

# ***Racing to Recovery***



October 20, 2021

On behalf of the National Foundation for Unemployment Compensation and Workers' Compensation, permit me to extend a warm welcome to the Annual National UI Issues Conference. It is my pleasure after the Pandemic of 2020 to renew this annual conference.

Thanks to UWC members and conference participants in meeting the challenges of the most recent 18 months and for their outstanding contributions in research, public policy advocacy, and promoting Integrity and restoring the 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 Indianapolis!

Thomas P. Crowley  
Chairman, Board of Trustees

# Conference Hotel Details

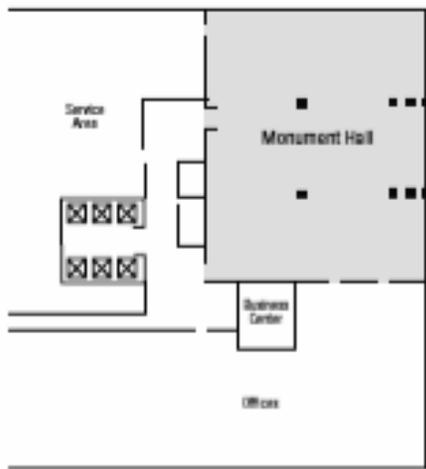
## Hilton Indianapolis Hotel & Suites

120 W. Market St.

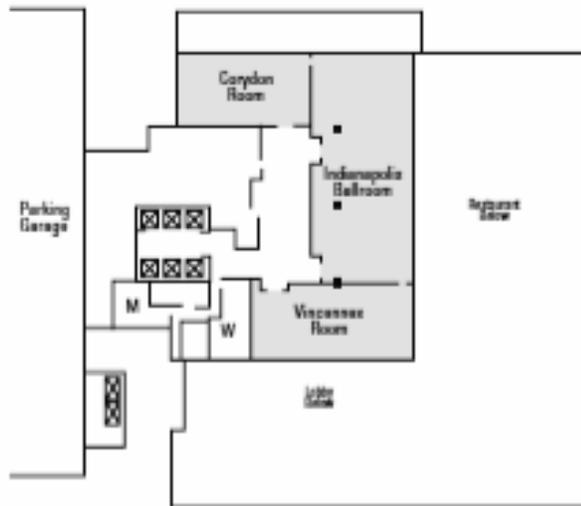
Indianapolis, IN 46204

(317) 972-0600

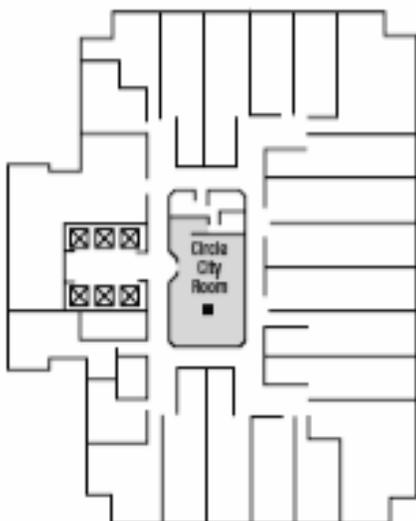
Lower Level



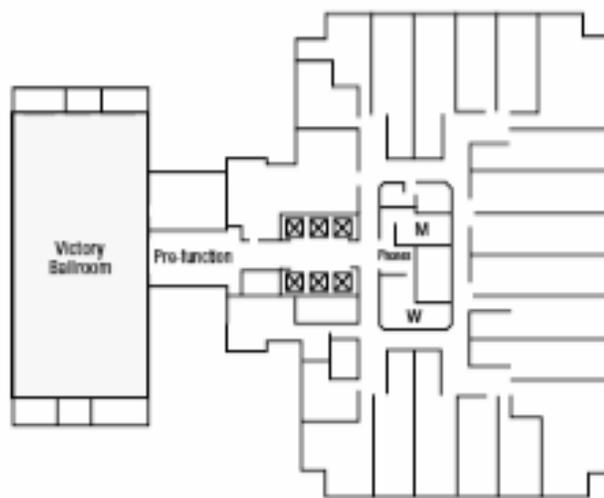
2nd Floor



3rd - 16th Floor



9th Floor





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**EQUIFAX**

Booth #5

**Geographic Solutions**

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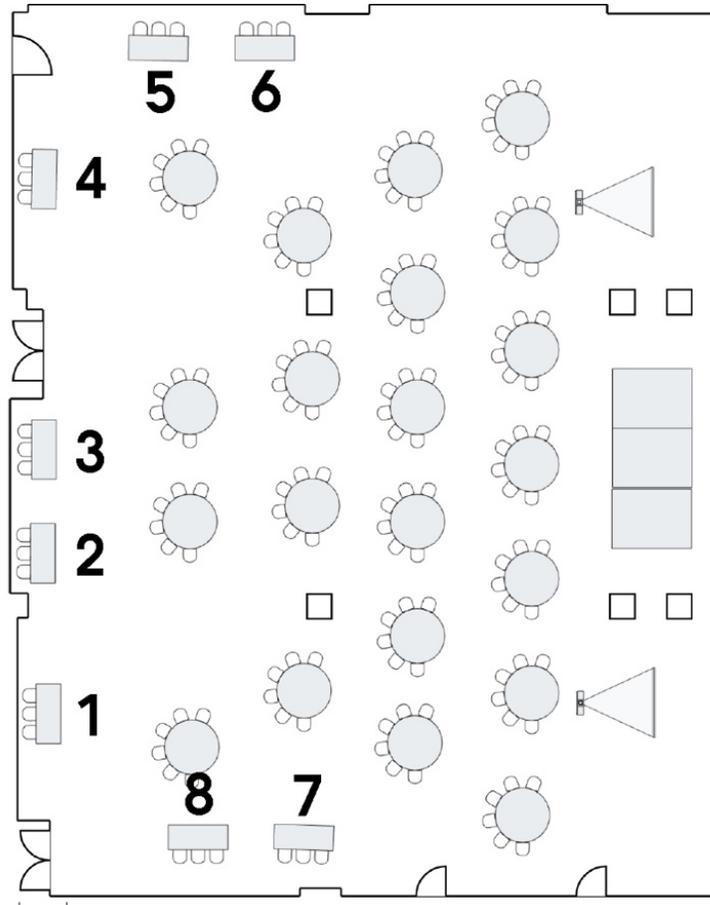
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## Sponsors and Exhibitors Details

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**Website** [www.deloitte.com](http://www.deloitte.com)

**Contact** Scott Malm, Principal and Labor Workforce Development Leader  
[smalm@deloitte.com](mailto:smalm@deloitte.com), 651-246-5075  
50 S 6th Street Suite 2800, Minneapolis, MN 55402-1844

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**Website** [www.workforce.equifax.com](http://www.workforce.equifax.com)

**Contact** Lori Roberts, Sr. Manager UI Program Relationship  
[lori.roberts@equifax.com](mailto:lori.roberts@equifax.com), 614-658-3102  
PO Box 182366, Columbus, OH 43218-2366

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Fast Enterprises (FAST) is a leading provider of commercial off-the-shelf (COTS) software and consulting services for governments worldwide. Our FastUI® software is the integrated solution for improving customers' experience by enhancing agency services, automating operations, optimizing workload, and increasing integrity of unemployment insurance (UI) tax and benefits programs. It provides complete functionality for managing lifecycle services for UI claims and contributions, and automation that supports timely issue resolution. Integrated data cross-matching, public-records data, and online identity-verification tools support program integrity through systematic claims processing that reduces fraud and overpayments. FastUI also streamlines compliance with timeliness, quality, and reporting requirements through built-in connectivity with federal systems and best-practice processes. With a web-based user interface that provides the data and resources users need to perform work with speed and clarity, and online self-service features that inform and engage customers, FastUI is the proven solution for modern UI administration.

