Geographic **Solutions**®

2022 WORKFORCE TECHNOLOGY
CONFERENCE

OCTOBER 3-6, 2022   CLEARWATER BEACH, FLORIDA

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WELCOME TO CLEARWATER

A LETTER FROM THE PRESIDENT

Welcome to the 2022 Workforce Technology Conference in beautiful Clearwater Beach! We appreciate you taking the time to join us as we showcase new functionality, explore trends, and celebrate how far we have come together over the last few years.

It's been three years since our last in-person conference. During that time, life changed as we know it, and there were challenges that we had to overcome. When service levels became overwhelming, it was imperative that we 'think outside the box' and forge new avenues that allowed our clients to maintain high levels of service delivery and stay healthy. We stood by our clients through the pandemic, and we will continue to do so as states recover – giving you the tools you need to provide vital resources and services to constituents.

This year's conference will offer 300 attendees access to over 65 engaging sessions, delivered by more than 90 guest and staff presenters. Our record number of attendees consist of frontline staff, directors, and industry professionals from across the country and outlying territories.

We have made every effort to design an agenda that reflects the most relevant industry trends and the challenges you encounter on a daily basis. Our team has developed many new enhancements that we are excited for you to preview. In addition to a packed schedule, the conference planning team (the ones running around with the headsets), would love to hear your feedback on the conference. Feel free to pull them aside or provide them with input using the paper or online conference surveys. All feedback is taken into consideration for future conferences.

All of us at Geographic Solutions would like to thank you for your continued support over the past 30 years. It is our hope that you will walk away from this experience with the knowledge and resources you need to make an impact at your agency and on those you serve.

Respectfully,

Paul Toomey, President

MILESTONES OF

1992
Founding of Geographic Solutions
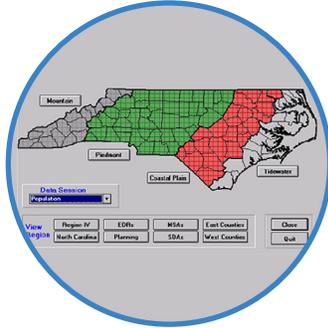
1994
Nation's first LMI system launches in NC

1997
Nation's first Internet-based LMI system launches in WA

1998
Virtual OneStop 1.0 launches

2015
All sites are made responsive to WIOA I & II

2015
Louisiana launches first integrated UI and labor exchange system

2016
First Virtual Career Center system launches in NM

2018
FL Disaster Recovery Portal wins Project of the Year

2020
Massive effort to support clients with PUA systems

2020-2021
Geographic Solutions unveils VOS Sapphire

2021
Groundbreaking launch of tax functionality for NE

2021
First VOS REO system launches for Mother Lode (CA)

INNOVATION

2002
Scan card and individual fund tracking debuts

2003
Job Aggregation is integrated into Virtual OneStop

2004
First Workforce Technology Conference held

2009
America's Virtual OneStop unveiled

2013
First Virtual OneStop mobile app launches

2011
GSI begins developing UI benefit solutions

2010
America's Labor Market Analyzer debuts

2009
All client sites enhanced to be ARRA responsive

2022

Thank you to all of our clients for your trust and collaboration. None of this would be possible without your partnership. We are excited for the future.

—The GSI Team

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OCTOBER 3-6, 2022
CLEARWATER BEACH, FL

WORKFORCE TECHNOLOGY CONFERENCE

7	15	29	42
DAYS	HOURS	MINUTES	SECONDS

Register ➤

PRE-CONFERENCE TRAINING

CONFERENCE EVENT	8:00AM – 3:30PM	DUNES FOYER

REGISTRATION

TRAINING SESSION	9:00AM – 12:00PM	DUNES I, II, AND III

NEW FEATURES IN VOS SAPPHIRE: PRE-CONFERENCE TRAINING (PART 1 OF 2)

John Marks, Chris Cekan, and Dan Fitzgerald
Geographic Solutions

The morning session will focus on exciting, new enhancements that will make your system come alive with increased efficiency, improved communication options, and staff case management tools. Some features may already be incorporated into your system, but the Training Team guarantees you will see something new. Our trainers will discuss the staff scheduling and availability features that will make appointment setting easy to use and manage; tools related to case management; pins that access popular system pages in fewer mouse clicks; the revamped Eligibility Explorer that will simplify potential program participant information gathering; new functionality for provider management; and new tools related to résumés and jobs. Whether you are a new or existing system user, come join the Training Team to engage and review firsthand how these tools work in your system, and why they are significant to your job.

TRAINING SESSION	9:00AM – 12:00PM	DUNES IV

PARTNERING WITH LMI CUSTOMERS: PRE-CONFERENCE TRAINING (PART 1 OF 2)

Shannon Ramaeker and Levi Richards
Geographic Solutions

Melanie Arthur
Melanie Arthur Consulting

In addition to updates on GSI LMI features, gain a deeper understanding of data sources and potential deliverables for various internal and external LMI customers. Discover what information they looking for, how they will use it, and how to package it and present it in ways that your customers will understand. Topics include: labor market information and trends in the workforce system, advertised job data, and more.

AFTERNOON BREAK	12:00PM – 1:30PM	CLEARWATER BEACH

LUNCH ON YOUR OWN

TRAINING SESSION	1:30PM – 3:30PM	DUNES I, II, AND III

THE LATEST IN VOS SAPPHIRE REPORTING: PRE-CONFERENCE TRAINING (PART 2 OF 2)

John Marks, Chris Cekan, and Dan Fitzgerald
Geographic Solutions

The afternoon training session will focus on recent reporting enhancements in VOS Sapphire, as well as an overview of basic tools that will enhance your ability to use the extensive Reports module. Some of the topics will include an overview of the new Reports Menu; the PIRL Reporting Assistant; the new Ad Hoc Query Wizard; basic functionality, such as scheduling, downloading, and emailing reports; new reports; recent report modifications and enhancements that may surprise you; and a selection of popular staff reports in the Summary, Detailed, and Custom reports categories you may have overlooked.

TRAINING SESSION	1:30PM – 3:30PM	DUNES IV

PARTNERING WITH LMI CUSTOMERS: PRE-CONFERENCE TRAINING (PART 2 OF 2)

Shannon Ramaeker and Levi Richards
Geographic Solutions

Melanie Arthur
Melanie Arthur Consulting

A continuation of training to maximize labor market information for your diverse customers.

MONDAY, OCTOBER 3RD

CONFERENCE DAY ONE

CONFERENCE EVENT   7:30AM – 9:00AM   **DUNES FOYER**

REGISTRATION

CONFERENCE EVENT   8:00AM – 9:00AM   **OCEAN HAI RESTAURANT**

COMPLIMENTARY BREAKFAST
CONFERENCE BADGE REQUIRED FOR ENTRY

GENERAL SESSION   9:00AM – 9:15AM   **DUNES I, II, AND III**

CONFERENCE OPENING

Rusty Kath
Emcee

The 2022 conference kicks off with an overview of attendees and conference events.

GENERAL SESSION   9:15AM – 9:30AM   **DUNES I, II, AND III**

WELCOME GREETING

Frank Hibbard
Mayor of Clearwater Beach

The Mayor of Clearwater Beach welcomes conference attendees to Florida.

GENERAL SESSION   9:30AM – 10:00AM   **DUNES I, II, AND III**

GEOGRAPHIC SOLUTIONS UPDATE: A YEAR IN REVIEW

Deane Toler
Geographic Solutions

Hear about recent product launches, new clients, and the continued growth of Geographic Solutions over the last year.

CONFERENCE EVENT   10:00AM – 10:15AM   **DUNES FOYER**

REFRESHMENT BREAK

GENERAL SESSION   10:15AM – 11:45AM   **DUNES I, II, AND III**

THE FUTURE OF JOBS, WORK, AND THE WORKFORCE SYSTEM

John Chamberlain
Law Offices of John Chamberlin

The COVID-19 pandemic accelerated changes which were already in the works: increasing use of AI and advanced technology; the retirement of millions of baby boomers; fewer young people willing to work at entry level wages; price and wage inflation; an increasingly connected and fragile world economy; and increased skill expectations by U.S. employers. How should our workforce system respond? Does federal, state, local workforce legislation, and workforce system design help or hinder the delivery of employer, job seeker, and youth workforce services? What 'best practices' are worth expanding or replicating?

CONFERENCE EVENT   12:00PM – 1:00PM   **OCEAN HAI RESTAURANT**

COMPLIMENTARY LUNCHEON
CONFERENCE BADGE REQUIRED FOR ENTRY
Overflow/Weather Backup Dunes IV and V

GENERAL SESSION   1:15PM – 2:45PM   **DUNES I, II, AND III**

THE NEXT STEPS FOR THE GEOGRAPHIC SOLUTIONS PRODUCT LINE

Paul Toomey, Eric Harvey, and Chris Siegle
Geographic Solutions

An overview of what's new and what's changing in the latest releases of Virtual OneStop, Virtual LMI, and our unemployment insurance solutions. Enjoy a sneak peek of the latest features and tools developed for job seekers, employers, and agency staff.

REFRESHMENT BREAK

THE STATE OF APPRENTICESHIPS AND THE RESURGENCE OF ON-THE-JOB TRAINING

Dr. Alexia Rolle
Miami Dade College

Ryan Allen
Tennessee Department of Labor and Workforce Development

Jennifer Bodnar
St. Petersburg College

Elizabeth Lafontaine
Geographic Solutions

Bob Birge (Moderator)
Geographic Solutions

A discussion on current trends related to apprenticeship programs within the United States and abroad. From comparing and contrasting program guidelines and requirements – to stories of success; our panelists will provide insight into the current state of modern apprenticeship programs. This discussion will address how and why they are becoming such a high-value career path.

BREAK

THE NEWLY-ENHANCED GEOGRAPHIC SOLUTIONS PROJECT LIFECYCLE

Samantha Miro-Heyman and Del Robinson
Geographic Solutions

Come and hear about Geographic Solutions' newly-enhanced software development lifecycle: Geographic Solutions Rapid Implementation and Development (GRID). This interactive and informative session will provide details on our environments, TFS build process, which environments are used for client testing under specific conditions, and the standard requirements that allow code to be promoted from one environment to the next.

MISSOURI'S JOB STAT UNIT: LEVERAGING VOS AND FUTUREWORKS BI TO INFORM PROGRAM AND POLICY DECISIONS

Geoff Smith and Lydia Crockett
FutureWork Systems

Beth Whaley and Leslie Pitchford
Missouri Department of Higher Education and Workforce Development

Data is critical to WIOA success. For years, the State of Missouri has recognized the importance of data to the success of employment and training programs. Under WIA, the state established the Job Stat Unit, and as part of the initiative, launched a statewide approach for leveraging program data to inform program and policy decisions and to proactively manage performance. Today, the Job Stat Unit continues to flourish under WIOA. Using VOS reporting features combined with FutureWorks BI, Missouri has the right tools and processes in place where the value of the data they collect is fully realized to support state and board information needs. Join us to learn about Missouri's Job Stat approach and why it has worked so well over the years.

STATERAMP: AN INSIDE LOOK AT THE FUTURE OF CYBERSECURITY

Paul Toomey
Geographic Solutions

Rebecca Kee
StateRAMP

Joe Bielawski
Knowledge Services

Bob Birge (Moderator)
Geographic Solutions

Modeled in part after FedRAMP, StateRAMP works to bring together service providers, policy makers, industry experts, and government officials to drive the future of cybersecurity. StateRAMP provides a comprehensive security framework designed to improve cloud security for state and local governments. Through the agency's work, they are "committed to making the digital landscape a safer, more secure place." In this session, you will hear directly from members of StateRAMP leadership and their Board of Directors, and Geographic Solutions' President, Paul Toomey.

