# UI Automated Systems and SIDES

Jeff Rhodes

Benefits Department Chief

Office of Re-Employment Assistance



MISSISSIPPI DEPARTMENT of EMPLOYMENT SECURITY

#### **Unemployment Insurance Services for Employers**

- Register New Business (2006)
- Register Third Party Agent (2006)
- File Original/Adjusted Tax and Wage Reports (2006)
- Pay Unemployment Tax (2006)
  - Level Payment Plan (2010)
- Quick ACCESS (2008)
  - Provide Separation Information
  - Provide Earnings Information converting payroll dates and earnings to Sunday Saturday weekly format
- ENSARS (2011)
  - Report Separation prior to claim filed
  - Report Refusal of Work prior to claim filed

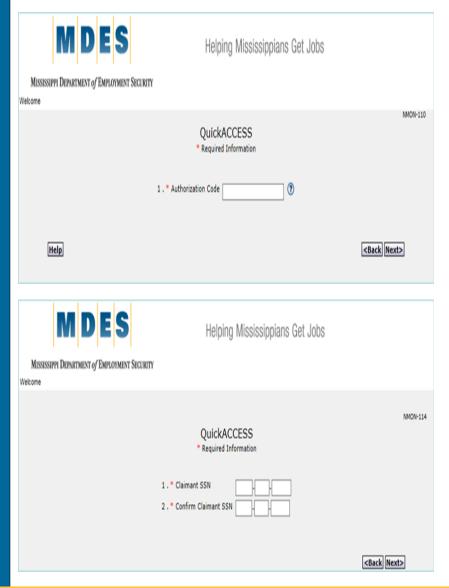
# Unemployment Insurance Services for Employers (Continued)

- File Appeals (2008)
  - Submit contact details for appeal hearing
- View Charges (2010)
- SIDES (2011)
- E-Response (2012)
- Email Notification of Tax Correspondences (2016)
- Email Notification of Benefits Correspondences (2017)

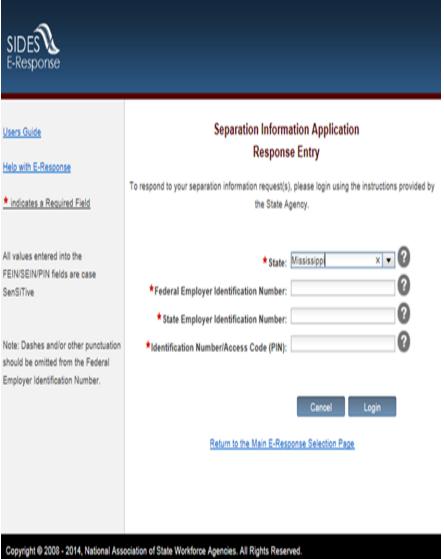
### QuickACCESS vs SIDES E-Response

- QuickACCESS implemented 2008, prior to SIDES E-Response
- QuickACCESS does not require:
  - User Id and Password
  - State Employer Identification Number
  - Federal Employer Identification Number
- QuickACCESS has specific questionnaires for each separation reason instead of one standard questionnaire
  - Reduces additional employer contact for specific information
- QuickACCESS has fewer pages to navigate

#### **QuickACCESS**



#### **E-Response**



# QuickACCESS Specific Questionnaires Reduce Employer Contacts

#### **QuickACCESS**

- 16 Discharge Reasons with 16 Specific Questionnaires
- 15 Voluntarily Leaving Reasons with 15 Specific Questionnaires

#### **SIDES E-Response**

- 8 Discharge Reasons in 1 Standard Questionnaire
- 10 Voluntarily Leaving Reasons in 3 Standard Questionnaires

#### e.g. QuickACCESS Fighting Questionnaire

- 1. When was the claimant fired/discharge?
- 2. When did the last incident occur?
- 3. Did the claimant have a physical fight with another person at work?
- 4. How did you determine the claimant started or was a willing participant in the physical fight?
- 5. Was the other person in a supervisory or management position?
- 6. Did the claimant admit to having a physical fight?
- 7. Where there any witnesses?
- 8. Did the other person involved in the physical altercation become a willing participant?
  - If yes, were they discharged?
- 9. Enter any additional information you feel may be necessary.

#### SIDES E-Response Fighting Questionnaire

- 1. What was the final incident that caused the discharge?
- 2. What was the date of the final incident?
- 3. Did the claimant violate company policy?
  - a. If yes, was the claimant aware of the policy or unacceptable behavior that contributed to the discharge?
  - b. If yes, how was the claimant aware of the policy or unacceptable behavior that contributed to the discharge?
- 4. What was the date the claimant violated a rule, behaved unacceptably, was absent or late prior to the final incident?

# SIDES E-Response Fighting Questionnaire (Continued)

- a. What was the reason for the prior incident(s) of rule violation, unacceptable behavior, absenteeism or lateness?
- b. Was the claimant warned for the prior incident?
- c. What was the date of the prior incident warning?
- d. Describe what the prior incident warning said.
- 5. What was the name of the person who discharged the claimant?
- 6. What is the title of the person who discharged the claimant?
- 7. Provide any other comments regarding why the claimant was discharge.

### QuickACCESS vs SIDES E-Response Fighting Questionnaire Recap

- QuickACCESS has 9 specific fighting questions vs SIDES E-Response 7 standard questions
- Because the SIDES E-Response 7 standard questions are not specific to the reason for discharge additional employer information is required to determine misconduct

### **Future**

- Nationwide Specific Separation Questionnaires
  - Majority of separation issues are the same for each state
  - Very few states need additional separation questions
    - State laws vary for non-separation issues more than separation issues.
  - Train employers on specific separation questionnaires
    - Benefits Employers
    - Benefits Claimants
- One centralized location for all Employer Services
- Non-Separation
- Suspected Fraud
- New Hire/Return to Work

## **Future E-Response**

What if the State notified the Central Broker and the Central Broker notified the Employer/TPA?

