

# National UI Issues Conference

June 28, 2018

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## *UI Automated System Developments and Impacts on Employers*

liability

Contr



**AUTOMATION**

ctivity

Precisi

Repeatability



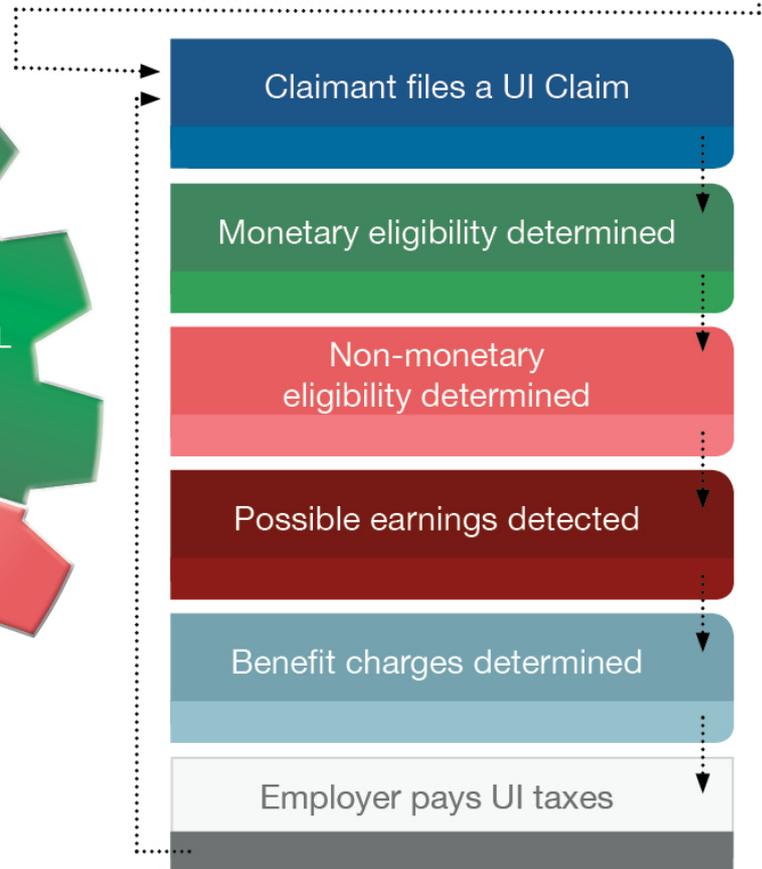
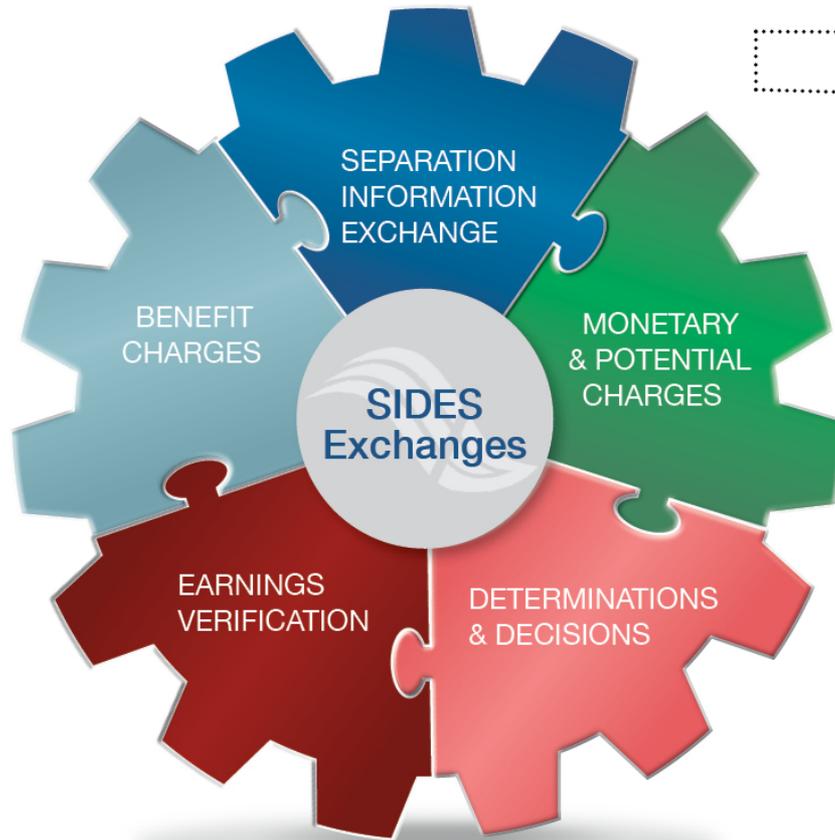
# NASWA