TUESDAY, OCTOBER 4TH

THE LATEST ON THE GEOGRAPHIC SOLUTIONS UNEMPLOYMENT SYSTEM

Eric Harvey, Fairy Curtis, Craig Putnam, Todd Emerick, and Frank Armetta
Geographic Solutions

This session will showcase the latest enhancements made to the GUS system over the last year. We have added more functionality, as well as improved on features already in place to increase productivity. Come see how GUS can be modified to specific requirements and streamline unemployment services in your state.

ARC EMPLOYER DATABASE – A SNAPSHOT OF THE DATA AXLE AND DOL ETA PARTNERSHIP

Krista Barton
Data Axle

Being a partner with the DOL ETA for over a decade, Data Axle has been contracted to deliver a comprehensive business database comprised of the top employers in each state. This custom-built database (also known as the ARC Top Employers Database) includes every U.S. business establishment, segmented by state and territory. The purpose of the ARC Top Employers Database is to be used as a tool for career exploration, job search, job development, employment support services, labor market research, and related public workforce system efforts.

MOTHER LODE JOB TRAINING OF CALIFORNIA PRESENTS EMERGING BEST PRACTICES IN SERVING PRE-RELEASE JUSTICE-INVOLVED POPULATIONS

Dave Thoeny and Amy Frost
Mother Lode Job Training

In this session, Mother Lode Job Training of California will discuss best practices in serving pre-release justice-involved populations while collaborating with the California Department of Corrections and Rehabilitation and the California Workforce Development Boards. Presenters will show two America's Job Centers of California awareness-raising videos for the currently incarcerated, give an overview of utilizing CalJOBS in a prison, and also present an overview of their newest system, P2EJobs. In addition, Mother Lode will demonstrate how to establish an AJCC in a prison, as well as discuss lessons learned.

WELCOME RECEPTION

Join fellow attendees and conference speakers for a casual networking event. Enjoy music, drinks, and dinner on the pool deck. Casual/tropical attire encouraged. Dress accordingly for warmer temperatures.

6:30PM–8:30PM

Wyndham Grand East Pool Deck
Conference Badge Required For Entry
(Weather Backup: Dunes I, II, and III)

CONFERENCE DAY TWO

CONFERENCE EVENT 7:30AM – 8:30AM **OCEAN HAI RESTAURANT**

COMPLIMENTARY BREAKFAST
CONFERENCE BADGE REQUIRED FOR ENTRY

KEYNOTE SESSION 8:30AM – 10:00AM **DUNES I, II, AND III**

2020: FORESIGHT, NOT HINDSIGHT

Josh Davies
Center for Work Ethic Development

We all know there is only one constant in this world – change, and nothing exemplified that better than 2020. These past two years have accelerated systemic shifts in the workforce, educational system, and in society. In addition, multiple technological and societal disrupters will create even more change. The combination of the impact of 2020 with these disrupters is going to cause a further transformation that will impact every aspect of our work.

Rather than sit back and hope, now is the time to prepare for the coming reality. We need to be developing our communities and job seekers for these changes to build a resilient and inclusive workforce with the skills needed to be successful today and into the future. Using the lessons from the past 24 months, you will discover four strategies that you can start implementing immediately. Now is the opportunity for us to evolve our practices and develop solutions that ensure everyone has an equal opportunity for success. While it is often said that hindsight is 2020, great workforce organizations and professionals are realizing it is actually foresight.

CONFERENCE EVENT 10:00AM – 10:15AM **DUNES FOYER**

REFRESHMENT BREAK

BREAKOUT SESSION 10:15AM – 11:00AM **DUNES I, II, AND III**

THE FINAL ACT FOR BAD ACTORS: A DISCUSSION ON UNEMPLOYMENT INSURANCE FRAUD

Kris Goins
Arizona Department of Economic Security

Randy Gillespie
National Association of State Workforce Agencies

Paul Toomey and Eric Harvey
Geographic Solutions

Bob Birge (Moderator)
Geographic Solutions

COVID-19 paved the way for what may turn out to be the biggest fraud wave in U.S. history. Geographic Solutions and partnering clients faced challenging times because of mounting fraud related to pandemic-era unemployment benefits. Hear from some of the Geographic Solutions team members responsible for leading the effort to strengthen our systems against fraud, as well as the clients that were instrumental in implementing multiple levels of fraud detection and prevention that allowed our systems to ensure timely payments and the preservation of funding.

BREAKOUT SESSION 10:15AM – 11:00AM **DUNES IV**

DIGITIZING THE CUSTOMER INTAKE EXPERIENCE WITH ELIGIBILITY EXPLORER, DIGITAL SIGNATURES, AND MORE

Titta Usry-Bland, Adrienne Williams, and La Tunya Goodwin
WorkSource East Central Georgia

Prior to the COVID pandemic, WorkSource East Central Georgia devised a strategy to streamline and reduce its 32-page paper intake process for an improved customer intake experience. However, the pandemic accelerated that strategy into a forced virtual reality. Needing a no-touch service delivery, WSECG swiftly switched to a virtual intake process by using Eligibility Explorer, a built-in feature of the GA WorkSource Portal. In addition to digitalizing and streamlining the 32-paper eligibility intake application to a paperless process, Eligibility Explorer created staff efficiencies by improving the customer intake experience and allowing for more personalized services to participants.

WEDNESDAY, OCTOBER 5TH

UNLOCKING OPPORTUNITIES TO CREATE HIGHLY-SKILLED TALENT WITH THE APPRENTICESHIP MODULE

Tom Meyer
South Dakota Department of Labor and Regulation

Elizabeth Lafontaine
Geographic Solutions

Don't miss this sneak peek into the Apprenticeship Module, which supports state efforts to monitor and track Registered Apprenticeships (RA), Industry-Recognized Apprenticeship Programs (IRAP), and other programs that incorporate on-the-job training and related instruction. Offered as a standalone or integrated module within VOS Sapphire, this solution captures necessary data regarding programs and participants and compiles the data to ease federal reporting. This module facilitates the compilation of data for ascertaining the extent to which states' goals have been achieved.

NEW FEATURES AND SERVICES UPDATE FROM ALISON: THE GLOBAL LEADER IN FREE ONLINE LEARNING AND EMPOWERMENT FOR THE WORKPLACE

Mike Feerick
Alison

Over the last 15 years, Geographic Solutions and Alison have grown together to become leaders in their fields. Today, Alison boasts 26 million registered learners worldwide with their team of 200 staff spread across 35 countries. Alison's free empowerment services, includes over 5,000 free online courses for upskilling in the workplace, free psychometric, wellbeing, and mental health assessments, and free course publishing tools – are used by millions, worldwide. Alison's free LMS feature now gives organizations the opportunity to upskill and manage the training of their staff at no cost, no matter what the size of the organization. In this update, Mike Feerick, CEO/Founder of Alison will share what is new with Alison since his last in-person conference, and what to expect in the years ahead.

INTRODUCING THE NEXT VERSION OF VIRTUAL LMI

Shannon Ramaeker, Edmund Warner, and Levi Richards
Geographic Solutions

Analyzing labor market data and advertised job trends has never been easier! The next version will include major enhancements to accessing real-time jobs data trends using the new Data Canvas platform. Come see how these enhancements can help you analyze job market and job trends with just a few easy clicks!

BREAK

NEW MEXICO'S IMPLEMENTATION OF ELIGIBILITY EXPLORER: CREATIVELY BRIDGING THE GAPS BETWEEN TITLE III AND TITLE I

Veronica Alonzo and Sharon Manzanares
New Mexico Department of Workforce Solutions

Explore how New Mexico's Department of Workforce Solutions was able to make use of the VOS Sapphire Eligibility Explorer to help launch a statewide initiative. Attendees will be taken through a demonstration of the module, standard operations and procedures, and module use best practices.

BUSINESS ACCOUNT STRATEGY FOR SUCCESS WITH EMPLOYERS: A SPOTLIGHT ON NEVADA'S BUSINESS SERVICES

Melanie Arthur
Melanie Arthur Consulting

Ben Daseler
Nevada Department of Employment, Training and Rehabilitation

Elaine Pandolfini
Everra, LLC

Do you have the capacity to serve all employers in your state? Learn how Nevada Business Solutions staff are using an account management strategy to target employers for services. Every employer gets a 'yes' – the strategy is a guide to how much 'yes.' It is a structured statewide approach that is built on EmployNV as the lead product, and workforce recruitment assistance as the lead services. Designed to align with the mission and performance measures, the strategy features targeting criteria associated with different tiers of customer accounts, services, and service delivery methods.

ASSISTING INDIVIDUALS WITH DISABILITIES WITH THE VOCATIONAL REHABILITATION MODULE

Bonnie Dassing and Sandi Bilbo
Geographic Solutions

The Vocational Rehabilitation Module in VOS Sapphire supports program staff in their goal of assisting individuals with disabilities to live and work independently. The module uses a modern web interface with case management workflow architecture to track and improve outcomes. Data is available in real-time, creating an adaptable and fully-integrated tool for staff, consumers, employers, and providers. Come see the latest features of the module, including offline mobile case management.

THE LATEST ENHANCEMENTS TO THE UNEMPLOYMENT INSURANCE APPEALS PROCESS

Todd Emerick and Frank Armetta
Geographic Solutions

Learn all about the latest enhancements made to the Geographic Solutions Unemployment System Appeals process. This session will cover examining the new capabilities for the Appeals Lower Authorities – Preliminary Decisions and full appeal process; scheduling hearings, modifying the jurisdiction of an appeal; learning how appeals can be vacated and dismissed; viewing the new configuration options that staff now have for scheduling, holding hearings, and deciding an appeal, including video conferencing for hearings; and reviewing the latest functionality available to streamline the online appeals process.

MEASURE WITH CONFIDENCE: USING GOOGLE ANALYTICS TO ENHANCE YOUR WEBSITE

Evan Brenner
Geographic Solutions

Whether it's analyzing the labor market, managing a case load, or simply gauging the traffic to your website, it's important to know that you can rely on accurate analytics. And with Google Analytics 4 on the horizon, we're updating your analytics accounts to make sure you have all of the latest measurement tools in place. In this session, you'll learn about several new tools you can use to measure your website in Universal Analytics (GA3), and in the new version of analytics (GA4). You'll hear about unique ways to include Google Search Console and Google Tag Manager in your tracking campaigns. You'll learn about different types of tracking and the results that they've produced.

REPORTING FOR DUTY: PORTALS TO HELP VETERANS TRANSITION TO CIVILIAN LIFE

Michael Hoskins, Amy Pritchett, and Chris Silvers
North Carolina Department of Commerce, Division of Workforce Solutions

North Carolina is home to nearly 800,000 veterans and several major military installations. When the state sought to implement a specialized job assistance portal designed specifically to help returning veterans find good jobs, they partnered with Geographic Solutions. Collaboration between several teams within the North Carolina Department of Commerce yielded the NCWorks Veterans Portal, a collection of resources that provides services for veterans, transitioning service members, and eligible spouses to obtain employment.

CLIENT RECOGNITION LUNCHEON
CONFERENCE BADGE REQUIRED FOR ENTRY

Enjoy a complimentary lunch as we recognize outstanding client achievements over the past three years and a short presentation from Rita Langland of Treasures of Africa Children's Orphanage.

A LOOK AT NEW FEATURES FOR THE WELFARE TRANSITION PROGRAM WITHIN VOS SAPPHIRE

Belkis Marmol
Geographic Solutions

VOS Sapphire provides an effective case management tool for clients required to participate in the Temporary Assistance for Needy Families (TANF) Employment and Training Program. As a result of our partnership with Florida, we will look at an overview of new features found within the Supplemental Nutrition Assistance Program (SNAP) and the Welfare Transition Program (WTP) Modules.

