

# 34th Annual NATIONAL UI ISSUES CONFERENCE

AN OCEAN OF INNOVATION  
IN UNEMPLOYMENT INSURANCE



JUNE 17-19, 2015 | SAN DIEGO, CALIFORNIA

# AN OCEAN OF INNOVATION IN UNEMPLOYMENT INSURANCE

## 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.

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## Conference Certification

The program is pre-approved by the Human Resources Certification Institute (HRCI) for 13 (HR (General)) recertification credit hours toward California, GPHR, HRBP, HRMP, PHR and SPHR recertification through the HR Certification Institute. The American Payroll Association (APA) has approved the conference for 14.5 credit hours of certification.



## Conference Agenda

**Wednesday, June 17, 2015**

9:00 am to 5:00 pm      **Registration**  
*Concourse*

9:00 am to 5:30 pm      **Exhibits Open**  
*Pacific Foyer*

9:30 am to 11:30 am      **UI 101 Basics** (*Tickets required*)  
*Pacific A*

**Richard A. Hobbie, PhD**, *Visiting Scholar, The Heldrich Center for Workforce Development, Rutgers University*

**James Van Erden**, *Senior Policy Advisor, National Association of State Workforce Agencies*

1:00 pm to 1:15 pm      **Welcome**  
*Pacific A*

**Allan Zaremborg**, *President and CEO, California Chamber of Commerce*

**Patrick Henning**, *Director, California Employment Development Department*

1:15 pm to 2:15 pm      **Review of the Economy and Impact on Unemployment**  
*Pacific A*

**Moderator: Allan Zaremborg**, *President and CEO, California Chamber of Commerce*

**Jerry Nickelsburg, PhD**, *Adjunct Professor, UCLA*

**Paul Wessen**, *Senior Economist, California Employment Development Department*

**Philip J. Fischer**, *Managing Director, Research Group, Bank of America*

The panel will review the state of the economy with particular reference to the impact on employment, unemployment compensation and unemployment insurance nationally and in California. The panel will also discuss economic projections for the short term and long term and ramifications for the delivery of workforce services, the status of unemployment trust funds, and UI benefits and taxes.

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2:15 pm to 3:15 pm  
Pacific A

## 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 still transitioning to lower unemployment claims loads, reemployment of the unemployed, and ongoing performance issues. 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 President's budget proposal, and policy issues of significance.

3:15 pm to 3:30 pm  
Pacific Foyer

## Break

3:30 pm to 4:30 pm  
Pacific A

## 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 2014, and legislation currently being considered, as well as issues arising from 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 to 5:30 pm  
Pacific A

## Most Effective Ways to Identify Fraud and Avoid Overpayments

**Gregory M. Riggs**, *Deputy Director, Policy, Accountability, & Compliance Branch, California Employment Development Department*

**James Van Erden**, *Senior Policy Advisor, National Association of State Workforce Agencies*

**Steve Sheehan**, *Manager, Investigation Division, California Employment Development Department*

**Greg Loos**, *Chief Operating Officer, Pondera Solutions*

The percentage of unemployment claims that has been overpaid has increased in recent years with common use of on-line and telephone claims and reduced benefit payment control staffing. The filing of fraudulent applications and claims has also increased. Identifying and reducing fraud is a major area of emphasis for federal and state UI programs

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Many states, including California, have turned to analytics to target certain types of applications and methods being used to claim unemployment compensation, to develop ways to avoid making erroneous payments in the first place, and detect fraud for overall efficiency and effectiveness. The California EDD will review its latest efforts in this area

The National Association of State Workforce Agencies is developing an Unemployment Insurance Integrity Center of Excellence in partnership with New York DOL and USDOL. NASWA will review the major efforts under way to assist states to reduce fraud.

6:00 pm to 8:00 pm      **Reception – Sponsored by Equifax**  
*Loma Vista Terrace*

## Thursday, June 18, 2015

6:45 am to 8:00 am      **Pacific Beach Breakfast Buffet – Sponsored by Fast Enterprises**  
*Pacific D*

8:00 am to 5:00 pm      **Registration**  
*Concourse*

8:00 am to 5:00 pm      **Exhibits Open**  
*Pacific Foyer*

8:00 am to 9:00 am      **Combatting Identity Theft**  
*Pacific B*

**Paul Carmona**, *Director, Regulatory Integrity Division, Texas Workforce Commission*

**Manuel Gonzales**, *Special Agent, Office of Inspector General, U.S. Department of Labor*

Identity theft is a growing problem within unemployment insurance programs as increasing numbers of claims are being filed by individuals using stolen Social Security numbers, names and credentials. The problem has spread across the country to every state with employers, TPAs, and state agencies recognizing significant numbers of cases in which the individuals identified as claimants are actually still employed and have never filed applications. The panel will examine the issue with specific reference to unemployment insurance and the steps that are being taken by leading states to avoid identity theft, identify the perpetrators, and prosecute them in conjunction with the Office of Inspector General.

