

SIDES Today and Tomorrow

2017 National UI Issues Conference

June 27th – 29th



What is SIDES?

Developed through a strategic partnership between the U.S. Department of Labor (USDOL) and state UI agencies, the National Association of State Workforce Agencies' (NASWA) **State Information Data Exchange System (SIDES)** and **SIDES E-Response** offer employers and TPAs – *free of charge* – a secure, electronic and nationally-standardized format in which they can easily respond to UI information requests, attach documentation when needed and receive a date-stamped confirmation of receipt.



What is SIDES?

Now, employers and TPAs in states implementing the SIDES and SIDES E-Response systems can:

- adopt an electronic standardized format to better anticipate what information will be requested,
- supply the data needed for UI information requests,
- reduce follow-up phone calls,
- streamline their UI response processes,
- reduce paperwork and postage costs while saving time and money.

The options

- For employers with a limited number of UI claims throughout the year, the **SIDES E-Response** website provides an easy and efficient portal for electronically posting responses to information requests from state agencies. SIDES E-Response is available in participating states to any employer or TPA with internet access.
- **SIDES** provides an integrated, automated data-sharing and file-tracking interface between employers' IT systems and state agency networks. SIDES is designed to handle high volume UI information requests.

SIDES 2020

(update from last year's "predictions")



- Usage
- State Involvement/Ownership
- National standard

SIDES 2020

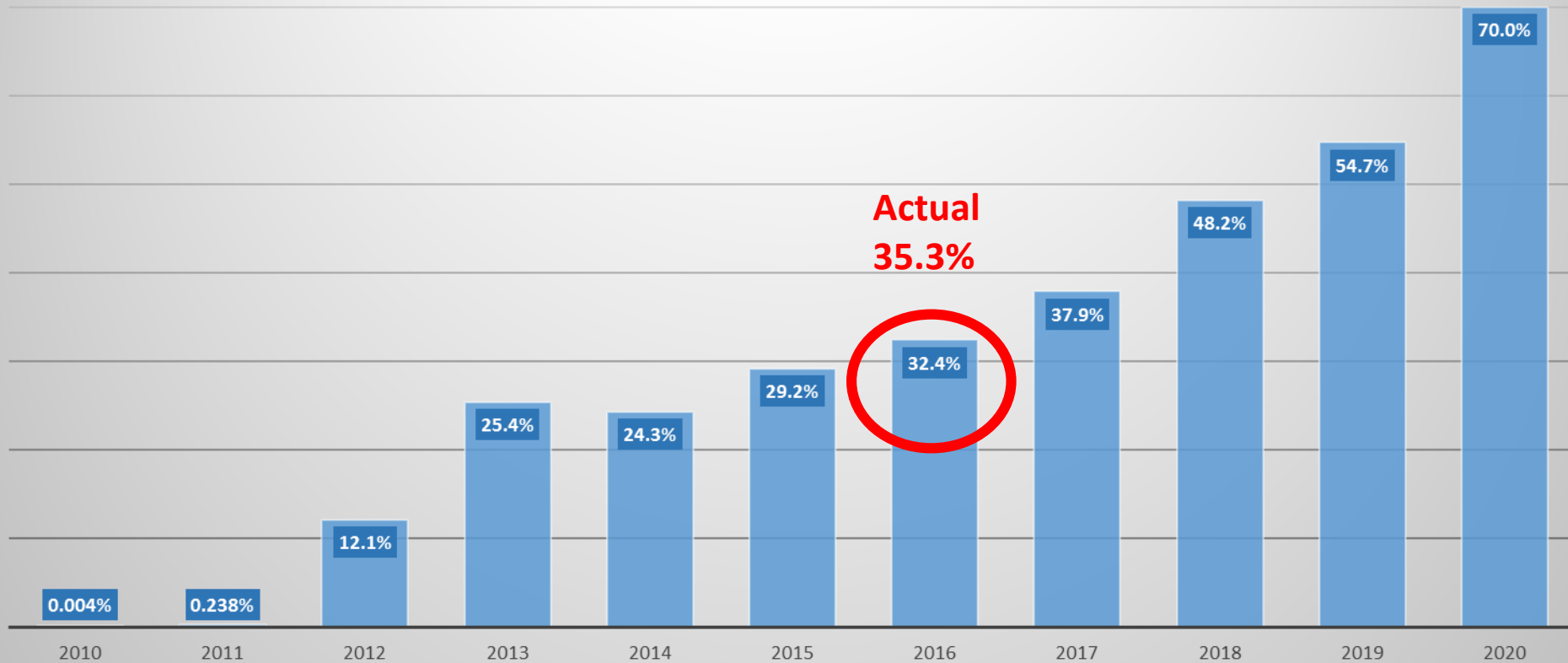
(update from last year's "predictions")