USING THE PIRL REPORTING ASSISTANT FOR DATA ELEMENT VALIDATION

Liliya Tanska and Agnieszka Wojnar
Geographic Solutions

Geographic Solutions will provide an overview of the PIRL Reporting Assistant tool and the ability to request data sample files for quarterly or annual audits based on the PIRL data extracts. Administrators and staff users have ability to complete Data Element Validation Audits within VOS Sapphire, and to review audit outcomes with error rates by sample file, data element, or individual record that was validated.

A MODERNIZED APPROACH TO UNEMPLOYMENT INSURANCE TAX

Nicole Little, Greg Gaspard, and Diana Ford
Geographic Solutions

Enjoy a demonstration of a few functional areas included in the GUS Tax Module. See a walkthrough of various tax functions, transactions, and processes that employers and staff can utilize within the GUS system.

WEDNESDAY, OCTOBER 5TH

HEIGHTENING ACCESSIBILITY AWARENESS AND A REVIEW OF KEY FEATURES THAT ENSURE ADA COMPLIANCY

John Contarino and Joe Roan
Geographic Solutions

According to the most recent CDC Disability and Health Data System (DHDS), approximately 61 million people were recorded to have had a disability in 2020, which equates to nearly 1 in 4 people. The Americans with Disabilities Act (ADA) is a federal civil rights law for people with disabilities that protects and advocates for employment, state and local government services, public accommodations, and telecommunications for individuals with hearing, sight, mental, cognitive, and physical impairments. Learn about our accessibility features, tips for using accessibility tools, and a demo of the JAWS screen reader.

THE BIG PICTURE: STATE AND LOCAL STRATEGIES FOR SUCCESS

Christine Peng
Metrix Learning

Karen Latta
Texas Workforce Commission

Walter L. Simmons
Employ Prince George's

Mike Fazio
Workforce180

Workforce development professionals should be leaders and facilitators in connecting job seekers, community organizations, and industries to build a resilient workforce system. Now, more than ever, we're at a crossroads for evolving the role of workforce development. We're going to take a look at state and local perspectives, their strategies, and the virtual tools and techniques used to innovate and elevate their workforce system.

BREAK

EFFICIENT CASE MANAGEMENT TOOLS (PART I)

Pam Johnson and Kim Thomas
Geographic Solutions

This session will provide an overview of recent updates in VOS Sapphire to enhance staff efficiency and case management functionality. See the latest changes impacting federal workforce programs, including the Workforce Innovation and Opportunity Act, Wagner-Peyser, Trade, and more.

SUPPORTING INDIVIDUALS IN THEIR QUEST TO REDUCE RELIANCE ON SNAP BENEFITS

Samantha Miro-Heyman and Ogainys Vasquez
Geographic Solutions

Learn how the SNAP E&T Module in VOS Sapphire tracks the program's process from initial registration through full case management, including alerts, activity enrollment, and case closure. Case managers will see how to utilize the module to work with participants to meet requirements, improve program administration, and ensure program integrity.

NO-TOUCH EMPLOYMENT TOOLS AND VIRTUAL SERVICE DELIVERY MADE POSSIBLE (PART I)

Mac McCarthy
Geographic Solutions

Virtual service delivery is exactly that – delivering services virtually by way of Geographic Solutions' staff efficiency tools. Come learn how agencies across the country have implemented touchless solutions to maintain high levels of business continuity and facilitate hiring events, while simultaneously preparing job seekers for their return to work. This session will explore VOSGreeter – a way to manage and monitor traffic at American Job Centers; VOScan – an automatic record and attendance tracking tool using QR codes; Help Desk Management – our newest live chat functionality; Appointment Scheduler – request and schedule in-person or virtual meetings with staff; Virtual Job Fair Plus – featuring employers and their job orders to job seekers, as well as allowing job seekers to sell themselves to potential employers. Session attendees will also get a walk-through of document and event management functionality.

SUCCESSION PLANNING FOR YOUR STAFF: EXPLORING RESOURCES TO ENSURE A TRANSFER OF KNOWLEDGE

John Marks, Dan Fitzgerald, and Chris Cekan
Geographic Solutions

Retirements, new hires, promotions, and layoffs. Some of these office events are cause for celebration. Unfortunately, they can also lead to knowledge gaps and training needs within your agency. Is your office prepared to train these new staff members to perform their jobs? Have critical members of your team, with decades of experience in federal programs and reporting, among those that have left?

The Training Team at Geographic Solutions is here to help. This session will discuss the training resources available at your fingertips to make the staffing succession an easy one. Among the topics we will discuss are user guide documentation, video resources (including Lunch and Learns and other training videos), reference guides, instructor guides, organizing effective agendas, and how to customize training for your specific needs. We will also provide tips and tricks related to sponsoring a successful Train the Trainer event that is exciting, informational, and leaves participants prepared for their positions.

THE LATEST IN DATA COLLECTION AND AGGREGATION

Mitch Dimler and Levi Richards
Geographic Solutions

The data that Geographic Solutions is extracting and investigating is rapidly increasing. Get the latest on how Geographic Solutions is leading the way with real-time data collection, aggregation, and analysis to help make informed decisions. Topics to include job spidering, job certifications/skills/tools, job sources, candidate analysis, system usage statistics, and much more.

VIRTUAL CAREER CENTER: GUIDING STUDENTS TO SUCCESS WITH INTEGRATED CAREER PATHWAY PLANNING PORTALS

Chuck Johnson, Megan Aderele, and Cynthia Portugal
Geographic Solutions

It's time to put your Virtual OneStop system to work in new ways! Virtual Career Center, powered by VOS Sapphire, boasts interactive career pathway planning tools designed specifically for students and those vested in their success. The VCC portal expands your reach to student talent and partnerships in education. Join us to explore several of our current projects and learn about VCC's functionality that connects students to opportunity. Highlighted projects include: New Mexico Department of Workforce Solutions, Regional Central Mother Lode Consortium, Virginia Community College System, and CareerSource South Florida.

REFRESHMENT BREAK

EFFICIENT CASE MANAGEMENT TOOLS (PART II)

Pam Johnson and Kim Thomas
Geographic Solutions

A continuation of Efficient Case Management Tools (Part I) taking place from 2:45PM - 3:30PM.

BUSINESS ENGAGEMENT TO DRIVE UP EFFECTIVENESS IN SERVING EMPLOYER PERFORMANCE MEASURES

Melanie Arthur
Melanie Arthur Consulting

Ben Daseler
Nevada Department of Employment, Training and Rehabilitation

Elaine Pandolfini
Everra, LLC

Nevada's Business Solutions staff are focused on 'effectiveness in serving employers' performance measures: repeat business customers and employer penetration rate. With adoption of strategies for account management and business engagement, the objectives are to retain and grow current customer accounts, acquire new businesses, and re-engage and prevent past customers. Customer satisfaction, relationship management, and a focus on business solutions are some of the guiding principles that drive staff to continuous improvement and improved performance. Learn about the structure and applications of these strategies in this information-packed workshop.

NO-TOUCH EMPLOYMENT TOOLS AND VIRTUAL SERVICE DELIVERY MADE POSSIBLE (PART II)

Mac McCarthy
Geographic Solutions

A continuation of No-Touch Employment Tools and Virtual Service Delivery Made Possible (Part I) taking place from 2:45PM - 3:30PM.

WEDNESDAY, OCTOBER 5TH

LESSONS FOR FORECASTING THE JOB MARKET: COMMENTARY FROM GEOGRAPHIC SOLUTIONS' RESIDENT ECONOMIST

Phillip Sprehe and Levi Richards
Geographic Solutions

Remote work during the pandemic radically altered workforce activity in communities and regions. Previous measurements of induced economic effects no longer apply when a share of employees receiving the income are no longer located within the region. How do we accurately evaluate these impacts in a new era? Geographic Solutions' Economist offers solutions utilizing data series to provide greater precision for assessing the true impacts of business activity in a post-pandemic economy. The presentation will also touch on other topics affecting the labor market, such as inflation.

VIRTUAL CAREER CENTER: NEW AND IMPACTFUL WORKFORCE CONNECTIONS TO ENHANCE EDUCATION AND EMPLOYER PARTNERSHIPS

Chuck Johnson, Diem Nguyen, Megan Aderele, and Cynthia Portugal
Geographic Solutions

Struggling with engaging your WIOA youth or connecting your education and employer partners? Geographic Solutions recently partnered with CareerSource South Florida and select providers to enable VCC for use with the case management and employer services modules in VOS Sapphire. Join us to learn how you can add VCC's personalized career pathways planning experience to your system. This demonstration will showcase the user-friendly student, staff, and employer functionality now available in support of your strategic initiatives.

PRESIDENT'S RECEPTION
6:00 – 9:00 PM
MARINA CANTINA
25 CAUSEWAY BLVD., CLEARWATER BEACH, FL

Join Geographic Solutions for a reception at Marina Cantina, located just a short walk from the Wyndham. Enjoy waterfront views, dinner, and live music.

(Casual Attire Welcome)

CONFERENCE EVENT   7:30AM – 8:30AM   OCEAN HAI RESTAURANT

COMPLIMENTARY BREAKFAST
CONFERENCE BADGE REQUIRED FOR ENTRY

BREAKOUT SESSION   8:30AM – 9:15AM   DUNES I, II, AND III

DATA WAREHOUSE AND ANALYTICS: EMPOWERING STAFF TO USE DATA EFFECTIVELY TO DRIVE BUSINESS DECISIONS

Liliya Tanska and Alan Correira
Geographic Solutions

Geographic Solutions has developed a business intelligence solution that allows authorized users to access the system's data warehouse directly using SQL Query tools. Staff can query data warehouse tables and build analytical reports within VOS Sapphire to spot trends, identify underserved areas, and monitor state and local performance. Come see how this business intelligence solution will empower staff to explore new ways of mining and transforming data into rich visuals and to build their own custom dashboards.

BREAKOUT SESSION   8:30AM – 9:15AM   DUNES IV

SIMPLIFYING THE EMPLOYER TAX CREDIT MANAGEMENT PROCESS WITH THE WOTC MODULE

Cindy Campos
Geographic Solutions

The Work Opportunity Tax Credit is available to employers who hire individuals who have faced significant barriers to employment. This session will explore the WOTC module for VOS Sapphire and provide an overview of agents, employers, and out-of-state staff functionality, with a deeper dive from the perspective of in-state staff. Learn more about the new My WOTC Dashboard and Conditional Certification Form 9062 features that have been added to the module over the last year.

BREAKOUT SESSION   8:30AM – 9:15AM   DUNES V

TELAMON CORPORATION'S SUCCESS WITH THE NATIONAL FARMWORKER JOBS PROGRAM MODULE

Jennifer Shahan and Rosa Rodriguez
Telamon Corporation

Jay Shippee
Geographic Solutions

The National Farmworker Jobs Program, NFJP, section 167 of WIOA, Title I, provides both adult and youth WIOA services to eligible Migrant and Seasonal Farmworkers (MSFW's) and/or their dependents. It is one of only two nationally funded WIOA programs with 56 grantees throughout the United States. Telamon-TRC operates NFJP in nine states through seven grants, including Alabama, Delaware, Georgia, Maryland, Michigan, North Carolina, South Carolina, Virginia, and West Virginia. Recently joining the Geographic Solutions family in 2021, this panel discussion will cover the growth of the NFJP Module to incorporate the nuances of the NFJP regulations and guidance, as well as efforts toward providing high quality individualized and intensive case management services to customers and families leading to improved outcomes. A focus will include managing services and reporting in multiple LWIAs and states with cross functionality while maintaining federal reporting requirements.

BREAKOUT SESSION   8:30AM – 9:15AM   EGRET

FEDERAL REPORTING: GUS FUNCTIONALITY FOR PRODUCING CONSISTENT UI REQUIRED REPORTS AND UPCOMING NEW FEATURES

Brandon Kyler
Geographic Solutions

This session will feature an overview of the standard unemployment insurance Employment and Training Administration (ETA) benefits reports that are required by the U.S. Department of Labor, including the latest required reports. Learn about generating reports according to required federal schedule, recalling previously-reported and submitted reports, along with the ability to review the detailed transactions that comprise each report line item. In addition, there will be a discussion on the new innovations and features coming soon for federal reporting and data validation within the Geographic Solutions Unemployment System.

