

STATE OF NEVADA
EMPLOYMENT SECURITY DIVISION (ESD)

LISTENING SESSION TO SOLICIT PUBLIC COMMENTS
ON PROPOSED REGULATION AMENDMENT TO NAC
612

**EMPLOYER SELF SERVICES (ESS) AND ELECTRONIC FILING OF
UNEMPLOYMENT INSURANCE CONTRIBUTION AND WAGE REPORTS**

Wednesday, July 19, 2017; 2:00 P.M.

Place of Meeting:

Live Meeting:

Sparks Library

Meeting Room

1125 12th Street

Sparks, NV 89431

Department of Employment, Training and Rehabilitation (DETR) Staff Present

Renee Olson, Employment Security Division (ESD) Administrator

Jeffrey Frischmann, Employment Security Division (ESD) Deputy Administrator

Christina Guzman, ESD/DETR

Amy Yukish, ESD/DETR

Members of the Public, Media and Other Agencies Present

None

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1 OLSON: Good afternoon. My name is Renee Olson. I
2 serve as the Administrator of the Employment Security Division of
3 the Department of Employment, Training and Rehabilitation. I
4 would like to call this meeting to order and welcome you to
5 today's Listening Session regarding Employer Self-Service and
6 Electronic Filing of Unemployment Insurance Contribution and Wage
7 Reports.

8 The purpose of this session is for us to hear your
9 thoughts, ideas, and suggestions about the regulation that we are
10 purposing to adopt next year. This will help us to craft
11 effective and appropriate public policy that is well thought out
12 and helps us to improve the operations of the UI Program, and
13 hopefully the customer service experience for our clients and
14 customers. This regulation would require Employers to submit
15 quarterly Contribution and Wage reports electronically. Copies
16 of the purposed regulations were posted to our website and we
17 have provided copies here for your convenience.

18 I will be taking Agenda Item 6 out of order. Agenda Item 6
19 will proceed Item 5. In this order, you will first hear a brief
20 explanation of the purposed regulation, and then we will be
21 giving a demonstration of the system, tools, and options
22 available to employers that will enable compliance with the
23 purposed regulation.

24 Our Agenda today is extensive and we want to provide ample
25 time to hear from you today. We have two opportunities for

1 public comment, one at the beginning of the meeting and another
2 at the end. Please allow us to work our way through the
3 information we have prepared for you today, and then we will take
4 all of your comments and recommendations into the record during
5 the Public Comment periods indicated on the agenda. Please
6 remember to silence your electronics and use the microphone.

7 We are recording today's Listening Session and will
8 transcribe the meeting so that we can accurately track and
9 consider all the information and comments we receive here today.
10 We are also happy to accept any written comments you wish to
11 provide to staff. There are several sessions scheduled
12 throughout the State and we welcome additional comments and
13 suggestions at any time.

14 With that, I will go to Agenda Item No. 2, and open the
15 meeting with the first session for public comment. We will have
16 another opportunity for public comment at the end of the meeting
17 as well. Seeing no one coming forward for public comment, I will
18 close Item 2 of the Agenda and move on to Item 3. Ms. Guzman,
19 was proper notice provided for this meeting pursuant to Nevada's
20 Open Meeting Law, NRS241.020?

21 GUZMAN: Christina Guzman for the record, Management
22 Analysis with Employment Security Division. Yes. Proper notice
23 was provided for this meeting pursuant to Nevada's Open Meeting
24 Law, NRS241.020.

1 OLSON: Thank you. Agenda Item 4. Ms. Guzman,
2 were any written comments received? If so, please read them into
3 the record.

4 GUZMAN: Christina Guzman again for the record. No
5 written comments were received.

6 OLSON: Thank you. Now we'll move on to Agenda
7 Item 6, Discussion of Purposed Regulation, which will be
8 presented by Mr. Jeffrey Frischmann.

9 FRISCHMANN: Good Morning. My name is Jeffrey
10 Frischmann, I am the Deputy Administrator of the Employment
11 Security Division of the Department of Employment, Training and
12 Rehabilitation. I would like to thank each of you for attending
13 this Listening Session and I look forward to hearing your
14 feedback.

15 In September of 2015, the UI Program implemented the final
16 phase for a new state-of-the-art computer system that boasts a
17 secured, user-friendly, self-service portal. Currently,
18 approximately 62 percent of Nevada employers are taking advantage
19 of the self-service portal and are regularly filing their
20 quarterly reports electronically. Approximately 81 percent of
21 the paper reports received are from employers with less than 10
22 employees. The purpose of the regulations is to mandate
23 electronic filing which will ultimately make the filing process
24 more efficient, cost effective, and improve accuracy.

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1 In the three-years since implementing the new system, we
2 have regularly received positive feedback from the 62 percent of
3 employers that voluntarily file electronically. This is not
4 unlike individuals that file their personal federal income tax
5 returns electronically, where studies show that almost 75 percent
6 of tax payers voluntarily elect to file their personal income tax
7 returns online.

8 This approach is currently being used successfully in a
9 number of states that have recently modernized their systems.
10 Those states have shifted staffing resources to focus on customer
11 service to assist and educate employers on electronic filing,
12 opposed to rekeying information from paper forms into the system.
13 In the long term, it has benefited both the State and the
14 employer community and has created a win-win situation for all of
15 the stakeholders.

