in the program he would come up with new ideas and try them out in systems innovations and policy modifications to fit with the changing workforce and program needs.



Tom started working for the Oregon Employment Department in the mail room. He worked as a Job Services Representative, Adjudicator, and in many different management positions. He served as the Unemployment Insurance Director for nine years, leading the unemployment insurance program through multiple recessions including the Great Recession. He was key in many innovations, and always a strong advocate for the program. Just one example is how he led Oregon to be an early adopter of what has since evolved into the Reemployment Services and Eligibility Assessment (RESEA) program. Many of the underpinnings of Oregon's unemployment insurance program that run smoothly every day are because of Tom's passionate work and dedication. He was highly respected within Oregon and throughout the nation. Tom was also dedicated to the people he worked with and made a huge impact on so many lives.

After retiring from the Employment Department, Tom continued with his passion for the unemployment insurance program, working in the private sector on unemployment insurance issues for ADP and Xerox before moving on to work for the National Association of State Workforce Agencies beginning in 2014, providing help and insights to state unemployment insurance programs across the country. Tom was a regular presenter and attendee at the National Unemployment Insurance Issues Conference. Throughout his career Tom was an advocate for integrity of the UI system to assure proper administration and connecting unemployed workers with jobs. The UI Integrity Award is presented to individuals who have demonstrated commitment to preserving the integrity of the unemployment system.

It is fitting that today we recognize Tom Byerley with the UI Integrity Award.

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Speaker Biographies

April Amundson

April Amundson manages the team that is developing policy and writing the administrative rules to implement Washington's Paid Family and Medical Leave (PFML) program. Beginning January 2020, Washington will be one of 5 states in the nation paying family and medical leave benefits. April has been with PFML since February 2018. Along with writing rules, April hosts public meetings, meets with stakeholders, and gives presentations of the rights and responsibilities of this program. She has been with Employment Security for 11 years, has a passion to help people and loves a good project. Prior to her policy work with Employment Security and in PFML, she was on the team that modernized Washington's technology for unemployment benefits. April loves to travel to the Caribbean with her husband. She has two adult children and her baby now is her pit bull/boxer pup, Roxie.



Stephen W. Carter

Steve Carter is the Assistant Director for Government Relations in the tax area. In that role, he consults with state and federal agencies in the area of payroll taxation including unemployment insurance. He also consults with larger clients and employer advocacy groups concerning the development of policy, regulatory and legislative solutions. He has taught at Michigan State University's School of Industrial Relations and has authored several articles. His background includes appointive roles with the Michigan Employment Security Board of Review, and the Missouri State Unemployment Advisory Council.



Jennifer Chappell

Jennifer Chappell began her career with the Indiana Department of Workforce Development in March 2003 as an audit examiner in the UI Tax division. She was promoted to Director of Trust Fund Accounting in 2004 and to Director of UI Tax Administration in 2009. Jennifer has held the same office but has had a number of job titles in the last 10 years, the most recent being Director of Tax Administration and Trust Fund Accounting. Before joining DWD, Jennifer worked for many different companies with an extensive list of job titles and awards mostly in human resources, information technology, management, customer service, and payroll. Jennifer holds a BS in Accounting and an MS in Management and Leadership.



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Jim Cotter

James Cotter is the Project Manager for the NASWA UI Integrity Center's Integrity Data Hub (IDH) Project. He joined NASWA in January 2015 and has led the Data Hub development effort from its inception. The Data Hub allows participating states to submit UI claims for cross-matching and analysis to assist in fraud detection and the reduction in improper payments. The IDH launched in September 2017 and since that time has prevented improper payments valued in the millions of dollars. Prior to joining NASWA, Mr. Cotter worked for 25 years with a management consulting firm providing project and technical management services for several high-visibility government programs. He holds a BS in Electrical Engineering and an MBA degree, both from the University of Maryland. In addition, he recently completed an MS degree in Data Analytics from the Western Governors University.