BREAKOUT SESSION	8:30AM – 9:15AM	IBIS

OFCCP COMPLIANCE, EMPLOYER-HIRED THIRD-PARTY VENDORS, AND GEOGRAPHIC SOLUTIONS' JOB POSTING IMPORT PROCESSES

Karen Eisler, Levi Richards, and Bill Megargel
Geographic Solutions

Many large employers engage third-party vendors to manage meeting their job posting obligations as set forth by the Office of Federal Contractor Compliance Programs (OFCCP). To provide an alternative to the use of bots and other unregulated data entry methods, Geographic Solutions has built an import process to manage and track the data. This session provides an overview of who the OFCCP is, the third-party vendor community, and Geographic Solutions' job posting import process.

BREAKOUT SESSION	8:30AM – 9:15AM	HERON

HOW THE NEW MEXICO DEPARTMENT OF WORKFORCE SOLUTIONS PREPARES YOUTH WITH FUTURE JOB SKILLS

Rebecca Sisneros
New Mexico Department of Workforce Solutions

The youth are the future of our workforce, and we want to know: Are you prepared to serve Zillennials, Zoomers, and Generation Alpha? The New Mexico Department of Workforce Solutions has a portal that helps youth research job options, create strategic plans, and learn more about their interests. In this session, you'll hear about how Rebecca Sisneros and New Mexico's Career Solutions connects and engages with youth job seekers. Find how they prepare youth for the workforce, keep tabs on which technology they use to search for jobs, and develop young talent to bring workplaces new skills.

CONFERENCE EVENT	9:15AM – 9:30AM	DUNES FOYER

BREAK

BREAKOUT SESSION	9:30AM – 10:15AM	DUNES I, II, AND III

A DIVE INTO THE WORKINGS OF THE VOS SQL QUERY TOOLS

Nanci Spires
Geographic Solutions

Geographic Solutions has developed a suite of tools that assist staff users with creating and sharing their own real-time reports. The Ad Hoc Query Wizard, Easy Query and Free Form SQL in VOS Sapphire provide staff with an interface to design reports as the occasion requires, rather than using a predefined report. Learn about how you can benefit from these useful tools, as well as they can be used to filter data in a more efficient manner.

BREAKOUT SESSION	9:30AM – 10:15AM	DUNES IV

MISSOURI'S CROSSWALK OF THE PIRL AND DATA VALIDATION

Leslie Pitchford and Beth Whaley
Missouri Department of Higher Education and Workforce Development

Liliya Tanska
Geographic Solutions

Utilizing information readily available in the OPC ticket system, Missouri created a crosswalk between their case management system (MoJobs) and the PIRL. The endeavor proved invaluable to the data side of the house and to the professionals in the field working with records every day and doing quarterly data validation. Missouri has started to utilize the upload feature within MoJobs to begin providing data analytics on quarterly reviews. Join Missouri staff as they share their process and the results they have achieved.

BREAKOUT SESSION	9:30AM – 10:15AM	DUNES V

THE ADULT EDUCATION MODULE: HELPING STUDENTS FIND SUCCESS IN THE WORKFORCE

Anita Rowley
Geographic Solutions

The Adult Education Module in VOS Sapphire is an advanced application designed to default from individual registration – making it easy for staff to track student participation, classes, attendance, test information, and all common PIRL elements for federal reporting. Learn how the module can provide your agency with an effective way to track and improve program success.

BREAKOUT SESSION	9:30AM – 10:15AM	EGRET

STATE INFORMATION DATA EXCHANGE SYSTEM (SIDES) INTEGRATION WITHIN GUS

Jamie Abbott
National Association of State Workforce Agencies

Laura Ragain and Mike Bruns
Geographic Solutions

This session will show how GUS integrates with the State Information Data Exchange System (SIDES), which is an essential tool that enables state unemployment agencies to communicate with employers and Third-Party Administrators (TPA) throughout the entire lifecycle of a claim. Learn how states can use the SIDES for adjudication, investigation, and notification of critical information about each claim.

ALL PATHWAYS LEAD TO EMPLOYMENT: A REVIEW OF OUR PATHWAYS TO EMPLOYMENT WEBINAR SERIES

Michael Hoskins, Amy Pritchett, and Chris Silvers
North Carolina Department of Commerce, Division of Workforce Solutions

Rebecca Sisneros
New Mexico Department of Workforce Solutions

Karen Latta
Texas Workforce Commission

Dr. Alexia Rolle
Miami Dade College

Evan Brenner (Moderator)
Geographic Solutions

Back in 2020 when all things went virtual, we set out to create a Behind the Music-style webinar series that would tell the stories behind our platforms. It was our hope that attendees would learn something new, answer a burning question, and maybe take away a new approach to a problem. Almost two years later, we've covered topics such as reducing recidivism, career seekers upskilling, new advances in apprenticeships, and so much more. Join us for a retrospective session that highlights the most impactful parts of this webinar.

BREAKOUT SESSION   9:30AM – 10:15AM   **HERON**

VOS REO: BREAKING THE CYCLE OF RECIDIVISM AND OFFERING JUSTICE-INVOLVED INDIVIDUALS A SECOND CHANCE AT STABILITY

Richard Boone, Perry Panagopoulos, and Loretta Hanson
Geographic Solutions

It is estimated that 95% of prison inmates will eventually be released from custody, and studies show that those who find employment quickly are much less likely to reoffend. While every workforce organization is serving this population, very few organizations are using the full array of best practices that make this work successful. This workshop will focus on VOS REO, a solution released just a few short years ago, that gives incarcerated individuals the ability to begin their job search journey pre-release. We will offer an update on the states and organizations that have committed to VOS REO, demonstrate the user experience, show how staff can assist and track individuals, and highlight the security necessary to make this solution available within a correctional setting.

CONFERENCE EVENT   10:15AM – 10:30AM   **DUNES FOYER**

REFRESHMENT BREAK

BREAKOUT SESSION   10:30AM – 11:45AM   **DUNES I, II, AND III**

ENHANCEMENT VOTING FOR VOS SAPPHIRE 23

Rusty Kath
Moderator

Paul Toomey, Pam Johnson, and Chris Siegle
Geographic Solutions

Join the Geographic Solutions workforce development subject matter experts in a real-time voting session on potential enhancements for VOS Sapphire 23. Don't miss your chance to have an active voice in what future updates are made to the system.

BREAKOUT SESSION   10:30AM – 11:45AM   **EGRET**

ROUNDTABLE DISCUSSION ON THE FUTURE OF GUS AND REX

Magnus Hines
Geographic Solutions

Join the Geographic Solutions unemployment insurance subject matter experts for a roundtable discussion focused on the GUS system. Don't miss your opportunity to participate in an interactive conversation about how the system can be enhanced to better serve your agency.

BREAKOUT SESSION   10:30AM – 11:45AM   **IBIS**

ROUNDTABLE DISCUSSION ON THE FUTURE OF VIRTUAL LMI

Shannon Ramaeker, Edmund Warner, Levi Richards
Geographic Solutions

Join the Geographic Solutions labor market information subject matter experts for a roundtable discussion focused on Virtual LMI. Don't miss your chance to have an active voice in the future of the system, as well as participate in an insightful conversation on ways the system can be enhanced to better serve your agency.
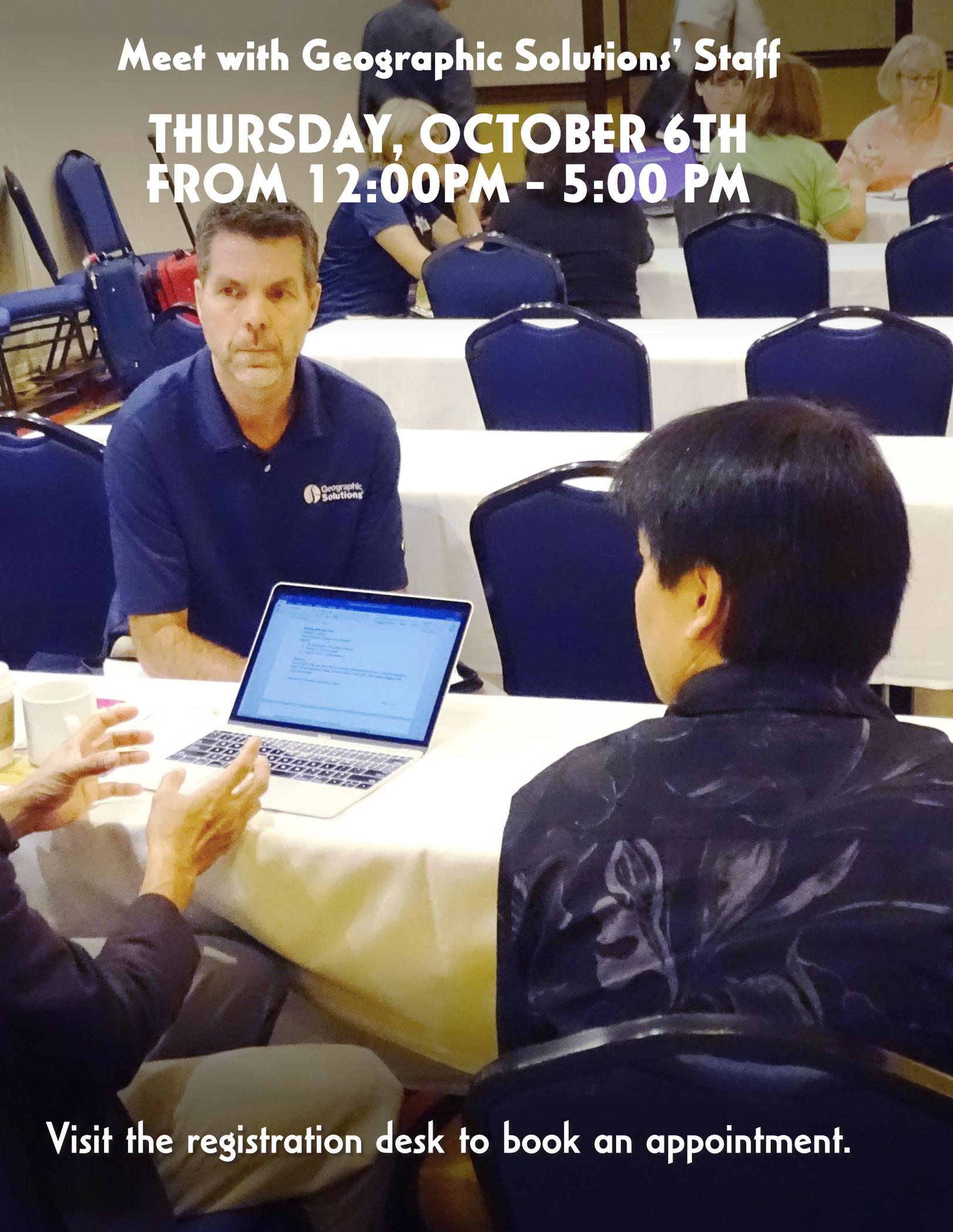
GENERAL SESSION   11:45AM – 12:00PM   **DUNES I, II, AND III**

CLOSING REMARKS

Paul Toomey
Geographic Solutions

THURSDAY, OCTOBER 6TH

Meet with Geographic Solutions' Staff

THURSDAY, OCTOBER 6TH
FROM 12:00PM - 5:00 PM

Visit the registration desk to book an appointment.

