

**Unemployment Services Trust:** Unemployment Self-Funding Trust Program

Unemployment Services Trust (UST) is an unemployment cost savings program that is owned and directed by its nationwide membership of 2,100+ nonprofit organizations. Agencies contribute to the Trust, which in turn reimburses the state for unemployment charges. UST monitors and processes all unemployment claims filed against participating agencies. UST participants are guaranteed to save 25% off of their current state unemployment insurance tax rate during their first two years of participation. Contact: [Bill Downey](#) (888) 249-4788

**Confidence Satisfaction Program:** Satisfaction Survey Program

Life Services Network (LSN), a state affiliate of LeadingAge, provides aging services organizations tools and resources to measure and respond to customer satisfaction as a valid measure of quality. Contact: [surveys@lsni.org](mailto:surveys@lsni.org) (630) 325-6170

**EQUIP for Quality:** Continuous Quality Improvement & MDS Accuracy

EQUIP provides MDS analysis tools, clinical resources, online learning, and a user community to help continuing care professionals improve quality, decrease risk of negative outcomes, save time & money, and streamline care planning & survey preparation. EQUIP began as an MDS analysis tool that was developed through various grants by researchers at the New York Association of Homes and Services for the Aging (NYAHSA), the New York affiliate of LeadingAge. Contact: [Linda Spokane](#) (518) 449-2707 Ext. 123