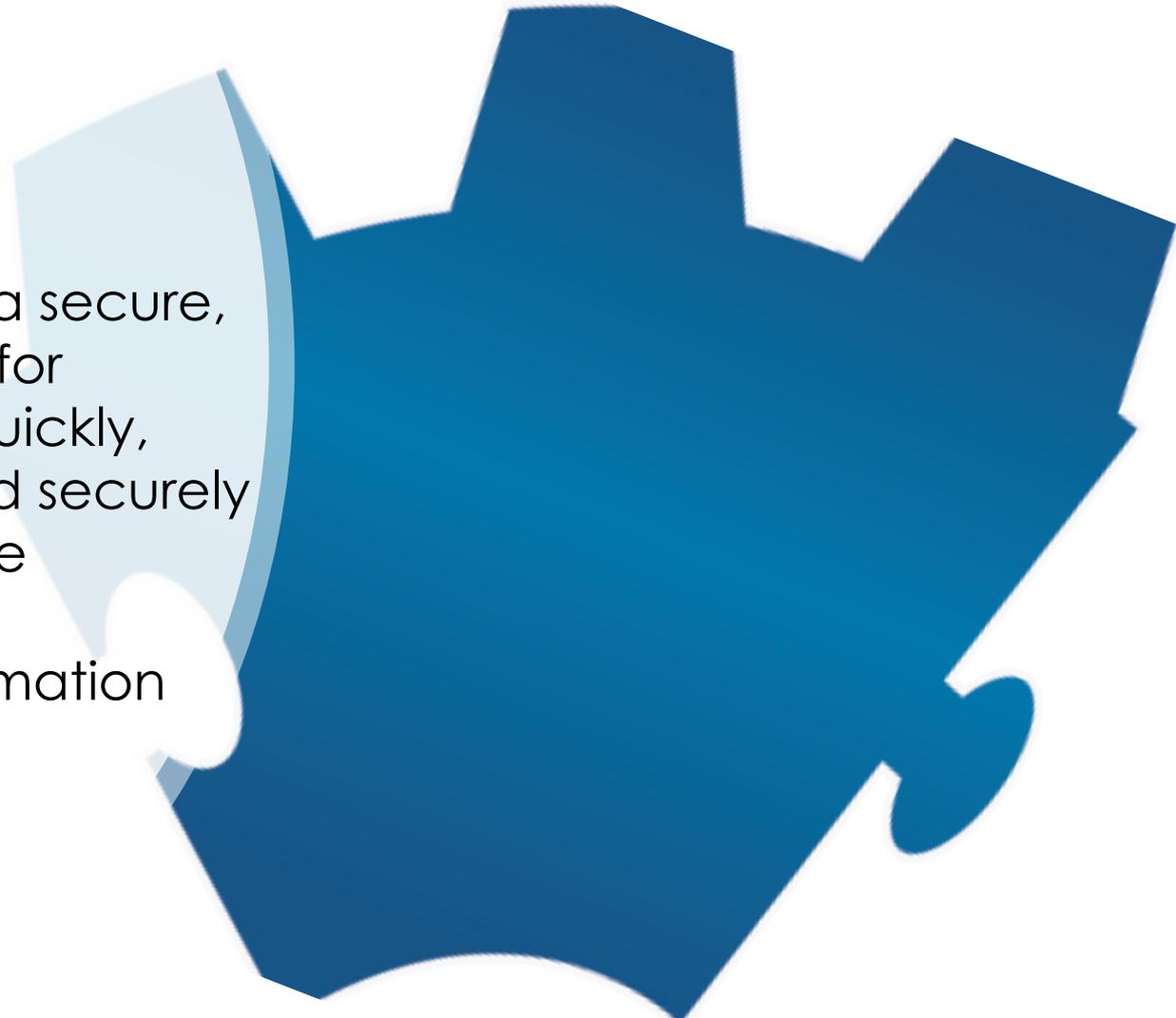
NATIONAL ASSOCIATION OF STATE WORKFORCE AGENCIES

## **State Information Data Exchange System**

