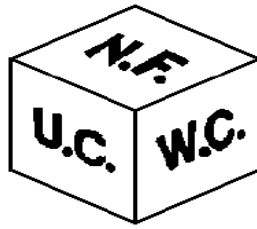


Unemployment Insurance: History In The Making In Boston



June 27, 2017

On behalf of the National Foundation for Unemployment Compensation and Workers' Compensation, permit me to extend a warm welcome to the 36th Annual National UI Issues Conference. You're in good company, and in the right place at the right time.

The Foundation Trustees would like to express our gratitude 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:

- 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 a very relevant agenda reflecting both longstanding and new challenges;
- For the active participation from state and federal public officials.

As the only national association 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 Boston!

Pete Isberg
Chairman, Board of Trustees

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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In Memory Of Robert Cunningham

Robert Cunningham, Director of the Department of Unemployment Assistance, recently and unexpectedly passed away.

Director Cunningham was a great family man, a warm and gregarious human being, and a dedicated public servant. During his tenure as the Director of Unemployment

Assistance, Rob worked tirelessly to improve services for the unemployed; bringing down wait times for assistance, significantly reducing backlogs of claims, improving customer service, and bringing many programs into federal compliance for the first time in 10 years. Those achievements are a testament to his work ethic and personal character. He will be deeply missed.



Conference Certification

HR Certification Institute® (HRCI®)

This activity has been approved for Recertification Credit Hours Awarded: 14.75 Specified Credit Hours: HR (General) recertification credit hours toward aPHR™, PHR®, PHRca®, SPHR®, GPHR®, PHRi™, SPHRi™ recertification through HR Certification Institute's® (HRCI®). The activity ID number will be provided at the conclusion of the conference. For more information about certification or recertification, please visit the HR Certification Institute website at www.hrci.org.



Conference Agenda

Tuesday, June 27, 2017

7:00 am – 5:00 pm Foyer
Registration

9:00 am – 5:30 pm Foyer G
Exhibits Open

9:30 am – 11:30 am Provincetown
UI 101 Basics

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

The workshop is designed to provide individuals who are new to unemployment insurance with a basic understanding of the federal/state unemployment insurance system; who pays, who benefits, what is the federal and state balance and how is the program administered. The workshop also serves as a refresher to UI professionals in advance of the broader conference agenda.

1:00 pm – 1:15 pm Salon F
Welcome

Ronald L. Walker, II, *Secretary, Massachusetts Executive Office of Labor and Workforce Development*

1:15 pm – 2:15 pm Salon F
Review of the Economy and Impact on Unemployment

Dr. Christopher Foote, *Senior Economist and Policy Advisor, Federal Reserve of Boston*

The presenter will review the state of the economy with particular reference to its impact on employment and unemployment. What is likely to happen in the labor market during the next few years? How are long-term trends in the labor market affecting the Federal Reserve's interest-rate policy, and what will those trends mean for employers?"

2:15 pm – 3:15 pm Salon F
National Unemployment Insurance Program Update

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

The Federal/State Unemployment Insurance program was tested during the great recession and is managing significantly lower unemployment claims loads. At the same time, there is the prospect of an economic downturn that may result in increased unemployment. Ms. Gilbert will review the status of the Unemployment Insurance program from a national perspective with respect to trends in unemployment taxes and benefits, state UI agency performance, the first budget proposal with the new federal administration, and policy issues of significance.

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3:15 pm – 3:30 pm Foyer G – H

Break

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3:30 pm – 4:30 pm Salon F

National Unemployment Insurance Legislative Update

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 2016, 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, unemployment trust fund solvency, and the delivery of workforce services for claimants and employers.

4:30 pm – 5:30 pm Salon F

UI Automated System Developments and Impacts on Employers

Jerry Pectol, *SIDES Director, NASWA*

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 status of SIDES implementation, multi-state and state automated systems projects, the need for full SSNs in administration of the program and impacts on customers.

6:00 pm – 8:00 pm
3rd Floor Atrium/Marble

Reception

Sponsored by:



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Wednesday, June 28, 2017

7:00 am – 8:00 am 3rd Floor Atrium/Marble

Breakfast

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7:00 am – 5:00 pm Foyer G

Registration

8:00 am – 5:00 pm Foyer G

Exhibits Open

8:00 am – 9:00 am Salon G

Detecting and Responding to Identity Theft, Fraud and Overpayments

Moderator: *Jim Van Erden, Senior Policy Advisor, National Association of State Workforce Agencies*

Kenneth Massey, Chief of Investigations, Kansas Department of Labor

Michael C. Mikulka, Special Agent-in-Charge, Division of Investigations and Administration, US DOL, Office of Inspector General

Michael Greene, Senior Manager, Advanced Analytics & Modeling, Deloitte Consulting, LLP

States, employers and their representatives managing unemployment compensation claims have increasingly encountered benefit applications and charges for benefits due to identity theft and other forms of fraud. The workshop will review schemes perpetrators use to commit identity theft, fraud, and overpayments, and describe recent innovations, including data analytics and other tools, used by states and the OIG to detect and reduce the impact of these activities.

9:00 am – 10:00 am Salon J – K

State and Federal Employer Status and Worker Classification, including Professional Employer Organization Issues and worker classification in the “Gig economy”

Tom Crowley, Director, Government Affairs UI, ADP

Daniel Harris, Senior Director, State Government Affairs, National Association of Professional Employer Organizations.

Recent federal legislation has provided new authority under which certified professional employer organizations may be recognized as employers for FICA and FUTA purposes. The workshop will review the latest federal and state developments and the impact on employers and issues in determining who the employer is, and state legislation affecting worker classification in the “Gig economy” workforce, and state and federal unemployment tax implications.

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9:00 am – 10:00 am Salon H – I

How to Improve State UI Trust Fund Solvency Before the Next Recession

Ron Wilus, *Chief, Division of Fiscal and Actuarial Services, Office of Unemployment Insurance, Employment and Training Administration, US DOL.*

Stephen W. Carter, *Assistant Director, Government Relations Tax, Equifax Workforce Solutions.*

The panelists will review the status of federal and state unemployment trust fund accounts, solvency measures used in response to the 2008 recession and suggestions in addressing solvency in advance of the next recession. The panel will also review the specific UI tax implications of the President's FY 2018 budget proposal.

10:00 am – 10:15 am Salon G – I

Break

Sponsored by:



10:15 am – 11:15 am Salon J – K

Drug Testing and UI eligibility; Impact on Employers, Claimants and States

Tony Fiore, *Attorney at Law, Kegler Brown Hill and Ritter.*

John Gannon, *Attorney at Law, Skoler–Abbott*

Mark Cohen, *Office Paper Recovery, Inc.*

Many states have passed constitutional amendments and/or legislation addressing the use of marijuana for recreational and/or medical purposes, impacting employer policies concerning drug testing and the conditions of employment. Case law has emerged in a number of states to address the issue. Federal and state unemployment insurance laws have been developed to address whether the use of controlled substances or presence of controlled substances in the system of an employee may result in termination. Drug testing may also result in the disqualification of applicants from establishing benefit rights and/or denial of claimants who may not be able to work and available to work to claim weekly unemployment compensation. The workshop will review the current status of federal and state law and recent developments of note.

