



# SIDES Fact Sheet

## Overview

Developed through a strategic partnership between the U.S. Department of Labor (USDOL) and state unemployment insurance (UI) agencies, the National Association of State Workforce Agencies (NASWA) SIDES program is an integrated computer-to-computer interface designed for employers and third-party administrators (TPAs) who typically deal with a **large volume of UI information requests**. SIDES is especially helpful to those employers and TPAs who **operate in multiple states**.

SIDES provides a **nationally-standardized format** in which employers and TPAs can receive and easily respond to UI information requests, **attach documentation** when needed and receive a **date-stamped confirmation** of receipt.

As of March 31<sup>st</sup> 2017, 50 states are using SIDES and SIDES E-Response.

Employers and TPAs who use SIDES are better able to:

- anticipate and supply the data needed for UI information requests;
- reduce follow-up phone calls;
- help prevent payments to those who don't meet eligibility requirements;
- eliminate unnecessary appeals; and
- streamline UI response processes, which reduces paperwork while saving time and money.

Given the sensitive data exchanged between state UI agencies and employers and TPAs, SIDES has **multiple layers of security** that require authentication certificates and encrypted records and files.

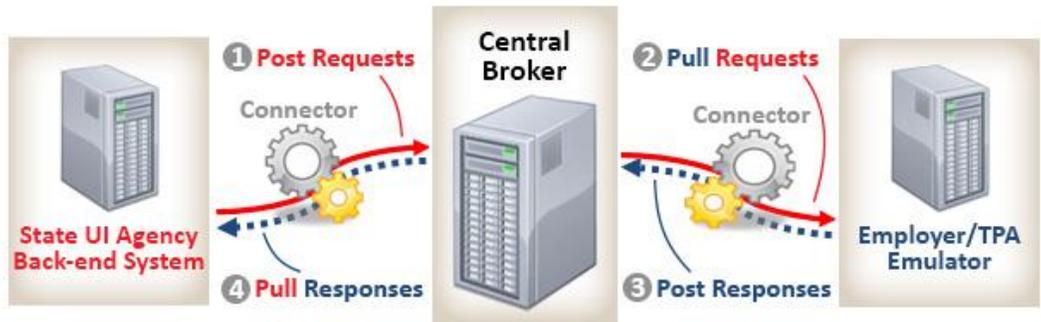
SIDES is available **free of charge**, although there will be internal IT system development costs to integrate with SIDES.

<b>How it Works</b>	<p>UI information requests from participating states as well as the responses from employers and TPAs are all in the same standard format.</p> <p>SIDES produces performance metrics and provides audit controls.</p>
<b>What it Requires</b>	<p>Employers and TPAs need to develop software to connect their internal IT systems to the SIDES Central Broker, which routes requests and responses to the appropriate recipient.</p> <p>SIDES was developed using the open design and following industry standards. However, each employer and/or TPA system is unique, and integrating SIDES will entail changes to current IT systems and processes.</p> <p>Detailed technical information is available at <a href="http://info.uisides.org">http://info.uisides.org</a>.</p>
<b>Best Suited For</b>	<p>SIDES is best suited for employers and TPAs who typically deal with a large volume of UI information requests. While SIDES requires more up-front integration resources, it has the potential to streamline the UI response process, reducing paperwork while saving time and money.</p> <p>Employers and TPAs who implement a direct interface with SIDES may wish to use the SIDES E-Response website in the interim while they complete interface programming.</p>

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## Using SIDES

Once fully integrated, SIDES allows for a secure electronic information exchange between employers and TPAs and a state UI agency. SIDES uses business rules, edit checks and validations that will reduce follow-up calls and paperwork, saving both the employer and the state valuable time and effort. The SIDES team provides written implementation and developers' guides, model software for connecting to the Central Broker, and in-person training to integrate SIDES.



## Resources and Support

The SIDES Team provides support and guidance to employers and TPAs interested in SIDES. Several times a year, NASWA offers in-person SIDES training on request. In addition, the SIDES Team provides resources, such as the Concept of Operations and Implementation Guide, Developers' Guide, and model software for connecting to the Central Broker. Technical staff is also available to answer questions during the integration development process. Additional information is available at <http://info.usides.org>.

### In Their Own Words

"The online form is a breeze to complete... you can move backwards and forwards and save as you go along. It's far easier than the manual system ever was – no more filling in the tiny little boxes.

Paper reporting of unemployment claims is inefficient; using the online system is efficient, it saves time, it saves money, and that is money that can be put to better purposes."

*Laura Pavalis, Director of Human Resources for CFO Systems in Omaha, NE*



To enroll in or register for SIDES, please contact [uisides@naswa.org](mailto:uisides@naswa.org).

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