**Website**      [www.fastenterprises.com](http://www.fastenterprises.com)

**Contact**      Dan Simon, UI & PFML Subject Matter Expert  
dsimon@fastenterprises.com, 480-277-6023  
7229 S Alton Way Centennial, CO 80112



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**Contact**      Craig Meyer, Director of Business Development  
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1150 18th St. NW, Suite 600, Washington, DC 20036

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MTW Solutions is a software company focused exclusively on providing robust software solutions to the U.S. state government sector since 2005. We currently have three software product lines: COMPAS™ a Compliance Audit tool supporting the auditing of employers for UI Tax compliance (12 states), Paid Family Leave Tax compliance (Washington D.C.), and UI Claim BAM investigations (Alaska); secondly our Grant Management System currently implemented in 10 State Education Agencies; and finally, our brand new Harvest™ online Child Nutrition Management System.

**Website** [www.mtwsolutions.com](http://www.mtwsolutions.com)

**Contact** Randy Arnold, President  
Randy.Arnold@mtwsolutions.com, 573-893-7961  
3236 W Edgewood Dr, Suite D, Jefferson City, MO 65109



Geographic Solutions is the leading provider of integrated software for state and local workforce agencies in over 35 states and U.S. territories. The company's online solutions manage all federally-funded partner programs under WIOA, labor exchange, job aggregation, labor market information, service

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**Website** [www.geographicsolutions.com](http://www.geographicsolutions.com)

**Contact** Tim Duffy, Central Region Manager  
TDuffy@geosolinc.com, 727-786-7955  
1001 Omaha Circle, Palm Harbor, FL 34683



Founded by former state and federal agency staff and executives, On Point provides superior, modern, and efficient solutions to streamline benefits agencies' workflow. Designed with an eye towards the future—

and a deep understanding of the past—all our products are built to maximize ROI and improve efficiency. With the largest footprint in the UI industry, over half the states trust our products and services above all others. We are the only vendor to be called upon to give expert testimony before Congress on the challenges facing the UI benefits system. Currently, our new fully configurable and scalable OPTimum Benefits and Tax system is revolutionizing the industry.

**Website** [www.onpointtech.com](http://www.onpointtech.com)

**Contact** Robert Yokavonus, President  
robert.yokavonus@onpointtech.com, 630-522-7949  
1515 W. 22nd Street, Suite 900, Oak Brook, IL 60523

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### U.S. Chamber of Commerce

The U.S. Chamber of Commerce is the world's largest business organization representing companies of all sizes across every sector of the economy. Our members range from the small

businesses and local chambers of commerce that line the Main Streets of America to leading industry associations and large corporations.

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**Website** [www.uschamber.com](http://www.uschamber.com)

**Contact** Stephanie Ferguson  
SFerguson@USChamber.com, 202-659-6000  
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Sagitec is a global IT provider that designs and delivers highly configurable UI and PFML tax and benefits solutions for single state and consortium modernization projects. In addition, Sagitec has other value-added service offerings like Neofraud™, our

comprehensive predictive fraud solution that identifies fraud trends and data anomalies before they occur and MOBIAS™, our mobile app that allows claimants to perform multiple UI and Re-employment self-service activities from their smartphone.

**Website** [www.sagitec.com](http://www.sagitec.com)

**Contact** Chris Peretto, Director of Business Development  
chris.peretto@sagitec.com, (248) 982-2050  
422 County Road D East, Saint Paul, MN 55117



# Conference Agenda

***Wednesday, October 20, 2021***

## **Registration**

**Monument Hall Foyer – Lower Level**

9:00 am – 5:30 pm

## **Exhibits**

**Monument Hall – Lower Level**

2:00 pm – 6:00 pm

## **UI 101 Basics**

**Vincennes – 2<sup>nd</sup> Floor**

10:00 am – 11:30 pm

**Dale Ziegler**, Managing Director of Government Relations, On Point Technology

**Julie Squire**, Policy Director and General Counsel, 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.

## **Welcome**

**Monument Hall – Lower Level**

**Fred Payne**, Commissioner, Indiana Department of Workforce Development

1:00 pm – 1:15 pm

## **Review of the Economy and Impact on Unemployment**

**Monument Hall – Lower Level**

1:15 pm – 2:15 pm

**Dr. Matthew Will**, Associate Professor, University of Indianapolis

The presenter will review the state of the economy, including the impact on employment and unemployment. What is likely to happen in the labor market during the next few years? What will be the impact of federal and state tax policy, including increases in state and federal unemployment taxes post-recession?

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## National Unemployment Insurance Program Update

### Monument Hall – Lower Level

2:25 pm – 3:25 pm

**Jim Garner**, Administrator, Office of Unemployment Insurance, US Department of Labor, Employment and Training Administration

The Federal/State Unemployment Insurance program is recovering from the shock of dramatic claims load increases due to the COVID recession. States have struggled with program performance with the increase in workload. State UI trust fund balances in many states have not withstood the increase in outlays of unemployment compensation. Many states have requested federal loans to provide funds to pay unemployment compensation. UI program integrity has become an even greater priority in combatting false claims and criminal rings raiding unemployment trust fund and PUA funds on-line. The US DOL representative will provide a UI Program Update, with a review of current policy and program administrative directives.

### Break

### Monument Hall Foyer – Lower Level

3:25 pm – 3:40 pm

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## National Unemployment Insurance Legislative Update

### Monument Hall – Lower Level

3:40 pm – 4:40 pm

**Doug Holmes**, President, UWC

As the economy has begun to improve after the shock of the COVID recession there remain many UI policy and legislative issues to be addressed. Legislative activity has begun to focus on long term program improvements. Mr. Holmes will review federal and state legislative enactments 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, unemployment trust fund solvency, RESEA and the delivery of workforce services for claimants and employers.

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## **Competing Visions of the Future of Unemployment Insurance**

**Monument Hall – Lower Level**

4:40 pm – 5:40 pm

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

**Scott Sanders**, President and CEO, NASWA

**Rebecca Dixon**, Executive Director, National Employment Law Project

**Barbara Quandt**, Senior State Director, National Federation of Independent Business (NFIB)

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? Benefits for “Gig” workers? 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**

**Victory Ballroom – 9<sup>th</sup> Floor**

6:15 pm – 8:15 pm

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***Thursday, October 21, 2021***

## **Breakfast**

**Monument Hall – Lower Level**

7:30 am – 8:30 am

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## **Registration**

**Monument Hall Foyer – Lower Level**

7:00 am – 5:00 pm

## **Exhibits Open**

**Monument Hall – Lower Level**

8:00 am – 5:00 pm

## **How to Respond to Imposter Claims and Improve Claims Investigation**

**Monument Hall – Lower Level**

8:30 am – 9:30 am

**Evan Littrell**, Integrity Center Director of State Engagement, NASWA

**Gerard LeConte**, Senior Strategic Partnerships Manager, Ekata

**Neil MacVicar**, Vice President/Attorney, Unemployment Compensation Program, Michigan Health and Hospital Association

The incidence of identity theft and fraud in regular unemployment compensation and the various programs enacted through the CARES Act has created a spotlight on the need for updated UI systems and improved measures to avoid identity theft and prosecute fraud. States, workers, employers, and their representatives are impacted by lack of integrity and updated systems. States fail to meet reasonable due process and integrity program measures, employers are improperly charged the cost of benefits, and workers are the victims of identity theft and negative impact on their credit scores. The workshop will focus on best practices to avoid identity theft and fraud and new strategies states are implementing to modernize unemployment insurance security systems. The panel will also present paths for a reusable ID and how mobile technology, banking data and passive biometrics should be considered for authentication.