John Courtney

John is the President of the American Institute for Full Employment, a nonprofit think tank that develops best practice reemployment programs and consults with state government workforce agencies. There, he has developed model reemployment policy and program designs with the American Institute since 1998 for a number of state agencies across the US. He has written and advised on topics such as reemployment best practices, RESEA, work search requirements, UI integrity, hiring statistics, job board innovation, unemployment insurance tax structure efficiency, wage subsidy programs, implementation of the Workforce Investment Act and the American Institute's nationally-published state unemployment insurance program progress reports. John has worked at the Institute with Bill Starks, former UI Dir. of Utah and Larry Temple, Executive Director of the Texas Workforce Commission.



John has written expert testimony for the Institute's appearance in U.S. House of Representatives and the U.S. Senate Finance Committee hearings on job creation and unemployment policy.

John is also the founder and CEO of NextJob which invented state online reemployment workshops as a work search requirement for unemployment insurance in 2011 and tested them in Utah, driving strong improvements in integrity and reducing unemployment spells by 7%. Utah implemented the idea statewide and Wisconsin has since followed the model.

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Indiana, Mississippi and Colorado have since begun testing the NextJob system with Indiana's statewide implementation launching the summer of 2019.

John has taught business planning and practiced law for 20 years in business and employment law and mergers and acquisitions. He holds a B.A. in Economics from Bucknell University and an MBA in Entrepreneurship and a law degree from the University of Pittsburgh. John enjoys job coaching and life coaching and is certified as a Stephen Ministry life coach.

Tom Crowley

Tom has been Director - Government Affairs for ADP, LLC since January 2015 where he is responsible for relationship management for ADP with state unemployment insurance (UI) tax agencies. He is also the current Chairman, Board of Trustees of the National Foundation for Unemployment Compensation and Workers' Compensation. For the nearly 9 years prior to joining ADP he served as the UI Tax Chief for the U.S. Department of Labor in Washington DC where he provided national leadership for the Office of Unemployment Insurance to fulfill Federal oversight responsibilities for the state UI tax programs. Prior to Federal service he served for 30 years in various leadership positions for the State of Maryland in the area of UI tax administration. He is a graduate of Loyola College in Baltimore, MD with a degree in accounting and currently resides in Apollo Beach, Florida.



Ofer Eckstein

Ofer Eckstein is a Partner at Personnel Planners, with core responsibilities over IT & Operations. In 2013, Ofer designed and developed Personnel Planners' SIDES-integrated claims management system and has since been deeply involved in both the technical and business aspects of UI, both at Personnel Planners and outside. Ofer has advised on individual state initiatives as well as national ones through the SIDES Operations Committee, where he is currently serving as Vice Chair representing TPAs and employers.



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Michele Evermore

Michele Evermore joined the National Employment Law Project (NELP) in 2018 as a senior policy analyst for social insurance. She has worked to promote worker power as a legislative advocate for labor unions, including the Service Employees International Union District 1199 New England and National Nurses United. She also worked for the Obama Department of Labor to advance sound benefits policy, employment policy for people with disabilities, and equal pay for equal work. Prior to that, she worked in Congress for a decade, primarily for Senator Tom Harkin and also for the House Committee on Education and the Workforce. In those roles, she worked to advance worker protections, organizing rights, and improving retirement security in a variety of private pension plan designs, as well as Social Security.



Steve Ferree

Steve Ferree traded burgers for bathrooms when he left a 28-year career with McDonald's Corporation and purchased the local Mr. Rooter Plumbing franchise in 1999. A full-service plumbing, drain cleaning and sewer repair/replacement company, Mr. Rooter provides residential and commercial services 24-hours a day, seven days a week --- serving five counties in Portland Metro and Southwest Washington.



One of the top performing Mr. Rooter franchises in the country, Steve and his wife and business partner Michele, focus on creating a culture that defines "a great place to work," while delivering exceptional customer service. In addition, Mr. Rooter Plumbing of Portland & Vancouver is a proud sponsor of Ronald McDonald Children Charities. With 40 team members and a 29-truck fleet, Mr. Rooter Plumbing of Portland & Vancouver was honored by Mr. Rooter Corporation with their International Franchise of the Year Award in 2009. The team was also honored with the International Franchising Association -- Franchisee of the Year award.