GUEST PRESENTERS

JAMIE ABBOTT

Operations Manager – State Information Data Exchange System
National Association of State Workforce Agencies
JABBOTT@NASWA.ORG

Jamie Abbott began her tenure in unemployment insurance in 2009 as a Claims Specialist at the Nebraska Department of Labor. She served Nebraskans in many ways, including adjudication, business process analysis, program management, and as a business analyst, program TRADE specialist, and SIDES coordinator. In 2016, Jamie joined the NASWA SIDES team as a Program Specialist. In her current role as Operations Manager, she oversees SIDES system development, implementations, and process improvements.

RYAN ALLEN

Assistant Commissioner
Tennessee Department of Labor and Workforce Development
RYAN.ALLEN@TN.GOV

Ryan Allen has been with the Tennessee Department of Labor and Workforce Development for over 19 years, where he has worked in many different areas within the Employment Security/ Workforce Services Divisions. In his current role, Ryan serves as the Assistant Commissioner of the Workforce Information, Research and Reporting Engine Division (WIRED). He manages the performance and reporting for all Title I and Title III programs including Adult Dislocated Worker, Youth, Wagner-Peyser, Veterans, Trade Adjustment Assistance, SNAP Employment & Training (SNAP E&T), Reemployment Services and Eligibility Assessments (RESEA), and State Apprenticeship Expansion Grants. In addition, his responsibilities include oversight of the collection and reporting of the state's labor market information.

VERONICA ALONZO

WIOA Program Coordinator
New Mexico Department of Workforce Solutions
VERONICA.ALONZO@STATE.NM.US

Veronica Alonzo has been with the New Mexico Department of Workforce Services for 10 years, first as an Employment Services Manager, and currently, as the State Administrative Entity WIOA Program Coordinator and Eligible Training Provider Administrator. She has worked in workforce programs for over 21 years assisting low-income families, migrant season farmworkers, youth, and adult and dislocated workers. Veronica's responsibilities include providing Title I technical assistance to local workforce boards and partners, developing policy, and managing New Mexico's Eligible Training Provider list.

MELANIE ARTHUR

Consultant
Melanie Arthur Consulting
MELANIEARTHURCONSULTING@GMAIL.COM

Melanie Arthur has worked with and trained more than 50,000 public and non-profit professionals from across the country. She is a leading consultant in the nationwide transition to effective workforce development systems and is best known for her work in three areas: optimal workforce board development and strategic planning; unique approaches to building relationships with businesses; and her innovative ideas for one-stop integration. Melanie is also the author of more than 30 training programs and dozens of national program models.

KRISTA BARTON

Account Executive
Data Axle
KRISTA.BARTON@DATA-AXLE.COM

Krista Barton joined Data Axle in 2014 as a Sales Executive for Data Axle USA and then transitioned to Senior Operations Manager with Data Axle Reference Solutions. This is the division of the Federal Government Sales team, which manages and supports the Department of Labor contract. Prior to Data Axle, Krista worked in a variety of sales roles and managed a sales team. During her tenure at Data Axle, she has helped the company streamline numerous processes, as well as assisted in some of the largest sales wins that their business unit has seen.

JOE BIELAWSKI

President
Knowledge Services
JOSEPH@STATERAMP.ORG

Joe Bielawski, President of Knowledge Services, has long served multiple state governments across the nation, was instrumental in bringing together a Steering Committee of thought leaders to charter a standardized approach to cybersecurity, now known as StateRAMP. StateRAMP has since become an established industry leader in public/private partnerships involving 238 individual government members, as of July 2021. Joe has had experience in government programs, in IT, and most passionately, in serving people. His passion for service will continue through his commitment to StateRAMP's ongoing improvement to making the digital landscape a safer, more secure place.

JENNIFER BODNAR

Apprenticeship Coordinator
St. Petersburg College
BODNAR.JENNIFER@SPCOLLEGE.EDU

Jennifer has a broad career and educational background working with diverse organizations to create apprenticeship partnerships. She's successfully created state-registered apprenticeship programs for the fields of IT, electrical linework, solar, and healthcare for St. Petersburg College (FL). Jennifer has also cultivated strong alliances within the community, further expanding opportunities between education and workforce. Jennifer is currently a Master of Science degree holder for Clinical Psychology, and a returning graduate student for a Master of Science degree in Clinical Mental Health Counseling, with Capella University. Jennifer is also an American Counseling Association member, as well a member of Capella University's prestigious counseling chapter, Chi Upsilon Chi of Chi Sigma Iota.

JOHN CHAMBERLIN

Attorney
Law Offices of John Chamberlin
JCHAMBERLIN@WORKSYSTEMS.ORG

John Chamberlin is an independent attorney based in Portland, Oregon. Over the last 40 years, he has worked in 50 states and in over 200 local areas on workforce development, economic development, strategic planning, service delivery, and grant management.

LYDIA CROCKETT

Director of Client Relations
FutureWork Systems
LCROCKETT@FUTUREWORKSYSTEM.COM

Lydia Crockett is a front-line staff worker turned Director of Client Relations who is passionate about using data to tell a story in a comprehensive, understandable way to ultimately drive decisions. She joined FutureWork Systems after spending over 20 years in private and state-led workforce systems. Through Lydia's experiences in case management, performance accountability, process improvement, strategic planning, and program administration, she inherently understands the workforce development user customer and has an unrelenting pursuit of customer-driven focus.

BEN DASELAR

Program Specialist
Nevada Department of Employment, Training and Rehabilitation
B-DASELER@DETR.NV.GOV

Ben Daseler has over 14 years of experience in workforce development with the Nevada Department of Employment, Training and Rehabilitation. Ben joined the department in 2007 and has been involved all aspects of delivery of Title III services. He managed Business Services for Southern Nevada, including the Las Vegas Valley, from 2012-2018. Since 2018, Ben has served as a Program Specialist III overseeing service delivery for all Nevada JobConnect Offices across the state.

JOSH DAVIES

CEO and Conference Keynote
The Center for Work Ethic Development
JDAVIES@WORKETHIC.ORG

As CEO of The Center for Work Ethic Development, an organization committed to developing workplace skills in the global workforce, Josh Davies is passionate about helping others make a difference in their lives, jobs, and community. Partnering with organizations in all 50 states and seven countries, The Center for Work Ethic Development equips trainers and teachers to build the workforce of the 21st Century. A graduate of American University, Josh is also active in various boards and commissions. Through his work as a speaker and trainer, he has engaged and encouraged professionals across North America, the Middle East, and Asia. Josh has received numerous awards and accolades for his continued work.

MIKE FAZIO

CEO
Workforce180
MIKE@WORKFORCE180.COM

Mike Fazio is the Founder and CEO of Workforce180, LLC, an organization specializing in workforce consulting, training, podcasting, and marketing. Workforce180 has assisted more than 700 workforce, government, and non-profit organizations from the United States and its territories, the Cayman Islands, and Canada. With over 25 years focused on sales, management, marketing, and recruiting, Mike wakes up every day with the definitive belief that consistent, enthusiastic coaching and leadership provides individuals and organizations the tools needed to reach their highest levels of performance. In both corporate and government settings, he has implemented successful strategic programs and is driven by an uncanny, unreal, unparalleled, unbelievable, and unending passion for helping and teaching others.

MIKE FEERICK

Founder and CEO
Alison
MFEERICK@ALISON.COM

Mike Feerick is Founder and CEO of Alison, one of the world's largest free learning platforms for workplace education and skills, as well as one of the largest certifiers of training with over 2 million graduates. Founded in 2007, Alison has pioneered a free learning movement, which today is revolutionizing global access to education, workplace skills training, and employment opportunity. Mike is an internationally recognized social entrepreneur and has received several industry awards.

AMY FROST

Deputy Director
Mother Lode Job Training
AFROST@MLJT.ORG

Amy Frost brings 13 years of comprehensive workforce development experience to the executive team at the Mother Lode Workforce Development Board, including case management, program development, grant writing, fiscal oversight, and overall operations management. As a visionary member of the "Mighty Mother Lode," Amy has been instrumental in creating a Pilot Project as part of the Prison to Employment Initiative, bringing Virtual OneStop into the State Prisons. Amy has a business degree from Western Governors University.

RANDY GILLESPIE

Vice President of the Unemployment Insurance Integrity Center
National Association of State Workforce Agencies
RGILLESPIE@NASWA.ORG

Randy Gillespie serves as the Vice President of Finance for the National Association of State Workforce Agencies (NASWA) and as the Director of the Unemployment Insurance Integrity Center, a partner organization of the U.S Department of Labor charged with developing tools and solutions to reduce improper payments and fraud in the UI program. Prior to his current role, Randy served as the Chief Financial Officer for the Indiana Department of Workforce Development, where he oversaw the financial aspects of unemployment insurance and workforce development programs.

KRISTOPHER GOINS

Modernization Project Champion
Arizona Department of Economic Security
KRISTOPHERGOINS@AZDES.GOV

Kris Goins has over 20 years of experience in unemployment insurance, project management, and systems development. He is passionate about bringing modernized technology to serve states' unemployment and workforce needs while maintaining strong relationships with development partners. Most recently, Kris led the implementation of the Pandemic Unemployment Assistance (PUA) portal for Arizona in 2020 and continued supporting the state as the PUA Portal Systems Administrator.

LA TUNYA GOODWIN

Executive Director
WorkSource East Central Georgia
LGOODWIN@ECGWDC.ORG

La Tunya is honored to serve as the Executive Director of WorkSource East Central Georgia (WSECG), where she formerly served as LWDB Chair. Transitioning from a private sector leader, La Tunya brings over 25 years of successfully implementing technology-based solutions to provide better customer experiences, efficient processes, and cost reductions. La Tunya and her WSECG team were the first LWDA in Georgia to implement Eligibility Explorer. With a background in electrical and computer engineering, she believes that investing and unleashing the resources in well-designed systems like the Geographic Solutions portal optimize operations and deliver successful outcomes.

MAYOR FRANK HIBBARD

Mayor
City of Clearwater
FRANK.HIBBARD@MYCLEARWATER.COM

Mayor Frank Hibbard has lived in Clearwater since 1979. During that time, he has focused on public service, serving on the Clearwater City Council for three terms (2002-2012) with two terms as Mayor. Over the years, Mayor Hibbard has received the Tampa Bay Partnerships Award for Regionalism (twice) and was the recipient of the Suncoast League of Cities' Insco award for Leadership. Frank is a graduate of Leadership Pinellas 1999 and Leadership Florida 2007. He holds an undergraduate degree in Finance and Economics, as well as an MBA.

MICHAEL HOSKINS

Director of Information Technology
North Carolina Department of Commerce
MICHAEL.HOSKINS@NCCOMMERCE.COM

Michael Hoskins is the Director of Information Technology for the Division of Workforce Solutions, a part of the North Carolina Department of Commerce. He has been working in the workforce development industry for North Carolina since March of 2000. Before he began his career with the state, Michael spent many years working for private software development companies developing software and installing it all over the world.

RUSTY KATH

Conference Emcee
RUSTY@RUSTYKATH.COM

Rusty Kath is an on-camera, in-arena, and live event host, as well as an actor and auctioneer. He has worked as an in-arena host with the Minnesota Wild, Twins, and U.S. Figure Skating for over a decade. He also held that same role with the Tampa Bay Rays from 2007-2014. In 2014, he was honored to be invited to work Major League Baseball's All Star Game. As a commercial actor, Rusty has been seen in national ad campaigns for Toro, Pioneer, and Cenex. This is Rusty's sixth year emceeing the Workforce Technology Conference.

GUEST PRESENTERS

REBECCA KEE, NIGP-CPP, CPPO, CPPB

Implementation Consultant
StateRAMP
REBECCA@STATERAMP.ORG

Rebecca serves StateRAMP's participating governments as a resource for StateRAMP adoption and outreach. She works to assist those governments with any procedures, policies, solicitation, contract language, as well as education and outreach. Prior to her work with StateRAMP, Rebecca worked in state and local government procurement, most recently as the Chief Procurement Officer for the City of Virginia Beach, Virginia, and as an instructor for The National Institute for Government Procurement.