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## State Information Data Exchange System (SIDES) Updates

### Indianapolis Ballroom – 2<sup>nd</sup> Floor

8:30 am – 9:30 am

**Jamie Smith**, SIDES Program Manager, NASWA

**Gretchen Strebeck**, Senior Director of UC Operations, Equifax Inc.

**Michael Burke**, Director, Unemployment Compensation Bureau, New Hampshire Department of Employment Security

The SIDES system provides a national platform to electronically exchange information between State Workforce Agencies (SWA) and employers or their representatives during the administration and processing of unemployment insurance claims. The system improves the ability to effectively capture the eligibility information needed to administer the program and enables the timely exchange of information. This workshop will dive into the details of the SIDES Modernization project and discuss the potential opportunities for expanding the use of SIDES to streamline unemployment claim processes and help curtail fraudulent and other forms of improper UI payments.

## Updating and Improving UI Systems after the Pandemic Stress

### Monument Hall – Lower Level

9:40 am – 10:40 am

**Scott Sanders**, President and CEO, NASWA

**Clara Osterhage**, Owner/Franchisee, Great Clips

**Michele Evermore**, Senior Advisor, UI, US DOL Employment and Training Administration

The stress of the historically high number of UI claims due to the Pandemic recession, government shut-downs of business, and the enactment of new programs to be administered by states on short notice in 2020 resulted in extreme delays in claims determinations, tremendous amounts of fraud and identity theft, and confusion with respect to charges to employer accounts and UI contribution rates. Congress enacted legislation through the CARES Act and the American Rescue Plan Act to provide access to states of a share of funds to address the impact of the COVID-19 recession and share of a \$2 billion appropriation available to improve UI automation and systems. UI integrity and system capacity are to be addressed by US DOL and states. This workshop will review the availability and use of these funds and solutions available to address the issues that became apparent during the Pandemic.

## Break

### Monument Hall Foyer – Lower Level

10:40 am – 10:50 am

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## **Employer Taxes and Safety Net Responses for Workers in the Gig Economy**

### **Monument Hall – Lower Level**

10:50 am – 11:50 am

**Pamela Geitner**, Deputy Director, Tax Branch, California EDD

There has been considerable legislative activity in many states addressing the definition of “employment” under state law particularly with “on demand” workers in the so-called “Gig Economy”. Changes in definition of “employment”, “employee” and “independent contractor” have ramifications for UI coverage for benefit and tax purposes and for a number of federal and state programs (e.g. FLSA, SSA, Workers’ Comp. FICA, FUTA). California recently enacted AB 5, changing the state’s definition of employment to require employers to change how they treat workers providing services. California followed enactment of AB 5 with the passage of Proposition 22 that provided exceptions to the definition of covered employment. The question of appropriate definition continues to evolve as it impacts the business models in some industries more than others.

## **Coordination of Direct Deposit, Determinations of Fraud and Overpayment Recovery**

### **Indianapolis Ballroom – 2<sup>nd</sup> Floor**

10:50 am – 11:50 am

**Evan Littrell**, Integrity Center Director of State Engagement, NASWA

**John Geronimo**, Executive Director Commercial Banking Client Fraud Prevention, JP Morgan Chase

The use of direct deposit of unemployment compensation into the bank accounts of individual claimants has increased in recent years. Direct deposit can be less costly for administration, provide expedited receipt of payments to claimants and enable careful accounting. However, the dramatic increase in claims due to the COVID-19 recession, the increase in identity theft and fraud, has strained procedures used by UI administrative agencies and banks to coordinate transactions. The implementation of corrections, overpayment orders, and overpayment recovery not only impacts claimants but also impacts employer account charges, contribution rates and required reimbursements from employers. The workshop presenters will review the procedures currently in place and challenges for coordination of administration.

## **Lunch and Awards Program**

### **Victory Ballroom – 9<sup>th</sup> Floor**

12:00 Noon – 2:00 pm

Two Minute Drill for Sponsors and Exhibitors

Recognition Awards

## **Alternative Financing for UI Solvency**

### **Victory Ballroom – 9<sup>th</sup> Floor**

2:15 pm – 3:30 pm

**Clay Cole**, Unemployment Insurance Director, Texas Workforce Commission

**Kevin Stapleton**, Lead Actuary, UI, US DOL Division of Fiscal and Actuarial Services

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The panelists will review the use of Title XII loans from the Federal Unemployment Account and alternative financing. How does alternative financing compare to the use of Title XII loans with repayment through FUTA offset credit penalty increases?

## Roundtable Discussion on UI Law and Policy Issues

### Monument Hall – Lower Level

2:15 pm - 3:30 pm

**Doug Holmes**, President, UWC

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

**Julie Squire**, Policy Director and General Counsel, NASWA

**Michelle Beebe**, Chief of Legislation Division, UI, US DOL Employment and Training Administration  
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 and address recent federal conformity or compliance issues that arise.

## Break

### Monument Hall Foyer – Lower Level

3:30 pm - 3:45 pm

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## Reemployment Services and Eligibility Assessments – Innovations

### Monument Hall – Lower Level

3:45 pm - 5:00 pm

**Michelle Beebe**, Chief of Legislation Division, UI, US DOL Employment and Training Administration

**Lesley Zielinski**, Senior Director, UWC Programs & Analytics, Kelly Services, Inc.

**Julie Squire**, Policy Director and General Counsel, NASWA

**Matt Weidinger**, Senior Fellow and Rowe Scholar, American Enterprise Institute

There is broad support among the primary stakeholders in the UI system for expanded efforts to provide eligibility assessments and reemployment services for unemployment compensation claimants. RESEA has been shown to reduce the duration of unemployment and provide a faster and

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better connection between UI claimants and employers who need workers. In this workshop we will review the best practices in RESEA administration, discuss the best use of the additional funds that have been authorized, and consider the use of these funds. (Automation, in person eligibility reviews, assessment, counseling, referral, and performance measurement). We will also review work search requirements.

### **Quarterly Wage Reports and Occupation Information Indianapolis Ballroom – 2<sup>nd</sup> Floor**

3:45 pm – 5:00 pm

**Tom Crowley**, Director, Government Affairs – UI, Automatic Data Processing

**Mike Ripley**, Vice President, Indiana Chamber of Commerce

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

**Bruce Madson**, Senior Policy Advisor, Ohio Department of Job and Family Services

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 in evaluating whether the education and training provided has value in filling the workforce needs of employers and enabling individuals to be assured that the education and training in which they enroll prepares them for jobs in demand. 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. This workshop will examine the issue from the perspective of a state that has implemented expanded requirements, a major, national, third-party preparer, an employer advocacy organization, and a member of the Workforce Information Advisory Council.