Steve champions small business in several leadership roles. He is "Past" chairman of the Oregon chapter of the National Federation of Independent Business (NFIB), and serves on the State Apprenticeship & Training committee/Area I Plumbers. He is also the current President of PHCC of Oregon and serves on the AGC/ABC Construction Workforce Coalition. He is former chair of the Small Business Advisory Council (SBAC) for the City of Portland, and former president and board chair of the Oregon Executives Association. For Mr. Rooter Plumbing, he is former chair of the organization's National Franchisee Association.

Connecting to the Future of Unemployment Insurance

Tony Fiore

Tony Fiore is a demonstrated advocate with exceptional knowledge of local, state and federal laws and of national and international legal and business regulations. He is a recognized leader among businesses and state and national trade associations. His career is marked by his leadership in bringing about significant reforms to Ohio and other states' unemployment programs, as well as Ohio's civil justice system. He developed and coordinated the Ohio Chamber's advocacy for the most comprehensive reforms to Ohio's Fair Employment Practices Act since its creation. In addition, Fiore counsels companies on best practices within the workplace, risk management strategies for state-funded and self-insured entities, as well as legislative and administrative changes that impact a company's bottom line. Tony works closely with human resource management professionals across Ohio and in Washington, D.C., through his service as the government affairs director on the Ohio State Council of SHRM. He also serves as editor of the Highlights of State Unemployment Compensation Laws publication of the National Foundation for Unemployment Compensation and Workers' Compensation.



David Gerstenfeld

David Gerstenfeld was an attorney in a small private practice law firm before entering public service in 1997. He spent several years at Oregon's Bureau of Labor and Industries dealing with enforcement of civil rights and wage and hour laws. He became an Administrative Law Judge, then Presiding Administrative Law Judge, at Oregon's Office of Administrative Hearings. In that capacity, he conducted hearings for many agencies, including doing unemployment insurance benefits and tax hearings, and he oversaw those hearings programs. Since late 2011, David has been the Unemployment Insurance Division Director at the Oregon Employment Department.



Gay M. Gilbert

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 also served as ETA's Administrator for the Office of Workforce Investment providing federal oversight of America's workforce investment system. 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 ten years.



Connecting to the Future of Unemployment Insurance

Douglas J. Holmes

Douglas J. Holmes began as President of UWC in November, 2006. In his position as President of UWC, Doug serves as a legislative and policy resource for business. UWC counts as members an array of national and state business trade associations, Fortune 500 companies and third party administrators. Doug also serves as President of the National Foundation for Unemployment Compensation & Workers' Compensation, which produces regular comparisons of state law and hosts the annual national unemployment insurance issues conference. Over a period of 21 years, Mr. Holmes served Ohio as Deputy Director of the Ohio Department of Job and Family Services, Deputy Administrator of the Ohio Bureau of Employment Services, Director of the Unemployment Compensation Division, Assistant Director, UI Tax, Legal Counsel, and Secretary of the Ohio Unemployment Compensation Advisory Council. Doug regularly provides subject matter expertise on unemployment insurance issues for business representatives and states and has testified numerous times before the US House of Representatives, the U.S. Senate, and state legislatures with respect to UI law and policy. He is a graduate of the Ohio State University and the University of Toledo College of Law.



Jen Jones

Interim Chief of Benefit Payment Control and Integrity with the Mississippi Department of Employment Security (MDES). She previously served as the Lead Business Systems Analyst where she was responsible for quality assurance and requirements planning. She was part of the original MDES team that pioneered the Unemployment Insurance (UI) system ACCESS MS and the team that lead the nation in the first multi-tenant cloud hosted UI consortium system, ReEmployUSA. She has been employed with MDES over twenty-six years.

Bruce Kijewski

Bruce Kijewski is the Director of Operations for Sedgwick's Unemployment Claims Management Department, Chicago office. Sedgwick manages over 2000 Unemployment accounts nationwide. Bruce has been in the unemployment field for over 35 years, and is involved in all aspects of unemployment, with 15 years as an employer hearings representative. He has represented employers in over 10,000 hearings over his career. Bruce is a graduate of Loyola University Chicago. He is a contributing member of the Association of Unemployment Tax Organizations and the UWC. Bruce is married with 2 daughters, and is a lifetime Chicagoan. In addition to his current responsibilities, 2019 continues to be an exciting year as Sedgwick continues to expand its' nationwide footprint.



