New Hampshire Employment Security

2018 Annual Report

NHES New Hampshire Employment Security
www.nhes.nh.gov
"We're working to keep New Hampshire working"

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GEORGE N. COPADIS, COMMISSIONER
RICHARD J. LAVERS, DEPUTY COMMISSIONER

ADMINISTRATIVE OFFICE
45 SOUTH FRUIT STREET
CONCORD, NH 03301-4857

June 19, 2019

The Honorable Christopher T. Sununu
Governor, State of New Hampshire
Concord, New Hampshire 03301

Dear Governor Sununu:

New Hampshire Employment Security is pleased to present its *2018 Annual Report*, pursuant to RSA 282-A:112 I. This report summarizes the programs and achievements of the agency during the calendar year 2018.

Our Economic and Labor Market Information Bureau estimated that the New Hampshire average unemployment rate for 2018 was 2.5 percent, down from 2.7 percent in 2017. New Hampshire had the lowest rate in New England and was tied with Iowa for the second lowest rate among the fifty states. New Hampshire's annual average unemployment rate was 1.4 percentage points below the national annual average of 3.9 percent.

New Hampshire Employment Security staff processed 30,165 new and additional initial claims for Unemployment Compensation against New Hampshire employers in 2018, compared to 34,436 in 2017. This was an over-the-year decrease of 12.4 percent.

The number of weeks of Unemployment Compensation benefits paid decreased from 166,663 in 2017 to 148,512 in 2018. This was a decrease of 18,151 compensated weeks or 10.9 percent. The average number of weeks of benefits paid to each claimant in all programs, combined, decreased from 12.6 weeks in 2017 to 12.5 weeks in 2018.

The staff of Employment Security is proud to have served the citizens of our state.

Sincerely,

George N. Copadis
Commissioner

NHES is a proud member of America's Workforce Network and NH Works. NHES is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. Auxiliary Aids and Services are available on request of individuals with disabilities

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New Hampshire Employment Security

2018 Annual Report

State of New Hampshire
Christopher T. Sununu, *Governor*

New Hampshire Employment Security
George N. Copadis, *Commissioner*

June 2019

Table of Contents

Letter of Transmittal

Mission and Organization

Organizational Chart ii

Mission Statement iii

Highlights iv

Bureau Summaries

Employment Service Bureau 1

Unemployment Compensation Bureau 6

Economic and Labor Market Information Bureau 8

Administrative and Integrity Programs

Administrative Services 14

Appeal Tribunal 16

Appellate Board 18

Benefit Payment Control 19

Claims Representative Unit 21

Executive Office 22

Fiscal Management 24

Human Resources 29

Legal 30

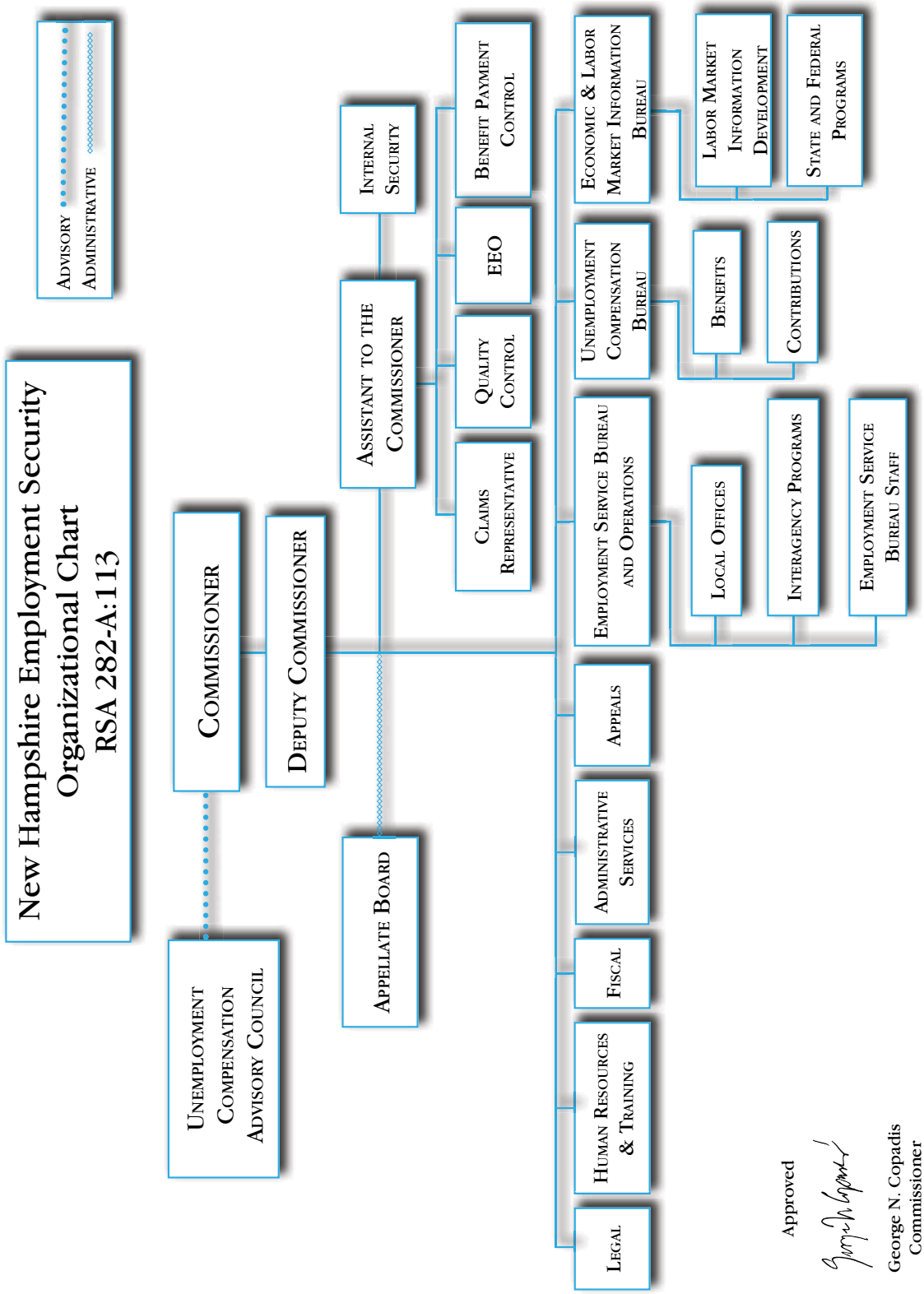
Office of Information Technology 31

Quality Control 34

Statistical Tables 35

Contact Information 38

Local Office Information 39



Approved

George N. Copadis
Commissioner
R-09/12

Mission Statement

The mission of New Hampshire Employment Security is to:

a. Operate a free public employment service through a statewide network of job and information centers, providing a broad range of assisted and self-directed employment and career related services, and labor market information to all customers;

b. Pay unemployment compensation benefits in a timely manner to eligible claimants, and collect the tax which funds these payments; and

c. Develop and disseminate labor market information, and provide measurements of labor market outcomes to assist local and state officials, private employers, educators and trainers, and the public in making decisions that promote economic opportunity and the efficient use of state labor resources.

New Hampshire Employment Security was established on November 15, 1938, in accordance with Chapter 99 of the Laws of 1935.