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10:15 am – 11:15 am Salon H – I

UI Claims Appeal Hearing Workshop

John Cronin, *Review Examiner, Massachusetts DUA*

Patricia Powell, *Vice President, Operations, Equifax Workforce Solutions*

Billy Rudnick, *Manager, Equifax Workforce Solutions*

Joe Fogarty, *Government Relations Manager, Equifax Workforce Solutions*

Karen Perce, *Senior Manager Disability & Worker's Compensation, Procter & Gamble*

Jennifer Wells, *Unemployment Manager, Staffmark*

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 present a view into the details of a UI hearing and the issues typically addressed. Panel presenters will conduct a “mock hearing” with the results to be determined.

11:15 am – 12:15 pm Salon J – K

State and Employer Information Exchange for Improved Administration

Jay Rooney, *CEO, Corporate Cost Control*

Dianne Carpenter, *Director, Unemployment Insurance, New Hampshire Employment Security*

States, employers, and their representatives must exchange information on a regular basis to ensure the proper administration of Unemployment Insurance. Timely and accurate information is essential not only for proper administration by states but also to enable employers to respond to requests and manage costs and human resources. The workshop will review a number of issues, including 1) state requests and employer responses to requests for separation and other benefit related information during adjudication of claims, 2) wage audit requests, 3) earnings verification, and 4) the use of SSNs in exchanges.

11:15 am – 12:15 pm Salon H – I

Best Reemployment Eligibility Assessments (REA) and Reemployment Services

John Albin, *Commissioner, Nebraska Department of Labor.*

It has been recognized for some time that effective administration of eligibility assessments and reemployment services can result in reduced duration of unemployment compensation and faster and more effective reemployment of claimants. This workshop will describe best practices and review the improvements being made in Nebraska.

12:15 pm – 2:15 pm Salon G

Lunch and Awards Program

- Two Minute Drill for Sponsors and Exhibitors
- Recognition Awards

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2:30 pm – 3:30 pm Salon J – K

How are States Responding to Cuts in UI Administrative Funding – Impacts on Employers and Claimants

Julie Squire, *Policy Director, NASWA*

Eric Gjede, *Counsel, Connecticut Business and Industry Association*

Maurice Emsellem, *Program Director, National Employment Law Project*

During and after the Great Recession federal funding for administration of federal and state unemployment insurance increased significantly with the increased number of UI claims. The increased funding levels have now been reduced with reduced claims load, prompting many states to make significant cuts in staffing and making it more difficult to manage UI programs with only the federal funding provided for administration. States have implemented reductions in force, delayed automation projects and sought supplemental funding from states and employers. This workshop will review the approaches taken to respond to reductions in federal administrative funding and the impact on the administration of the UI program, employers and claimants.

2:30 pm – 3:30 pm Salon H – I

Paid Family Leave and UI Eligibility

John Regan, *Executive Vice President, Associated Industries of Massachusetts*

Tracy Boland, *Attorney at Law, Morgan, Brown and Joy*

Paid Family Leave has continued to be an issue as workers balance their time between work and family responsibilities. Some employers are able to offer paid family leave as part of their employment compensation and some states and jurisdictions have enacted minimum employer paid leave requirements. Federal law provides for subsidized child care for certain economically disadvantaged parents and there are proposals to provide federal tax credits for child care. Within these various policy responses is also the issue of whether individuals may be paid unemployment compensation while taking family leave. A proposal to permit states to pay UI for an individual during leave for child care or to care for a family member was adopted during the Clinton administration and reversed during the Bush administration. The issue was addressed in the 2016 presidential election and continues in 2017. The panel will discuss the most recent developments, including the potential impacts on UI.

3:30 pm – 3:45 pm Foyer

Break

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3:45 pm – 5:00 pm Salon J – K

Roundtable Discussion of Individual State UI Law and Policy Issues

Thomas D. Chan, *Assistant Legal Counsel, Illinois Department of Employment Security*

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

Justin McFarland, *Deputy General Counsel, Kansas Department of Labor*

State legislatures in many states have taken significant steps to reform state UI law and administration and adjusted unemployment tax and benefit provisions to address solvency. This roundtable provides a forum to review the most recent state legislative and administrative changes. As states often serve as laboratories of innovation, changes implemented locally often may be the source of ideas for other states or for federal legislation. The roundtable of state and employer representatives will review significant state law and policy changes with participation from the workshop attendees.

3:45 pm – 5:00 pm Salon H – I

Issues with Confidential UI Wage Information

Tom Crowley, *Director, Government Affairs UI, ADP*

Sachin Chintawar, *Director, Research and Statistics Division, Louisiana Workforce Commission*

Michael Horrigan, *Associate Commissioner, Bureau of Labor Statics*

Rebecca Rust, *Assistant Commissioner, Bureau of Labor Statics*

The demand for access to quarterly UI wage information as well as UI tax and benefit information has increased with the heightened focus on the relationship between education, reemployment services, training and jobs in the economy. UI quarterly wages are to be used as part of WIOA performance measurement, and there is an ongoing review by the Workforce Information Advisory Council (WIAC) of potential expansion of the quarterly reports to include occupational information. There is also an ongoing interest in Congress in better evaluating whether individuals are receiving the education or training they need to match occupations in the workforce. The workshop will review the current discussions at the federal and state level and describe resources available for policy makers, employers and agencies.

6:00 pm – 9:00 pm Dinner Cruise with Spirit Cruises on Boston Harbor

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Thursday, June 29, 2017

8:00 am – 9:00 am 3rd Floor Atrium/Marble

Breakfast

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8:00 am – 12 Noon Foyer G

Exhibits Open

9:00 am – 10:00 am Salon H – I

Worker Misclassification: What Happens In An Audit?

Tony Gagliardi, *Colorado State Director, National Federation of Independent Business (NFIB)*

Jim Kubovy, *UI Tax Administrator, Nebraska Department of Labor*

Employers are subject to audit as part of the state administered UI program. Although the percentage of employers audited may be relatively small, the impact of an audit can be significant on liability with potential penalties and retroactive assessments. This workshop will demonstrate what to expect in an audit, the role of the auditor, the employer and any representatives. The presenters will address the issues of misclassification, independent contractor, definitional standards, audit responses, and potential findings and assessments.

9:00 am – 10:00 am Salon G

Integrity Best Practices, Benefit Overpayment Recovery and Collection

Jim Van Erden, *Senior Policy Advisor, NASWA*

Neil Gorrell, *Employment System Policy & UI Director, Washington State Employment Security*

Evan, Littrell, *Senior Subject Matter Expert, UI Integrity Center, NASWA*

Randy Gillespie, *Director, UI Integrity Center, NASWA*

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 resources to address integrity issues. USDOL and individual states and employers have responded with improved systems to identify and avoid overpayments 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 overpayments. This panel will review the latest innovations and tools being developed by the Center to address integrity issues, detect and reduce fraud, reduce overpayments, and how states view the value of this work.