Connecting to the Future of Unemployment Insurance

Timothy Kolar

Tim Kolar is the State Office Administrator for the Investigations and Collections Division of the Unemployment Insurance Program for the State of Michigan. As Administrator, Mr. Kolar has oversight and responsibility for agency fraud detection and prevention efforts as well as Benefit and Tax Collections and Enforcement. Mr. Kolar is currently leading efforts in conjunction with the Attorney General Criminal and Labor Divisions, Office of Inspector General for the Department of Labor, FBI, Michigan State Police, Prosecutor's Office(s), and other Agencies to bring indictments and prosecute individuals who cause harm to the State of Michigan.



Prior to his role with the State of Michigan, Mr. Kolar spent 14 years in consulting, with project and engagement experience pertaining to corporate compliance programs, governance and regulatory compliance matters, corporate investigations, organizational compliance risks, compliance auditing programs and monitoring protocols, change management and restructuring. Services provided to clients in a wide array of industries with focus and emphasis on government administration, health and life sciences companies and industrial manufacturing.

Renee L. Olson

Renee L. Olson serves as administrator for the State of Nevada's Employment Security Division. Ms. Olson was appointed to this position in January 2012 and has been with DETR since 1994. Her agency's Reemployment and Eligibility Assessments (REA) program (predecessor to the current RESEA program) has gained national attention as a best practice for its effectiveness in reemployment of Unemployment Insurance claimants and its strong return on investment. As administrator, Ms. Olson has



served as both an officer on the Board of Directors for the National Association of State Workforce Agencies (NASWA) and as President of NASWA. Prior to her appointment as administrator of the Division, she served as the Chief Financial Officer for the department. As an 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 Workforce Development programs which include the federal Wagner Peyser, WIOA, Trade, and VETS programs and an employer-funded program called the Career Enhancement Program (CEP). Ms. Olson also oversees the Commission on Postsecondary Education that is responsible for serving as the approval and licensing authority for degree-granting and non-degree granting for postsecondary educational institutions, both public and private and for-profit and not-for-profit.

Connecting to the Future of Unemployment Insurance

Rob Pavosevich

Mr. Pavosevich is the Lead Actuary in the Division of Fiscal and Actuarial Services of the Office of Unemployment Insurance in the U.S. Department of Labor. He has been in the Department for over thirty years. He is currently responsible for assisting State and Federal policymakers with Unemployment Insurance (UI) tax and trust fund solvency issues, and with UI cost estimating. He has also worked as a Technical Specialist for the Advisory Council on Unemployment Compensation (1994-1996), and at the World Bank, developing a program to estimate the costs of implementing a UI program (2002-2003). He is also a recipient of the DOL's Secretary's Career Service Award.

Jerry Pectol

In July 2011 Jerry Pectol joined the National SIDES Team as a part-time liaison for the states and employers working to implement SIDES. In April 2013 Mr. Pectol joined NASWA as the Operations Director of SIDES and in September 2014 he became the SIDES Director. The SIDES Director is responsible for supporting a national Unemployment Insurance (UI) system to allow state UI agencies to communicate electronically with employers and their representatives referred to as Third Party Administrators (TPAs). The SIDES annual budget is \$3.8 Million and includes a staff, both permanent and contractual, of 10 professionals. Fifty of the fifty three UI agencies and thirty of the largest Employer/TPAs, representing almost 50% of the national UI activity have committed to SIDES. Mr. Pectol is responsible for the SIDES system, directing and participating in development and implementation of SIDES in most states. Mr. Pectol also facilitates and leads discussion at all SIDES training programs with states, employers, and third party administrators.



Mr. Pectol has worked in the Unemployment Insurance field since being hired as a temporary employee in the Bartlesville Local Office at the Oklahoma Employment Security Commission (OESC) in 1986. During his 25-year career with OESC, Jerry worked as a Claims Manager, Office Manager, Area Manager, and Call Center Chief.