NH Employment Security Administrative Offices
Tobey Building, 45 South Fruit Street, Concord, NH

Unemployment Compensation Highlights[1]

Calendar Years **2017** and **2018**

		2017	2018
1	Average monthly covered employment[2]	645,879	651,098
	- increased by 5,219 or 0.8%		
2	Insured unemployment rate	0.68	0.59
	- decreased by 0.09 percentage points or 13.2%		
3	State UC Benefits paid[3,6]	$57,033,227	$52,765,169
	- decreased by $4,268,058 or 7.5%		
4	Benefits paid all programs[4,6]	$57,943,849	$53,359,853
	- decreased by $4,583,996 or 7.9%		
5	Average weekly benefit payment	$326.85	$333.95
	- increased by $7.10 or 2.2%		
6	Number of UC Benefit Recipients	13,194	11,885
	- decreased by 1,309 or 9.9%		
7	Trust fund balance as of December 31[6]	$297,390,654	$311,050,015
	- increased by $13,659,361 or 4.6%		
8	Employer taxes to support the trust fund[6]	$57,175,790	$59,428,040
	- increased by $2,252,250 or 3.%		
9	Number of people exhausting UC benefits	2,470	2,120
	- decreased by 350 or 14.2%		
10	Average number of weeks of benefits paid to a claimant	12.6	12.5
	- decreased by 0.1 weeks or 0.8%		
11	Employers subject to the state UC law	43,118	43,720
	- increased by 602 employers or 1.4%		
12	Total initial claims processed for UC benefits[5]	34,436	30,165
	- decreased by 4,271 or 12.4%		
13	Weeks of UC benefits claimed[5]	190,801	180,241
	- decreased by 10,560 or 5.5%		
14	Weeks of UC benefits paid	166,663	148,512
	- decreased by 18,151 or 10.9%		
15	Appeals Tribunal decisions	2,261	2,291
	- increased by 30 or 1.3%		
16	Requests for reopening of Tribunal decisions[7]	190	181
	- decreased by 9 or 4.7%		
17	Appellate Board cases brought by employers, disposed of	38	34
	- decreased by 4 or 10.5%		

(1) Unemployment Compensation (UC) refers to only those items that affect the New Hampshire Unemployment Compensation Trust Fund.

(2) Does not include federal government employment.

(3) Includes New Hampshire's share of benefits paid by other states from earnings in New Hampshire.

(4) Includes all State and Federal Programs

(5) Includes transitional, agent state and interstate claims, excludes UCX and UCFE

(6) Excludes fees, interest, administrative contributions, and Court Cost Payable.

(7) Includes Administrative Hearing Committee (AHC) Reconsiderations.

Employment Service Bureau and Operations

New Hampshire Employment Security's (NHES) 12 local offices and three satellite offices are strategically located throughout the state. Each local office offers a full range of services to employers and job seekers, including access to state and nationwide job listings. These services include, but are not limited to, employer job orders, recruitment, intake, assessment, referral and placement services, and referrals to training and supportive services. In addition, NHES provides career exploration, labor market information, testing, job search workshops, foreign labor certification, and unemployment insurance claims application assistance as a part of the Employment Security package. The NHWorks Job Match System is New Hampshire Employment Security's web-based Employment Service data system which uses automated self-service as the primary means of connecting the state's job seekers and employers.

Job & Resource Fairs

NHES conducted 20 job fairs in 2018. Job & Resource Fairs provide job seekers face-to-face access to multiple employers in one location. They also provide an employer the opportunity to talk with job seekers and schedule appointments with those they want to interview at the events. Job & Resource Fairs were conducted in some local office areas and regionally in other areas of the state. Job & Resource Fair numbers, statewide, during calendar year 2018:

Job & Resource Fairs conducted	20
Job seekers attended	3,568
Employers participated	1,426
Job openings available	18,740

Veterans' Services

In each of our local offices, veterans and eligible spouses receive access, on a priority of service basis, to the full range of public employment and training services, including job search assistance, workshops, resume assistance, labor market information, career guidance, job referral, and referral to other supportive and training resources. This means that those veterans or eligible spouses who meet all the eligibility requirements for a program or service receive access to that program or service earlier than others who are not eligible for priority of service. If resources are limited, the veteran or eligible spouse receives access to the service or resource instead of or before others.

Jobs for Veterans State Grants Program

The Jobs for Veterans State Grants program (JVSG) is a non-competitive grant program administered by the U.S. Department of Labor, Veterans' Employment and Training Service (VETS), offering employment and training services to eligible veterans. Under this grant program, funds are allocated to State Workforce Agencies in direct proportion to the number of veterans seeking employment within their state. The grant supports two principal staff positions: Disabled Veterans' Outreach Program (DVOP) Specialists and Local Veterans' Employment Representatives (LVER). This grant provides funds to exclusively serve veterans and eligible persons with significant barriers to employment and to assist employers to fill their workforce needs with job-seeking veterans. The grant also gives the State the flexibility to determine the most effective and efficient distribution of their staff resources based upon the distinct roles and responsibilities of the two positions. DVOP and LVER staff provide services to all veterans that Title 38 indicates are eligible. Their efforts are concentrated according to their respective roles and responsibilities. The primary function of DVOP specialists is providing individualized career services to eligible veterans and eligible spouses with significant barriers to employment (SBE), with the maximum emphasis directed toward serving veterans who are economically or educationally disadvantaged, and other populations of veterans identified by the Secretary of Labor. To meet the specific needs of veterans, particularly veterans with barriers to employment, the DVOP Specialists are thoroughly familiar with the full range of services and training programs available at the NHWorks AJC and through the Department of Veterans Affairs Vocational Rehabilitation and Employment Program. LVER staff, through outreach with

Employment Service Bureau and Operations *continued*

employers, develop increased hiring opportunities within the local work force by raising the awareness of employers of the availability and the benefit of hiring veterans. LVER staff also concentrate their efforts on individualized job development services for veterans, especially veterans determined to be job ready after receipt of individualized career services from a DVOP Specialist.

In an effort to reach the maximum number of SBE veterans, DVOP staff performed outreach to over 330 organizations, including homeless shelters, veterans' organizations and state partners. LVER staff, in their roll of advocating for the hiring of veterans with SBEs, reached out to over 500 employers. This effort resulted in 457 veterans with significant barriers to employment being provided employment services.

Employer Service Representative Program (ESR)

The ESR program focuses on the business community by informing employers of the array of services and solutions available to meet their specific needs. One key role of the ESR program is to bring together individuals who are seeking employment and employers who are seeking workers. ESRs contact employers to provide assistance posting job orders in the Job Match System (JMS), provide customized screening, referral of candidates, and to offer the use of a private interview space in our conference rooms. Information on available hiring incentives, employment and training programs, labor market and economic information, layoff process, and unemployment insurance is available to employers. The ESR also organizes Employer Seminars and recruitment events in coordination with employers.

Exclusive recruiting events are held when an employer exclusively hires through NHES. The majority of these recruiting events were conducted in one of our 12 offices in coordination with our group workshops. Employers were able to meet with potential applicants who were looking for work.

In 2018, the following Employer Services were provided:

New Contracts	242
Repeat Contracts	412
Assisted Employers	2,013
Entered New Job Orders	685
Matches on Job Orders	191
Employer Verifications Conducted	76
Job developments	23
Exclusive Recruitments	23
Positive Recruitments	86
Employer Seminars	6
Farm Visits Completed	40

Resource Centers

A Resource Center was available in the 12 local offices across the state and three satellite offices. Each center is staffed with a coordinator who is responsible for ensuring that customers are aware of the full range of information and resources available. In 2018, NHES had 108,468 customer visits. While the Resource Center concept emphasizes self-directed service delivery, coordinators are trained to assist customers in using the Internet and job search services. Customers have access to personal computers to apply for job opportunities via the Job Match System, utilize the Internet to search employment web sites, and file their unemployment insurance claim. Resource Centers have TTY, Optelec Magnifier, trackballs, and adjustable workstations, webcams, scanners, hearing helpers, and Read & Write Software to ensure reasonable accommodation. The Resource Centers provide a resource library, fax machine, copy machine, local newspaper help wanted ads, and telephones to assist in customers' job searches.