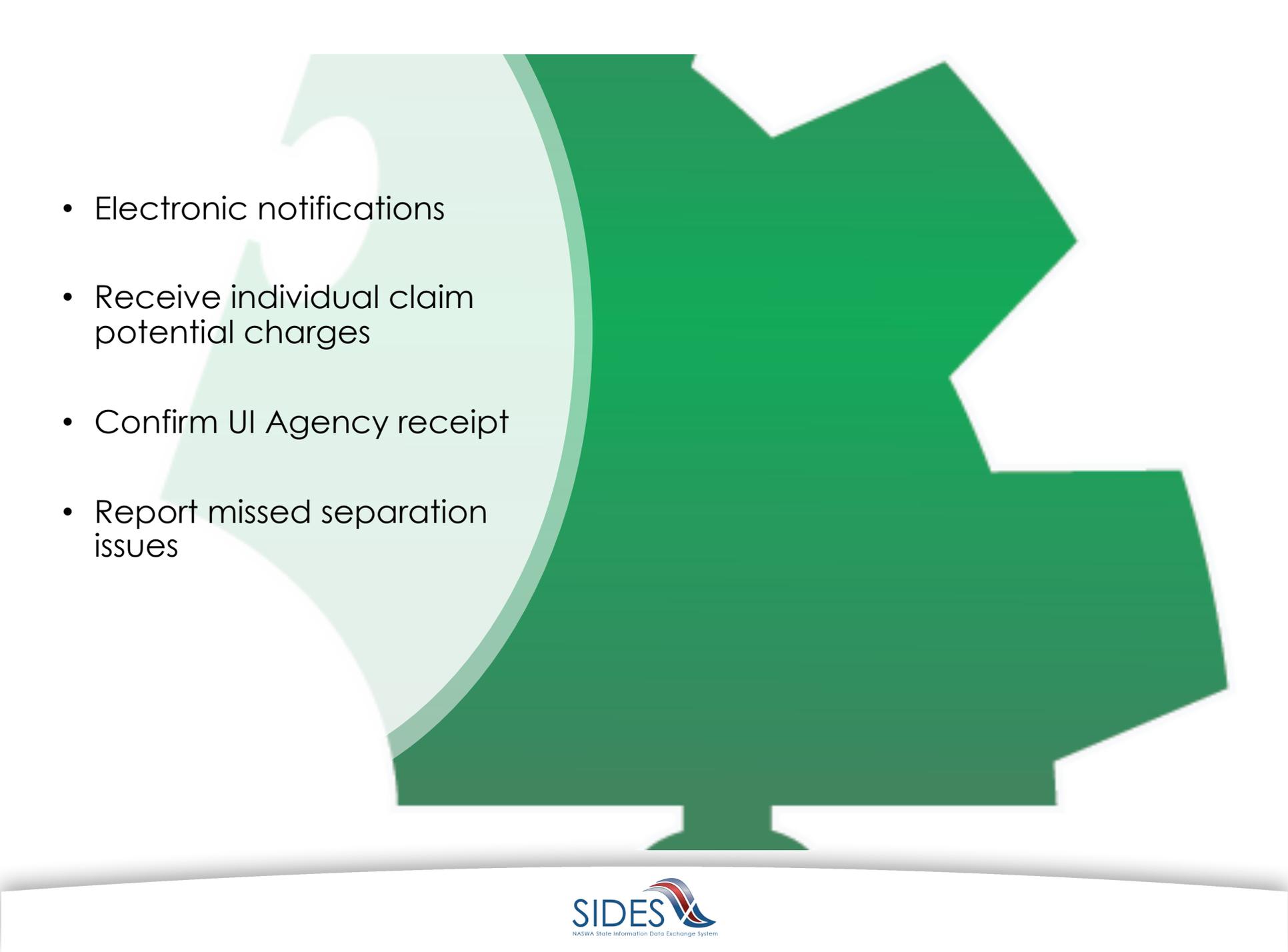
Created through a partnership with NASWA  
USDOL, states and third-party administrators