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9:00 am to 10:00 am **Marijuana, Drug Testing, and UI Eligibility**

*Pacific B*

**Marti Fisher**, *Policy Advocate, Health Care Policy, Unemployment Insurance, Banking & Finance, Occupational Safety & Health, California Chamber of Commerce*

**Jolene Forman**, *Staff Attorney, Office of Legal Affairs, Marijuana Law and Policy, Drug Policy Alliance*

**Wendy Block**, *Director, Health Policy & Human Resources, Michigan Chamber of Commerce*

An emerging issue in a number of states is the decriminalization of marijuana for medical and/or recreational use. In many cases initiatives and legislation have not specifically addressed the impact of such decriminalization on the work place. Many employers have adopted drug free workplaces, and/or have policies prohibiting employees from using marijuana and other drugs for recreational purposes. Individuals using marijuana in accordance with state law may nonetheless find themselves impaired from performing their jobs. The impact on the employer/employee relationship and on the determination of eligibility for UI benefits will be discussed in this session.

9:00 am to 10:00 am **Review of State UI Benefit and Tax System Developments**

*Pacific C*

**Joe Vitale**, *Director, Information Technology Support Center (ITSC)*

**Dale Smith**, *Deputy Executive Director, Mississippi Department of Employment Security*

Automated systems that function efficiently and accurately are critical to proper administration of the UI system, yet many state UI benefit and tax systems are decades old and struggle to keep up with the demands created by the high volume and the programming intricacies needed to comply with federal and state laws. States have begun to share resources and use federal grant funds to develop multi-state systems. This workshop will review the current status of the Separation Information Data Exchange System (SIDES), multi-state systems developments and best practices in developing these systems which are needed for proper administration of unemployment insurance.

10:00 am to 10:15 am **Break**

*Pacific Foyer*

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10:15 am to 11:15 am **UI and the New Workforce Innovation and Opportunity Act (WIOA) – Data Reporting, Reemployment and Performance Measures**  
*Pacific B*

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

**Sabrina Reed**, *Deputy Director, Unemployment Insurance Branch, California Employment Development Department*

In 2014, Congress enacted the Workforce Innovation and Opportunity Act (WIOA) to address issues that had been identified with the Workforce Investment Act. Performance measurement and the relationship between workforce services and unemployment insurance are addressed in WIOA with greater connections between WIOA one-stop centers, UI claimants, and access to wage information collected through the UI program for use in program measurement. The workshop will review the provisions of the new WIOA which impact the unemployment insurance program with special attention to data reporting, reemployment of UI claimants, and performance measurement under the new Act that becomes effective July 1, 2015.

10:15 am to 11:15 am **Best Practices in UI claims Adjudication and Appeals**  
*Pacific C*

**Matt Kaufer**, *Barnett and Associates*

The management of UI claims adjudication and appeals is critical for employers seeking to control costs and for state UI agencies to properly administer the program with limited resources. This workshop will review best practices in managing costs and adjudication of appeals through the appeals hearing process.

11:15 am to 12:15 pm **State and Federal Unemployment Taxes – What Can We Expect for 2015, 2016 and Beyond?**  
*Pacific B*

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

As a result of the Great Recession of 2008 significant deficits developed in state unemployment trust funds that could not be eliminated in a short period of time. Employers in many states found themselves not only paying increased state unemployment taxes, but also experiencing increases in the Federal Unemployment Tax Act (FUTA) when state trust funds remained in a deficit status. Although many states have eliminated deficits, a number continue to be subject to increased FUTA taxes. Furthermore, many states continue to have trust fund balances that are insufficient. This workshop will review the status of state and federal unemployment taxes on a state-by-state basis and review the prospects for tax rates in 2015 and thereafter.

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11:15 am to 12:15 pm **Marijuana, Drug Testing, and UI Eligibility**  
*Pacific C*

**Marti Fisher**, *Policy Advocate, Health Care Policy, Unemployment Insurance, Banking & Finance, Occupational Safety & Health, California Chamber of Commerce*

**Jolene Forman**, *Staff Attorney, Office of Legal Affairs, Marijuana Law and Policy, Drug Policy Alliance*

**Wendy Block**, *Director, Health Policy & Human Resources, Michigan Chamber of Commerce*

An emerging issue in a number of states is the decriminalization of marijuana for medical and/or recreational use. In many cases initiatives and legislation have not specifically addressed the impact of such decriminalization on the work place. Many employers have adopted drug free workplaces, and/or have policies prohibiting employees from using marijuana and other drugs for recreational purposes. Individuals using marijuana in accordance with state law may nonetheless find themselves impaired from performing their jobs. The impact on the employer/employee relationship and on the determination of eligibility for UI benefits will be discussed in this session.