Employment Service Bureau and Operations *continued*

NHWorks Job Match System (JMS)

JMS is a powerful online job seeker/workforce services system, accessed as a web site on the Internet or via an Intranet connection at an American Job Center. It was specifically designed for job seekers, students, employers, workforce professionals, and others seeking benefits and services. JMS provides fast access to a complete set of employment tools in one web site. Job seekers can use a professional format to create and send résumés and cover letters to employers, assess their job skills, review available jobs and apply online, set up a Virtual Recruiter search agent to automatically review job postings and be notified of jobs that match their skills, and track their job search efforts and résumés sent in an online personal profile folder. They can research regional labor market information, such as salaries and projected growth occupations, and use the email/message center to contact employers or their case manager. Employers can define skills and post job orders to find potential candidates, and research labor market information on salaries and economic data. Employers can also set up a Virtual Recruiter search agent to automatically find candidates within the system that match the job skills of the job order, and communicate with job seekers through the system's email and message center.

Employment Service 2018 Activities

INDIVIDUAL AND TOTAL SERVICES	
Total number of Individuals that Registered	12,865
Total number of Individuals that Logged In	14,951
Total number of Distinct Individuals Receiving Services	23,940
LABOR EXCHANGE SERVICES	
Total number of Individual Virtual Recruiters Created	23,332
Total number of Resumes Added	31,613
Total number of Internal Job Orders Created	24,928
EMPLOYER SERVICES	
Total number of Services Provided Employers	49,742
WAGNER PEYSER PROGRAMS (WP) INFORMATION	
Total number of Completed WP applications	30,001

BRI/ERI Workshop Program

NHES continued the mandatory workshops for individuals filing for unemployment benefits. The Benefits Rights Interview (BRI) is scheduled for the week following the initiation of an individual's claim for benefits and is designed to provide the individual an overview of their rights and obligations and the services available for their reemployment. For calendar year 2018, 12,608 individuals attended the workshop.

NHES also requires individuals filing for unemployment benefits to attend group workshops called Eligibility Reviews. These workshops are designed to provide individuals with an overview of all the services available through NHES and the NHWorks system. These workshops are entitled "Job Search, Resumes, Job Application Dos and Don'ts", "Interviewing Workshop" and "Reenergizing Your Job Search" and are designed to assist individuals through the job search process.

Foreign Labor Certification

Before the U.S. Citizenship and Immigration Service (USCIS) issues visas to admit certain foreign workers as permanent or temporary residents of the United States, the Secretary of Labor must certify that (a) there are not sufficient United States workers in the area where the foreign worker is to perform the work who are able, willing, qualified and available at the time of the foreign worker's application for a visa and (b) the employment of the foreign worker will not adversely affect the wages and working conditions of similarly employed U.S. workers. Many New Hampshire employers continue to request foreign workers to fill both permanent and temporary (seasonal and peak workload) positions when they are unable to find enough local workers to fill these positions.

The Foreign Labor Certification Program Manager is responsible for filing temporary agricultural (H-2A) labor certification applications, which begins at the state level, and reviewing and approving all non-agricultural (H-2B) temporary labor, permanent and specialty occupation labor certification application job orders prior to them

Employment Service Bureau and Operations *continued*

being processed through the U.S. Department of Labor's National Processing Centers.

During the calendar year 2018, the temporary agricultural (H-2A) labor certification applications received and processed by New Hampshire Employment Security were a total of 46 filings for 203 temporary workers and no requests for temporary logging workers.

During the calendar year 2018, the Non-agricultural (H-2B) temporary labor, permanent and specialty occupation labor job order applications received and reviewed by NH Employment Security were a total of 88 with a total of 1,169 workers requested.

Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC) has been designed with two major objectives: 1) to address the employment and training needs of individuals who face significant barriers to employment and 2) to provide tax credits to employers who hire from its target groups.

NHES is responsible for the administration of this federal program and issues all certifications. Processing is done by the central office in Concord beginning with a fax, scan/email and mail-in receipt system and ending with the mailing of final results.

For the calendar year 2018, the WOTC program results are as follows:

Applications Received	10,908
Applications Certified	3,990
Applications Denied	12,077

Career Exploration

Career Exploration is the basic Employment Service function which serves individuals who need assistance in the areas of occupational choice, change, or adjustment. Through their understanding of the labor market, and individual skills and needs, the reemployment staff person and customer work together to develop a realistic employment plan.

Trade Act

Trade Adjustment Assistance (TAA) is available to workers who lose their jobs or whose hours of work and wages are reduced as a result of foreign imports. Through the Trade Adjustment Assistance program, workers are helped by NHES to return to the workforce through skills training, job search and/or relocation allowance, and other reemployment services. Additionally, weekly Trade Readjustment Allowances may be payable to eligible workers when they exhaust their unemployment benefits. The Trade Adjustment Assistance Reauthorization Act of 2015 (TAARA 2015) rescinded the Trade Reversion of 2014 and the Alternative Trade Adjustment Assistance (ATAA) reverted back to the 2011 RTAA guidelines. Four new companies were certified for Trade Adjustment Assistance and for Reemployment Trade Adjustment Assistance in New Hampshire during calendar year 2018. Under the guidelines of the Trade Act, NHES contracted for, and entered into, 23 individual training programs. New Hampshire had 18 individuals participating in the RTAA program and there were eight new applicants. Two individuals reached their maximum benefit amount and seven reached the two-year limit. Total benefits paid under RTAA for 2018 were $29,793.69.

Reemployment Services and Eligibility Assessment

The Reemployment Services and Eligibility Assessment (RESEA) program is designed to ensure claimants are aware of, and have access to, the full array of reemployment services available at the American Job Centers, while also ensuring they are complying with the unemployment insurance requirements. Claimants selected for the RESEA program are profiled as more likely to exhaust their unemployment insurance benefits or not return to work within the average duration time frame. Reemployment services begin with a program orientation presented by an Employment Service staff person. The orientation provides an overview of the program and also serves as a gateway to all other reemployment services such as skills assessment, job search workshops, job

Employment Service Bureau and Operations *continued*

referrals and job development. During calendar year 2018, 5,522 RESEA claimants reported for Reemployment Services and 7,440 RESEA sessions were completed.

Return to Work

The Return to Work initiative is a voluntary program that provides structured, supervised training opportunities by qualified New Hampshire employers. Eligible unemployed individuals continue to collect their New Hampshire unemployment compensation benefits. Trainees learn about the program in one of several ways, either during a visit to one of our 12 NHWorks locations, from the NHES web site, or during a claimant's Benefits Rights Interview (BRI).

The Return to Work initiative is an opportunity for a trainee to get their foot in the door and learn new skills, and an opportunity for an employer to train without the accompanying costs. The training must be authorized through the Department of Employment Security prior to the beginning of the training.

Workers' Compensation coverage is provided by New Hampshire Employment Security. The training program may be up to six weeks, and a maximum of 24 hours per week, during a claimant's Benefit Year. Claimants must continue to file weekly continued claims to receive benefits and conduct a work search during non-training time, unless otherwise exempted.

Considering the continued low unemployment rate in 2018, the usage rate for the RTW program remained low due to employers hiring direct rather than going through the RTW program, so as not to lose the candidate. However, the Department continues to consider RTW to be an incredibly valuable program.