From 2004 until his retirement from state service in 2011 Jerry was the Director of Unemployment Insurance for the State of Oklahoma. During that time, he managed many successful UI technology projects including a new Call Center system in 2004. Mr. Pectol was accountable for meeting and exceeding all performance criteria as required by the US Department of Labor in all areas of both UI Benefits and Tax functions.

Connecting to the Future of Unemployment Insurance

Paloma Sparks

Paloma brings more than 15 years of experience working with the Oregon Legislature, most recently as the director of government affairs and general counsel for Oregon Resource Association. Previously, she was the legislative director for the Bureau of Labor and Industries. She is an attorney with a wide breadth of knowledge and background in employment and labor issues. She also has extensive experience in the areas of land use and transportation. Paloma attended the University of Oregon, where she earned a Bachelor of Arts in political science and a Juris Doctor. Paloma is a native Oregonian. In her free time, she enjoys traveling and exploring all that Oregon has to offer.



Robert G. Valletta

Rob Valletta is Vice President for Research Communications and an economist in the Economic Research Department at the Federal Reserve Bank of San Francisco (FRBSF). His key duties at FRBSF include overseeing the research department's external publications, providing advice on monetary policy, and supporting the public speeches of the bank President and other senior staff. Rob's scholarly research is primarily in the field of labor economics, including topics such as unemployment insurance, structural unemployment, part-time work, job security and job mobility, income inequality and poverty, and the effects of employer-provided health insurance on labor market outcomes. He has published widely in peer-reviewed economics journals.



Rob began his FRBSF career in 1995, following eight years spent as a visiting and then assistant professor at the University of California, Irvine. He completed his Ph.D. in economics at Harvard University in 1987 and prior to that obtained an undergraduate degree in economics from the University of California, Berkeley in 1982.

James Weant

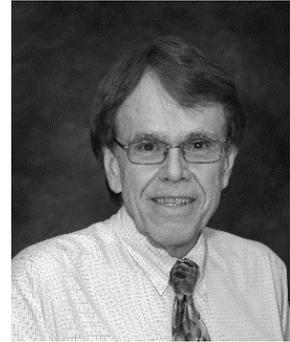
An experienced UI professional, James Weant is a Manager of Government Relations, responsible for a wide variety of research, collaboration, and solution-centric initiatives. With communication as a core skill, James is the chief writer of UI newsletters, a key liaison between state UI program leaders and his organization, and a frequent speaker at industry conferences. He also serves as the current Secretary for AUTO (Association of Unemployment Tax Organizations). James began his career in the UI industry with GatesMcDonald serving in various operations, training and leadership roles, before joining the Equifax Workforce Solutions Government Relations team.