### **Reception**

#### **NCAA Hall of Champions**

6:00 pm – 9:00 pm

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**Friday, October 22, 2021**

## Breakfast

**Monument Hall Foyer – Lower Level**

8:00 am – 9:00 am

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## Exhibits Open

**Monument Hall – Lower Level**

8:00 am – 12 Noon

## Integrity Best Practices, Benefit Overpayment Recovery and Collection

**Monument Hall – Lower Level**

Integrity Center

9:00 am – 10:00 am

**Evan Littrell**, Integrity Center Director of State Engagement, 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 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 workshop will review the latest innovations and tools being developed by the Center to address integrity.

## Break

**Monument Hall Foyer – Lower Level**

10:00 am – 10:15 am

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## **UI Tax Filing and Payments – Interface Challenges for 3<sup>rd</sup> Party Providers**

### **Monument Hall – Lower Level**

10:15 am – 11:45 am

**Tom Crowley**, Director of Government Affairs – UI, Automatic Data Processing

Today, approximately 40% of employers contract with a third-party provider to administer their UI tax filing and payment obligations. Consequently, the role third-party providers play in coordinating activities between state agencies and employers can be significant. The workshop will discuss these challenges from the perspectives of both a state agency and a third-party provider. Topics will include authorizations, filing and payment methods, enrollment and registration, and UI system modernization trends.

## **Closing Remarks**

### **Monument Hall – Lower Level**

11:45 am – 12:00 pm

## 2020 and 2021 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 nomination and selects individuals for recognition at the annual National UI Issues Conference.

In 2020 the committee was able to review nominations and prepare to announce the individuals to be recognized but the recognition was delayed due to COVID-19. We are pleased to be able to announce recognition awards for 2020 and for 2021 at this 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 **Outstanding Contribution Award**: This award is given in recognition for service to the National Foundation for Unemployment Compensation and UWC.

For 2020 UWC and the NFUCWC recognize one individual to receive the J. Eldred Hill Award, one to receive the Outstanding Contribution Award, and one to receive the UI Integrity Award.

For 2021 UWC and the NFUCWC recognize one individual to receive the J. Eldred Hill Award and one to receive the UI Integrity Award.

Please join us in congratulating these individuals in recognizing their outstanding contributions to the Unemployment Insurance system.

Sincerely,



Douglas J. Holmes  
President

## **J. Eldred Hill, Jr. Award 2021: Senator Phil Boots**

The Indiana Department of Workforce Development is honored to nominate State Sen. Phil Boots (R-Crawfordsville) for the J. Eldred Hill, Jr. Award. Sen. Boots has been a valuable member of the Indiana General Assembly since 2006. In 2010, he was awarded the Small Business Champion Award by the Indiana Chamber of Commerce. Sen. Boots has been a key author and co-sponsor of Unemployment Insurance legislation throughout his time in the General Assembly and serves as the Chair of the Pensions and Labor Committee. In 2011, Sen. Boots was instrumental in passing reform legislation which helped modernize Indiana's unemployment insurance program.



With his help, this modernization of the UI system in Indiana has led to the department receiving awards from the National Association of State Workforce Agencies and becoming an example for other state workforce agencies to follow. In these challenging times during the past 18 months of the pandemic, this modernization has enabled DWD to keep up with the demands of unprecedented numbers of claims processed through the state's UI system, as well as the implementation of numerous new federal UI programs in a very short period of time.

Sen. Boots has long been a leader among legislators in the Indiana General Assembly. He has consistently supported key Unemployment Insurance legislation during his 15 years of service on behalf of Indiana's working citizens and Hoosier employers.

UWC is pleased to be able to recognize Representative Boots.

## **UI Integrity Award 2021:**

# **Regina C. Ashley**

Regina C. Ashley serves as the Indiana DWD Chief Unemployment Insurance and Workforce Solutions Officer. Gina is a recognized UI leader who does not shy away from difficult decisions or situations. In her current role with DWD, Gina oversees more than 1,000 full-time staff and contractors. She has successfully led this team during the most challenging pandemic circumstances over the past 18 months, which has included an unprecedented number of UI claims, the implementation of multiple federal programs, and an overall unusually difficult working circumstance.

Throughout these challenging times, the DWD UI team led by Gina has paid out more than \$9 million to nearly 900,000 claimants, both unprecedented numbers. And the vast majority (approximately 85 percent) were paid within 21 days after filing their initial claim. In addition, preventing fraud has been a top priority. Thanks to Gina and her team, hundreds of thousands of bot attempts have been thwarted, and millions of dollars have been saved.

During the pandemic Gina led the agency in implementing multiple new federal unemployment insurance programs; expanding the state UI system to process the new programs; increasing her division's staff three-fold (including contractors); developing new policies around the new programs; instituting new internal data reporting to monitor daily work production; providing information to DWD and Governor's Office leadership on the status of the UI Division routinely through the pandemic; ensuring communication to both internal and external constituents as much and as timely as possible; and routinely reminding UI Leadership to check in with the staff to ensure they felt supported and to thank them for all their efforts during the pandemic. No one else could have led this state through these continuing unprecedented levels of workload, in a better, more supportive way. With every decision, Gina weighed the needs of claimants, compliance to the Department of Labor, as well as capacity of her staff.

We are honored to recognize Gina Ashley for her service with the UI Integrity Award.



## **UI Integrity Award 2020: Joshua Richardson**

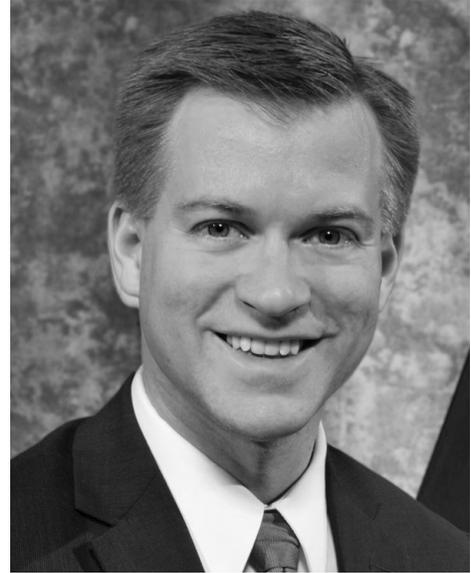
Josh Richardson serves as the Chief of Staff with the Department of Workforce Development. He returned to DWD in March of 2018, having previously served the agency in various capacities in the administrations of Governors Mitch Daniels and Mike Pence.

Josh served as a panelist at the National UI Issues Conference on the use of the Benefit Accuracy Measurement Survey in the determination of improper payment rates.

Most recently, Mr. Richardson worked for the National Association of State Workforce Agencies' Integrity Center where he advised state agencies on various methods to reduce fraud and improper payments in their unemployment insurance systems. Previously, he served as the Director of Indiana's Unemployment Insurance System, and in Governor Mitch Daniels' administration as a Policy Director.

Mr. Richardson is regarded as the "go to" contact for employers and the broad range of stakeholders with the Indiana UI system and regarded as a national expert. His work has improved the integrity of UI in Indiana and contributed to the development of integrity measures across the country.

UWC is pleased to have the opportunity to recognize Josh Richardson.