Unemployment Insurance: History In The Making In Boston

10:00 am – 10:15 am Salon G – I

Break

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10:15 am – 11:45 am Salon G

Employer/Administrator/ Worker Advocate Roundtable

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

Scott Sanders, *Executive Director, National Association of State Workforce Agencies*

John Regan, *Executive Vice President, Associated Industries of Massachusetts*

Maurice Emsellem, *Program Director, National Employment Law Project*

The results of the 2016 election for President and the establishment of Republican majorities in the House and Senate have changed the policy discussion about unemployment insurance with an even greater focus on job creation, program integrity, reducing administrative burden and program right sizing. What has been the impact of the policy realignment and what are the prospects for the coming year? This round table will review the current status of the system, issues on the horizon, and solutions to administrative funding, trust fund solvency, and the matching of unemployed workers with employment.

11:45 am – 12:00 pm Salon G

Closing Remarks

Unemployment Insurance: History In The Making In Boston

2017 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.

In 2017, we received many nominations of individuals and groups deserving of recognition.

This year, UWC and the NFUCWC recognize two individuals to receive the J. Eldred Hill Award, one individual and one group to receive the UI Integrity Award.

Please join me in congratulating these outstanding individuals and the group recognized for outstanding contribution to the Unemployment Insurance system.

Sincerely,



Douglas J. Holmes
President

Unemployment Insurance: History In The Making In Boston

J. Eldred Hill, Jr. Award

Matt Harvill served as Chairman of UWC – Strategic Services on Unemployment & Workers’ Compensation (UWC) for more than 13 years (2003 to 2016). He is the longest serving Chairman of UWC. Matt’s contribution as Chairman of UWC shaped the organization in its policy approach and in providing a stable foundation and guidance over an extended period of tremendous change in the workforce and unemployment insurance.



Matt and Carl Camden, the CEO for Kelly Services, were recognized by UWC with the UI Integrity Award in 2008 for leadership in advocating for the integrity of the UI system and in support of federal legislation to prohibit “SUTA Dumping” that had resulted in some employer entities inappropriately shifting costs to complying employers. The proposed legislation became law, assuring greater integrity for the UI system as a whole and promoting experience rating.

Matt’s career began with Kelly Services in November of 1986. His current title: Vice President, Operations Shared Services, Global Solutions. As he changed roles at Kelly Services his colleagues recognized him for his service.

For more than two decades Matt has led the Unemployment function for Kelly Services, bringing it to a state of national prominence. Whether it concerns his thirteen years as chairman of UWC or spearheading Kelly’s transformative work on SUTA dumping, or more recently being the creative force behind the incredibly successful corporate reorganization, Matt has brought tremendous benefits to Kelly.

As Chairman of UWC, Matt was a leading voice that recognized the valuable role that unemployment insurance played in human resource management, the changing nature of the workforce in relying increasingly on temporary services and less “traditional” forms of employment, and the need for an unemployment insurance system that maintained integrity and provided a dependable source of temporary partial wage replacement for individuals who became unemployed through no fault of their own.

During Matt’s tenure, not only did the UI system survive the Great Recession of 2008, but the “temporary” 0.2% FUTA surtax paid by employers for decades was repealed in June of 2011.

The Federal/State Unemployment Insurance system is more accountable and better able to respond to the fluctuations of the economy in large measure due to Matt’s leadership. It is our great honor to recognize Matt Harvill with the J. Eldred Hill award for excellence in the public policy arena in service to the employer community.

Unemployment Insurance: History In The Making In Boston

J. Eldred Hill, Jr. Award

For more than 30 years at both the state and federal levels Dale Ziegler has championed the cause of Integrity in the Unemployment Insurance (UI) system. Dale has worked tirelessly to promote policies and practices that contribute to preventing Benefit overpayments, both fraud and non-fraud, and ensuring that all employers pay their fair share of UI taxes.



Prior to joining On Point Technology, Dale served as the Deputy Administrator of the United States Department of Labor's (USDOL) Office of Unemployment Insurance. There he oversaw a UI system that provided Benefits to 7 to 10 million beneficiaries, depending on the state of the economy, with a constant eye focused on funding and working with the state UI Agencies to insure the effective operation of all program and Integrity activities in both the Benefits and Tax areas. The system Dale worked with paid out \$30–50 Billion in Benefits and collected some \$40 Billion in employer contributions working with 53 states and territories.

Part of his responsibility in this assignment was to oversee the Office of Performance Management which, at the Federal level, is responsible for monitoring and reporting on state performance, and overseeing data validation, benefit payment accuracy and UI program Integrity activities. He was a constant champion in support of legislation which would have allowed the State UI Agencies to retain a portion of Benefit overpayments recovered to be invested in Integrity activities. To this day, when questions concerning UI Integrity arise, Dale is “the go to guy” sharing his knowledge, experience and expertise to help the states run the best Integrity programs possible with limited funds typically made available for this purpose.

Prior to joining USDOL, Dale held executive level positions in the UI programs of two states. In Maryland, he served as the Deputy Assistant Secretary of the Department of Labor, Licensing and Regulation with responsibility for the UI program and in Washington State he led UI activities as the Assistant Commissioner for Unemployment Insurance.

Today, Dale makes himself available whenever a state UI Agency needs guidance and assistance in maintaining the Integrity of their programs and the states regularly take advantage of his willingness to be of service.

We recognize Dale's career of service to the UI program and his impact on policy at the state and national level. We are pleased to present Dale Ziegler with the J. Eldred Hill, Jr. Award.

Unemployment Insurance: History In The Making In Boston

UI Integrity Award

As the Senior Manager of Payroll Tax for Wal-Mart, Linda Townzen has had a profound impact on unemployment insurance administration at the national level. Wal-Mart is a multinational corporation employing nearly 1.5 million U.S. workers, and is also an active member of UWC, Inc. Linda's dedication to the national UI system is evident by her enthusiastic partnerships with various state UI agencies, the NASWA-SIDES leadership and UWC.



Linda has demonstrated leadership among employers in strongly supporting any changes that protect the integrity of the state and federal unemployment programs. At a time when employers and unemployment agencies are under pressure to meet UI program deadlines and compliance requirements, Linda's commitment to seek solutions that will help all stakeholders is refreshing. She has put thoughtful perspective and action into various initiatives, including SIDES, wage audits, and the Section 252 UI Integrity "timely and adequate" laws, and continues to offer suggestions for everyone's benefit. In 2015, Linda launched an initiative to personally visit several state unemployment agencies to open the lines of communication, and ensure timely and sufficient information exchanges. These visits brought about greater understanding of each party's unique processes and challenges, and also resulted in collaboration of process changes and improvements benefiting several state agencies, Wal-Mart, and other business groups in the respective states.

Wage audits and earnings verification continue to be concerns for state UI programs. Linda has explained in detail how voluminous and cumbersome these requests can be, not just for Wal-Mart, but for all employers. Linda partnered with Equifax to craft a process to capture the data that will allow for compliance with the data and format requirements. She has also shared the solution with key leadership at NASWA-SIDES-ITSC as a recommendation for the SIDES earnings verification format. They have informally dubbed it "The Wal-Mart Solution." Throughout her interactions directly with NASWA, state UI agencies and other employer groups, Linda has frequently said, "It's just not about the benefit to Wal-Mart, but the overall integrity of each state's UI system."