Usage

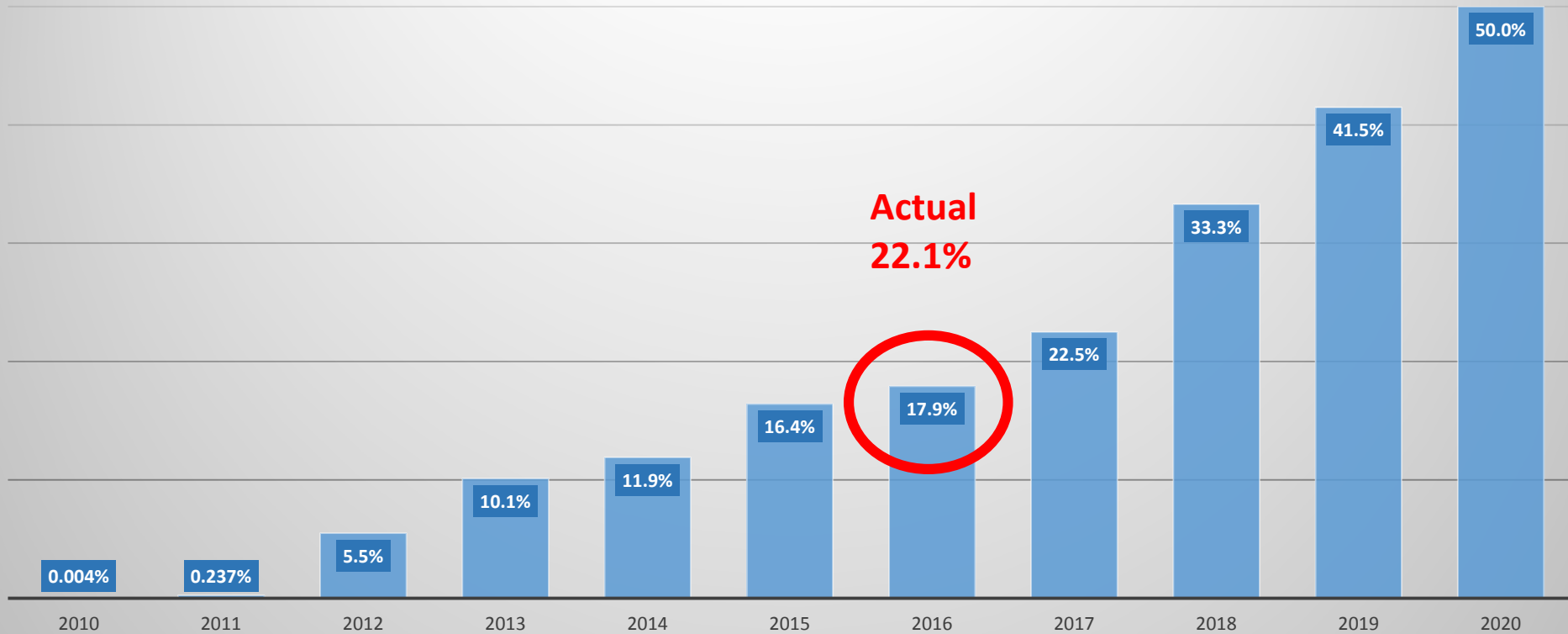
SIDES Requests – 2010 through December 2020

SIDES Requests vs. National UI Claims Total



SIDES Responses – 2010 through December 2020

SIDES Responses vs. National UI Claims Total



UI SIDES Participants

States

- 50 live on Separation Information
- 9 live on Earnings Verification
- 7 live on Monetary and Potential Charges

Employers/TPAs/PEOs

- 22 live on Separation Information
- None live on Earnings Verification (yet)
- 8 live on Monetary and Potential Charges

How do we get there?

- Full implementation by all states – defined by Unemployment Insurance Program Letter (UIPL) 19-16 as:
 - All separation types through SIDES
 - Implement Web Services with ALL available participants
 - Full use of E-Response
 - Default response method for smaller employers
 - Ongoing marketing/education/training efforts
 - Electronic enrollment and notification

How do we get there?