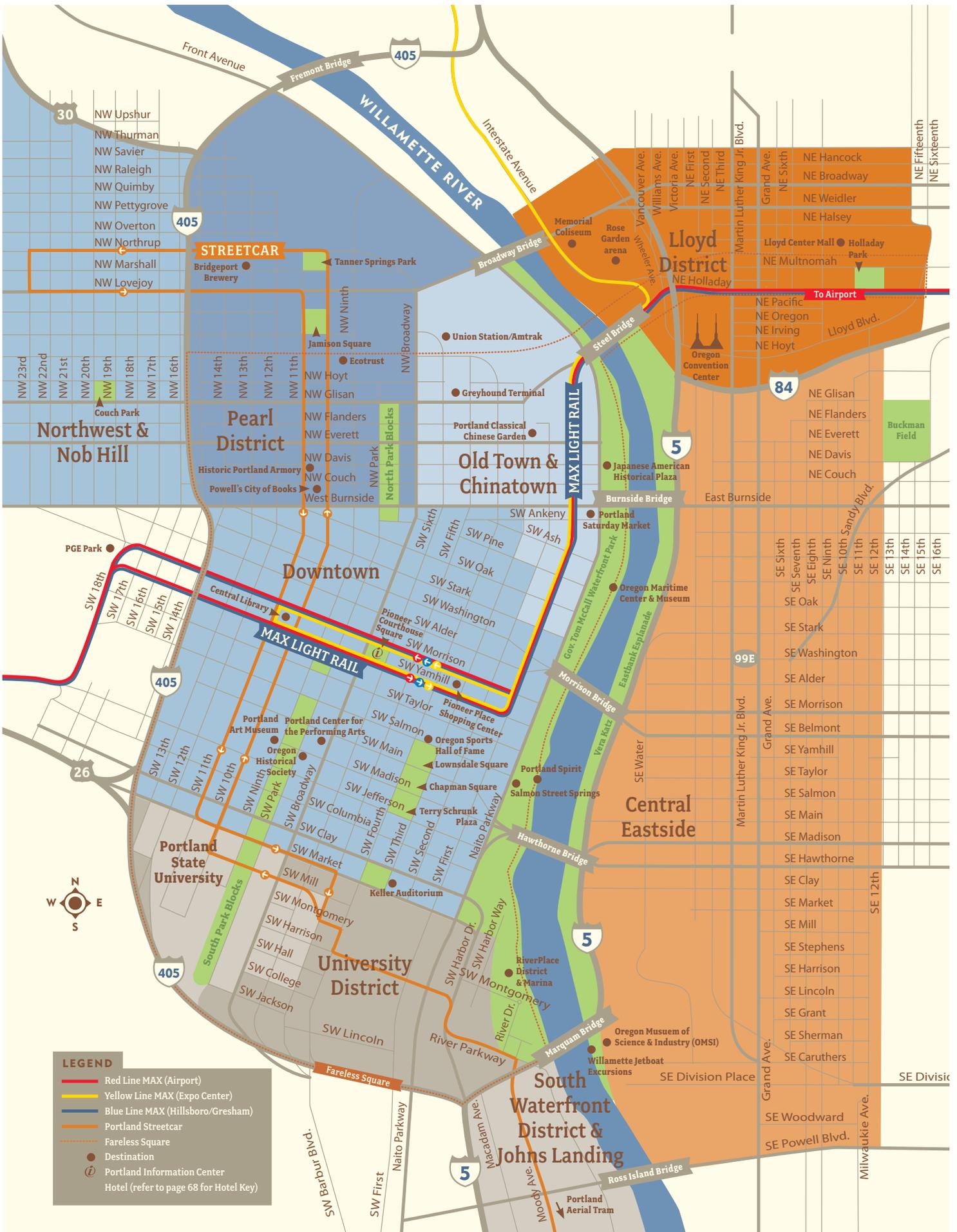


Connecting to the Future of Unemployment Insurance

Jim Van Erden, Ph.D.

Dr. Jim Van Erden is an economist and national expert on workforce and economic issues with a diverse background in both the public and private sector arenas. He has broad-based management and organizational leadership skills in the Government, NGO, association, and for profit consulting environment. He served for a number of years as the Chief Actuary for the Office of Unemployment Insurance at the U.S. Department of Labor and Administrator in the Office of Workbased Learning. Jim joined NASWA in 2011 as a Senior Policy Advisor. He provides policy and programmatic analysis and advice on the Unemployment Insurance program and on a variety of Workforce System issues. Today he spends most of his time working with, and helping guide, the activities of the UI Integrity Center. He also directs research and development projects on a wide range of other Unemployment Insurance and workforce programs.





LEGEND

- Red Line MAX (Airport)
- Yellow Line MAX (Expo Center)
- Blue Line MAX (Hillsboro/Gresham)
- Portland Streetcar
- Fareless Square
- Destination
- ⓘ Portland Information Center
- Ⓜ Hotel (refer to page 68 for Hotel Key)



NW Upshur
NW Thurman
NW Savier
NW Raleigh
NW Quimby
NW Pettygrove
NW Overton
NW Northrup
NW Marshall
NW Lovejoy

Northwest & Nob Hill

Pearl District

Old Town & Chinatown

Downtown

Portland State University

University District

South Waterfront District & Johns Landing

Lloyd District

Central Eastside

STREETCAR

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MAX LIGHT RAIL

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SAVE THE DATES!

2020 National UI Issues Conference
May 27-29, 2020
JW Marriott Hotel Indianapolis, IN