Linda's consistent dedication to program quality and integrity was also demonstrated when a state UI agency issued a tax notice that assigned an incorrect rate. Although the error would favor Wal-Mart, Linda supported the recommendation to protest the rate with the state agency, despite the outcome of a higher tax rate and contribution payments. Wal-Mart and Linda have always maintained that they will not benefit from any mistakes of state agencies; that protecting UI trust funds is the responsibility of all employers who fund them. Linda's steadfast presence and engagement in unemployment matters has proven to be invaluable on countless occasions. Linda has demonstrated integrity in her personal dealings with states and colleagues, and she has significantly contributed to the integrity of the UI system on a national basis. Her work has been emblematic of positive corporate culture and she is an excellent representative of her company and a good steward of the UI Program.

We, therefore, recognize Linda Townzen with the 2017 UWC UI Integrity Award.

Unemployment Insurance: History In The Making In Boston

UI Integrity Award

The New Mexico Department of Workforce Solutions (NMDWS) Improper Payment Prevention Initiative (IPPI) Team has demonstrated outstanding commitment to preserving the integrity of the unemployment system through the Improper Payment Prevention Initiative. The New Mexico Department of Workforce Solutions (NMDWS) put a team together to implement the Improper Payment Prevention Initiative (IPPI). IPPI combines insights from predictive analytics and behavioral science to



successfully increase honest and accurate reporting which leads to a reduction of improper payments. This approach to reducing overpayments is cutting edge for Unemployment Insurance programs.

In 2014, nearly one dollar out of eight distributed under UI programs in the United States went to someone who was ineligible. The total of these erroneous payments came to over \$4 billion in 2014. Many state agencies are trying to address overpayments by combatting identity theft and criminal activity. Criminal schemes account for less than 5% of the causes of overpayments; the other 95% are smaller reporting issues. NMDWS wanted a new approach beyond the traditional “pay and chase” strategy. The department sought a more proactive rather than reactive approach.

IPPI increased honest reporting during three critical moments in the system: during the initial application; when reporting work and earnings; and while determining action plans to seek new employment. Claimants who see a message are 40% less likely to commit fraud, once the investigations are complete, and those who see the best performing message are almost twice as likely to report earnings (avoiding an overpayment). By smartly using these tools, NMDWS investigators have been able to find 28% more overpayments with the same level of staff, and finding them 8 weeks faster. People are getting back to work faster too, and there is about 15% shorter time on benefits. This approach is expected to amount to a 35% reduction of benefit year earnings fraud which would amount to \$1.9 million in savings annually.

The unique and innovative nature of this project would not have been possible without the talent, dedication, and hard work of the IPPI team. We are pleased to recognize the IPPI team for its innovation and implementing these new tools that can serve as a model for other states in improving the integrity of the Unemployment Insurance System.

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Speaker Biographies

John H. Albin

Nebraska Department of Labor



John H. Albin, a native of Humboldt, Nebraska, was appointed as Commissioner of Labor by Governor Pete Ricketts in January 2015. Prior to becoming Commissioner, Albin served as the Acting Commissioner and General Counsel to the Nebraska Department of Labor. He received his Juris Doctorate from the University of Nebraska, College of Law and was admitted to practice in 1979.

Albin joined the Department of Labor as an administrative law judge in 1990, moved to the Legal Division in 1993 and became General Counsel in 2000. In October 2014, he received the Legal Award of Merit from the National Association of State Workforce Agencies for contributions to the unemployment insurance program. Prior to joining the Department of Labor, he was in private practice. Albin is a member of the Nebraska Bar Association.

Tracy Boland

Morgan, Brown and Joy



Tracy Thomas Boland is a partner with the firm. Tracy counsels her clients on the full range of employment law issues from hiring to firing including equal employment opportunities, performance management, investigations, wage and hour issues, leaves of absence and the accommodations process, and reductions in force. Tracy also drafts and revises employee handbooks, non-competition and non-solicitation agreements, employment agreements and severance and settlement agreements.

When her clients' compliance is tested, Tracy represents them before Federal and State administrative agencies, courts and in arbitration. Tracy's experience in litigation includes leading clients successfully through jury trials and oral argument before the First Circuit Court of Appeals. Tracy also has extensive experience and success in resolving matters through settlement.

Tracy is proud to maintain strong relationships with clients with both a local and broader geographic presence that run the gamut from non-profit organizations to small businesses to leaders in their respective industries.

Tracy is a graduate of the University of Vermont (B.A., 1994) and New England School of Law (J.D., cum laude, 1997). Tracy served as a judicial law clerk with the Massachusetts Superior Court and Massachusetts Probate and Family Court. Just prior to joining the firm in 2002, Tracy practiced at K&L Gates. Tracy is a member of the bars of Massachusetts, the United States District Court for the District of Massachusetts and the First Circuit Court of Appeals.

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Dianne Carpenter
New Hampshire Employment Security



Dianne Carpenter is the New Hampshire Employment Security Unemployment Compensation Bureau Director. This Bureau oversees the processing of all unemployment claims, determinations of eligibility and payment of benefits, as well as collection of contributions from employers subject to state unemployment tax. Dianne has been with the department since 1998 when she started as a part-time interviewer in a Local Office. She served as a claimstaker, adjudicator and Project Manager for bringing the department from paper to web-based filing before being appointed Director in 2004. She also took a brief detour to manage the launch of the new Benefit Payment System in 2009. Prior

to joining NH Employment Security, Dianne worked for 20 years in retail as a manager, trainer and district supervisor. Her degree and education is in the fields of Business Management, Human Resources and Accounting.

Stephen W. Carter
Equifax Workforce Solutions



Steve 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 is a frequent speaker in this area including quarterly webcasts for EWS clients, UWC, and other employer associations including the American Staffing Association. 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. He currently serves on the UI Task Force for the American Payroll Association.

Thomas Chan
Illinois Department of Employment Security



Thomas Chan has served as Assistant Legal Counsel at the Illinois Department of Employment Security since June of 2015. Before joining IDES, he served as Legal Counsel to the Illinois State Senate Republican Caucus in Springfield, Illinois for five years, where he staffed the Senate Executive Committee and the Labor Committee. Tom has also spent time representing corporate entities in private practice, as a 711-licensed prosecutor, and clerking for the Chicago Board of Trade. He holds a BA from the University of Illinois at Chicago and Juris Doctor cum laude from Northern Illinois University College of Law.

Unemployment Insurance: History In The Making In Boston

Mark Cohen **OPRSystems, Inc.**

Mark Cohen is the CEO and Co-Founder of OPRSystems, Inc. (formerly named Office Paper Recovery Systems), a start-up in 1989 and now one of the largest independent commercial and residential recyclers in New England. With roughly 25 employees and its 76,000 sq. ft. efficient plant in Wilmington, MA, its customers range from Fortune 500 companies to municipalities to small businesses. Mark also started up the successful national waste broker Waste Focus LLC, now celebrating its 14th year. Between these and other ventures in the recycling/waste reduction/shredding industry, he employs about 50 people. Mark has been active in National Federation of Independent Business, the nation's leading small business lobbying group (and the lead sponsor of the lawsuit to overthrow Obamacare) in a variety of roles, including doing a live video interview on Fox Business News the day after the 2010 elections. Growing up in suburban Washington, DC, Mark is a 1982 graduate of Cornell University.