## **Outstanding Contribution Award 2020:**

# **Melissa Bird**

Melissa L. Bird has provided outstanding contributions to UWC and the National Foundation for Unemployment Compensation and Workers' Compensation. It is remarkable to note that Melissa has served on the UWC Board for more than 16 years representing Qwest, CenturyLink and now Lumen. Melissa has been a steady and active UWC Board member. She has helped to shape UWC policy with respect to unemployment insurance through the great recession of 2008, years of economic recovery, and most recently in response to the Pandemic.

Melissa played a key role in the coordination of the annual national UI issues conference in Denver in 2012. She has also served on the Topics Task Force developing the conference agenda, and for many years volunteered to review nominations for recognition awards.

UWC is honored to recognize Melissa Bird with the Outstanding Contribution Award.

## **UI Integrity Award 2020:**

# **Senator John Gordner**



Senator Gordner was elected to the Pennsylvania Senate in Nov. 2003. Throughout much of his tenure, Senator Gordner has been the leader among Pennsylvania lawmakers protecting and ensuring the integrity of the unemployment compensation system. He embraced this responsibility during a historically tumultuous period for the system.

Pennsylvania's UC system experienced significant strain during the Great Recession and early recovery period. In December of 2008, then-Gov. Ed Rendell convened a UC Advisory Board on which Senator Gordner served in his capacity as then-Chairman of the Senate Labor and Industry Committee. Despite tremendous pressure, and often on an island among legislative appointees, Senator Gordner remained a stalwart advocate for pursuing a balanced approach that did not disproportionately burden employers.

In early 2011, Senator Gordner introduced legislation that would eventually become Act 6, which allowed Pennsylvanian claimants to remain eligible for federally-funded extended UC benefits, but also included important reforms sought by the employer community which collectively saved the UC Trust Fund over \$100 million annually.

By mid-2012, Pennsylvania had borrowed nearly \$4 billion from the federal government, the second largest UC debt in the country and greater than comparably-sized states with higher unemployment rates. Costs for employers were increasing by hundreds of millions and an even more precipitous financial cliff was fast approaching.

Senator Gordner's years of working on UC public policy, establishing himself as the authority among his legislative colleagues, and cultivating relationships with a broad range of stakeholders would culminate in June 2012 with passage of Act 60 of 2012. This ambitious legislation, sponsored by Senator Gordner, included a range of cost-saving measures that put Pennsylvania's trust fund on a path to solvency. It also authorized the Commonwealth to sell bonds in the private market to pay off the federal debt immediately - a fairly novel concept at the time, but a strategy that would avoid additional federal tax increases that were scheduled to go into effect.

On January 8, 2020, Gov. Tom Wolf announced that Pennsylvania employers had paid off the bond in full and the additional tax being collected to service the bond was no longer being assessed as of Jan. 1. The careful stewardship of the Pennsylvania UI trust fund after the Great recession of 2008-2009 and the measures taken with the leadership of Senator Gordner put Pennsylvania in a much better position to respond to the pandemic recession of 2020.

UWC is pleased to be able to recognize Pennsylvania Senator John Gordner.



# Speaker Biographies



## **Michelle Beebe**

**Chief of Legislation Division, Office of Unemployment Insurance**

**US Department of Labor, Employment and Training Admin**

Michelle Beebe currently serves as the chief of the legislation division within the Office of Unemployment Insurance in the U.S. Department of Labor's Employment and Training Administration and has served in that role since December, 2019. Prior to her federal service, Michelle oversaw the Unemployment Insurance programs in Utah and then in Michigan - two states of very different sizes and methods of administration. In that role, she chaired the NASWA UI Committee 2017-2018. Michelle also served with the national UI Integrity Center, first as a member of the steering committee and then as a senior subject matter expert in coordinating state intensive services. Michelle earned a Bachelor of Science in philosophy and a Master of Public Policy from the University of Utah.



## **Michael Burke**

**Unemployment Compensation Bureau Director**

**New Hampshire Department of Employment Security (NHES)**

Michael Burke has been with the New Hampshire Department of Employment Security (NHES) for over fifteen years and in his current role as Unemployment Compensation Bureau Director since March of 2018. Prior to that Michael, served as the Assistant UCB Director, responsible for the payment of UI benefits, and as a Benefit Adjudication Unit supervisor throughout the Great Recession. Prior State service includes Child Protection and Juvenile Probation and Parole. In his civilian life, Michael has worn many hats including that of a small business owner. With NASWA, Michael has a passion for SIDES and currently serves as the Chairman of the SIDES Operations Committee and as a voting member of the Unemployment Insurance Committee. Michael is proud to have the opportunity to serve on the SIDES Operations Committee and to assist in its efforts at improving integrity within the Unemployment Compensation System.

## ***Racing to Recovery***

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### **Jennifer Chappell**

#### **Director of UI Tax Administration & Trust Fund Accounting Indiana Department of Workforce Development**

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 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.

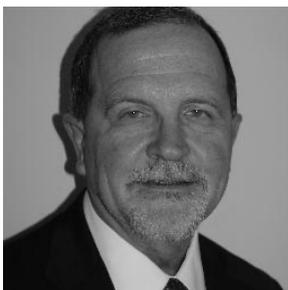
Jennifer holds a BS in Accounting and an MS in Management and Leadership.



### **Clay Cole**

#### **Unemployment Insurance Director Texas Workforce Commission**

Clay has served 29 years with the agency in various capacities helping meet the needs of Unemployment Insurance (UI) customers. He has served as Deputy Director of UI, Director of UI Customer Service, Manager of UI Business Support and project manager providing oversight for many automation projects implemented at TWC. The division is made up of roughly 1,500 staff across the state. He helped lead the unemployment insurance response to major disasters such as Hurricane Katrina, Rita, Ike, and Harvey.



### **Thomas P. Crowley**

#### **Director of Government Affairs – UI Automatic Data Processing**

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.



## **Rebecca Dixon** **Executive Director** **National Employment Law Project**

Rebecca Dixon is executive director of the National Employment Law Project (NELP). NELP is a respected leader in federal workers' rights advocacy and the go-to resource for state and local worker movements, providing unmatched policy, legal, and technical assistance. As executive director, Rebecca leads NELP's work to build and contribute to a strong workers' rights movement that dismantles structural racism, eliminates economic inequality, and builds worker power. A national leader recognized for her commitment to racial, gender, and economic justice, Rebecca is inspired by workers across the U.S. who organize for justice and dignity in the workplace.

Since joining NELP in 2010, Rebecca has advanced NELP's growth and impact through several positions, including policy analyst, senior staff attorney, and deputy program director. During the Great Recession and its aftermath, Rebecca was a leader in winning unprecedented state unemployment insurance (UI) coverage expansions in 20 states and multiple extensions of federal emergency UI benefits for the long-term unemployed. Altogether, these efforts benefited more than 20 million workers nationwide.

In addition, she managed NELP's unemployment insurance state technical assistance project, which advises and supports more than 30 state partners. As deputy director of NELP's Access and Opportunity program, Rebecca provided coordination and oversight of programmatic activities and deliverables. She founded and led NELP's Breaking Barriers program, which focuses on improving job access, wages, and working conditions for Black workers in Mississippi and Louisiana.

Rebecca holds a B.A. in English and M.A. in English from Duke University and a J.D. from Duke University School of Law.