KAREN LATTA

Project Manager, Workforce Development Division
Texas Workforce Commission
KAREN.LATTA@TWC.TEXAS.GOV

Karen Latta is a project manager at the Texas Workforce Commission (TWC). In her seven years in this position, she has worked with staff throughout TWC, as well as local workforce development boards and other partner agencies and vendors, on a variety of projects, which include: upgrading the state's online job matching and workforce services system, known as WorkInTexas; reporting on the agency's response to Hurricane Harvey and the COVID pandemic; implementing COVID response initiatives; and transferring and integrating the Vocational Rehabilitation program into TWC. Before joining TWC, Karen worked for the Texas Sunset Advisory Commission for 18 years as a policy analyst and senior manager, where she evaluated the efficiency and effectiveness of state agencies and made recommendations to the Texas Legislature to either abolish agencies or continue them with improvements.

SHARON MANZANARES

Program Manager/ES System Auditor
New Mexico Department of Workforce Solutions
SHARON.MANZANARES@STATE.NM.US

Sharon Manzanares has been with New Mexico Department of Workforce Solutions for 10 years, serving as a Business and Career Consultant, HR Generalist, and currently, as a Program Manager and Performance Monitor/Workforce System Auditor for the Employment Services Division. Sharon has worked in workforce programs for 25 years, including experience as a TANF Colorado Works Coordinator and Colorado Employment First Case Manager. Her current responsibilities include providing technical assistance to Title III Workforce Connection Center and Employment Services staff; performance measure reporting; developing and implementing business policies and standard operating procedures; and supporting the Employment Services Program Director in providing management guidance to program managers.

TOM MEYER

Program Administrator
South Dakota Department of Labor and Regulation
TOM.MEYER@STATE.SD.US

Tom Meyer has over 25 years of experience with the South Dakota Department of Labor and Regulation working in individual/employer case management, data analysis, reporting, technical support, and project management. Tom has participated in numerous state-level workforce-related user groups and serves as technical liaison between the workforce training/services divisions, partner agencies, as well as information technology for data sharing, reporting, and system interfaces. He has been the department's project manager for new project development and multiple system conversions, most recently as the department transitioned to Virtual OneStop and WIOA.

ELAINE PANDOLFI

Principal Consultant/Owner
Everra, LLC
ELAINE@EVERRA.IO

Elaine Pandolfi brings over three decades of experience in helping businesses identify operational issues and collaborating to implement solutions. With industry experience in government, finance, and technology, she combines her knowledge of business operations to build and implement holistic solutions. Elaine is passionate about business topics including aligning business strategy to day-to-day activities, design thinking, and organizational communication.

CHRISTINE PENG

Sr. Consultant
Metrix Learning
CHRISTINE.PENG@METRIXLEARNING.COM

Christine Peng currently serves as Senior Consultant at Metrix Learning with over 10 years of experience in workforce development. She oversees and supports statewide programs and regional portal implementation. Her expertise includes strategic consulting, marketing, in-depth career pathways analysis, and learning management system design.

LESLIE PITCHFORD

Benefit Program Senior Specialist
Missouri Department of Higher Education and Workforce Development
LESLIE.PITCHFORD@DHEWD.MO.GOV

Leslie Pitchford has been a part of the Missouri Department of Higher Education and Workforce Development since January of 2020 after spending over four years working in the OWD Customer Support Unit. She believes in helping workforce development professionals to utilize data collected for decision making through advancement of the agency's operations.

AMY PRITCHETT

Regional Employment Analyst
North Carolina Department of Commerce
AMY.PRITCHETT@NCCOMMERCE.COM

Amy Pritchett is a Regional Employment Analyst in the Southwest Prosperity Zone for the North Carolina Department of Commerce, Division of Workforce Solutions. She has been with the state for almost 25 years and has held her current position for 18 of those years. As a Regional Employment Analyst, Amy works with many of the federal and state programs offered through the NCWorks Career Centers providing programmatic and technical support along with training. She also works with NCWorks Online and Geographic Solutions to report and resolve issues and submits enhancements to help improve the system for staff.

ROSA RODRIGUEZ

Corporate Program Monitoring Coordinator
Telamon-TRC
RRODRIGUEZ@TELAMON.ORG

Rosa Rodriguez is currently the Corporate Program Monitoring Coordinator for Telamon-TRC, a regional non-profit providing workforce and career services, housing and financial empowerment, and early childhood and family services in 11 states. She has worked for Telamon for over 25 years in various capacities as a fully bilingual (English and Spanish) team member. She began her tenure by dedicating two years of her life as an AmeriCorps member to Telamon's Serving American's Farmworkers Everywhere (SAFE). In addition, she served as a Case Manager/Career Advisor, Housing Counselor, Regional Manager, and Deputy Director of Workforce and Career Services in Maryland and Delaware. Rosa earned a Bachelor's Degree in Management and a Master's Degree in Business Administration. In addition, she holds numerous certifications and credentials to include: National Farmworker Job Program Workforce Professional, Goal Wizard Leadership Development, Medical Interpreter, and is also certified as a Master Trainer through ATD.

DR. ALEXIA ROLLE

Dean, Career and Technical Education
Miami Dade College
AROLLE@MDC.EDU

Dr. Rolle currently serves as Dean of Career and Technical Education (CTE) and Chairperson of the Miami Dade College Apprenticeship Program. In 2022, Dr. Rolle was awarded the MDC President's Excellence Award. She has been appointed to Chair the Steering Committee for Florida College System Council of Workforce Education and Miami Dade College's 2020-2025 Strategic Planning Committee and Legislative Task Force. Dr. Rolle's CTE department currently sponsors eight Registered Apprenticeship Programs (RAP) in several industries and has seven RAPs pending approval. She also serves as a workgroup member for Florida Department of Education Apprentice Florida and Florida Department of Education Division of Career, Technical, and Adult Education Apprenticeship Data Working Group.

JENNIFER SHAHAN

Senior Compliance Analyst
Telamon-TRC
JSHAHAN@TELAMON.ORG

Jennifer passionately believes that the road to personal independence, self-fulfillment, and community vibrance can be strengthened by aligning our skills, strengths, and values with economic and labor needs. Working for almost three decades in workforce development, Jennifer strives to assist targeted populations with achieving their own personal and familial obligations and goals within this framework. Jennifer has worked with Telamon-TRC in a variety of roles starting as an Outreach Specialist and continuing through Director of the MidAtlantic Region. She is currently the Senior Compliance Analyst for Telamon-TRC, a regional non-profit that operates the National Farmworker Jobs Program (NFJP) and other workforce and career services programs, as well as early childhood and family services, and housing and financial empowerment programs in 11 states.

CHRIS SILVERS

Regional Employment Analyst
North Carolina Department of Commerce
CHRIS.SILVERS@NCCOMMERCE.COM

Chris Silvers is a Regional Employment Analyst in the Western Prosperity Zone for the North Carolina Department of Commerce, Division of Workforce Solutions. He has worked with the state for 24 years. As a Regional Employment Analyst, Chris works with many of the federal and state programs offered through the NCWorks Career Centers, including JVSG Veterans programs, Wagner-Peyser, Trade Adjustment Assistance, and the Workforce Innovation and Opportunity Act. In his current role, Chris provides programmatic and technical support and training locally and statewide. He also works closely with the NCWorks Online vendor, Geographic Solutions, to report and resolve issues and submits enhancements to make the system operate more efficiently.

WALTER L. SIMMONS

President and CEO
Employ Prince George's
WSIMMONS@CO.PG.MD.US

Walter L. Simmons is the founding President and CEO of Employ Prince George's and the Executive Director of the Prince George's County Workforce Development Board. Under his leadership, Employ Prince George's has grown to an annual budget of more than $20 million, 90 staff, and a workforce system that serves 25,000+ job seekers and businesses. For the past 10 years, Walter has held various workforce development positions within state and local government, as well as the private sector and nonprofit industries. He serves on the board of directors for the National Association of Workforce Boards, the National Association of Workforce Development Professionals, Maryland Nonprofits, and the Maryland Workforce Association. In 2021, Walter led Employ Prince George's in creating a regional workforce development entity, Employ DMV, and a consulting company, the Center for Workforce Excellence International.

GUEST PRESENTERS

REBECCA SISNEROS

Youth Engagement Coordinator
New Mexico Department of Workforce Solutions
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Rebecca Sisneros is the Youth Engagement Coordinator for the New Mexico Department of Workforce Solutions. She has the privilege of working with community leaders and young people to create, distribute, and enhance career readiness tools and resources. The goal is to ensure that the young people throughout New Mexico have equal opportunity to create realistic career pathways and have access to tools and resources along the way.

GEOFF SMITH

Partner and President
FutureWork Systems
GSMITH@FUTUREWORKSYSTEMS.COM

Geoff Smith has over 20 years of experience successfully implementing business intelligence cloud application services at the federal, state, and local level to support workforce development's need to make the most of data collected to inform program and policy decisions. Geoff joined FutureWork Systems in 2001, bringing a wide range of expertise to the company, including web application design and development, marketing and sales, business development, product management, and tech start-up consulting. He is passionate about democratizing data and empowering people with business intelligence technologies that turn data into insight, understanding, and action. He has seen the exciting, positive changes these applications have had on the workforce system.

DAVE THOENY

Executive Director
Mother Lode Workforce Development Board
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Dave is the Executive Director of the Mother Lode Workforce Development Board and the Central Sierra Economic Development District. Previously, he held leadership roles in the high-tech industry including product management, business development, and mergers/acquisitions. He started his career in the sciences doing geophysical exploration, CAD/CAM engineering, and molecular modeling. Dave combines his backgrounds as an innovator and business developer to drive Workforce Development solutions in California's Middle Sierra Region. He has a business degree from the University of Southern California.

TITTA USRY-BLAND, CMCS

Innovation and Training Officer
WorkSource East Central Georgia
TBLAND@ECGWDC.ORG

Titta Usry-Bland is a passionate career development professional, serving in workforce and training development for nearly 20 years. She provides guidance in career planning and job readiness, targeting specific audiences such as career transitioners, disadvantaged youth, the unemployed, veterans, and returning citizens. As a Certified Master of Career Services (CMCS) through the National Career Development Association (NCDA), Titta primarily focuses on people, operations management, and training career-coaching employees in reskilling/upskilling talent. In her current role with WorkSource East Central Georgia, Titta is innovating and transforming services while updating branding and outreach strategies to better serve local communities and stakeholders.

BETH WHALEY

Director of Workforce Data
Missouri Department of Higher Education and Workforce Development
ELIZABETH.WHALEY@DHEWD.MO.GOV

Beth Whaley joined the Missouri Department of Higher Education and Workforce Development in December 2020, bringing over 20 years of service with the state of Missouri. With the help of her team, Beth's goal is to make the data collected by the local regions more accessible and easier to understand.

ADRIENNE WILLIAMS

Workforce Specialist/Employment Network Coordinator
WorkSource East Central Georgia
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Adrienne Williams has worked in disability services for over 20 years. In her previous role as an adjudicator with Disability Adjudication Services, she made the medical decisions necessary for entitlement to Social Security disability benefits. At the Georgia Vocational Rehabilitation Agency, she became a Certified Work Incentive Coordinator, providing benefits counseling to individuals currently receiving Social Security disability benefits in 140 Georgia. Adrienne retired from state employment in 2020, joining WorkSource of East Central Georgia (ECGC) in May of 2021. In her current role, she is a member of the ECGC Eligibility Team, assisting participants in completing the online eligibility and application process and quarterly follow-up activities. She also provides benefits counseling to individuals seeking employment at a level that will enable them to transition from their cash benefits.