During calendar year 2018, the program produced the following results:

Agreements discussed	23
Agreements finalized	20
Agreements denied	0
Total RTW-related hires	15

Pathway to Work

The Pathway to Work Program is an initiative to assist claimants interested in self-employment assistance. The Pathway to Work Initiative is a voluntary program to assist unemployed claimants start their own businesses. Pathway to Work allows eligible unemployed claimants to continue to receive their unemployment benefits while working full time to start businesses in New Hampshire. The program provides financial support while they access the resources, information, and training they need to get their businesses off the ground. In 2018, a total of 95 individuals were approved to participate in the program.

Unemployment Compensation Bureau

The Unemployment Compensation Bureau (UCB) provides for the payment of unemployment compensation to workers who become unemployed through no fault of their own. All benefit payments are made from a dedicated fund that is supported solely from employer taxes. UCB is responsible for all activities associated with the payment of these benefits and the collection of the employer taxes.

Contributions

The Contributions Section is responsible for the collection of the employer taxes, which maintain the Trust Fund. The functions of the section include the identification and registration of employers newly subject to the law and those who change their status, collecting current and delinquent taxes, auditing employers to ensure compliance with the law, and maintaining accurate records of all accounts. Employer taxes are based upon their Merit Rating. This measures their experience in the timely payment of taxes and experience with unemployment, reflected by the amounts of benefits paid to their former employees. In 2018, the average tax rate for New Hampshire employers was estimated at 0.8 percent. Because of a healthier Trust Fund, employers were allowed a 1.0 percent fund balance reduction for the first three quarters of 2018 and a 1.5 percent reduction for the fourth quarter. Fund balance reductions are discounts off tax rates for those employers who are positive rated or for new employers. The Trust Fund balance at the end of December 2018 was $311,050,014.83. This was up from the December 2017 balance of $297,390,653. The number of registered employers increased from 43,118 in 2017 to 43,720.

New Hire Program

Every employing unit providing employment in New Hampshire is required to report to NHES all newly hired and rehired employees, and certain independent contractors. Program responsibility for the New Hire program falls under the authority of New Hampshire Department of Health and Human Services (NHDHHS) which contracts with NHES to administer the program. The new hire information reported to NHES is used to create a state directory of new hires. The information in the directory must be provided to NHDHHS which then matches the directory information against its child support records to locate non-custodial parents, establish child support orders, or enforce an existing order. In 2018, NHES reported 251,150 new hires to NHDHHS, compared with 281,869 in 2017.

Benefit Adjudication Units (BAU)

The Benefit Adjudication Units (BAU) are committed to positive change and continual performance improvement of processes that expedite services and provide excellent customer service. The Units handle unemployment compensation benefit applications and monetary and non-monetary eligibility determinations applicable to filed claims. There are established BAU centers in Conway, Concord and Nashua, as well as individual adjudicators integrated into NHWorks Local Offices in Berlin, Salem, Somersworth, Laconia and Concord. Statistical tables are provided elsewhere in this report illustrating the volume of eligibility determinations and payments issued in 2018.

The average monthly seasonally adjusted unemployment rate for 2018 was 2.5 percent, down from 2.7 percent in 2017, and 2.9 percent in 2016. The total number of initial claims (excluding transitional claims) processed during 2018 was 28,273, a decrease of 13.2 percent from the 32,564 initial claims in 2017, and down 24.2% from the 37,321 filed in 2016. All initial, additional and reopened claims are filed via the Internet. Assistance in filing is available in 12 NHWORKS local offices and three part time itinerant offices throughout the state. The number of continued weeks claimed in 2018 (including UCX and UCFE) was 180,797, showing a continuing downward trend from 191,567 weeks claimed in 2017 and 214,594 in 2016.

Unemployment Compensation Bureau *continued*

Wages and Special Programs Unit (WASP)

The Wages and Special Programs Unit (WASP) oversees the Combined Wage Program (CWC), a program that transfers the use of wage credits among states. WASP also works with the New Hampshire Department of Health and Human Services (NHDHHS) Child Support Division to oversee child support deductions from unemployment compensation benefits. As an agent of the Federal government, the unit also administers four federally funded benefit programs: Unemployment Compensation for Federal Employers (UCFE), Unemployment Compensation for Ex-Service Members (UCX), Trade Readjustment Assistance (TRA), and Disaster Unemployment Assistance (DUA).

Workshare

WorkShare (Short-Term Compensation) is a layoff aversion program that has been in place in New Hampshire since 2010. By utilizing this program, employers keep trained workers and employees keep their jobs. Eligible WorkShare participants receive a percentage of their unemployment weekly benefit amount equal to the percentage of the reduction of work hours. In 2018, 12 employers filed a total of 68 different WorkShare plans involving 694 employees. It is estimated that 867 jobs were saved.

Systematic Alien Verification for Entitlement (SAVE)

If an applicant is not a U.S. citizen or national, he/she must provide the entitlement-issuing authority with documentation from U.S. Citizen and Immigration Services that contains his/her alien registration number, or other documents that provide reasonable evidence of current immigration status.

The documentation is verified by the Department of Homeland Security through automated primary, secondary and other manual methods as applicable. The system of verification is known as the Systematic Alien Verification for Entitlement (SAVE) Program. A total of 1,150 primary verifications were completed during the calendar year 2018.

NH Unemployment Insurance System (NHUIS) Business Team

The computer system that accepts all applications, processes claims and generates payments for all unemployment compensation programs is supported by a business team of subject matter experts. This team is responsible for managing large and small scale improvement and enhancement projects from conception through development, as well as testing all new or improved processes for quality, accuracy and user-friendliness before items are released into production. They work with both the supporting vendor and the Department of Information Technology to meet State and Federal technical standards and ensure the integrity of unemployment compensation program data.

Economic and Labor Market Information Bureau

The Economic and Labor Market Information Bureau (ELMIB) develops and disseminates workforce information promoting economic opportunity and efficient use of state labor resources. The Bureau analyzes employment and wage data from businesses in New Hampshire, as well as economic statistics from many other sources, to produce a variety of monthly, quarterly, and annual publications. These reports describe New Hampshire's economic climate and provide analyses of the state's labor markets and participants based on reliable data. The Bureau responds to inquiries from the public, the legislature and other state agencies.

The ELMI Bureau maintains an e-mail subscription service and by the end of 2018 the number of subscribers had grown to 931, up 46 from 2017. Subscribers can choose to receive e-mail notifications (E-lerts) when new information is available about the New Hampshire economy, labor markets, and workforce. When new information is posted, subscribers receive an e-mail with a brief description of the product and a link to the relevant page on the Bureau's website. Users can choose to receive notices about information such as the monthly unemployment rate, updated economic and labor force statistics, and reports and publications, including wage survey data, community profiles, and economic analysis reports.

The Bureau of Labor Statistics (BLS) of the U.S. Department of Labor contracts with NHES to manage specific statistical programs. In addition, ELMIB is the designated entity responsible for the New Hampshire part of the nationwide employment statistics system originally established by the Workforce Investment Act, and supported by the Employment and Training Administration (ETA) of the U.S. Department of Labor.

The ELMI Bureau supported workforce development efforts and the New Hampshire Workforce Board's Sectors Strategy Initiative. This support included staff participation in the New Hampshire Sectors Strategy workgroup; and preparation and publication of reports related to targeted sectors and industries.

ELMIB fulfills its obligations through the following programs:

Quarterly Census of Employment and Wages (QCEW) — tracks industry employment and wages for workers covered by unemployment insurance.

Current Employment Statistics (CES/BLS 790) — calculates employment, hours, and earnings from a monthly employer establishment survey.

Local Area Unemployment Statistics (LAUS) — produces estimates, by place of residence, for the civilian labor force, employment, unemployment, and the unemployment rate.

Occupational Employment Statistics (OES) — determines occupational employment and wage estimates from a semi-annual survey of employers.