John P. Cronin **Massachusetts Department of Unemployment**



John P. Cronin, Esq. is a Review Examiner with the Department of Unemployment of the Commonwealth of Massachusetts. Throughout his three years in that role, he has presided over countless unemployment hearings and composed written decisions regarding claims for unemployment services and benefits in accordance with state administrative procedures and federal standards and guidelines. Prior to his tenure with the Mass. DUA, Mr. Cronin, a graduate of Harvard University (Bachelor of Arts, cum laude, 2003) and Suffolk University Law School (Juris Doctor, 2006) previously practiced for three years as an associate attorney for Pierce, Davis & Perritano, LLP in Boston, where he defended local municipalities in various tort and civil rights cases filed in federal and state courts. Mr. Cronin also previously served for four years as an Assistant District Attorney in the county of Middlesex, Massachusetts, where he both prosecuted a wide variety of criminal offenses at the district court level and also coordinated with local and state police departments to facilitate the forfeiture of property illicitly obtained through the sale and distribution of narcotics.

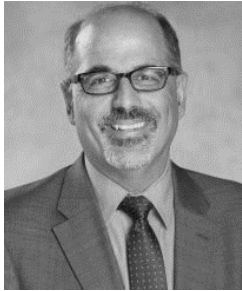
Tom Crowley **Assistant Vice President – Agency Relations, ADP**



Tom has been a Director – Government Affairs for ADP, LLC since January 2015 where he is responsible for relationship management for ADP with all state unemployment insurance (UI) tax agencies. Prior to joining ADP he served as the UI Tax Chief for the U.S. Department of Labor in Washington DC for nearly 9 years where he provided national leadership for the Office of Unemployment Insurance (OUI) to fulfill Federal oversight responsibilities for the state UI tax programs. Prior to Federal service he served in various leadership positions for the State of Maryland in the area of UI tax administration for 30 years. He is a graduate of Loyola College in Baltimore, MD with a degree in accounting.

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Maurice Emsellem **National Employment Law Project**



Maurice Emsellem joined NELP in 1991. At NELP, he has worked on collaborations with organizers and advocates that have successfully modernized state unemployment insurance programs, created employment protections for workfare workers, and reduced unfair barriers to employment of people with criminal records in state laws and in city hiring practices. He has testified before Congress and numerous state legislatures, promoting innovative policy reforms. He was a Soros Justice Senior Fellow in 2004 and a Stanford Public Interest Law Mentor in 2003.

Tony Fiore **Kegler, Brown, Hill + Ritter**

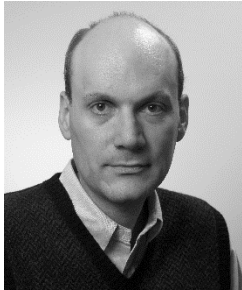


Tony Fiore is a demonstrated advocate with exceptional knowledge of local, state and federal laws and of national and international legal and business regulations. He is a recognized leader among businesses and state and national trade associations. His career is marked by his leadership in bringing 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.

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Christopher L. Foote

Federal Reserve Bank of Boston



Christopher L. Foote is a senior economist and policy advisor in the research department at the Federal Reserve Bank of Boston. His research and policy interests include the macroeconomics of the labor market and housing. He graduated from the College of William and Mary in 1987, and then worked for two years as a newspaper reporter in Harrisonburg, Virginia. He received an economics Ph.D. from the University of Michigan in 1996. From 1996 to 2002, Foote taught at Harvard University's department of economics. In July 2002, he accepted a position as senior staff economist with the Council of Economic Advisers, becoming chief economist at the CEA in February 2003. From May 2003 to September 2003, he served as an economic advisor to the Coalition Provisional Authority in Baghdad, Iraq, returning briefly to Iraq in January and February of 2004. He joined the Boston Fed in October 2003. In his spare time, Chris teaches intermediate macroeconomics at Harvard, where he was named a Professor of the Practice of Economics in 2012.

Tony Gagliardi

National Federation of Independent Business



The National Federation of Independent Business named Tony Gagliardi NFIB/Colorado State Director in November 2005. Gagliardi had owned Tony Gagliardi & Associates, a government relations, consulting and lobbying firm for eight years. He has worked with Colorado small businesses and trade associations for nearly a decade to achieve their legislative goals at the state capitol. He also served as a legislative aide in the Colorado General Assembly. Gagliardi served as Chairman of the Tri-County Workforce Development Council for four years and represented clients at the Colorado Association of Commerce and Industry, where he served on numerous councils. He also served on the National Association of Workforce Boards in Washington, D.C. Additionally, he is a volunteer firefighter. He earned a bachelor's degree in Political Science from Metropolitan State College.

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John S. Gannon

Skoler, Abbott & Presser, P.C.



John S. Gannon is an attorney with Skoler, Abbott & Presser, P.C., and practices in the firm's Springfield, Massachusetts office. John has defended employers against claims of discrimination, retaliation, harassment, and wrongful termination, as well as actions arising under the Family Medical Leave Act and wage & hour law. John also has experience with lawsuits seeking to enforce restrictive covenants and protect trade secrets. John frequently assists employers in litigation avoidance strategies. He has reviewed numerous employee handbooks and related policies for compliance, as well as employment and non-compete agreements. John has also conducted comprehensive wage &

hour and employment practices audits. He regularly counsels employers on compliance with state and federal laws, including the Americans with Disabilities Act, Fair Labor Standards Act, and Occupational Health and Safety Act. John is a regular contributor to business publications and to the Massachusetts Employment Law Letter. He also is a frequent speaker on employment-related legal topics for a wide variety of associations and organizations, including appearances on Western Mass News and the Massachusetts Lawyers Weekly podcast sessions.

Randy Gillespie

National Association of State Workforce Agencies



Randy Gillespie serves as the Project Director for the NASWA Unemployment Insurance (UI) Integrity Center, a partner organization of the U.S Department of Labor, charged with developing tools and solutions to reduce improper payments and fraud. Prior to his current role, Randy served as Deputy Commissioner and Chief Financial Officer for the Indiana Department of Workforce Development, where he oversaw the financial aspects of unemployment insurance and workforce development programs, including Indiana's Unemployment Insurance Trust Fund and Title XII loans. Randy also participated in the successful implementation of Indiana's modernized Unemployment Insurance IT System.

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Eric Gjede
CBIA



Eric Gjede is counsel with CBIA, Connecticut's leading business organization. He represents the views of Connecticut businesses on labor, employment, and transportation issues. He serves as CBIA's state ethics compliance counsel. He also directs CBIA's Labor and Employment Law Council. Gjede serves as an appointed member of the Connecticut Department of Labor's Employment Security Advisory Board. He also serves on the Second Injury Fund Advisory Board. He is a member of the Connecticut Bar Association and the Association of Connecticut Lobbyists. Prior to CBIA, Gjede was an associate legislative attorney with the Legislative Commissioners' Office, the nonpartisan legal office of the

Connecticut General Assembly. In that position, he provided legal counsel to the members of the General Assembly's committees on Commerce and Labor and Public Employees. He also drafted all the legislation and amendments considered by those committees. Gjede earned his J.D. at the University of Connecticut School of Law and also holds a B.A. from the University of Connecticut.