## **Michele Evermore**

### **Senior Advisor, Office of Unemployment Insurance** **US Department of Labor, Employment and Training Administration**

In 2021 Michele Evermore was appointed as Senior Advisor, Unemployment Insurance, at the U.S. Department of Labor, Employment and Training Administration. Her previous experience included serving as senior policy analyst for social insurance for the National Employment Law Project (NELP). She has worked 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.



### **Tony Fiore**

**Attorney at Law**

**Kegler Hill Brown + 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.



### **Jim Garner**

**Administrator, Office of Unemployment Insurance**

**US Department of Labor, Employment and Training Admin.**

Jim Garner started serving as the Administrator of the Office of Unemployment Insurance in the U.S. Department of Labor's Employment and Training Administration on July 4, 2021. Previously, he served nine years as the Deputy Administrator of the Office of Unemployment Insurance. Prior to his federal service, Jim was appointed by Kansas Governor Kathleen Sebelius to serve as the Secretary of Labor for the State of Kansas, a position he held for eight years (2003-2011). In that position, he was the senior executive and policy maker of the agency that administered the state's unemployment insurance program, workers compensation program, employment standards laws, workplace safety program, labor market information services and public employers-employees relations laws. He also was elected to six terms (12 years) as a member of the Kansas House of Representatives, including serving four years as the Minority Leader of this legislative body.

Jim grew up in the southeast Kansas town of Coffeyville and is a graduate of Coffeyville Community College. He earned a Bachelor of Arts degree in history from the University of Kansas and a Juris Doctor degree from the University of Kansas, School of Law. Following law school, Jim served a two-year appointment as a judicial law clerk for U.S. District Judge Dale E. Saffels. In August 2016, Jim graduated from the Federal Executive Institute's Leadership for a Democratic Society program.



### **Pamela Geitner**

**Deputy Director, Tax Branch  
California Employment Development Department**

Pamela Geitner is the Tax Branch Deputy Director at the State of California's Employment Development Department (EDD). Pamela is responsible for the administration of California's employment tax program, which includes oversight of employer tax account management; customer service; tax collection, audit, and enforcement operations. The EDD's Tax Branch works with 1.5 million employers, collecting over \$96 billion in employment/payroll taxes and maintaining wage records for over 17 million workers. With over 32 years at the EDD, Pamela has vast experience in executive and senior leadership roles throughout the Tax Branch. Pamela has a Bachelor of Science degree in Business Administration from Humboldt State University with a concentration in Accounting.



### **John Geronimo**

**Executive Director Commercial Banking Client Fraud Prevention  
JP Morgan Chase**

John Geronimo is an Executive Director in the Commercial Banking Client Fraud Prevention team for JPMorgan Chase's Commercial Banking Line of Business. In his role as a Fraud Strategy Manager, he is accountable for the Client Fraud Prevention program, which includes creating and executing a variety of strategic and governance programs. In addition, John provides support to Banking, Treasury, Service and Product partners as it relates to client fraud.

John has been in the financial services industry for more than 20 years. His previous roles within the firm include Project Management, Client Service, and Operations. He has been responsible for numerous governance and development functions, including Regulatory Compliance, Client Management and Middle Office Operations.

Commercial Banking is one of four Lines of Business at JPMorgan Chase & Co. Commercial Banking provides organizations with annual revenues generally ranging from \$20 million to more than \$2 billion—as well as real estate investors and owners—with a range of domestic and international financial solutions designed to help them achieve their business goals.



## **Douglas J. Holmes**

**President**

**UWC - Strategic Services on Unemployment & Workers' Compensation**

Douglas J. Holmes began as President of UWC- Strategic Services on Unemployment & Workers' Compensation (UWC) in November 2006, after more than 22 years in positions in the public sector in which he developed policy and administered state workforce and employment and training programs as well as the federal/state unemployment insurance system. He also serves as President of the National Foundation for Unemployment Compensation and Workers' Compensation and edits the Highlights of State Unemployment Compensation Laws report each year tracking changes in state and federal unemployment insurance law and comparing the primary features of state UI laws.

In his career prior to being selected as President of UWC, Mr. Holmes served 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 of the Ohio Bureau of Employment Services, Ohio UI Tax Director, Chief Legal Counsel for Unemployment Insurance, and Secretary of the Ohio Unemployment Compensation Advisory Council.

He regularly serves as a subject matter expert on Unemployment Insurance for Congressional committees with jurisdiction over Unemployment Insurance. Mr. Holmes has testified on Unemployment Insurance policy and legislation before the Senate Committee on Finance and the House Committee on Ways and Means. Mr. Holmes is an Attorney, and graduate of the Ohio State University and the University of Toledo College of Law.



## **Gerard LeConte III**

**Senior Manager for Strategic Partnerships, Financial Services Ekata**

Gerard LeConte is the Senior Manager for Strategic Partnerships, Financial Services at Ekata, managing partnerships and alliances with major credit bureaus and fraud platforms to help customers with their identity verification and fraud risk needs around the world. Gerard has helped Ekata leverage these partnerships into business opportunities with some of the world's largest companies in various sectors including financial services, online retail, telecom, and most recently government. He brings with him a decade of valuable experience in sales and business development in tech and data. He earned a B.A. in Urban Studies and Geographic Information Systems from the University of Washington where he developed an interest in pursuing public/private partnerships that bring the innovations, opportunities, products, and services of the private sector to people across the socio-economic spectrum. The son of a dairy farmer's daughter from the Pacific Northwest and a first generation Haitian immigrant and Army veteran from Brooklyn, New York, Gerard's diverse background and unique life experiences provides confidence in his professional credo: every problem wants to be solved.



### **Evan Littrell**

#### **Integrity Center Director of State Engagement National Association of State Workforce Agencies (NASWA)**

Evan E. Littrell serves as the Director of State Engagement at the NASWA UI Integrity Center where he leads a team of subject matter experts in the design and implementation of innovative UI fraud prevention, detection, and recovery solutions. He joined the Center in June 2017, as a Senior UI

Subject Matter Expert and specializes in UI Integrity Operations and Policy Development.

Prior to joining NASWA, Evan spent over 10 years at the Nebraska Department of Labor serving in several leadership roles, including Integrity Program Supervisor directing UI integrity operations and program development. He was also the UI Benefits Director, a capacity in which he oversaw the UI program in all matters of operations, policy, technology enhancement projects, and personnel development.

Throughout his career in UI, he has collaborated with several state, regional, and national organizations to strengthen and enhance the UI system.

Evan attended the University of Nebraska where he received an MA in Political Science and BA in Philosophy, History, and Political Science.



### **Neil A. MacVicar**

#### **Vice President/Attorney, Unemployment Compensation Program Michigan Health & Hospital Association (MHA)**

Neil MacVicar is an attorney and serves as vice president of the Michigan Health & Hospital Association's (MHA) Unemployment Compensation Program. The MHA Unemployment Compensation Program currently represents more than 300 employers throughout Michigan and in several

other states in all aspects of unemployment compensation claims and unemployment issues.

MacVicar has represented and consulted employers in unemployment compensation law matters for more than 26 years. His work includes consultation with individual employers, representation at unemployment hearings, and appellate representation up to the Michigan Court of Appeals and Michigan Supreme Court.