Research Unit — handles inquiries, conducts specialty surveys, produces publications based on the results of BLS programs, and serves as a clearinghouse for all labor market information.

Performance Accountability and Customer Information Agency (PACIA) — provides analysis of performance information and operates the training program performance accountability system under the Workforce Innovation and Opportunity Act.

Administrative Reporting — prepares federal and administrative reports on NHES claims and payment activity and workload items.

Labor Market Information (LMI) — delivers workforce information through NHetwork, an Internet-based LMI data system, and prepares workforce data and reports including employment projections, occupational licensing, and New Hampshire Community Profiles.

Economic and Labor Market Information Bureau *continued*

Among the publications and information updates in 2018 were the following:

- New Hampshire Economic Data Dashboard (online only)
- LMI Chartroom (online only)
- Business Employment Dynamics – quarterly updates (online only)
- Economic Conditions in New Hampshire – monthly (online only)
- New Hampshire Community Profiles and County Profiles (online only)
- Labor Force and Unemployment Statistics
- Current Employment Statistics
- Covered Employment and Wages
- NHetwork – New Hampshire's Online Economic and Labor Market Information Data System
- New Hampshire Employment Projections by Industry and Occupation– 2016-2026
- New Hampshire Job Outlook and Locator by Industry and Occupation – 2016-2026
- New Hampshire Occupational Employment and Wages 2018
- Licensed, Certified, and Registered Occupations
- Vital Signs
- New Hampshire Online Job Ads Summary (quarterly)
- Economic Analysis Report – New Hampshire's Workforce Analysis in Review (November 2018)
- EB-5 Immigrant Investor Program – Targeted Employment Areas update
- LED/OnTheMap Analysis - Nashua Inter-State Analysis (July 2018)
- Manufacturing in New Hampshire Fact Sheet (October 2018)

Economic and Labor Market Information Bureau *continued*

ELMI Website & Publications Tracking	Annual 2018		
	Page Views	Downloads	Total
BLS			
Alternative Measures (includes "Underutilization")	426	990	1,416
Business Employment Dynamics (includes "About BED")	535	101	636
CPI	1,652	1,984	3,636
Current Employment Statistics (CES)	3,554	0	3,554
Analysis	0	103	103
Average Hours and Earnings, Production/All Employee	0	2,187	2,187
Benchmarked/Data Archive	704	436	1,140
CES Benchmark Supplement - Economic Conditions	0	677	677
Not Seasonally Adjusted	0	2,281	2,281
Seasonally Adjusted	0	1,080	1,080
Release Schedule	0	711	711
Local Area Unemployment Statistics (LAUS)	5,881	0	5,881
Current Month	3,532	9,561	13,093
Benchmarked/Data Archive	1,360	4,882	6,242
Cities and Towns (latest)	0	1,749	1,749
Not Seasonally Adjusted (1976-2016)	0	1,481	1,481
Release Schedule	0	862	862
Seasonally Adjusted (1976-2016)	0	539	539
Seasonally Adjusted Metro Area Estimates	0	511	511
State Ranks	0	1,021	1,021
News Release	0	4,092	4,092
Mass Layoffs	0	528	528
EB5 Program	614	101	715
Occupational Employment & Wages (OES)	13,904	0	13,904
Publication and Publication Sections	0	27,323	27,323
Data Pages by Geography and SOC	7,489	0	7,489
Quarterly Covered Employment and Wages (QCEW)			
Quarterly/Annual Data by Geographic Area	681	4,505	5,186
Firms by size	316	264	580
High Tech	459	297	756
MISCELLANEOUS			
Affirmative Action	604	582	1,186
EEO monthly table	0	625	625
Claims	1,363	1,557	2,920
LMI Tools for Business	108	15	123
Pay Equity	260	672	932
Population - Pop Change by County	867	323	1,190
Trust Fund Report	0	385	385
UI Historical Data Publication	0	496	496
Venture Capital (data n/a as of 2014)	0	250	250
WORKFORCE INFORMATION			
Commuting Patterns	584	3,088	3,672

Economic and Labor Market Information Bureau *continued*

ELMI Website & Publications Tracking *continued*	Annual 2018		
	Page Views	Downloads	Total
Community Profiles	174,815	113,694	288,509
County Profiles	0	17,535	17,535
Dashboard	3	3,579	3,582
Economic Analysis Reports	4,627	0	4,627
Looking Forward	0	206	206
Summary of NH Economy - 2008	0	149	149
Where Are We Now?	0	216	216
Road To Recovery	0	112	112
Measuring New Hampshire's Economic Health	0	526	526
2014 In Review: Recovery	0	281	281
2015 In Review: A Perspective of NH …	0	369	369
2017 Mid-Year Review	0	998	998
Employment Projections	0	247	247
Long-Term Projections Publication	0	1,121	1,121
Statewide - Occupations	3	1,224	1,227
Statewide - Industries	0	816	816
County - Occupations	0	441	441
County - Industries	0	497	497
Planning Regions - Occupations	0	571	571
Planning Regions - Industries	0	176	176
Planning Regions Brief	0	846	846
Short-term Occupations	0	715	715
Short-term Industries	2	772	774
Job Outlook and Locator	0	4,504	4,504
Projections Charts	0	382	382
Sector Studies	137	0	137
Hospitality in NH	0	884	884
Positively Productive	0	367	367
Healthcare Workers in NH	0	347	347
Information Technology Occupations in NH	0	220	220
IT Cluster Staffing Pattern Chart	0	0	0
Licensed, Certified, and Registered Occupations	15,661	54,569	70,230
Local Employment Dynamics/QWI	2,055	0	2,055
Nashua Interstate Analysis	0	131	131
Sullivan County	0	399	399
Upper Valley - On The Map	0	2,966	2,966
REMI			
Child Care in NH	0	511	511
Coös - Federal Prison	0	16	16
Coös - Groveton Mills	0	353	353
Coös - Perspectives	0	330	330
Hospital Construction	0	991	991
Shipyard	0	1,695	1,695

Economic and Labor Market Information Bureau *continued*

ELMI Website & Publications Tracking *continued*	Annual 2018		
	Page Views	Downloads	Total
RESEARCH			
Topical Reports/Papers	448	0	448
Agriculture	0	449	449
Computer Applications & Software Engineers	0	900	900
Construction	0	293	293
Construction: Work in Progress 2014	0	312	312
Economic Conditions (home/topic/index)	5,040	0	5,040
Full Issue	0	25,720	25,720
Articles	0	27,948	27,948
Eldercare in NH	0	187	187
NH's Challenge: Caring for an Aging Population	0	363	363
Finance and Insurance	0	401	401
Healthcare NCPR	0	331	331
Insight into Manufacturing	0	387	387
LMI Training	178	0	178
Lost in the Land of LMI	0	292	292
Wandering Through Wage Information	0	16	16
What Do You Want to Be?	0	0	0
What Will the Future Bring?	0	0	0
Putting the Pieces Together	0	22	22
Machinists	0	30	30
Manufacturing Week Factsheet	0	682	682
Medical Assistants in NH	0	2,901	2,901
Nursing in NH	0	51	51
Perspectives on Middle Education	0	480	480
Sector 54	0	158	158
Veterans Bulletin (vet-fact-sheet)	0	416	416
Veterans One-Pagers	0	918	918
Veterans in NH 2009	0	113	113
Wildlife	0	77	77
Workforce Information Users Guide	438	2,175	2,613
Vital Signs	794	0	794
Publications (historical)	0	2,135	2,135
Tables	1,700	7,017	8,717
Readings	1,183	536	1,719
Real-Time LMI/Burning Glass Studies	822	0	822
Online Job Ads Summary	0	907	907
Computer and Information Technology Job Postings	0	355	355
Nursing Job Postings	0	196	196
Therapist Occupations in NH	0	444	444
Truckers: Keep Goods Moving	0	407	407
Staffing Agency Job Ads	0	358	358
STEM in NH	343	0	343
STEM in NH - a Labor Supply/Demand Analysis	0	495	495
STEM Data Charts (Jan-14, Revised Nov-16)	0	1,505	1,505