12:15 pm to 2:15 pm **Lunch and Awards Program**  
*Pacific D*

Two Minute Drill for Sponsors and Exhibitors  
Recognition Awards

**Danielle Magee**, *Manager, Community Relations, SeaWorld Aquatica*

2:15 pm to 3:15 pm **Impact of Reduced Maximum Number of Weeks of UI Benefits – The GAO Study**  
*Pacific B*

**Chris Morehouse**, *Education, Workforce and Income Security, U.S. Government Accountability Office (GAO)*

**Wendy Block**, *Director, Health Policy & Human Resources, Michigan Chamber of Commerce*

In response to increased unemployment compensation claims volumes which resulted from the Great Recession, many state unemployment trust funds borrowed from the Federal Unemployment Account to pay benefits. In addition, some states included reductions in the maximum weeks of unemployment compensation as part of solvency measures to address the deficit. This workshop will include a presentation by the Government Accountability Office (GAO) describing its report reviewing the reasons for the reduced number of weeks and the impact of the reduced number of weeks. Stakeholders will provide additional views about the reasons for the changes and the impact of their enactment.

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2:15 pm to 3:15 pm  
*Pacific C*

## **Managing Benefit Charges to Employer Accounts**

**Lori Roberts**, *Senior Manager, Government Relations, Equifax Workforce Solutions*

The proper charging of unemployment compensation to employer accounts is critical to ensure that benefits are not erroneously paid or charged, and ensure the accurate calculation of contribution rates. This workshop will review state practices in administering charges to employer accounts and discuss current challenges for employers, as well as potential process enhancements.

3:15 pm to 3:30 pm  
*Pacific Foyer*

## **Break**

3:30 pm to 5:00 pm  
*Pacific B*

## **Benefit Accuracy Measurement (BAM) – The Misuse of the BAM Report for Integrity Measurement and Options for Improvement**

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

**Josh Richardson**, *Deputy Commissioner, UI Operations, Indiana Department of Workforce Development*

The Benefit Accuracy Measurement (BAM) report has been used by U.S. DOL and the Office of Management and Budget (OMB) to determine the rate of erroneous determinations by state UI agencies. The BAM report, however, is not well suited for this purpose. Its use has had the unintended effect of overstating the error rate and providing a disincentive to states seeking to increase integrity efforts. Two leading state UI agency representatives will review the BAM report, issues with its use, and suggest better alternatives to evaluate integrity and performance measures.

3:30 pm to 5:00 pm  
*Pacific C*

## **New Reporting Requirements and Impact on Employers and Workforce Agencies**

**Pete Isberg**, *Vice President, Government Relations, Automatic Data Processing (ADP)*

**Joe Mueller**, *Legal Counsel, Illinois Department of Employment Security (IDES)*

Illinois has implemented a new requirement that employers in the state report wage information on a monthly basis in addition to reporting on a quarterly basis. The requirement was implemented on the assumption that monthly reports of wage information would produce significant savings for the state Medicaid program. Employers and their representatives have expressed concern that the imposition of the additional reporting burden increases costs without significantly improving the data base used to detect Medicaid fraud and

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overpayments. What has been the cost? Has there been an impact on Medicaid? What might the burden be of various additional states adopting their own additional reporting requirements?

6:00 pm to 9:00 pm **Dinner Cruise Reception – Sponsored by Equifax and OnPoint Technology**  
*San Diego Bay*

### Friday, June 19, 2015

7:30 am to 9:00 am **Continental Breakfast – Sponsored by BlueWolf**  
*Pacific D*

8:00 am to 12 Noon **Exhibits Open**  
*Pacific Foyer*

9:00 am to 10:00 am **Issues Arising from New Federal and State Statutes and Regulations**  
*Pacific B*

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

The Federal/State unemployment compensation system relies on state administration and federal oversight to assure conformity and compliance with federal law. Federal statutes and recent legislation have raised issues with state laws and administrative practices. This workshop will review current issues of significance, including drug testing, definition of misconduct, determinations of eligibility for benefits, and other issues that have arisen in recent years.

9:00am to 10:00 am **Best Practices in Reemployment Eligibility Assessment and Reemployment Services**  
*Pacific C*

**Richard A. Hobbie, PhD**, *Visiting Scholar, The Heldrich Center for Workforce Development, Rutgers University*

**Renee Olson**, *Administrator, Nevada Department of Training and Reemployment, Employment Security Division*

Reemployment eligibility assessments and reemployment services have been recognized as providing value to UI claimants and assisting in returning UI claimants to work and reducing unemployment compensation. This workshop will review the best practices being used by states to effectively provide these services.

10:00 am to 10:15 am **Break**  
*Pacific Foyer*

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10:15 am to 11:45 am **Employer/Administrator/ Worker Advocate Roundtable**  
*Pacific A*

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

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

**Rebecca Dixon**, *Senior Staff Attorney, National Employment Law Project (NELP)*

The UI system is transitioning from a period of high unemployment and claims load to one in which a greater focus is placed on matching unemployed job seekers with employers and effectively filling employer staffing needs. Yet, the solvency of the UI system continues to lag in many states, there continues to be insufficient resources to pay benefits in the event of another recession, and resources remain limited to assist claimants or employers in the public labor exchange. This round table will review the current status of the system, issues on the horizon, and solutions to solvency, and the matching of unemployed workers with employment.

11:45 am to 12:00 pm **Closing Remarks**  
*Pacific A*

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## 2015 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 **UI Integrity Award** is given to an individual (or individuals) who have demonstrated commitment to preserving the integrity of the unemployment system.