MacVicar is the MHA contact for the "Hospital Blue" program. In conjunction with Blue Cross Blue Shield of Michigan, this program provides thirdparty services for administering claims for self-insured health plans.

He is also a member of the Michigan Department of Community Health's Newborn Screening Advisory Work Group and the Michigan BioTrust Community Values Advisory Board. These two groups oversee Michigan's newborn screening process that occurs with every birth in the state.

MacVicar received his undergraduate degree from Miami University, Oxford, OH, and his law degree from Thomas M. Cooley Law School, Lansing. He currently resides in Holt.



### **Bruce Madson**

**Senior Policy Advisor**

**Ohio Department of Job and Family Services**

Bruce Madson is currently Senior Policy Advisor for the Ohio Department of Job & Family Services (ODJFS). He provides Policy and Legislative support for the agency concerning all economic, employment and workforce issues. He has been responsible for the range of DOL programs for the past four

Ohio Governors. Before coming to ODJFS, he was Executive Director for the Central Ohio Rural Consortium which was the regional operator of workforce development programs in a suburban and rural region of Ohio bordering Columbus. Bruce has been actively engaged in workforce development programs for over 43 years and has been elected to the Board of Directors of the National Association of State Workforce Agencies several times representing Ohio, Michigan, Indiana, Illinois, Minnesota, and Wisconsin as well as serving multiple terms as Chairman of the NASWA Unemployment Insurance and Administration and Finance Committees. In 2016 he was appointed by the U.S. Secretary of Labor Tom Perez to a three-year term on the Workforce Information Advisory Committee (WIAC) which is a statutory advisory body for the U.S. Bureau of Labor Statistics and the Employment and Training Administration. In 2020 he was reappointed by Secretary Eugene Scalia and currently serves as its Chairman. Bruce is a graduate of Denison University in Granville, Ohio.



### **Clara Osterhage**

**Owner/Franchisee**

**Great Clips**

Clara Osterhage is the Owner/Franchisee of 82 Great Clips hair salons located throughout Ohio, West Virginia, Kentucky and Indiana employing 700 licensed employees. She has served on the Board of the National Federation of Independent Business (NFIB), the Ohio Salon Association (OSA), the Ohio Chamber of Commerce, the Dayton Chamber of

Commerce, and the Centerville City Schools Board of Education. She is a member of the Great Clips Hall of Fame. Ms. Osterhage is a Licensed Independent Social Worker who holds a BS and MS in Social Work from the Ohio State University, and an MBA from Ashland University.



### **Frederick D. Payne**

**Commissioner**

**Indiana Department of Workforce Development**

Fred Payne joined the Indiana Department of Workforce Development (DWD) in December 2017, as Commissioner, after being appointed by Governor Eric Holcomb. The Commissioner serves as DWD's Chief Executive.

Mr. Payne came to DWD from Honda Manufacturing of Indiana, LLC (HMIN), as Chief Administrator where he was responsible for the Business Division, which consisted of all support functions including Legal, IT, Accounting/Finance, Planning, Corporate Affairs, Facilities, Administration and Inclusion & Diversity. Mr. Payne was one of three senior and executive leaders on the Company Operating Committee responsible for overall operations. During his time at HMIN, Mr. Payne served in a variety of leadership roles, including, General Counsel, Secretary and Compliance Officer, as well as representing HMIN across North America on the Retirement & 401(k) and Inclusion Committees.

In addition to his leadership roles, Mr. Payne is credited with starting the following foundational processes and units at HMIN: Corporate Governance, Risk Management, and the Office of Inclusion & Diversity.

Prior to Honda, Mr. Payne was in private practice representing employers in employment and labor law matters before federal & state courts and governmental/administrative agencies throughout the U.S. such as the National Labor Relations Board, civil rights commissions, and the Department of Labor.

Mr. Payne serves as a member of the Governor's Workforce Cabinet, Chair of the Governor's Health Workforce Council, the board of directors for the IndyEleven Foundation and Honda Federal Credit Union.

He is a graduate of the Indiana University Maurer School of Law and Grambling State University.



## **Barbara Quandt**

**Senior State Director**

**National Federation of Independent Business (NFIB)**

Barbara Quandt is Senior State Director and regional manager for NFIB in Colorado, Wyoming, Utah, North Dakota, South Dakota, Nebraska and Indiana. NFIB is the nation's leading organization representing small business. She began her tenure as Indiana State Director on January 2, 2008. As State Director, Quandt is the voice for small business owners at the Indiana Statehouse. She testifies on issues of critical importance to Hoosier job creators, helping to protect their right to own, operate and grow their businesses.

A small business owner and NFIB member for over twenty years, Barbara represented NFIB in the state capital as well as in Washington, D.C. She was the president and founder of Danville and Brownsburg World Travel agencies, and later, the president and co-founder of The Quandt Group, Inc., a public relations and crisis management consulting firm.

While building her businesses, Barbara was president of her local Chamber of Commerce and the Rotary Club and active in numerous community organizations. She was instrumental in the creation of a regional economic development group.

Barbara served as an elected delegate to the 1995 White House Conference on Small Business. Her advocacy efforts were recognized in 2006 when she was named National NFIB Small Business Champion.

Barbara Quandt is a graduate and past board member of the Richard G. Lugar Excellence in Public Service Series.

Born in Venezuela and raised in Northport, New York, Barbara has called Indiana her home since she arrived in Indianapolis to attend Butler University. Barbara is the mother of five.

## **Mike Ripley**

**Vice President**

**Indiana Chamber of Commerce**

Mike joined the Chamber in November 2008. He's a former state legislator who served the 79th district and the citizens of Adams, Allen and Wells counties from 1996-2008. His professional career also includes work with an engineering firm and seven years as the Adams County economic development director. In addition, he previously had his own Allstate Insurance Agency, marketing property and casualty, and life and health insurance products.

Mike has over a decade worth of experience in the insurance industry, plus he's been heavily involved in the health care arena while in the Legislature, including serving as the chairman of the House Insurance Committee.

A graduate of Ball State University, Mike was the Insurance Institute of Indiana's Legislator of the Year in 2005 and 2008. Additionally, in 1999, the Indiana Chamber tapped him as a Small Business Champion for his legislative work on behalf of the small business community.

Mike is a recipient of the Sagamore of the Wabash, the state's highest public service honor, which was awarded by Gov. Mitch Daniels.



## **Scott Sanders**

**President and CEO**

**National Association of State Workforce Agencies (NASWA)**

Scott B. Sanders has been the President and CEO of the National Association of State Workforce Agencies (NASWA) since October 2014. He manages the association of state administrators who handle workforce training, unemployment insurance, employment services, employment statistics, labor market information programs and veteran reemployment in all 50 states, the District of Columbia and US Territories. The association provides advocacy at the national level for a more effective workforce system, and engages with the US Department of Labor, employers and the public. He previously served as Commissioner of the Indiana Department of Workforce Development (DWD) 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. He was also involved in the launching of JAG in Indiana in 2007.

Scott served on the American Workforce Policy Advisory Board from February 2019-January 2021, and also serves on the boards of the LMI Institute (Chair 2020-2021) and the UWC Foundation.

Scott also has over 20 years of private sector experience prior to his role at DWD.

Scott earned his master's degree in business administration from Northwestern University's J.L. Kellogg Graduate School of Management and his bachelor's degree from Miami University.