Gay M. Gilbert
U.S. Department of Labor, Employment and Training Administration



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. Gay also served as Assistant City Attorney for the City of Columbus, OH and eight years with the West Virginia Department of Human Services.

Neil Gorrell
Washington State Employment Security

Neil Gorrell is the Employment System Policy and Unemployment Insurance Director of the Washington State Employment Security Department. Neil has been a loyal Wildcat since he received his undergraduate degree from the University of Arizona, where he studied Political Science and Philosophy. He received his Juris Doctorate from the University of Washington School of Law in 1996. After serving as a law clerk in the Washington State Court of Appeals, he joined the Office of the Attorney General where he focused on civil and regulatory litigation. Neil was appointed as an Administrative Law Judge in February of 2004. In that position he heard cases for a variety of state agencies and local governments. Governor Gregoire appointed Neil to a five year term on the Executive Ethics Board in November 2005. He joined the Employment Security Department in 2007, where he served as Deputy Director for the UI program prior to being promoted to Director of UI in January of 2013, and to director of all employment system policy in December of 2013.

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Michael Greene
Deloitte Consulting LLP



Mike is a data scientist with Deloitte Consulting LLP, based in Boston. He helps public and private sector organizations use scientific analytics to transform how they interact with customers, strengthening relationships, and leading to better business outcomes. Mike has been using and writing about predictive and behavioral analytics for over 10 years. He studied mathematics at the University of Chicago and statistics at Harvard University.

Daniel Harris
National Association of Professional Employer Organizations



Daniel is the Senior Director of State Government Affairs for the National Association of Professional Employer Organizations (NAPEO) where he manages the Association's public policy and government affairs initiatives. In his role at NAPEO, Daniel leads the development and execution of a legislative and regulatory program in all fifty states. Daniel, a graduate of Florida State University and the University of Florida's Levin College of Law, is a member of the District of Columbia Bar and the American Bar Association. Before his time at NAPEO, Daniel served as the Director of Government Affairs for a non-profit trade association where he compiled an impressive record of accomplishments, including the implementation of more than 30 state statutes affecting the life insurance settlement industry.

Douglas J. Holmes
UWC–Strategic Services on Unemployment & Workers' Compensation



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.

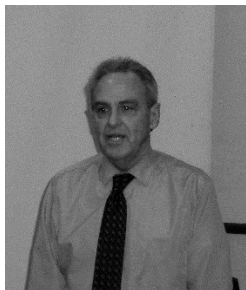
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Dr. Michael Horrigan
Bureau of Labor Statistics



Dr. Michael Horrigan has worked at the Bureau of Labor Statistics since 1986 in a variety of positions including running the Surveys of Employer Provided Training, the National Longitudinal Surveys Program, the Occupational Employment Survey, and the BLS Occupational Projections Program. From 2004–2007, he oversaw the BLS Producer Price Index program and from 2007–2014 he served as Associate Commissioner in the Office of Prices and Living Conditions (OPLC), which publishes consumer, producer and import/export price indexes as well as estimates of consumption expenditures. In August 2015, Mike became the Associate Commissioner for Employment and Unemployment Programs at BLS, which includes the publication of the national civilian unemployment rate and the monthly payroll jobs numbers. This office produces a wide variety of labor market indicators from 11 different survey programs including local area unemployment statistics, and payroll employment for counties, states, and regions, as well as detailed information on occupational employment at the national, state and MSA level of detail.

Jim Kubovy
Nebraska Department of Labor



Jim Kubovy has been with the Nebraska Department of Labor for 42 years and has served in a variety of UI Tax Programs. He is the current UI Tax Administrator. He is a graduate of the University of Nebraska-Lincoln. He hopes to be able to impart some insightful information during the conference about UI Tax that will be relevant, as we navigate the slippery slope of payroll verification audits and compliance issues.

Evan E. Littrell
National Association of State Workforce Agencies



Evan E. Littrell is a Senior Subject Matter Expert at the NASWA UI Integrity Center. Prior to joining NASWA, he spent over 10 years at the Nebraska Department of Labor (NDOL) serving in several roles, including four years as Integrity Program Supervisor directing UI integrity operations and program development. More recently, he served almost three years as UI Benefits Administrator, a capacity in which he collaborated with several national and regional UI organizations, including serving as a member of the NASWA Integrity Center Steering Committee. Evan attended the University of Nebraska where he received an MA in Political Science and BA in Philosophy, History, and Political Science.

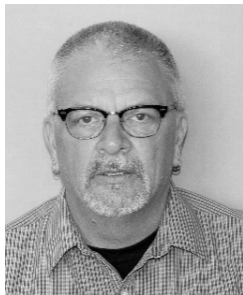
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Justin McFarland
Kansas Department of Labor



Justin has degrees in economics and law from Washburn University. He currently serves as the Deputy General Counsel and Director of Labor Market Information for the State of Kansas Department of Labor, where he has worked for 7 years. Prior to entering public service, he was in private practice. In addition to his roles with the Department of Labor, Justin is also an adjunct faculty member at Baker University, teaching in the MBA program in the School of Professional and Graduate Studies.

Ken Massey
Kansas Department of Labor



Ken Massey is a 28 year veteran of law enforcement. His background includes extensive experience in both investigations and supervisory roles with wide-ranging responsibilities. In 2013, Kansas Governor Sam Brownback signed into law legislation that allowed the Kansas Department of Labor to become a certified law enforcement agency. Since the law became effective on July 1, 2013, Massey has developed from the ground up the KDOL Fraud/Special Investigations unit into an effective law enforcement body. In addition to serving as an active deterrent to unemployment fraud, including the regular development of prosecutable cases at the state and federal level, the KDOL Fraud/Special Investigations unit has become a valuable resource and partner to a variety of local, state and federal law enforcement agencies. Massey and his team have collaborated on investigations related to human trafficking, narcotics, ID theft, fugitive apprehension and terrorism. Massey is a 2009 graduate of the FBI National Academy.

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Michael C. Mikulka

Special Agent-in-Charge, New York Region



In July of 2016, Michael C. Mikulka was appointed Special Agent-in-Charge for the New York Region of the Office of Investigations – Labor Racketeering and Fraud (OI-LRF) of the U.S. Department of Labor Office of the Inspector General. He is responsible for eight offices which conduct investigations in the eight northeastern states and the Commonwealth of Puerto Rico. The OI-LRF is unique among inspectors general in that in addition to conducting investigations into fraud against the numerous Department of Labor programs, it has statutory authority to conduct criminal investigations to combat the influence of organized crime and labor racketeering in the nation's workforce. Mr. Mikulka began his

federal career with the U.S. Customs Service in 1997 as an Inspector in Newark, NJ. In 2002, Mr. Mikulka joined the U.S. Postal Inspection Service as a Postal Inspector assigned to an external crimes team in Brooklyn, NY. In 2005, Mr. Mikulka transferred to the U.S. Department of Labor Office of Inspector General and was assigned as a Special Agent in the Newark Field Office. For 8 years, Mr. Mikulka conducted long-term labor racketeering investigations focused on labor racketeering in the construction industry throughout New Jersey, as well as significant investigations involving fraud in Department of Labor programs. During this time Mr. Mikulka worked extensively with various federal, state and local agencies on high profile prosecutions in the District of New Jersey and the Southern District of New York. In 2013, Mr. Mikulka was promoted to the position of Assistant Special Agent-in-Charge, New Jersey Field Offices. In that capacity, he was responsible for overseeing all OI-LRF investigations conducted in the District of New Jersey. In 2015, Mr. Mikulka was promoted to the position of Special Agent-in-Charge, Division of Investigations and Administration in OI-LRF headquarters in Washington, D.C.