STAFF PRESENTERS

MEGAN DAVIS ADERELE, MBA

Education Sales Support Specialist
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Megan Aderele has more than 20 years of experience in higher education, human services, and workforce development. Prior to joining Geographic Solutions in 2021, Megan worked in higher education as a Director of Career Services/Student Success, where she focused on student success programming and initiatives, program management, strategic partnership development, curriculum integration, and gainful employment. In her current role, Megan works in close partnership with the Education Sales and Marketing Teams supporting the Virtual Career Center product.

FRANK ARMETTA

Business Analyst — Appeals
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Frank Armetta has over 12 years of experience working within the realm of unemployment insurance appeals. He initially gained unemployment appeals knowledge and experience working as an Administrative Law Judge before serving as a Business Analyst for eight years. In his current role, Frank is responsible for updating and maintaining the Appeals Module in the GUS system.

SANDI BILBO

Business Analyst
SBILBO@GEOSOLINC.COM

Sandi Bilbo has over 18 years of experience as a community rehabilitation provider assisting and supporting individuals with disabilities to live and work independently within their communities. She is an experienced field case manager and supervisor with a background in employment, independent living, and community inclusion programs. In her current role, Sandi is a Business Analyst on the Product Development Team, where her primary focus is on vocational rehabilitation and independent living programs. She also works closely with the Accessibility Team. In addition, Sandi is a Certified Community-Based Mental Health Rehabilitation Technician, Employment Specialist, and Job Coach.

BOB BIRGE

Customer Engagement Specialist
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Bob Birge came to Geographic Solutions in 2022 to work with client-related issues. Prior to Geographic Solutions, Bob served for five years as the Chief Communications Officer with the Indiana Department of Workforce Development, where he was responsible for all internal and external communications for the agency. He was also an active participant and contact with the National Association of State Workforce Agencies (NASWA) and other industry organizations. In his current role, Bob is responsible for a wide range of client-focused endeavors, including in-person visits, user group calls, strategic planning, conference participation, and client satisfaction surveys.

RICHARD BOONE

Business Development Executive — Corrections
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Richard Boone has over 20 years of experience in sales management and client relations. Over the years, Richard has built relationships in the corrections industry and led effective efforts in marketing victim notification services to state law enforcement agencies. He also spent several years collaborating with state workforce agencies and offering solutions that improve improper payments by identifying and preventing overpayments in workforce programs. In his current role, Richard Boone is responsible for marketing the Virtual OneStop Reentry Employment Opportunities (VOS REO) solution to public and private agencies.

EVAN BRENNER

Digital Content Specialist
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Evan Brenner has 12 years of experience in professional digital marketing and communications. In his current role, Evan specializes in digital branding, social media, culture initiatives, internal and external communications, analytics, corporate website development and content, virtual event platforms, and search engine optimization efforts. He is also the company's subject matter expert on Google Analytics and HubSpot. In addition, Evan is a member of Geographic Solutions' audio/visual team, the host of the Pathways to Employment webinar series, and the creator of the Pinellas Tech Network Meetup.

MIKE BRUNS

Lead Business Analyst – Interfaces/Monetary
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Mike Bruns has over 20 years of experience implementing technical solutions in the telecom, education, and government sectors. Since joining Geographic Solutions over five years ago, Mike is responsible for designing, implementing, and troubleshooting the wide variety of interfaces and monetary processes that are maintained for unemployment insurance and pandemic unemployment assistance clients.

CYNTHIA CAMPOS

Business Analyst II
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Cindy Campos has over 25 years of experience in information technology. Employed with Geographic Solutions for more than a decade, Cindy has a broad scope of experience designing software solutions for federal and state systems. For many state and local Virtual OneStop projects, she participates in technical problem-solving and strategic planning decisions regarding software design and development. In her current role, Cindy is the Lead Business Analyst for the Work Opportunity Tax Credit (WOTC) program.

CHRIS CEKAN

Trainer
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Chris Cekan has over 15 years of experience in corporate and business systems training across different industries. In his current role, Chris trains new staff members, creates training curriculum, videos, and trains state and local staff on the VOS Sapphire and GUS systems during client implementations.

JOHN CONTARINO

Programmer/Analyst IV
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John Contarino has over 20 years of experience in programming within the technology industry. At Geographic Solutions, he is responsible for reviewing and modifying our client websites to maintain accessibility compliance. He has worked with the Virtual OneStop system for over 10 years.

ALAN CORREIRA

Architect I Team Lead – Business Intelligence and Federal Reporting
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Alan Correira has over 23 years of experience in information technology, with the last 19 years at Geographic Solutions. In his current role as Business Intelligence and Federal Reporting Team Lead, Alan designs ETA federal reports and data validation files for workforce, unemployment insurance, and tax. He also leads the team that transforms the data from the Transactional Database into Data Warehouse Architecture.

FAIRY CURTIS

UI Benefits Teams Manager
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Fairy Curtis worked for the Georgia Department of Labor in the unemployment insurance department for over 13 years, where she began her career as a Claims Specialist and then transitioned to the UI Policy and Procedures Manager. In her current role, Fairy specializes in and manages the UI Benefits Team.

BONNIE DASSING

Senior Business Analyst Team Lead – Product Business Analyst Team
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Bonnie Dassing has over 25 years of experience in business analysis for both software and website providers. At Geographic Solutions, Bonnie has been focused on self-service applications for job seekers and employer for both workforce and unemployment services. She has been instrumental in the design and implementation of registration and applications for UI employers and their agents, as well as the Work Opportunity Tax Credit Module. Bonnie also leads the team of business analysts that manage the Vocational Rehabilitation and Independent Living Modules.

MITCH DIMLER

Director of Data Services
MDIMLER@GEOSOLINC.COM

Mitch Dimler has over 30 years of experience in information technology and high-tech markets working with 'big data'. His background includes working for a broad range of strategic and tactical complex IT organizations. Mitch holds six different patents in medical and research outcomes for cardiothoracic surgery patients. He has also held executive positions with numerous Fortune 500 companies, such as DirecTV, TransAmerica Corporation, Sprint, and Phoenix Technologies where he was a worldwide Chief Information Officer. In his current role, Mitch is the Director of Data Services, where he oversees the company's job spidering effort, as well as the Data Research and Data Services Teams.

KAREN EISLER, PMP, CSM

Project Manager
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Karen Eisler has over 20 years of experience in project management and client relations, and over 10 years of experience in the workforce development industry. Her wide range of experience includes leading process, productivity and quality improvement initiatives, technical and soft-skills training, and building strong client relations by fostering a collaborative, customer-centered approach. In her current role, Karen's focus is managing projects for workforce, vocational rehabilitation, and job distributor clients. She holds a Project Management Certification (PMP) from the Project Management Institute and a Certified Scrum Master Certification from the Scrum Alliance.

TODD EMERICK

Sr. Business Analyst
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Todd Emerick has over 23 years of experience in unemployment services, including six years with Geographic Solutions. In his current role, Todd is responsible for monitoring, maintaining, updating, and enhancing the Appeals Module. His wide experience and knowledge of unemployment services enables him to work with clients to implement business rules, address compliance issues, and develop business processes, requirements, and workflows.

DAN FITZGERALD

Trainer
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Dan Fitzgerald has over 20 years of experience as a trainer. He has hosted over 2,500 online training webinars, created numerous system training tools, produced instructional videos, and developed testing materials for multiple clients. In his current role, Dan is responsible for conducting client training and support for all of Geographic Solutions' products.

DIANA FORD, PMP

UI Tax Business Analyst Team Lead
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Diana Ford has over 20 years of experience as a project manager and business analyst as a federal contractor. Since joining Geographic Solutions three years ago, Diana has served as the Project Manager for both Tennessee and Louisiana's unemployment insurance benefit projects. In her current role, she is the Lead Business Analyst for the Nebraska unemployment insurance tax project.

GREG GASPARD

Unemployment Insurance Agile Manager
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Greg Gaspard has a wide range of experience in the field of unemployment insurance, including working with the Tax Unit, Adjudication Unit, and the Quality Programs of TPS, BAM, BTQ, and DV with the Louisiana Workforce Commission for over 16 years. Since joining Geographic Solutions over four years ago, Greg has worked with the Unemployment Insurance Tax Team on a successful implementation of the Tax Module. In his current role, Greg manages the Unemployment Insurance Tax Business Analyst Team, Unemployment Insurance Reports Business Analyst Team, and the Tax and Trust Fund Accounting Teams.

LORETTA HANSON

Sr. Project Manager
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Loretta Hanson has over 20 years of professional experience managing large-scale information technology projects in the workforce development industry. Since joining the Geographic Solutions team, she has become a key member of the Project Management Office. In her current role, Loretta serves as the Scrum Master for the Process and Standards Scrum Team. She also holds a CalWorks 101 Certified Workforce Professional Certification.

ERIC HARVEY

Director of Product Development
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Eric Harvey has over 20 years of experience in web development and information technology, including working as a Senior Network Analyst for the Pasco-Hernando Workforce Board in Florida. In his current role, Eric is the Director of Product Development, where he oversees unemployment insurance projects, as well as the overall product experience and modernization of all modules in the Geographic Solutions product line.

MAGNUS HINES

Business Development Executive — UI
MHINES@GEOSOLINC.COM

Magnus Hines has nearly 20 years of experience in unemployment insurance. Prior to joining Geographic Solutions in 2020, Magnus served as the Unemployment Insurance Director for the Florida Department of Economic Opportunity (DEO). During his time with DEO, he presided over 10,000 unemployment insurance benefit and tax hearings and went on to manage all unemployment insurance appeals for the state of Florida. In his current role, Magnus uses his knowledge of the challenges and constraints placed upon state labor agencies to help clients find the ideal solution using the GUS system.

STAFF PRESENTERS

CHUCK JOHNSON

Business Development Executive – Education
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Chuck Johnson has spent over 25 years helping state and local government, education, and Fortune 1000 entities solve the "There has to be an easier way" issue. He brings a wealth of experience with full life-cycle account management, guiding projects from conception to launch and beyond. In his current role, Chuck is responsible for the business development of the company's educational tools, including Virtual Career Center.

PAM JOHNSON

Director of Workforce Business Analysts
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Pam Johnson has extensive experience managing software system installations for state and local systems with various agency interfaces, including 23 years of experience at Geographic Solutions. Her knowledge of federal workforce programs allows her to work with clients successfully to address reporting compliance issues and develop business process workflows for program compliance. In her current role, Pam is involved in technical problem-solving and strategic planning decisions regarding software design and development for numerous state and local Virtual OneStop projects.

BRANDON KYLER

UI Business Analyst Team Lead – Reports
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Brandon Kyler has over 22 years of experience in unemployment insurance tax and benefits, the Supplemental Nutritional Assistance Program, and the Workforce Innovation and Opportunity Act. Since joining Geographic Solutions, he has successfully led the Unemployment Insurance Reports Business Analyst Team, and he is a key member of the Federal Reporting and Business Intelligence Services Scrum Team. Brandon is instrumental in preparing configuration documentation, designing specifications for federal and state reporting, and testing newly developed applications for quality assurance.

ELIZABETH LAFONTAINE

Business Analyst
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Elizabeth Lafontaine has over 15 years of experience in financial and operations management, leadership, regulatory compliance, training, and client relations. Prior to joining Geographic Solutions, Elizabeth served as the Financial Manager for the New Hampshire Division of Children, Youth and Family Services, and prior to that, she was the Workforce Innovation and Opportunity Act Youth Program Administrator for the New Hampshire Division of Youth Workforce Development. In her current role, Elizabeth works with the Staff Services Case Management Team as the primary Business Analyst for the Workforce Innovation and Opportunity Act and Apprenticeship Modules.

NICOLE LITTLE, PH.D.