This year, UWC and NFUCWC recognize two individuals to receive the UI Integrity Award.

Please join me in congratulating these outstanding individuals.

Sincerely,



Douglas J. Holmes  
President

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## UI Integrity Award

**Bradford Ward**, the Director of the Office of Investigations at the Texas Workforce Commission, has demonstrated outstanding leadership, initiative, and unwavering dedication to the integrity of the unemployment insurance system.

Through his leadership, the Texas Workforce Commission created a series of integrity programs including:

1. Improve Fraud Discovery (IFD) Data Analytics Program
2. Interstate Work Verification Project
3. Improper Payment Prevention Program
4. Incarceration Cross-match Project
5. Vital Statistics Death Cross-match
6. IP Address and Telephone Number Capture
7. UI/Child Care Early Warning Cross-match
8. Wage Benefit Cross-match
9. National and State Directory of New Hires



In August, 2013 TWC implemented a project to prevent improper payments through New Hire hits. As of mid-December 2014 this initiative prevented \$5.2 million in UI benefit overpayments.

In April, 2014 TWC expanded its State Incarceration Cross-match to include nationwide county and municipal jail incarceration data. As of April 2015, this initiative had prevented approximately \$8.31 million in overpayment.

In October 2014, TWC began a state Death Cross-match with the Texas Department of State Health Services.

Using the AWARE system procured by Mr. Ward, TWC has detected and prevented five additional fictitious employers and identity theft benefits schemes, preventing \$692,628 in losses.

Mr. Ward is recognized as a national leader in the prevention of UI overpayments because of his willingness to share the lessons Texas has learned. He has served as a national and regional speaker on the best detection and data analytic practices.

Bradford Ward is an outstanding example of an individual deserving of recognition for his dedication to UI Integrity. We are pleased to present him with the UI Integrity Award.

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## UI Integrity Award

It is indeed impressive to receive the number of nomination letters for one individual praising him for professionalism and integrity. **Brett Flachsbarth** has uniquely won the admiration of his colleagues and co-workers while significantly improving the performance of the Kansas Department of Labor over a span of five years.

The Chief of Appeals, the Human Resources Director, the Contact Center Manager, the Chief of Audits and Investigations, the Kansas Secretary of Labor and others took the time to provide personal stories about the positive impact that Brett has had on their individual areas of responsibility and how he was effective in leading the improvement of the performance of the agency.

In 2011 Brett became the Chief of the Office of Unemployment Insurance Appeals when only 0.3% of appeals were being resolved within 30 days and 0.7% within forty-five days. There was also a backlog of thousands of pending appeals. Through a series of significant operational changes performance was improved by 2013 with 69.7% of cases resolved within 30 days and 87.2% within 45 days.

As UI Director, Brett made first payment promptness a goal and Kansas achieved the goal of being removed from the “At risk” designation from US DOL in just one year.

Through collaboration with the Workmen’s Compensation Division 1,529 more misclassified workers were identified in 2014. Beginning in March 2013, a program was developed to identify possible SUTA Dumping activities and potential fictitious employers. The recent discovery of a fictitious employer avoided \$75,000 in benefits being paid, and through an investigation with US DOL a Chicago based company was convicted in a multistate effort involving \$9.1 million in benefit claims.

With effective outreach to the business community and tighter administration, the number of delinquent wage reports has decreased by 2,478 from 2012 to 2014.

In the words of one nominator, Brett serves as a leader/mentor who is constantly striving to protect and preserve the integrity of the UI system in the way he manages not only the people he supervises , but also by making improvements and creating efficiencies with the processes to create more accuracies in the system.

We congratulate Brett Flachsbarth in being recognized with the UI Integrity award.



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## Speaker Biographies

**Allan Zaremborg**  
**President and Chief Executive Officer**  
**California Chamber of Commerce**

Allan Zaremborg is president and chief executive officer of the California Chamber of Commerce. He took over the top staff position in 1998 after six years as executive vice president and head of the California Chamber's legislative advocacy program. Supporting policies that give job creators the certainty and stability they need to make investment and hiring decisions has been a priority for Mr. Zaremborg. He led negotiations culminating in adoption of comprehensive reforms of the state workers' compensation system, endangered species laws and other key issues. He also guides the CalChamber's ongoing effort as the leading employment law expert for California businesses to provide products and services that help employers comply with continually changing state and federal laws.



**Patrick Henning Jr.**  
**Director**  
**California Employment Development Department**

Patrick Henning Jr. was appointed director of the Employment Development Department by Governor Jerry Brown in March 2014. Previously, he served as the chief deputy appointments secretary in the office of California Governor Jerry Brown from 2011 to 2014. In this capacity he advised the Governor concerning the more than 2,800 political appointments for the broad spectrum of boards and commissions in California's state government and worked closely with the Governor, cabinet secretaries, and department supervisors on recruiting and selecting qualified candidates. Henning also assisted the Governor in policy issues, such as workers compensation reform and Proposition 30, by building coalition groups and reaching passage of measures through the legislative and initiative process.