Office of Inspector General (OIG) Audit Recommendations:

- Increase the overall number of employers using SIDES
- Track and enroll employers with the highest numbers of UI claims
- Find better marketing strategies for creating employers' awareness and generating employers' interest
- Resolve technical challenges (states, employers and SIDES) related to the use of SIDES.

SIDES 2020

(update from last year's "predictions")



State Involvement and Ownership

Representation on SIDES Operations Committee

ACTUAL

- 10 States (Regional Representatives) and 7 TPAs/Employers

10 Regional representatives plus 4 other state reps – 7 TPAs, 2 E-Response Employers plus 1 additional E-Response employer representative

- Regular attendance/involvement by representative from each state

Attendance at meetings is growing

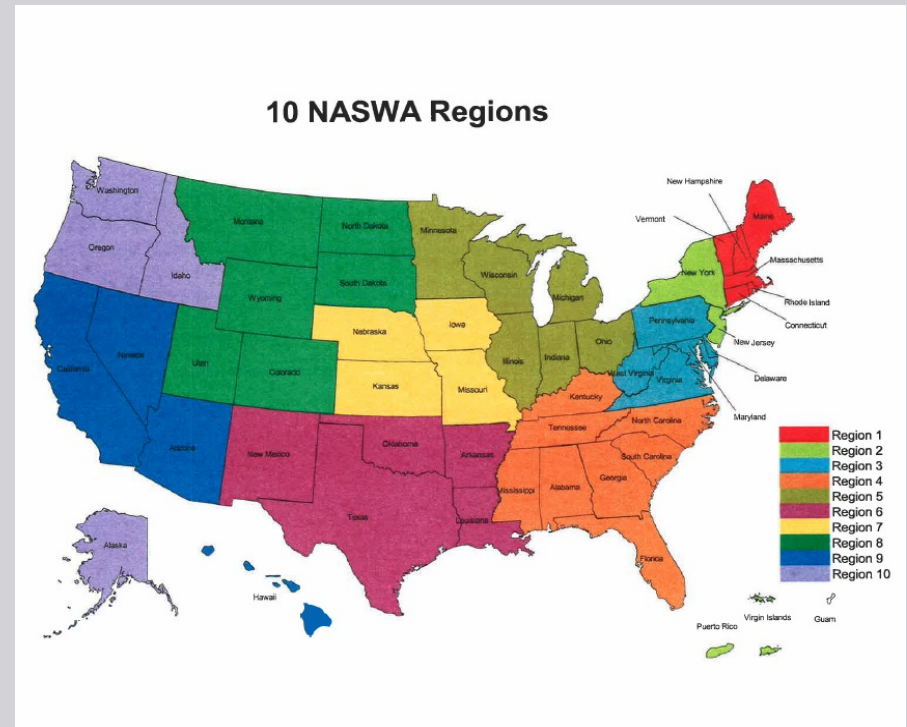
- State UI Directors involved in many states

Several UI Directors involved

- Targeted sub-committees

Sub-committees have been formed

Communication, E-Response, M&PC, Legislation and Training Seminar



- One in-person meeting annually

SIDES Training Seminar – considering additional in-person meetings.

Engagement with UI Directors via NASWA UI Committee

- Report/Discussion of SIDES on each meeting's agenda (similar to current UI Sub-Committee relationship with UI Committee)

Actual – Tom or Jerry has been at every UI Committee Meeting – currently showing demonstrations of additional exchanges.

- Active involvement in SIDES by UI Directors

Actual – more involvement occurring

SIDES 2020

(update from last year's "predictions")



National standard

Our visions for SIDES

Vision:

- SIDES will be the national standard electronic means by which state Unemployment Insurance (UI) agencies communicate with employers for fundamental UI benefits and tax administration purposes
- *Actual – vision reinforced by UIPL 19-16*

How do we get there?

Both ends working toward the same goal

- States:
 - Realize that technology doesn't resolve process issues
 - Refine/streamline attachments – avoid “one-offs”
 - Share and implement best practices
 - Communication, communication, communication
 - When issues arise, provide examples
 - Hold employers accountable – penalties for non-responsive

How do we get there?