16 The purposed regulation will not become effective until
17 July of 2018, allowing sufficient time for employers that are not
18 currently filing electronically to comply. The purposed
19 regulation also allows for employers to request a waiver in
20 instances where electronic filing could pose a hardship. We have
21 included two additional topics for today's session, self-service
22 registration and electronic payment of UI Contributions.
23 Although we have not drafted a regulation for either of these
24 items, we're in the process of evaluating and analyzing the
25 possibility of crafting a similar regulation to mandate employers

1 to complete initial registration and pay through the self-service
2 portal.

3 Currently, employers are permitted to register with UI
4 Contributions using a paper Registration Form. When the
5 Registration Form is received by the Division, staff are required
6 to manually enter the information into the system. Consideration
7 is being given to draft a future regulation requiring employers
8 to register online, effectively eliminating paper registration.
9 Approximately 78 percent of all monies collected by the Division
10 is through an electronic transfer, either ACH Credit, or ACH
11 Debit. Consideration is being given to draft a future regulation
12 requiring employers to pay through an electronic transfer.

13 While we are here to primarily focus on the purposed
14 regulation to require electronic filing, if you have any initial
15 thoughts regarding electronic payment or electronic registration,
16 please feel free to share your thoughts. I would like to thank
17 all of you for attending this Listening Session. I would like to
18 introduce Amy Yukish, who will provide a quick demonstration of
19 the self-service portal and will file a Quarterly Report online.
20 We will then ask for public comment. We decided to conduct this
21 as a Listening Session rather than a question and answer, so that
22 we can listen to what you, our customer, have to tell us.

23 OLSON: Thank you, Jeff. Renee Olson for the
24 record. Amy, before you get started, I would like to just state
25 for clarity on the record that we are now moving back now to

1 Agenda Item 5, Presentation of Unemployment Insurance Employer
2 Self-Service.

3 YUKISH: Good morning. My name is Amy Yukish, I am
4 a Business Process Analysis at the Employment Security Division.
5 Employer Self-Service Electronic Filing can be satisfied in one
6 of three ways. Enter Report using UINV as manual data entry of
7 the Contribution Report and Wage Report. Electronic Filing W2-
8 EFW2, is a file upload containing both the Contribution Report
9 and Wage Report. Comma or tagged delaminated files contain Wage
10 Records only. If this file upload is performed, the Contribution
11 Report will need to be entered using E-Filing Option, and to
12 Report using UINV.

13 As Jeff Frischmann mentioned, approximately 81 percent of
14 the employers filing paper returns have less than 10 employees.
15 At this time, I would like to demonstrate the recommended E-
16 Filing method for these employers, showing exactly how efficient
17 and easy it is to submit to the Contribution and Wage Report
18 through ESS.

19 So, now I am going to log in to ESS as my employer. I put
20 in the password. These URLs are just for our testing purposes.
21 This would not be shown in production. The Employer Summary
22 Screen alerts employers of all quarterly reports due. At this
23 time, I am going to file the first quarter of 2017. I am going
24 to Enter Report using UINV and click Search. We are [Inaudible
25 00:09:57] the Contribution and Wage Report, click Next. As you

1 can see here, the Wage Report is pre-populated with employee's
2 SSNs and names. The system will automatically populate the last
3 Quarterly Report on file with the agency. For any employee
4 movement, it's very easy to delete employees that no longer
5 during the quarter by selecting them and then selecting Delete.
6 For any new employees during the quarter, you click Add, enter in
7 the Social Security Number, name, and gross wages, and click Add.
8 The system will have—then the remaining thing to do is just add
9 in gross wages for the employees that continued to work, and any
10 tip amounts. Just keep entering wages until you have completed
11 for all of the employees during the quarter. Once all wages have
12 been entered for the employees who have worked during the
13 quarter, you will click Next. The system will automatically
14 populate the total gross wages and taxable wages based on the
15 wages entered on the previous screen. Employers will need to
16 double check that against their records to ensure that wages were
17 entered correctly. They will then fill out how many employees
18 worked during each month during the quarter and click Next. This
19 is our testing environment, so performance is a little slower
20 than what it is in production. Employers will have to certify
21 that the information that they are providing is to the best of
22 their knowledge, it's like an electronic signature. This is
23 where they can confirm the answers and do any edits if they find
24 anything in error. They can also print the reports for their
25 records, and then they submit the report. As you can see in this

1 demonstration, for an employer who has less than 10 employees, to
2 submit the report, it will take less than five minutes.

3 OLSON: Thank you. All right. With that, we're
4 going to move on to Agenda Item No. 7, our final opportunity for
5 public comment. Please come forward and state your name, title,
6 who you represent, and we will proceed with your comments.

7 Seeing no one coming forward for public comment, we will close
8 public comment and move to Agenda Item 8. I would like to thank
9 everybody for participating today. If later you find that you
10 would like to offer additional comments or suggestions, you can
11 forward those comments to Christina Guzman at,

12 CMGUZMAN@NVDETR.org. You can submit written comments and
13 inquiries to my attention at 500 East Third Street, Carson City,
14 Nevada, 89713. Future sessions and pertinent documents are
15 posted to the DETR website. With that, I will adjourn this
16 meeting. Thank you.

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