**Wendy Block**  
**Director of Health Policy and Human Resources**  
**Michigan Chamber of Commerce**

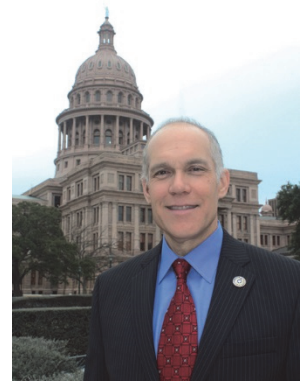
Wendy Block joined the Michigan Chamber of Commerce in May of 2004 as Director of Health Policy and Human Resources. Wendy works directly with the state legislature, state agencies, and others, lobbying on a wide range of health care, legal reform, and employment-related issues. Wendy has worked in and around Lansing political circles for over a decade. Prior to joining the Chamber, Wendy served as a policy advisor for the Michigan House of Representatives covering health insurance, financial services, and education issues.



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**Paul D. Carmona**  
**Director, Regulatory Integrity Division**  
**Texas Workforce Commission**

In March of 2014, Paul Carmona joined the Texas Workforce Commission as Director of the Regulatory Integrity Division. The division enforces provisions of the Texas Unemployment Compensation Act, the Texas Labor Code, the Texas Education Code, and other statutes to prevent, detect and eliminate fraud, waste and abuse in federal and state programs. Mr. Carmona manages a staff of more than 180 employees in multiple departments, including Collections & Civil Actions, Equal Opportunity Compliance, Fraud Prosecutions & Legal Enforcement, Labor Law Investigations, the Office of Special Investigations, Statistical Sampling, Subrecipient Monitoring, and Benefit Investigations.



**Rebecca Dixon**  
**Senior Staff Attorney**  
**National Employment Law Project**

Rebecca Dixon is Senior Staff Attorney for the National Employment Law Project (NELP). At NELP she works to bolster the jobless safety net through research, analysis and advocacy in both the state and federal unemployment insurance arenas. Prior to joining NELP, she worked as a Senior Policy Analyst for the Mississippi Economic Policy Center where her areas of focus included adult education, workforce training, access to postsecondary education, child care funding, Temporary Assistance for Needy Families and unemployment insurance.



**Tony Fiore**  
**Of Counsel**  
**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 joined the firm in 2011. He is a recognized leader among businesses and both 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, and 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



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SHRM. He also is the senior editor for a national business association focused on unemployment and workers' compensation based in Washington, D.C.

**Philip J. Fischer**  
**Head of Municipals and Indices Research**  
**BofA Merrill Lynch Global Research**

Philip J. Fischer is head of Municipals and Indices Research at BofA Merrill Lynch Global Research. Under his leadership, the group produces municipal credit research and a municipal strategy product with a focus on thematic pieces and relative value analysis and ideas. Fischer and his group work closely with other Fixed Income and Global Wealth Investment Management research professionals to analyze and position the municipal asset class as part of an asset allocation strategy and determine relative value compared to other fixed income products. Fischer brings nearly 30 years of finance experience to his role, largely in the municipal sector. He was recognized by both *Smith's Research* and *Institutional Investor* as an all-star municipal strategist for more than 10 years. He is the author of "Investing in Municipal Bonds" (McGraw-Hill, January 2013).



**Marti Fisher**  
**Policy Advocate**  
**California Chamber of Commerce**

Marti Fisher joined the California Chamber of Commerce in January 2006 as a policy advocate. She leads CalChamber advocacy on immigration, unemployment insurance, regulatory reform, insurance, occupational safety and health, and tourism. She has specialized in workers' compensation, small business, and banking and finance issues. From October 2006 to December 2012, she headed CalChamber advocacy on health care issues.



**Jolene Forman**  
**Staff Attorney**  
**DPA**

Jolene Forman is a staff attorney who splits her time between DPA's Office of Legal Affairs and DPA's marijuana law and policy work. She engages in litigation, legislative and initiative drafting, policy advocacy, and public education in support of drug policy reform. She is particularly active in the areas of marijuana law reform, criminal justice policy, and harm reduction.



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**Gay M. Gilbert**  
**Administrator, Office of Unemployment Insurance**  
**USDOL/ETA**

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.



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

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.



**Manuel Gonzales**  
**Senior Special Agent**  
**U.S. Department of Labor, Office of Inspector General**  
**Office of Labor Racketeering and Fraud Investigations**

Special Agent Gonzales has been employed with DOL as a Special Agent for approximately 15 years. His responsibilities include identifying and developing major investigations having a regional or national impact including identity theft, labor racketeering, public corruption, organized crime and immigration related investigations. He has participated on many investigative task forces in Southern California. His duties include examining records and corroborating evidence obtained during the course of an investigation; utilizing services of forensic laboratories to identify fingerprints or other evidence and; assisting in the coordination of investigative efforts with other federal, state, and local law enforcement agencies. He has also participated in authorized undercover work and served as the senior agent on major investigations.