Both ends working toward the same goal

- TPAs/Employers/PEOs:
 - UI Integrity is everyone's problem
 - Achieve quality and timeliness – not a multiple choice
 - “Employer does not wish to protest” is not the answer to the question being asked.
 - Educate clients regarding UI integrity and need for complete response
 - Fewer 99s, 19s, late responses

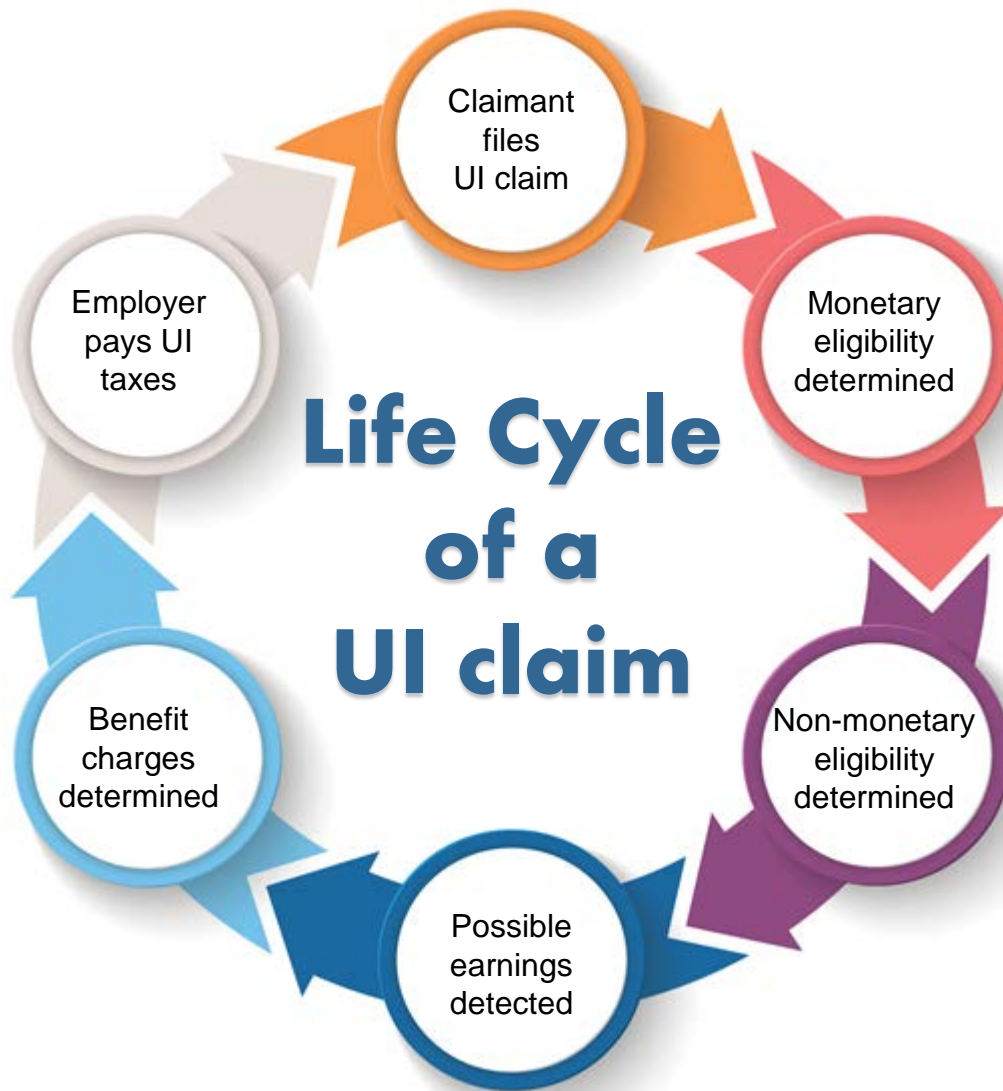
1979 Orange Juice Commercial





It's not just for Separation
Information any more!