Director of UI Business Analysts
NLITTLE@GEOSOLINC.COM

Dr. Nicole Little has 17 years of experience in unemployment insurance, including working in executive level positions within a public agency, as well as leading large-scale technology projects across 12 states. Prior to joining Geographic Solutions, Nicole held the roles of Unemployment Insurance Tax Director and Unemployment Insurance Tax District Manager for the state of South Carolina. She also held the roles of Statewide Audit Coordinator and District Tax Office Administrator for the state of Washington. In her current role, Nicole is a member of the Executive Management Team, guiding the Unemployment Insurance Business Analysts and Agile Teams in designing and developing detailed requirements gathering and functional specifications.

JOHN MARKS

Senior Training Specialist/Team Lead
JMARKS@GEOSOLINC.COM

John Marks has over 25 years of experience as a professional trainer and technical writer. In his current role, John is the leader of the Training Team, where he has developed training curriculum, conducted client and staff training, authored proposal responses, created training videos, and written technical documentation for over 20 years.

BELKIS MARMOL

Business Analyst
BMARMOL@GEOSOLINC.COM

Belkis Marmol has over 10 years of experience working with government programs managing program administration, case management, human resources, and employer services. She is also an experienced Business Services Manager in workforce development. In her current role, Belkis is a member of the Business Analyst Team, where she focuses on Welfare Transition and SNAP Programs, Agency-Defined Programs, and the Eligibility Explorer Application.

MAC McCARTHY

Business Analyst
MMCCARTHY@GEOSOLINC.COM

Mac McCarthy was employed as a workforce professional for over eight years, serving as a Workforce Innovation and Opportunity Act Case Manager, Workforce Innovation and Opportunity Act Team Lead, Data Analyst and Program Monitor, prior to joining Geographic Solutions. In his current role, Mac is the primary Business Analyst for staff efficiency tools, collaborating with job centers across the country to develop technology solutions that maximize staff's ability to assist customers efficiently.

BILL MEGARGEL

Sr. Data Architect — Data Services
BMEGARGEL@GEOSOLINC.COM

Bill Megargel joined the Geographic Solutions team in 2005. In his current role, Bill creates and designs standards, systems, and methodologies for the automated exchange of data between Geographic Solutions and external companies. He has in-depth knowledge of internal and external job posting data and processes, standards, and taxonomies relating to job data and Office of Federal Contract Compliance Programs' rules and regulations. Bill was also pivotal in establishing Geographic Solutions' job aggregation process and holds three related product patents.

SAMANTHA MIRO-HEYMAN

Director of Project Management
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Samantha Miro-Heyman has over 20 years of experience in project management. Prior to working at Geographic Solutions, she spent over seven years in the not-for-profit sector, including five years of managerial experience in a high-volume welfare transition office. In her current role, Samantha is the Director of Project Management, where she performs project coordination and application analysis for Virtual OneStop and deployment of software solutions for many state and local areas.

DIEM NGUYEN

Business Analyst
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Diem Nguyen has over 15 years of experience providing services and managing programs that analyze and enhance business systems. In her current role, Diem is the Business Analyst and subject matter expert for educational services programs. Her primary focus is on analysis and designing new solutions and ongoing enhancements for the company's Virtual Career Center solution.

PERRY PANAGOPOULOS

Architect I Team Lead — Partner Programs
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Perry Panagopoulos joined Geographic Solutions two years ago as the Team Lead for the Partner Programs Team. In his current role, Perry is responsible for developing new solutions designed to help individuals who have consistently faced significant barriers to employment. His team is responsible for the Work Opportunity Tax Credit Module and Virtual OneStop Reentry Employment Opportunities (VOS REO) solution.

CYNTHIA PORTUGAL

Sr. Product Marketing Specialist — Education
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Cynthia Portugal has over 20 years of client-centered sales and marketing experience. In her current role, Cynthia is a member of the Marketing Team and is responsible for driving the continued enhancement of the Virtual Career Center with functionality that will further connect education with employment to improve student career outcomes.

CRAIG PUTNAM

UI Business Analyst — Benefits SMEs and Business Analysts Team
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Craig Putnam worked for the Louisiana Workforce Commission for five years in the unemployment insurance field, where he began as an Overpayment Specialist and then transitioned into a Project Manager position. In his current role, Craig specializes in UI payments, overpayments, investigations, and accounting and is responsible for creating functional requirements for the GUS system.

STAFF PRESENTERS

LAURA RAGAIN

Monetary/ICON/SIDES — Team Lead I
LRAGAIN@GEOSOLINC.COM

Laura Ragain has over 22 years of experience in website programming, including 15 years with Geographic Solutions. In her current role, she works in all facets of Monetary and Interfaces, but specializes in Interstate Connection Network/Combined Wage Claim claims, work items, and State Information Data Exchange System.

SHANNON RAMAEKER, PMI-ACP, CSM, CSPO

Sr. Project Manager — Labor Market Information
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Shannon Ramaeker has a wide range of experience in labor market information, including working as the Workforce Information Grant Manager for the State of Nebraska and implementing the state's integrated NEworks solution. Since joining Geographic Solutions over a decade ago, Shannon manages all of the company's labor market information clients. She holds an Agile Certified Practitioner Certification from the Project Management Institute. She also holds Certified Scrum Master and Certified Product Owner certificates from the Scrum Alliance.

LEVI RICHARDS

Data Services Team Lead
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Levi Richards has over 10 years of experience working with labor market information databases. In his current role, Levi's focus is to merge, convert, and create data sets of labor market, economic, and education data for use in the company's labor market information and education solutions.

JOE ROAN

Quality Assurance Accessibility Tester
JROAN@GEOSOLINC.COM

Joe Roan has over 20 years of experience in the accessibility field and has used many different screen readers, including JAWS and NVDA, for over 30 years. As a blind, trained developer in Quality Assurance Manual Testing, Joe combines his unique perspective to discover accessibility challenges in Geographic Solutions' applications. He lends his unique insights to developers to help them understand the challenges of keyboard only and screen reader users. Joe holds certificates from Freedom Scientific with JAWS use and is a Certified Professional in Accessibility Core Competencies from the International Association of Accessibility Professionals.

DEL ROBINSON

Director of Quality Assurance
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Del Robinson has over 20 years of experience in commercial software development, quality assurance management, and deployment configuration. In his current role, Del manages the company's Quality Assurance Team who perform work in manual testing, automation testing, and configuration management. Del and his team are responsible for product consistency throughout the product cycle, to include the design, define, and build phases through quality checkpoints and testing.

ANITA ROWLEY

Business Analyst
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Anita Rowley has over 11 years of professional experience in creating, designing, and analyzing business needs for case management. Her experience includes over 10 years of experience in workforce development case management working with Virtual OneStop. In her current role, Anita works with the Staff Services Case Management Team as a Business Analyst for the Wagner-Peyser and Adult Education Modules.

JAY SHIPPEE, PMP

Project Manager
JSHIPPEE@GEOSOLINC.COM

Jay Shippee has over 20 years of experience as a project manager and delivering complex projects on truncated timelines successfully. His experience includes wholesale warehousing, international finance, pharmaceutical processing, small commercial and personal insurance, workforce development, and unemployment insurance. In his current role, Jay is an active Scrum Master and supports the Accessibility Services Team.

CHRIS SIEGLE

Product Development Manager
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Chris Siegle has designed many user-centric digital experiences for both web and mobile over the past 20 years. His work has been featured in television programs, magazines, websites, and even appeared in early Apple iPhone ads. During his time as Mobile and Multimedia Team Lead, he guided the development of the company's mobile-responsive solutions. In his current role as Product Development Manager, Chris champions the strategy for cutting-edge design across all new and existing Virtual OneStop products.

NANCI SPIRES

Business Analyst II – Reports and Print Forms
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Nanci Spires has over 15 years of experience as a business analyst working with data and database management. Previously, she worked primarily on Enterprise Resource Planning systems focusing on inventory, warehousing, and material requirements planning. In her current role, Nancy focuses on the federal reporting and print forms in Virtual OneStop.

PHILLIP SPREHE

Economist
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Phillip Sprehe has extensive experience in the economics and the data analytics field. In his current role, Phillip serves as an economist assessing macroeconomic data and financial markets. His analysis utilizes a blend of internal data at Geographic Solutions and external, publicly available data, such as unemployment claims, United States Treasuries, equity markets, and more recently, COVID-19 data. His work experience also consists of assessing economic impacts of business projects based on industry, geographic trade flows, and time constraints using statistical software.

LILIYA TANSKA

Sr. Business Analyst
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Liliya Tanska has over 10 years of experience in federal workforce programs. Prior to joining Geographic Solutions, she was responsible for the administration and management of youth programs in Florida's Region 14 for over six years. In her current role, Liliya is responsible for the workforce development reports, including Workforce Innovation and Opportunity Act reporting and the Adult Education National Reporting System.

KIM THOMAS

Sr. Business Analyst
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Kim Thomas has more than 30 years of employment and training experience, including over 20 years of experience at Geographic Solutions. In her current role, she specializes in the design and implementation of various Virtual OneStop modules and analyzes specifications for new software design and functionality. Kim also assists with validation and analysis to ensure systems accurately produce federal reports and performance measures.

DEANE TOLER

Director of Sales & Marketing
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Deane Toler has over 22 years of experience promoting, developing, and delivering new technologies within service industries. In his current role, Deane is responsible for business development, strategic partnerships, and leading the Marketing and Sales Teams. In addition, he serves as the development and implementation liaison of workforce development systems in the western region and directs all marketing initiatives.

PAUL TOOMEY

President
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Paul Toomey has over 30 years of experience in geographic information systems, programming, analysis, and management for state and local governments in the United States and overseas. In 1992, Paul founded Geographic Solutions and has served as the company's president since inception. He also holds multiple patents for software inventions in the workforce development and labor market information fields.

OGAINYS VASQUEZ, PMP, CSM

Project Manager
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Ogainys Vasquez has over 17 years of experience in the areas of workforce development, project management, human resources, and performance management. Prior to joining Geographic Solutions nine years ago, she worked for a local regional workforce board and managed the Workforce Investment Act program. Ogainys is a Certified Scrum Master and has completed her Project Management Professional and Project Management Agile Certified Practitioner training.

EDMUND WARNER

Programmer/Analyst III – LMI Services
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Edmund Warner has over eight years of experience in web-based application design, development, and implementation, as well as technical support experience on large-scale information technology projects. He also has over six years of experience with workforce development and labor market information systems. In his current role, Edmund serves as a Programmer/Analyst for the Labor Market Information Services Team and is a key member of the Labor Market Information Services Scrum Team.

STAFF PRESENTERS

AGNIEZSKA WOJNAR

Data Architect I
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Agnieszka Wojnar has over 14 years of experience in database design, data warehousing, and reporting technologies. In her current role, Agnieszka is responsible for implementing business solutions to address federal reporting and business intelligence needs. Her focuses include analyzing, planning, and defining data architecture framework, including data security and compliance; creating procedures to ensure data accuracy and accessibility; and collaborating with other teams to assess shareholder requirements.

AS THE SUN SETS ON THE 2022 WORKFORCE TECNOLOGY CONFERENCE, WE'D LIKE TO SAY

THANK YOU

FOR SHARING YOUR KNOWLEDGE AND EXPERTISE WITH US.

CONFERENCE TEAM

CONFERENCE ORGANIZERS

HALLIE LEVERICH-PURVIS
Sr. Marketing and Communications Team Lead

HOLLY DEIS
Marketing and Communications Specialist

CHARLOTTE PHIPPS
Marketing Events Coordinator

AUDIO VISUAL SUPPORT

EVAN BRENNER
Digital Content Specialist

CHRIS HAWKES
Programmer

DON COMPTON
Graphic Designer/Photographer

SYSTEMS SUPPORT

TONY TRENTACOSTE
Systems Engineer

ANTHONY FRISINA
Desktop Support Team Lead

JASON KING
Desktop Support

JESSE DOMINGUEZ
Desktop Support

Building Integrated Workforce Development Systems

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