# LIFE CYCLE OF A UI CLAIM





SIDES provides a secure, electronic tool for employers to quickly, accurately, and securely respond to state unemployment insurance information requests.

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- Electronic notifications
  - Receive individual claim potential charges
  - Confirm UI Agency receipt
  - Report missed separation issues

- Standard format all SIDES users will recognize
- Easy to implement
- Faster notice of appeals

- Daily breakdown of wages
- Input earnings based on payroll week
- SIDES calculates wages for benefit week

- Receive quarterly or annual charging notices
- Information secure
- Postage savings for responses/protests

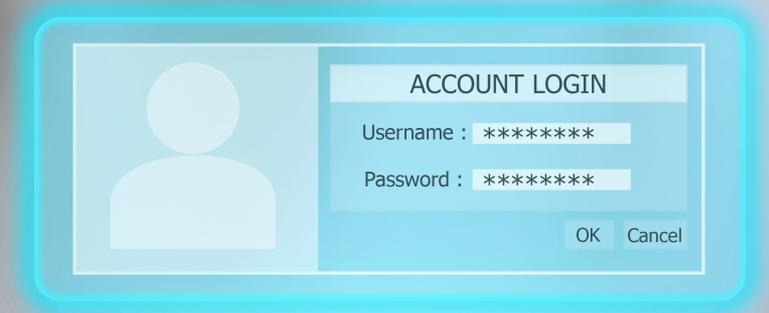
# REGISTRATION IS EASY

Go to [info.uisides.org](http://info.uisides.org)

Select E-Response Assistance

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Single Sign On may be available through State Workforce agency employer portals for direct access to SIDES



# Benefits of Using SIDES

- Reduced postage costs
- Faster response times
- Staff time savings
- Integrity focused
- Proven track record
- Standard format
- Customizable integration

“SIDES has contributed to a reduction in separation-related improper payment rates for all five State Workforce Agencies we sampled”

~OIG Report  
March 31, 2017

# Join the SIDES Community

- Visit a NASWA table at select SHRM conferences
- Watch for state sponsored webinars on social media
- Connect with states to improve integrity



# SIDES Interactive Toolkit



<http://sidesitk.naswa.org/sides>



“...employer and TPA use of SIDES and SIDES E-Response resulted in significantly better quality of responses to initial requests for information about UI benefit claims from state UI agencies than an alternate method.”