SIDES Exchange

Separation Information

Monetary and Potential Charges

Determinations and Decisions

Earnings Verification

Benefit Charges

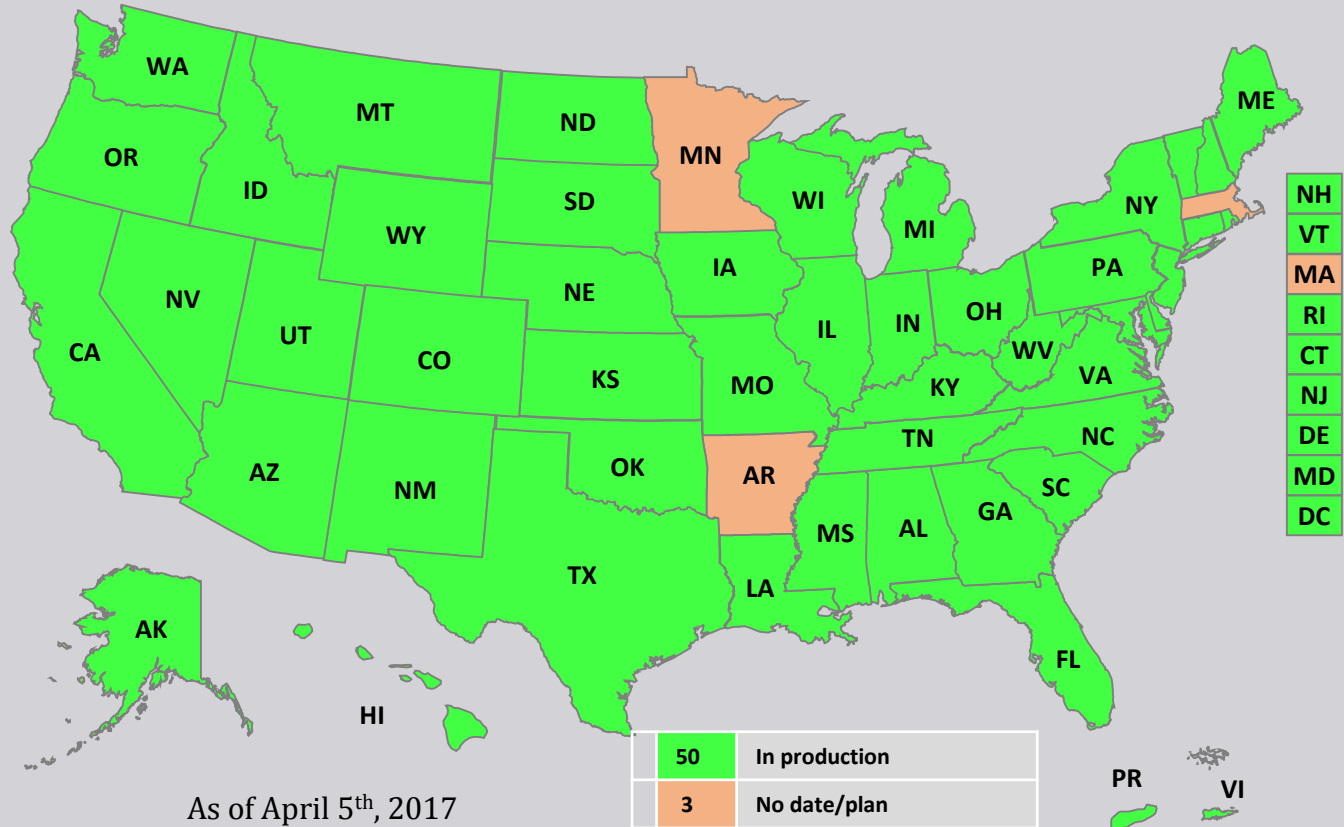
Separation Information Exchange

- Notifies an employer/TPA of the filing of an unemployment insurance claim and guides the employer/TPA through a response to the separation information request.
- Currently 50 states and 22 Employers/TPAs have implemented the SIDES computer-to-computer connection