Karen Perce

Procter & Gamble



Karen Perce is Senior Manager with Procter & Gamble and is responsible for U.S. Disability, Workers' Compensation and Unemployment Compensation programs. She has over 25 years of experience in Human Resources, including occupational health programs, and claims management for disability, workers' compensation, and unemployment compensation. Karen holds a BS from The Ohio State University and MBA from Baldwin-Wallace University, as well as a CPDM certification. Karen currently serves on the Board of Directors for UWC, Inc.

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Jerry Pectol

National Association of State Workforce Agencies



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). 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.

Patricia Powell

Equifax Workforce Solutions



Pat Powell has been in the unemployment industry for over 36 years with extensive experience in State Unemployment Insurance Tax. Pat's responsibilities include the operations of the Employer Tax Service (ETS) group, the Benefit Charge Auditing Service group and the UI Government Relations team. She is actively involved with the government relations team which continues to foster channels of communication with Unemployment Insurance (UI) Program leadership at the state and federal levels. She received her Associates degree from Gulf Coast College and attended Franklin University in Columbus, Ohio.

John Regan

Associated Industries of Massachusetts



John manages all government affairs functions for the organization, overseeing AIM's activities in four principal areas: administrative and legislative advocacy, regulatory issues, litigation, and ballot initiatives. Before joining AIM, John served as Executive Vice President for Operations at MassDevelopment, the state's economic development agency, where he interacted with many AIM members on specific projects.

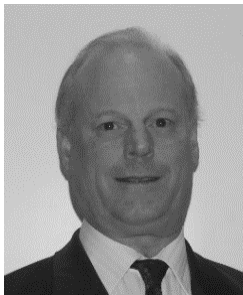
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Jay Rooney **Corporate Cost Control**



Jay Rooney literally grew up in the unemployment compensation consulting business. He worked in all clerical and support functions while in high school and joined Jon-Jay Associates, the firm founded by his father, full time in 1974. He has worked in every aspect of the industry from op support, claims processing, hearing attendance, and tax analysis and as an Account Executive. In the 1980's and 1990's Jon-Jay became one of the nation's largest and most respected UC consulting firms. In 1997 Jay and Tim Rooney launched the company's first new service since its inception with Employment Verification Service (EVS). In 2000 Jon-Jay acquired the UC business of The Frank Gates Service Company and subsequently 2 other Ohio based UC businesses. After becoming President of Jon-Jay, he served 3 terms as President of AUTO (the industry's national association), has been Chairman of the Associated Industries of Massachusetts Unemployment Legislation Sub Committee since 2001, and has testified before the US Department of Labor and the Massachusetts and New York State Legislatures and the Federal Trade Commission regarding various UC matters. As CEO and a principle of Jon-Jay Associates, he and his brother, Tim sold the business to the TALX Corporation (subsequently Equifax) in 2005. During his brief tenure at TALX, Jay was a Senior Director. After leaving TALX in 2008 Jay and Tim were looking to improve the client experience in Unemployment Compensation Consulting business. In January 2009, they acquired Corporate Cost Control in Dallas and began assembling a team of the best in the business. Jay currently serves as the CEO.

William H. Rudnick **Equifax Workforce Solutions**



Billy Rudnick began work in the unemployment compensation business as a hearing representative in 2003 for an employer third party administrator after an extensive career in the hospitality industry. In 2008, Equifax Workforce Solutions promoted him to Government Relations Manager – Western Region. He is an accomplished liaison with Unemployment Program leadership at the state and federal levels. For several years he was a member of the State of Washington ESD's Unemployment Insurance Advisory Committee, and is a current member of the Association of Washington Business UI Legislative Committee.

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Rebecca Rust

Bureau of Labor Statistics, U.S. Department of Labor



Rebecca Rust serves as Assistant Commissioner over the Occupational Employment and Wage Statistics program (OES); Labor Force, Industry and Occupational Projections program, Occupational Outlook Handbook; and Career Outlook. Ms. Rust has served as a BLS Assistant Commissioner since December 2014. Prior to this position, she served as Chief of Florida's Bureau of Labor Market Statistics for 25 years, overseeing the federal/state cooperative statistical system programs with the U.S. BLS and Employment and Training Administration. Prior to that she was an Economic Analyst in Florida Labor Statistics for 10 years. Ms. Rust holds Bachelor's and Master's degrees in economics from Florida State

University. Her top awards include the CareerSource Florida Leadership and Service Award, Florida Workforce Development Professional of the Year Award, Champion of the Florida Workforce System Award, NASWA's National Vladimir Chavrid Labor Market Information Award, and the LMI Institute's Charles Benefield Award of Excellence in Labor Market Information.

Scott B. Sanders

National Association of State Workforce Agencies



Scott B. Sanders became Executive Director of the National Association of State Workforce Agencies (NASWA) in October 2014. He previously served as Commissioner of the Indiana Department of Workforce Development (DWD) since May 2012 and was a member of the cabinet of Governor Michael Pence and Governor Mitchell Daniels. DWD managed and implemented training and employment programs for Hoosiers, collaborated on regional economic growth initiatives for Indiana, coordinated the adult education system, and oversaw the unemployment insurance system. Prior to his appointment as Commissioner, Scott served as the Deputy Commissioner of Systems Information and Analysis

from July 2010 to April 2012, and was the agency's Chief Financial Officer from November 2006 to July 2010.

Julie Ellen Squire

National Association of State Workforce Agencies



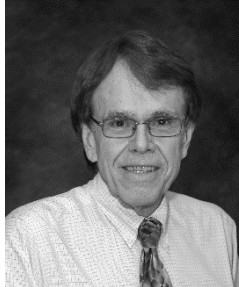
Julie Ellen Squire is Policy Director and General Counsel with the National Association of State Workforce Agencies (NASWA), an Association dedicated to driving the national workforce agenda and providing high value member services. Julie previously served as Assistant Secretary for two Divisions with the State of Maryland's Department of Labor, Licensing and Regulation. Julie led the Maryland Unemployment Insurance Division through the great recession, avoiding long term borrowing and instituting policies and programs focusing on the long-term health of the trust fund. Julie started working closely with workforce issues as an

Assistant Attorney General in Maryland where she advised both the unemployment insurance and workforce programs for nine years.

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Jim Van Erden, Ph.D.

National Association of State Workforce Agencies

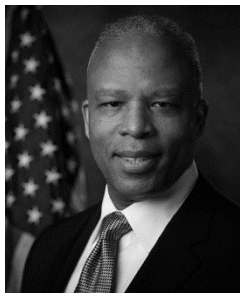


Dr. Jim Van Erden is an economist and national expert on workforce and economic issues with a diverse background in both the public and private sector arenas. He has broad-based management and organizational leadership skills in the Government, NGO, association, and for profit consulting environment. 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.