Economic and Labor Market Information Bureau *continued*

ELMI Website & Publications Tracking *continued*	Annual 2018		
	Page Views	Downloads	Total
SURVEYS			
NH Benefits Surveys	371	0	371
2011 Survey Results	0	103	103
2007 Survey Results	0	28	28
Retirement 2002	0	15	15
Childcare Survey	0	0	0
GREEN PROJECTS - LMI IMPROVEMENT	514	0	514
Consortium Presentation	0	106	106
Exploring Green in Real-Time	0	197	197
Green Construction	0	901	901
Green Economy	0	377	377
Green Jobs Survey	0	204	204
Green Manufacturing	0	831	831
Green Transportation	0	116	116
CAREER RESOURCES			
Career Home	4,309	0	4,309
Apprenticeship Page	1,627	0	1,627
Apprenticeship Week Infographic	0	191	191
Career Planning Guide/Table	2,251	7,296	9,547
Career Exploration by Holland Code	1,743	1,560	3,303
Career Clusters	3,503	3,992	7,495
Top Career Prospects	5,040	1,093	6,133
Job Notes	2,192	16,977	19,169
Career Exploration Websites	663	0	663
TOOLS	1,485	0	1,485
Geographic Definitions	85	276	361
Geographic Area Lists	249	5,177	5,426
Glossary/Terms	392	0	392
ELMI Links	373	0	373
TOTAL ELMI-WEBSITE (home/products/statistics pages)	38,895	0	38,895
Statistics menu page	6,169	0	6,169
Products menu page	3,072	0	3,072
ELMI Index	1,327	0	1,327
About ELMI	2,751	0	2,751
LMI Chartroom	2,509	1,906	4,415
Wage Slideshow	60	0	60
Contact ELMI	1,165	0	1,165
FAQs	1,843	0	1,843
ELMI Website Totals (excluding home page)	**302,027**	**411,344**	**713,371**

Administrative Services

Administrative Services provides internal support in several key areas, essentially keeping the department up and running so that staff in other bureaus are able to continue to provide services to the public. These areas of responsibility include: Purchasing, Printing, Maintenance, Mail Distribution, Warehouse Services and the Front Desk Coordinator for the administrative building.

Purchasing

This section services the agency's purchasing needs by processing service contracts, supply orders, and equipment orders. Purchasing is responsible for processing all agency requisitions and monitoring the purchase of these items. Purchasing works closely with Fiscal and Legal in establishing service contracts, from RFP to bidding to final contract. Purchasing also works with State Purchasing regarding statewide service and component contracts.

Printing Center

The Printing Center is an all-digital graphic arts facility, with a full-service bindery. The staff in the printing center produces all of the forms, publications, envelopes and documents used by New Hampshire Employment Security (NHES) and its partners. The center made 2,946,337 impressions in 2018, a decrease of 21 percent from 2017. This decrease is in part due to New Hampshire's low unemployment rate, resulting in fewer forms and envelopes being requested by Local Offices and departments. The printing center maintains the inventory of forms and envelopes, and prepares requests for delivery. This makes for a cost efficient, timely delivery operation in getting forms and material out to the Local Offices and all other locations. The printing center staff also helps maintain the agency website and provides the agency with a social media web presence by posting daily updates to the NHES Facebook and Twitter accounts.

Purchasing, maintaining and tracking usage of multi-function copy machines also falls under the responsibilities of this section. During the year, one low-volume rental copy machine was acquired for the Somersworth BAU section, eliminating two high-cost machines. The printing center also purchased two new high-speed reproduction machines. A digital duplicator to replace the retired envelope printer which had over 7.5 million envelope impressions and a digital multi-functional color printer, which replaced a machine that had over 3.2 million color impressions. Both replacements will save money on overall operating and service costs while maintaining a low-cost, in-house print solution for all agency envelopes and color copy requests.

Maintenance

Maintenance continue to support, maintain, and improve owned and leased buildings by NHES. Some of the projects and support provided by the maintenance department are:

- Salem: LED lighting upgrade
- Claremont: LED lighting upgrade
- Laconia: LED lighting upgrade
- Berlin: replaced both HVAC units. The units both cool and heat the Berlin office
- Maintenance continues to work with risk management on ergonomic evaluations
- Maintenance also continues to oversee all contractors that support, HVAC systems, UPS systems, Generators, Access control systems, sprinkler systems and Fire suppression systems.

Mail and Warehouse Services

The Mailing Service Center mailed 522,432 pieces in 2018 compared with 626,584 pieces in 2017. This decrease of 104,152 pieces over-the-year is a result of the continued low volume in claims, and increased automation. The Concord mailing center is also responsible for managing and/or monitoring all mailing equipment and expenses throughout the agency.

The Warehouse Center, which operates from its central location in Concord, is responsible for storing and distributing supplies and forms required by all agency operations and delivery of these supplies and documents. It also administers record storage, document shredding, and recycling programs.

Administrative Services *continued*

Administration Building Front Desk Coordinator

The Administration Building Front Desk Coordinator directs incoming calls to appropriate individuals and units; assists guests upon arrival; answers customer questions; coordinates posting of directives on the Agency website; assists with the processing of benefit verification requests for energy assistance and affordable housing programs; and reviews agency vendors for government contract debarment status.

Appeal Tribunal

The Appeal Tribunal Unit primarily conducts administrative hearings from appeals of unemployment benefit eligibility determinations filed by claimants or employers. The Unit continues to meet federal core measures for case aging and quality as well as the Secretary's Standards in Regulation for time lapse.

Case aging is the average age of pending cases. The Acceptable Level of Performance is 30 days or fewer. Using the quarterly averages reported to the US Department of Labor, New Hampshire averaged 11.4 days. Of the 53 jurisdictions (the 50 states, DC, Puerto Rico, and the US Virgin Islands), New Hampshire ranked 10th best for the year.

Time lapse measures the days between the appeal file date and the date the case is decided. The Acceptable Level of Performance is 60 percent of the cases decided in 30 or fewer days and 80 percent decided in 45 or fewer days. During 2018, 91.0 percent and 97.2 percent were decided in 30 days and 45 days, respectively. This compares with 89.7 percent and 96.2 percent, respectively, in 2017. Nationally, the averages were 68.1 percent and 87.3 percent in 30 and 45 days, respectively. These compare to 69.1 percent and 87.3 percent, respectively, in 2017.

Quality Review measures due process elements of a randomly-selected sample each quarter. Eighty cases are selected each year. The Acceptable Level of Performance is 80 percent of scored cases must pass. Cases must earn a quality review score of no less than 85 percent to pass. In 2018, 80 cases were scored, with 100 percent earning a passing score. This is equal to the 100 percent of the 78 scored cases in 2017.

The Unit's overall benefit appeal workload increased in 2018. Appeals filed under the UI program (not including UCFE and UCX) in 2018 involved 2,532 claimants, up 15.9 percent from 2017.

APPEALS FILED	2018	2017	Change
Single-Claimant	2,478	2,168	+14.30%
Multi-Claimant (number of claimants)	54	16	+237.50%
TOTALS	***2,532***	***2,184***	***+15.93%***

Cases decided by decision in 2018 totaled 2,316 cases, up 1.3 percent from 2017.