Separation Information Exchange

Multi-State Third Party Administrators and Employers

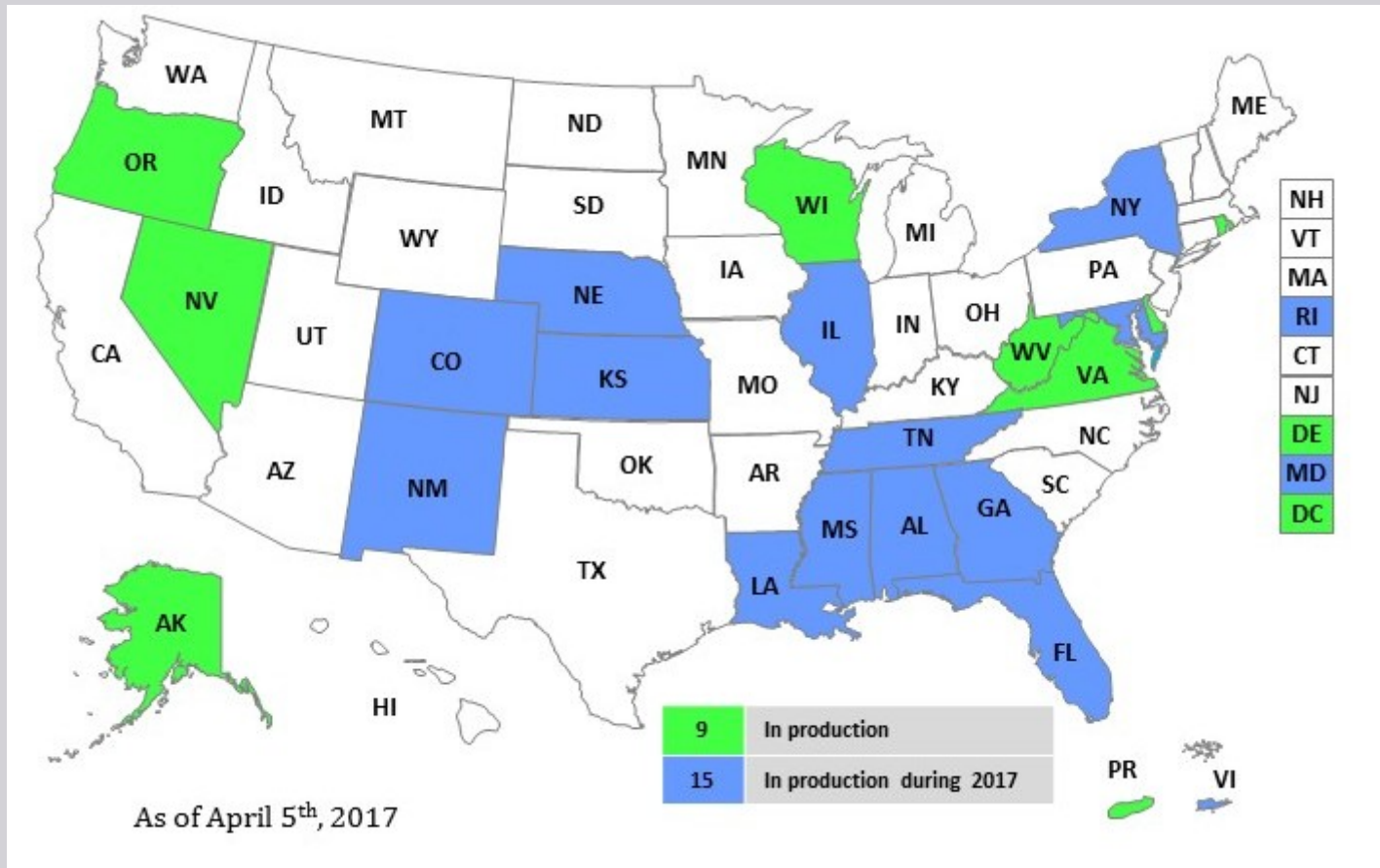
Equifax
 ADP St. Louis
 Employers Edge
 Personnel Planners
 Thomas & Company
 Caterpillar
 Corporate Cost Control
 Intelligent Employee Solutions
 ADP New Hampshire
 AZ Labor Force
 People Systems
 Ernst and Young
 Premier Employee Solutions
 Dunn Corporate Resources
 Barnett Associates
 Sedgwick CMS
 Matrix Companies
 NSN Employer Services
 UC Alternative
 AlphaStaff
 Sheakley
 AZ School Risk Retention Trust



Earnings Verification Exchange

- Handles state UI agency requests for verification of a variety of information sources of an individual's employment and earnings and the employer/TPA responses. Commonly referred to as “wage audits”
- Currently 9 states use the Earnings Verification exchange as E-Response only.