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During the course of his career, S/A Gonzales has obtained multiple indictments and convictions of individuals involved in various unemployment insurance (UI) fraud schemes including several multi-million dollar UI fraud schemes in the Central Valley of California. S/A Gonzales has also worked closely with State Workforce Agencies in California, Nevada, Arizona, Washington, and Oregon in combating UI fraud. Many of the UI investigations in which S/A Gonzales participated have resulted in significant changes to policies and procedures in an effort to reduce the rate of UI fraud.

### **Dr. Richard Hobbie**

#### **Visiting Scholar**

#### **The Heldrich Center for Workforce Development, Rutgers University**

Dr. Richard A. Hobbie is regarded as a national expert on unemployment insurance. He currently serves as a Visiting Scholar at The Heldrich Center for Workforce Development, Rutgers University. Mr. Hobbie has a distinguished career with workforce and unemployment insurance. He served as Executive Director of the National Association of State Workforce Agencies (NASWA) from 2003 to 2014 and was its Unemployment Insurance Director from 1998 to 2003. From 1988 through 1995 Mr. Hobbie was staff director of the House Committee on Ways and Means Subcommittee on Human Resources. He also was the editor of the Committee "Green Book," an extensive background book on the programs and policies under the jurisdiction of the House Committee on Ways and Means, including Unemployment Insurance.



### **Douglas J. Holmes**

#### **President**

#### **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.



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**Pete Isberg**  
**Vice President, Government Affairs**  
**Automatic Data Processing, Inc.**

Pete Isberg is Vice President of Government Affairs for Automatic Data Processing, Inc. (ADP), in Roseland, NJ. He is responsible for managing legislative and regulatory affairs covering a wide variety of employer compliance matters, including employment tax payments and reporting. He has over 30 years of experience in working with state legislatures and Congress, as well as the IRS and state revenue, workforce development, child support enforcement, and municipal tax authorities concerning employment tax administration, withholding and information reporting issues. He serves as Chair of the National Foundation Board of Trustees for the National Foundation for Unemployment Compensation and Workers' Compensation, and was appointed to the New Jersey Unemployment Insurance Task Force by Governor Christie.



**Matt Kaufer**  
**Vice President**  
**Barnett Associates, Inc.**

Matt Kaufer graduated from Cornell University in 1996 with a BS in Business Management. For 5 years Matt helped bring to market a startup computer software company that designed software for the Health Insurance Brokerage Community. Utilizing the skills learned at the software company, Matt helped Barnett Associates to build their Unemployment Claims System, and their online reporting system. Matt progressed from Assistant Director of the Tax Analysis Department at Barnett to his current position as a Vice President. Matt has more than 8 years of experience in the Unemployment Tax and Employment Verification business. He has spoken and taught classes on unemployment for the American Payroll Association, the Broadband Tax Institute, and for the UWC.



**Greg Loos**  
**COO**  
**Pondera Solutions, Inc.**

Greg Loos is the COO of Pondera Solutions, a Google Enterprise partner focused on fighting fraud, waste, and abuse in government programs. He has over 20 years of experience with information technology and business intelligence solutions for government agencies. In 2013, Greg joined Pondera Solutions where he and his team design, develop, and implement its Fraud, Waste and Abuse advanced analytics solution FDaaS ("Fraud Detection as a Service"). Greg currently serves as the Project Executive for the California EDD (Employment Development Department) FDaaS implementation and also supports the Iowa Workforce Development FDaaS project, which has been in production since March 2014.



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**Chris Morehouse**  
**Senior Analyst**  
**U.S. GAO**

Chris Morehouse is a Senior Analyst at the U.S. Government Accountability Office (GAO), where he currently focuses on workforce issues. During his 26 year tenure at GAO, Chris has worked on a wide range of issues, such as child support enforcement, child welfare, K-12 and postsecondary education, and veterans' benefits. Some of his recent projects have examined workforce boards' initiatives to meet employers' training needs, Trade Adjustment Assistance grants to community colleges, and employment and training services for Native American veterans. Prior to his work at GAO, Chris worked for Pennsylvania's legislative audit bureau. Chris holds a Master of Public and International Affairs from the University of Pittsburgh and a Bachelor of Arts from West Chester State College. He lives in Shepherdstown, West Virginia.



**Joe Mueller**  
**Chief Legal Counsel**  
**Illinois Department of Employment Security**

Joe Mueller serves as the chief legal counsel to the Illinois Department of Employment Security, which is the agency responsible for running Illinois' unemployment insurance program, employment service and labor market information system. He is also a member of the Department's policy-making executive management team and does extensive work in the legislative arena, at both the state and federal levels. He was deeply involved with the Department's 2004 and 2012 bond issuances to repay federal advances to Illinois' Unemployment Trust Fund account. Before joining the Department, Joe served as Minority Counsel for the Illinois House of Representatives' Labor and Commerce Committee, advising members on business, labor and economic development issues.