DECIDED BY DECISION	2018	2017	Change
UI	2,291	2,261	+1.33%
UCFE Only	18	19	-5.26%
UCX Only	7	3	+133.33%
TOTALS	**2,316**	**2,286**	**+1.31%**

The percentage of cases with the claimant as the appellant increased. The appellant prevailed in the same percentage of cases, with the claimant prevailing slightly more than in 2017.

APPELLANTS	2018	2017	Difference
Claimant Appellant	85.25%	84.4%	+0.85%
Employer Appellant	14.71%	15.6%	-0.89%
Other Appellant	0.04%	0.0%	+0.04%
Appellant Prevailed	40.8%	40.8%	0%
Claimant Appellant Prevailed	43.3%	42.8%	+0.5%
Employer Appellant Prevailed	26.1%	29.8%	-3.7%
Claimant Prevailed	47.8%	47.1%	+0.7%
Employer Prevailed	52.2%	52.9%	-0.7%

Appeal Tribunal *continued*

For 2018 the plurality of State UI decisions with a specific issue type remain misconduct (discharge).

ISSUE TYPE	2018	2017	Difference
Voluntary Quit	21.2%	22.3%	-1.1%
Misconduct	24.9%	29.5%	-4.6%
Refusal of Suitable Work	1.5%	1.4%	+0.1%
Not Able / Available	12.4%	13.9%	-1.5%
Labor Dispute	0.04%	0.04%	0.00%
Other (latefiling, earnings)	40.0%	33.0%	+7.0%

Administrative hearings address if work is in "employment," if an employer is subject to New Hampshire unemployment law, and whether to grant claimant and employer requests for compromise or to forgive unemployment-related debts owed to the State. While these are different from Appeal Tribunal hearings, these are also presided over by Appeal Tribunal Chairmen. The Chairmen decided 365 such cases, down 9.9 percent from the 405 decided in 2017.

Special projects that Unit staff began or continued in 2018 included coordinating wellness activities, assisting with USDOL UI Benefits State Self-Assessment, leading LEAN process improvements, collecting overdue out-of-state employer accounts, and assessing and deciding cases of potential fraud.

Appellate Board

The Appellate Board is an independent administrative board consisting of eight members who are and continue to be residents of New Hampshire, appointed by the Governor with the advice and consent of the Executive Council for 4-year terms and until their successors are appointed and qualified. The function of the Appellate Board is to hear appeals from decisions of the Appeal Tribunal or final decisions of the Commissioner under RSA 282-A:95. The Appellate Board is part of the Department of Employment Security for organizational purposes but operates independent of the Department.

The Appellate Board has the authority to uphold, reverse, or remand decisions regarding unemployment compensation.

2018 APPELLATE BOARD DECISIONS

	Appellate Appeals Received	Motion for Reconsideration Received	Appellate Appeals Disposed	Motion for Reconsideration Disposed
January	3	1	0	0
February	1	0	2	1
March	3	1	3	0
April	1	0	2	1
May	5	0	2	0
June	2	0	4	0
July	4	1	3	0
August	1	2	4	2
September	1	0	1	1
October	6	0	1	0
November	2	0	3	0
December	1	0	4	0
Totals	**30**	**5**	**29**	**5**

	2018	2017	Change
Total Appeals Received	30	27	11.11%
Total MFR Received	5	8	-37.50%
Total Appeals Disposed	29	38	-23.68%
Total MFR Disposed	5	9	-44.44%
Total Appeals and Motions Received	35	35	0.00%
Total Appeals and Motions Disposed	34	47	-27.66%

Benefit Payment Control

The Benefit Payment Control Unit (BPC) is responsible for the detection, investigation, and disposition of Unemployment Compensation fraud. The activities of the BPC Unit help to ensure that New Hampshire Unemployment Laws & Rules are administered properly, that benefits are paid correctly, and that the Unemployment Insurance Trust Fund is protected from the ill effects of fraud.

The department continues to work in partnership with the Department of Justice on fraud prosecutions. During the year 2018, 13 cases were referred for prosecution. As for convictions, four cases resulted in class A felony convictions for unemployment compensation fraud and three cases resulted in class A misdemeanor convictions for unemployment compensation fraud. These cases resulted in overpayments in the amount of $42,650 plus 20 percent penalties of $8,530 for total overpayments in the amount of $51,180. Four cases were returned for civil decisions.

For the year 2018, the BPC Unit completed 4,325 cases. The results of BPC triage and investigative activities are as follows:

2018 BPC Activity Summary - Fraud Activity	Number of Fraud Cases Completed	Amount of Fraud Overpayments	Amount of Penalty (20%)	Total Fraud Overpayment and Penalty
New Hire (National and State)	100	$187,936	$37,587	$225,523
Benefit-Wage Crossmatch	16	$69,730	$13,946	$83,676
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	39	$120,254	$24,051	$144,305
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	22	$92,814	$18,563	$111,377
Total *(numbers may not add due to rounding)*	177	$470,734	$94,147	$564,881

2018 BPC Activity Summary - NonFraud Activity	Number of Non Fraud Cases Completed	Amount of Non Fraud Overpayments
New Hire (National and State)	351	$109,366
Benefit-Wage Crossmatch	11	$8,487
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	30	$27,196
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	11	$17,196
Total	403	$162,118

2018 BPC Activity Summary - Totals Activity	Total Fraud and Non Fraud Cases Completed	Total Cases Closed	Total Cases Completed or Closed	Amount of Fraud and Non Fraud Overpayment	20% Penalty Totals	Total Fraud, Non Fraud and Penalty Overpayments
New Hire (National and State)	451	3,886	4,337	$297,302	$37,587	$334,889
Benefit-Wage Crossmatch	27	458	485	$78,217	$13,946	$92,163
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	69	227	296	$147450	$24,051	$171,501
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	33	31	64	$109,883	$18,563	$128,446
Total	580	4,602	5,182	$632,852	$94,147	$726,999

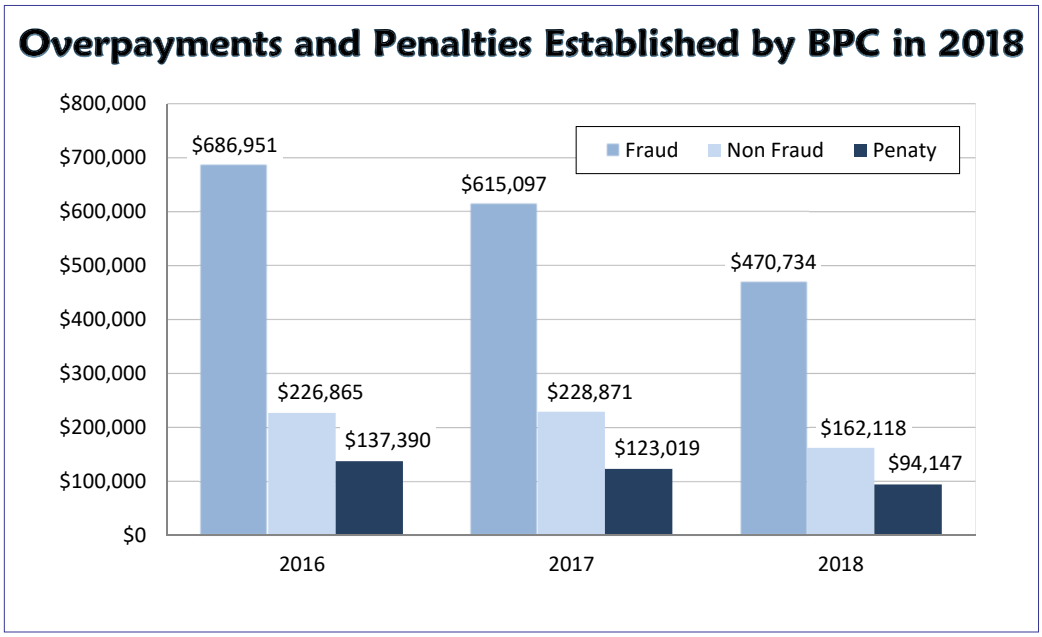
Benefit Payment Control *continued*

Effective August 10, 2012, legislation was passed to apply a 20 percent penalty to all fraud overpayments. During 2018, the total fraud penalty amount assessed was $95,546.