Earnings Verification Exchange



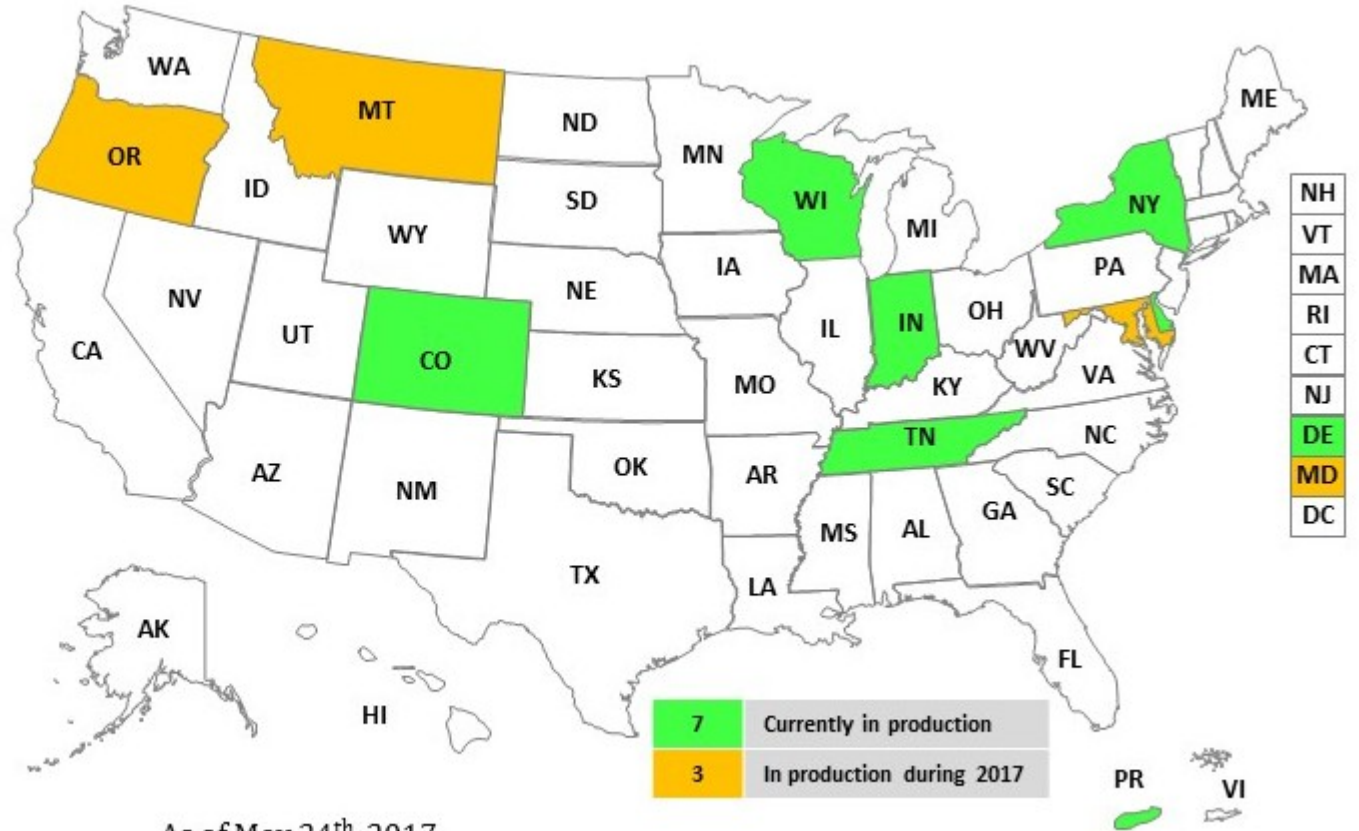
Monetary and Potential Charges Exchange

- Advises the employer of the wages they have paid to the claimant that are being used in the calculation of potential benefits payable to the claimant. Advises the employer of the potential charges that will be applied to their state unemployment taxes if benefits are awarded and they are found liable.

Monetary and Potential Charges Exchange

Multi-State Third Party Administrators and Employers

 People Systems
 Equifax
 ADP St. Louis
 Thomas & Company
 Corporate Cost Control
 ADP New Hampshire
 Personnel Planners
 Employers Edge
 Ernst and Young



As of May 24th, 2017

Determinations and Decisions Exchange

- Permits the state to electronically transmit a Non-Monetary Determination or an Appeals Decision to an employer or TPA. The employer or TPA may be able to electronically respond, if necessary, with an Appeal of a Non-Monetary Determination or appeal of a Lower Level Appeal Decision to the Higher Level Appeal Authority using the standard national format.

Benefit Charge Notices Exchange

- Advises the employer of the amount of benefits charged to their state unemployment taxes based on the claimant's eligibility and the determination that the employer was found liable.

More information

Website - <http://info.uisides.org>

Email – uisides@itsc.org