**Jerry Nickelsburg**  
**Senior Economist, UCLA Anderson Forecast**  
**Adjunct Professor of Economics, UCLA Anderson School of Management**

Jerry Nickelsburg joined the UCLA's Anderson School of Management in 2006. He teaches economics in the MBA program including a newly developed course on Understanding and Predicting Asian Economies. At the Anderson Forecast he plays a key role in the economic modeling and forecasting of the National, and California economies. He has conducted special studies into the future of manufacturing in Los Angeles, the distribution of income, the economic impact of the writer's strike, the aerospace industry, the undocumented construction and manufacturing labor force, the ports of Los Angeles and Long Beach and the garment industry, focusing on the development of new data and the application of economic theory and statistical methods to sectoral issues. His current academic research



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concerns investment in specific skills and inequality and seasonal adjustment of time series. He is a regular presenter at Economic Conferences is regularly cited in the national media including the Financial Times, Wall Street Journal, New York Times, Los Angeles Times, and Reuters.

From 2000 to 2006, he was the Managing Principal of Deep Blue Economics, a consulting firm he founded. He has been the recipient of the Korda Fellowship, USC Outstanding Teacher, India Chamber of Commerce Jubilee Lecturer and is a Fulbright Scholar. He has published over 100 scholarly and popular articles on monetary economics, economic forecasting and analysis, labor economics, and industrial organization and he is the author of two books on monetary economics and exchange rates.

### **Renee L. Olson**

**Administrator, Employment Security Division**

**Nevada Department of Employment, Training, and Rehabilitation (DETR)**

Renee Olson joined the fiscal staff at DETR in 2002 and served as the Chief Financial Officer from May 2008 to January 2012. As CFO, she provided fiscal oversight and direction for all divisions within DETR. She was appointed Administrator of the Employment Security Division in January 2012. Before joining DETR, she was a Senior Financial Institutions Examiner for the State of Nevada. As a regulator for the state, she was responsible for evaluating the health of various financial institutions in the state such as banks, credit unions, and mortgage companies, and determining the level of compliance with state and federal laws and regulations.



### **Sabrina Reed**

**Deputy Director**

**Unemployment Insurance Branch**

**California Employment Development Department**

Sabrina Reed began her career with the Employment Development Department (EDD) in 1979 in the Labor Market Information Division (formerly Employment Data and Research). Sabrina has been in leadership positions throughout the EDD including the Administration Branch, Information Technology Branch, Disability Insurance Branch, the Directorate's Office, and most recently the Unemployment Insurance Branch as Chief of the Integrity and Accounting Division. Sabrina was instrumental in leading the effort to streamline the EDD's new benefit payment system, the Electronic Benefit Payment (EBP) Project. As Project Director for the EBP Project, Sabrina led the implementation of the EDD's new payment system that provides both debit card and direct deposit services for disbursing Unemployment Insurance and State Disability Insurance benefit payments in lieu of paper checks.



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### **Josh Richardson**

**Deputy Commissioner, Unemployment Insurance  
Indiana Department of Workforce Development**

Josh Richardson is the Deputy Commissioner of Unemployment Insurance Operations. His responsibilities include overseeing the administration of the unemployment compensation system. Prior to his current position with DWD, Josh held multiple positions in state government and has interacted regularly with the legislature. Prior to his current position, he served as a Policy Director in the office of Governor Mitch Daniels.



### **Gregory M. Riggs**

**Deputy Director, Policy, Accountability and Compliance Branch  
California Employment Development Department**

Gregory Riggs was appointed Deputy Director of the Policy, Accountability and Compliance Branch (formerly Program Review Branch) on July 31, 2008. The Policy, Accountability and Compliance Branch contributes to the Employment Development Department's (EDD) programs by providing oversight, technical assistance, and other services that help improve both the effectiveness and efficiency of the program's operations. Key services provided by this Branch include: overseeing legislative and intergovernmental affairs, conducting program and financial audits, administering customer service surveys, investigating allegations of fraud and tax evasion, monitoring federal Workforce Investment Act grant recipients, monitoring access to services for migrant and seasonal farm workers, conducting special studies and evaluations, and providing statistical analyses.



### **Lori Roberts**

**Sr. Manager Government Relations  
Equifax Workforce Solutions**

Lori Roberts is Sr. Manager, Government Relations, for the Unemployment Cost Management Services of Equifax Workforce Solutions. Ms. Roberts and the Government Relations team foster channels of communication with Unemployment Insurance (UI) Program leadership at state and federal levels, and also monitor UI legislative and administrative activity. Ms. Roberts serves as an officer on the Board of Directors for UWC, Inc. She has been the recipient of the J. Eldred Hill Jr. Award, a national leadership award for excellence in public policy matters in service to the employer community. Ms. Roberts is a frequent speaker at industry conferences and webinars, and has been a contributing writer for industry publications such as the Journal of State Taxation. Ms. Roberts has over twenty-five years' experience in the Unemployment Insurance industry.



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**Scott B. Sanders**  
**Executive Director**  
**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. He also served as the Chief Financial Officer for the Bureau of Motor Vehicles from May 2005 to November 2006.