~SIDES Employer Response Study  
Published November 2017

# SIDES Employer Response Study

Completed August 2017

## Purpose:

Determine the adequacy and quality of information returned to states



# What was Reviewed?

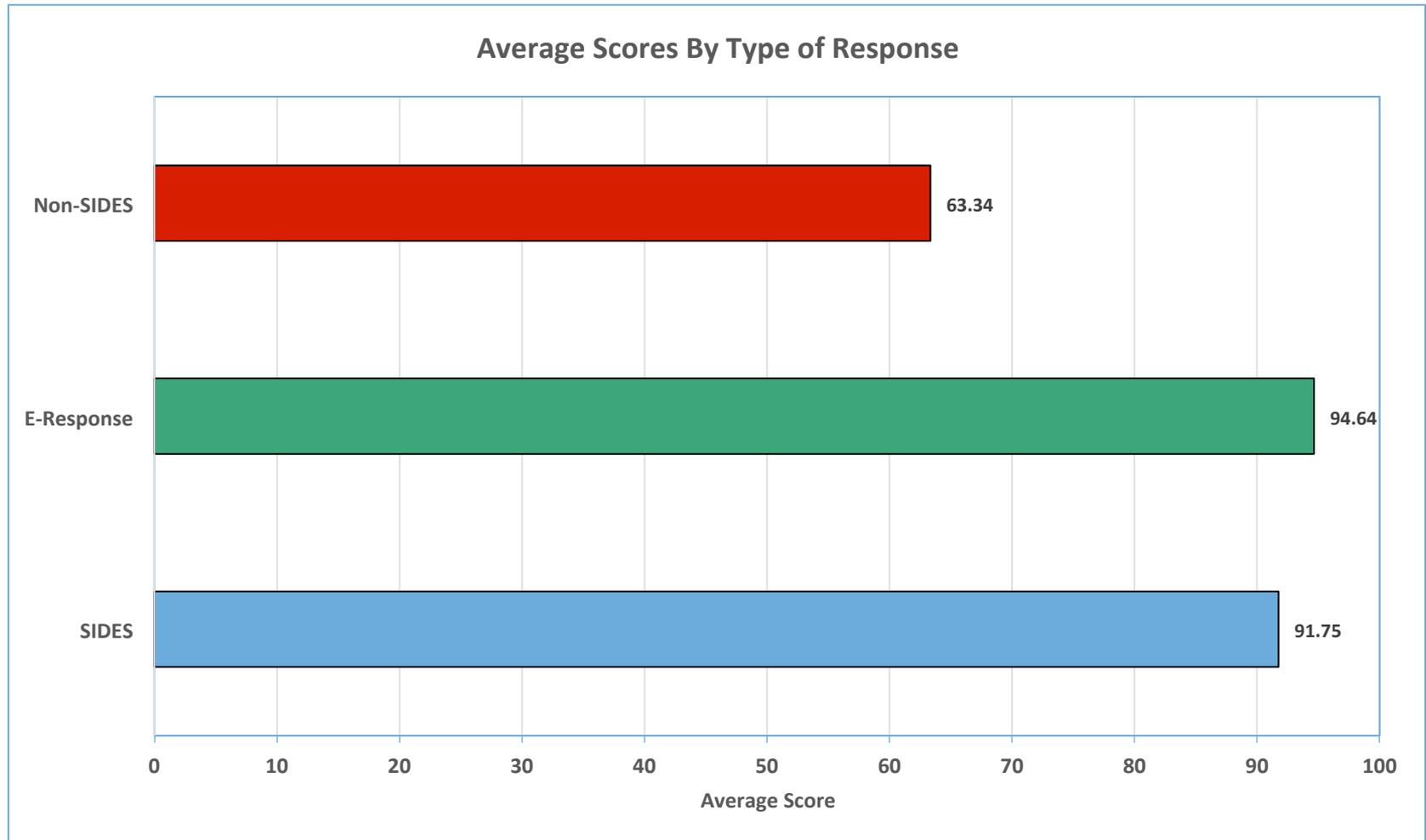
Response Types:

- UI SIDES
- SIDES E-Response
- Paper

2,250 in total from five sample states



# Study Cumulative Results



# Coming Summer 2018



## Revised SIDES E-Response

**Email:** [uisides@naswa.org](mailto:uisides@naswa.org)

**Twitter:**

- @NASWAorg
- @UI\_SIDES

**LinkedIn:**

- company/national-association-of-state-workforce-agencies/
- UI\_SIDES

**Facebook:** @NASWAorg