## **Jamie Smith**

**SIDES Program Manager**

**National Association of State Workforce Agencies (NASWA)**

Jamie is the SIDES Program Manager for the NASWA State Information Data Exchange System (SIDES). She dove into the Unemployment Insurance (UI) world in 2009 as a Claims Specialist at the Nebraska Department of Labor (NDOL). She has served in several positions during her tenure, including adjudication, business process analysis, business analyst, program manager, TRADE specialist, and SIDES coordinator. In 2016, Jamie joined the NASWA as the SIDES Program Specialist and became the SIDES Program Manager in June 2019.



### **Julie Squire**

**Policy Director and General Counsel**

**National Association of State Workforce Agencies (NASWA)**

Julie Ellen Squire is Vice-President of Policy 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.

Previously serving as Assistant Secretary for two Divisions with the State of Maryland's Department of Labor, Julie is passionate about unemployment insurance and workforce development. 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. Currently licensed to practice law both in Maryland and the District of Columbia, Julie started her career with the Baltimore firm of Gallagher, Evelius and Jones.

A native Buckeye, Julie attended law school at The Ohio State University. Julie first came to Maryland to attend Goucher College, and she currently lives in Baltimore.



### **Kevin A. Stapleton**

**Lead Actuary, Office of Unemployment Insurance**

**US Department of Labor, Division of Fiscal and Actuarial Services**

Kevin Stapleton has worked in the US Office of Unemployment Insurance for over 15 years. Over that time he has worked with the Division of Fiscal and Actuarial Services, supporting the actuarial team and the UI program through 2 major recessions, numerous high impact disasters, and a rapidly changing global economy. He spent the first few months of the Covid-19 pandemic overseeing the compilation and publication of the weekly claims news release, before transitioning back to the Actuarial team as the Lead Actuary in June of 2020.



### **Gretchen Strebeck**

**Senior Director of UC Operations**

**Equifax Inc.**

Gretchen Strebeck serves as the Senior Director of UC Operations for Equifax Workforce Solutions. She started with TALX in 2003 as Unemployment Consultant, and has worked in various roles throughout the organization, including Employer Tax Consultant, SIDES Coordinator, and Power of Attorney Coordinator.

## ***Racing to Recovery***

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### **Matt Weidinger** **Senior Fellow and Rowe Scholar** **American Enterprise Institute**

Matt Weidinger is a senior fellow and Rowe Scholar in poverty studies at the American Enterprise Institute (AEI), where his work is focused on safety-net policies, including cash welfare, child welfare, disability benefits, and unemployment insurance.

Before joining AEI, Mr. Weidinger served as the deputy staff director of the House Committee on Ways and Means and as the longtime staff director of its Subcommittee on Human Resources, with jurisdiction over safety-net programs. He began his career on Capitol Hill as a legislative assistant for Rep. Clay Shaw (R-FL). He also served on the staff of the 2012 Republican Platform Subcommittee on Economy, Jobs, and Debt.

In addition, Mr. Weidinger has been the principal editor of several editions of the House Committee on Ways and Means "Green Book," a multi-chapter volume providing background materials and data on tax, health insurance, Social Security, welfare, trade policies, and statistics. He was also a primary staff author of the landmark 1996 welfare reform law (The Personal Responsibility and Work Opportunity Act). Mr. Weidinger has an M.A. in political science from the University of Chicago and a B.S. in foreign service from the School of Foreign Service at Georgetown University.



### **Dr. Matthew Will** **Associate Professor of Finance** **University of Indianapolis**

Dr. Matthew Will is an Associate Professor of Finance for the University of Indianapolis MBA Program. He has both graduate and undergraduate degrees from Indiana University in Bloomington, as well as a doctorate from Anderson University in finance. After working a number of years in private industry as a senior manager and executive, he began a career in academia.

Dr. Will spent 9 years on the faculty of Johns Hopkins University in Baltimore, Maryland. In 2001 he returned to his home state of Indiana and joined the faculty of the University of Indianapolis MBA Program. He has served as Director of the MBA Program, Associate Dean and currently holds the position of Director of External Relations.

Dr. Will is the author of numerous textbooks, textbook supplements and articles. One of the textbooks to which he is a contributor, Principles of Corporate Finance published by McGraw Hill, is one of the top selling MBA textbooks in the country. He has over 40 scholarly publications to his credit, in addition to countless columns and articles published via various media outlets. Dr. Will is a founding member of the Central Indiana Academy of Finance, one of the largest financial literacy organizations in the Midwest. He currently serves as vice-chairman of the board for this organization, is a member of the governor's business law survey commission. He is a past president of the Rotary Club of Indianapolis and Indianapolis Rotary Foundation, where he currently serves as Treasurer. He serves on the Board of Directors of Cathedral High School, Christel House International and other organizations. He is committed to financial literacy and is involved in various projects to expand financial literacy among the youth in our community.



## **Dale Ziegler**

**Managing Director of Government Relations  
On Point Technology**

Mr. Ziegler has 27 years of experience in the UI program on both the state and federal level. His responsibilities have included both policy establishment and oversight, and program operations. Prior to his retirement in 2012, he worked with the U.S. Department of Labor (USDOL), the State of Washington's Employment Security Department, and the Maryland Department of Economic & Employment Development. While at the USDOL, he served as Deputy Administrator, functioning as the Chief Operating Officer where he oversaw all of the federal-state unemployment insurance (UI) programs. Annually, UI programs serve 7-10 million beneficiaries, pay \$30-\$50 billion in unemployment benefits (depending on economic conditions), and collect about \$40 billion in unemployment taxes. In that capacity he was responsible for overseeing 53 states and territories that administer federal-state UI programs. This included managing the Offices of UI Operations, and Fiscal & Actuarial Services that was responsible for managing and allocating more than \$2.6 billion in state administrative grants, UI operations, performance management, and legislation. Prior to that, he served as Assistant Commissioner for UI at the Washington Employment Security Department where he managed four primary operating divisions: UI Claims Processing and Adjudication, Tax, Administration, Fiscal Administration, and Technology Systems. During his tenure at the Maryland Department of Economic & Employment Development he served as Deputy Assistant Secretary, co directing the daily operations of the multiunit division responsible for implementing policy and administering Maryland's UI administration, workforce training programs, UI administration, and employment service.



## **Lesley Zielinski**

**Sr. Director, UWC Programs & Analytics  
Kelly Services, Inc.**

Lesley Zielinski is the Sr. Director of UWC Programs & Analytics at the Headquarters of Kelly Services, Inc. located in Troy, Michigan. Kelly is a global leader in providing workforce solutions, offering a comprehensive array of world-class staffing services.

Lesley is the leader of the Workers' Compensation, Risk Intelligence, & Unemployment functional claims teams at Kelly, and oversees the forecasting of both workers' compensation & SUTA/FUTA expense. Lesley holds the designations of Chartered Property Casualty Underwriter (CPCU), Associate in Claims (AIC). She is also a licensed Michigan Property Casualty Claims Adjuster. She spent 7 years as a Board Representative for the Michigan Self-Insurers' Association, representing the interests of Self-Insured and high-deductible employers in Michigan, on matters surrounding Workers' Compensation.

Lesley has been a speaker on various topics specifically related to workers' compensation at various industry conferences (National WC & Disability Conference, National WC Defense Network, Michigan Self-Insurers' Association, ESIS Leadership Symposium).