**Steve Sheehan**  
**Manager, Investigation Division, Criminal Intelligence Unit**  
**California Employment Development Department**

Steve Sheehan is the manager of the Employment Development Department (EDD) Criminal Intelligence Unit (CIU) for the State of California. He has over 24 years with the EDD Investigation Division, 15 years with the CIU and was an original member when the Unit formed in 1997. Steve has received a variety of law enforcement training thru college courses, seminars and specialized training. Steve participated in the Certified Crime Analysis program through the California State University Sacramento and holds AA degrees from the University of Maryland and the USAF. During Steve's tenure in the CIU the EDD has undergone significant changes – eliminating U.I. offices, going to online claim filing and replacing paper warrants with the Electronic Benefit Payment (debit) card. As technologies to better serve the clients are introduced, the EDD endeavors to stay one step ahead by employing the latest developments to serve claimants and protect the UI Fund.



**Dale Smith**  
**Deputy Executive Director and COO**  
**Mississippi Department of Employment Security**

Dale Smith is the Deputy Executive Director/Chief Operating Officer of the Mississippi Department of Employment Security. Smith has served the State of Mississippi 36 years in a variety of roles including CFO, Deputy Executive Director for External Affairs, UI Director and Chief of Tax. As Deputy Executive Director/COO, Smith is responsible for job placement services, training activities, unemployment insurance program operations, call center and technology innovations, development and systems. Smith's work has been



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largely associated with innovations in laws, regulations, policies and processes, leading the Mississippi Department of Employment Security to the forefront of technology. Mississippi recently completed a nine year project of reengineering its unemployment insurance technology and now is focused on leveraging its single state technology into a multi-tenant environment with Rhode Island and Maine. The agency has also developed a state of the art customer facing job matching, placement and case management system, with state and federal reporting capabilities. In addition to his agency responsibilities, Dale is a member of the Information Technology Support Center (ITSC) Steering Committee and past Board Director of Information Technology for the National Association of State Workforce Agencies (NASWA) Executive Board, Chairman of the Separation Information Data Exchange System (SIDES), Prisoner Reentry Steering Committee for Mississippi and Mississippi's Longitudinal Data System Steering Committee for development and governance.

**Jim Van Erden, Ph.D**  
**Senior Policy Advisor**  
**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. 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. He also directs research and development projects on Unemployment Insurance and workforce programs.

**Joseph J. Vitale**  
**Director Information Technology Support Center**  
**National Association of Workforce Agencies**

Joe spent 37 years with the New Jersey Department of Labor and Workforce Development and was instrumental in establishing the Division of Information Technology within NJLWD. He served six years as the CIO for the Department. When the Information Technology Support Center (ITSC) moved under the National Association of Workforce Agencies (NASWA) in September 2009 Joe became its first Director under NASWA. Joe has restructured ITSC with a strong customer focus. His goal is to create an organization that provides accurate efficient cost effective and timely service to the states and encourages the states to work together and share their knowledge and resources.



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### **Bradford E. Ward**

Director  
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Bradford E. Ward is Director of the Texas Workforce Commission's (TWC) Office of Investigations, which includes the Benefits Investigations, Labor Law, Collections, and Special Investigations departments. Prior to joining TWC, Brad served for 30 years in the U.S. Air Force, retiring as a colonel in May 2008. During his Air Force career, Brad served in various staff assignments, including the Operations Staff of Strategic Air Command's Headquarters in Omaha Nebraska, The Joint Staff in Washington DC, and the Planning Staff of North American Aerospace Defense Command at Peterson Air Force Base, Colorado.



### **Paul Wessen**

**Senior Economist**  
**California Employment Development Department**

Paul Wessen is Senior Economist with the California Employment Development Department's (EDD) Labor Market Information Division. Paul has researched and analyzed a wide spectrum of California and national workforce development, labor market, and economic issues on a daily basis over the course of his 14-year career at EDD. Every month with the release of California unemployment rate and jobs data, Paul briefs top officials from the EDD, California Department of Finance, Labor and Workforce Development Agency, and the Governor's Office on unemployment and employment trends within the California and U.S. economies.



### **Ron Wilus**

**Chief, Division of Fiscal and Actuarial Services**  
**U.S. Department of Labor**

Ron Wilus joined the Unemployment Insurance Service in 1977 and 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.



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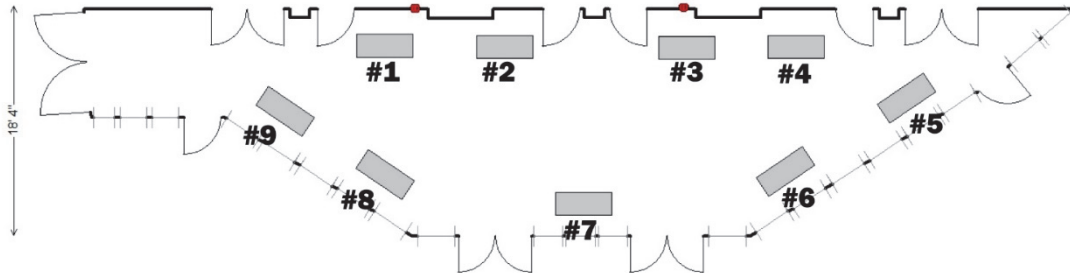
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