Ronald L. Walker

Massachusetts Executive Office of Labor and Workforce Development



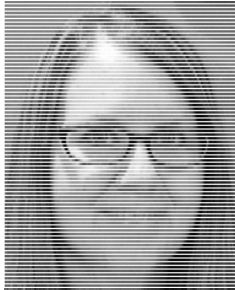
Secretary Ronald L. Walker, II oversees five labor and workforce development regulatory agencies: the Departments of Unemployment Assistance, Career Services, Labor Standards, Industrial Accidents, and Labor Relations. In addition, Secretary Walker manages Commonwealth Corporation—the Secretariat’s quasi-public state agency charged with administering Workforce Training Funds and the Council on the Underground Economy, which coordinates the efforts of multiple state agencies to eliminate fraudulent employment activities and level the playing field for all employers. Secretary Walker is responsible for directing and executing Governor Charles D. Baker’s agenda on workforce development and

unemployment assistance, job creation, business services, and labor. The Governor has appointed Secretary Walker to lead two initiatives that will advise him on meeting the needs of employers and targeted populations of unemployed residents. As chair of the Workforce Skills Cabinet, Secretary Walker will join his counterparts in Education and Economic Development in examining the state’s workforce development system and aligning economic and educational resources to the labor needs of employers. Secretary Walker will also lead a task force that is charged with improving access to jobs and training by populations that experience chronic rates of high unemployment.

Prior to his appointment to the Baker Cabinet, Secretary Walker was Managing Partner and President of Next Street, the merchant bank he co-founded to offer financial and business advisory services to underserved small businesses and entrepreneurs in urban areas. Secretary Walker brings to the Baker Administration extensive experience in retail and commercial banking where he served in several senior executive roles at Sovereign Bank, Fleet Financial Group, and Bank of New England beginning in 1990.

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Jennifer Wells
Staffmark



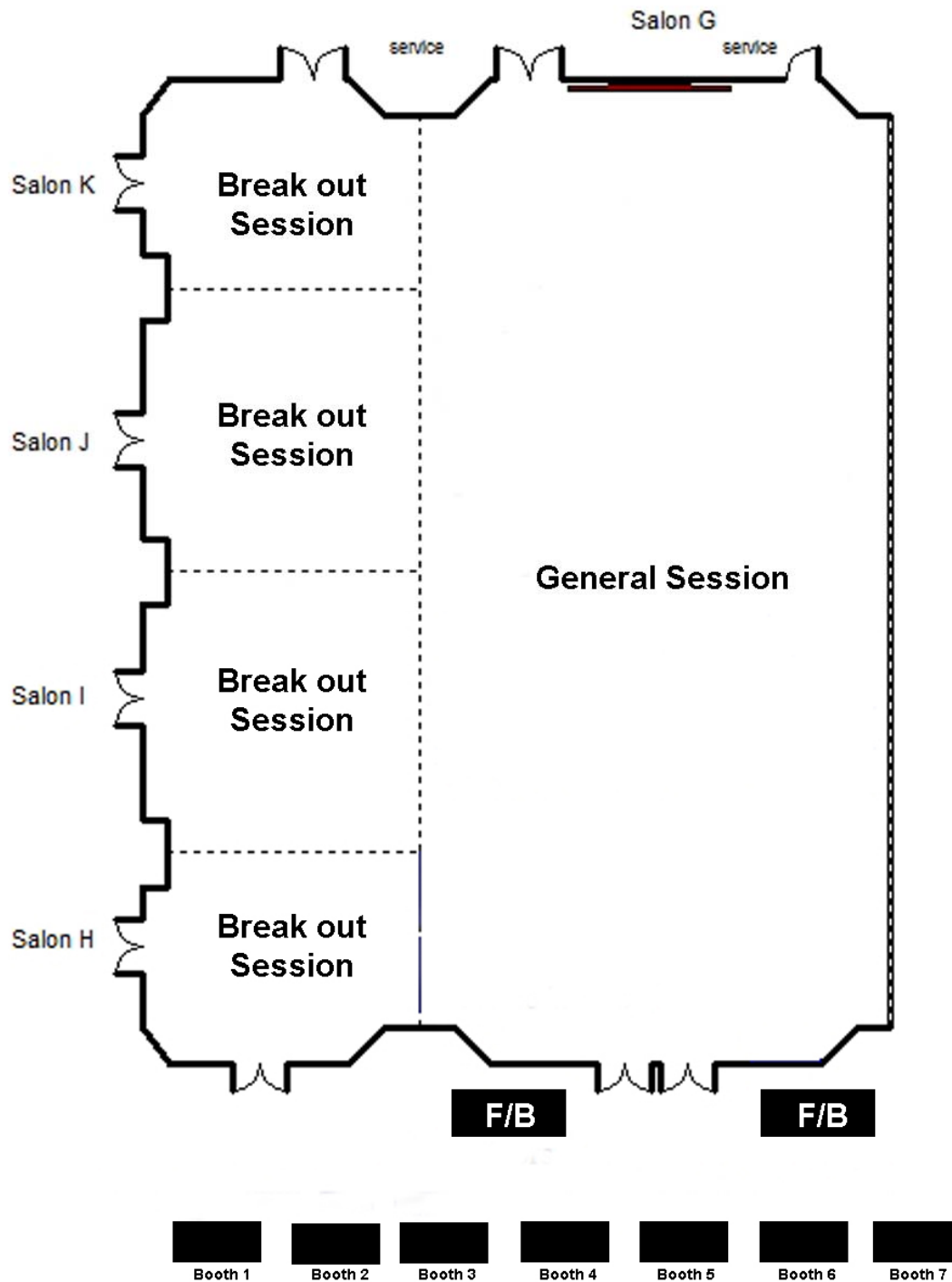
Jennifer Wells received an Associate of Applied Business in 1995 and a Bachelor of Science in 1996 from the University of Cincinnati in Cincinnati, Ohio. In March of 1999, she was hired as the Corporate Unemployment Specialist for CBS Personnel Services. Jennifer established an unemployment program, defining policies and cost-saving measures for aggressive Claims Management. In 2001, she was promoted to Unemployment Manager. In her current position she oversees the unemployment program for Staffmark/CBS Personnel Services and Employee Management Services (leasing). The Department handles over 30,000 claims a year in 30 states. Jennifer is an active member of the UWC (National Foundation for Unemployment Compensation and Workers' Compensation). In 2016, she earned a Certified Staffing Professional certification through the American Staffing Association.

Ron Wilus
U.S. Department of Labor



After working at the Defense Intelligence Agency and Bureau of Economic Analysis for several years, Ron Wilus joined the Unemployment Insurance Service in 1977 where he has served in various capacities including: Benefit Financing Group Chief, Budget Officer, and Chief of Automated Data Processing. He currently serves as Chief of the Division of Fiscal and Actuarial Services with primary responsibility for budget, reporting, statistical modeling and projections for the UI Program. He graduated from the University of Connecticut with a BA in mathematics and from North Carolina State University with a Masters in Economics, and earned an MBA from Virginia Tech.

Exhibitor Map



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2017 Exhibitors



Booth #1



Booth #2



Booth #3



Booth #4



Booth #5



Booth #6



Booth #7

Conference Notes