The Unit also adjudicates identity verification issues, which arise as a result of a crossmatch with the Social Security Administration when initial claims for unemployment compensation benefits are filed. During 2018, the BPC Unit adjudicated 163 identity verification issues.

To detect and prevent claimants from filing claims from outside of the contiguous United States, the BPC Unit implemented a new IP Block Program in 2013. During 2018, the BPC Unit handled 954 potential hits.

To be proactive and reduce improper payments, the BPC Unit implemented an enhancement to the New Hire Crossmatch on November 10, 2015. When a claimant files a claim and there has been a New Hire hit, they receive a message to contact BPC before the claim can be paid. During 2018, the BPC Unit reviewed 1,464 potential Return to Work hits.



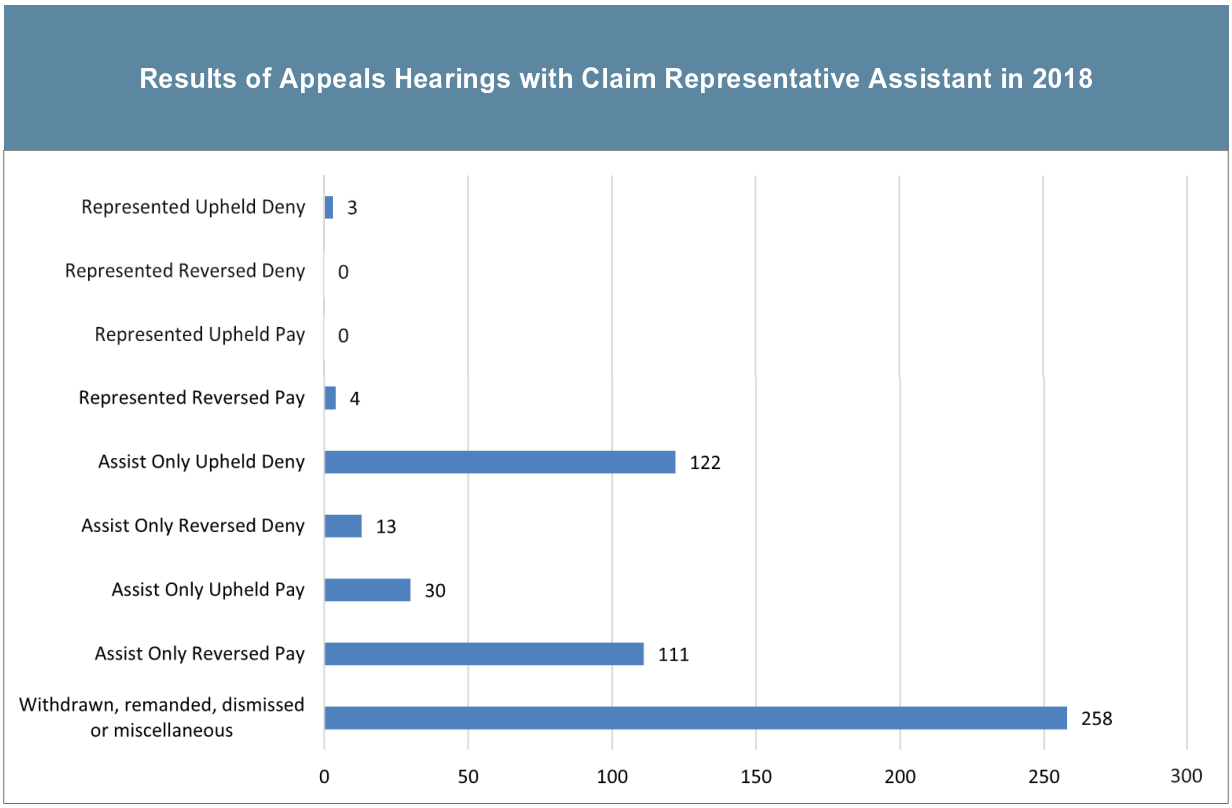
The Claim Representative Unit

The primary duty of the Claims Representative Unit per RSA 282-A:134 is to assist claimants in the presentation of their best case before an appeal tribunal, and also assist with their request to reopen the hearing. Claimants are interviewed either in person or via telephone. In order to prepare for an appeal hearing, the case information is reviewed, along with New Hampshire Employment Security laws, rules, regulations and relevant Supreme Court rulings. After this assistance, the majority of claimants are prepared to present the case on their own. A Claims Representative will attend the hearing if their presence would benefit the claimant.

The Claims Representative Unit assisted 541 claimants during 2018. The Unit represented seven claimants at their appeal hearing. Of the claimants represented, four were found payable and three were not payable.

Of the total 541 claimants assisted, 111 resulted in the initial decision being reversed to pay benefits, with 13 resulting in the denial of benefits.

In addition to assisting claimants in preparing for their appeal hearings, the Claims Representative Unit also assisted claimants with a broad range of questions and concerns before the adjudication process.



Executive Office

The offices of the Commissioner and Deputy Commissioner are responsible for overseeing and managing the day-to-day operation of the Department and ensuring conformity with the mission statement as well as law and rule. The offices promote and disseminate the services and information offered by the Department to job seekers, policy makers, and employers in a consistent, uniform way for the three main bureaus, 12 local offices and three satellite offices.

Highlights and activities for 2018 for Commissioner Copadis and Deputy Commissioner Lavers:

- Commissioner Copadis and Deputy Commissioner Lavers continued to actively communicate with the 12 local offices throughout the state in order to meet with staff; assess and evaluate any potential issues; answer questions; and receive feedback from frontline personnel to enhance and improve day-to-day processes and everyday operations. Both the Commissioner and Deputy Commissioner have a well-known "open door" policy for any and all staff to discuss new ideas, processes, and improvements or discuss any concerns or potential issues for the agency and personnel.
- Reviewed and monitored local office traffic and calls, claims volume, and programs, to address resources necessary to best serve the public.
- Continued to promote the New Hampshire Working Programs: Ready to Work, Return to Work and Pathway to Work to job seekers and businesses.
- Assisted the Employment Services Bureau with regional job fairs around the state, as well as statewide job fairs and Veterans' events. In 2018, the Department conducted 20 Job & Resource Fairs with 1,426 employers participating with 18,740 job openings. Over the 20 Job & Resource Fairs, 3,568 job seekers participated.
- Deputy Commissioner Lavers worked closely with the Employment Services Bureau and the Department of Health and Human Services to plan, coordinate, and implement the Granite Workforce Program.
- Continued to work with staff from the Department of Information Technology as well as information technology vendors to enhance the technological capabilities of the agency and all of its offices.
- Continued to implement statewide initiatives for charitable efforts and wellness programs for agency employees.
- Commissioner Copadis and Deputy Commissioner Lavers participated in the NHES Labor Management Committee (LMC) meetings.
- Commissioner Copadis and Deputy Commissioner Lavers attended various local chamber events throughout the state.
- Commissioner Copadis continued to serve as a member of the State Workforce Inovation Board, and Chaired the NH Consortium of Workforce Partners.
- Commissioner Copadis and Deputy Commissioner Lavers participated in interviews with news media outlets on various employment related issues as well as economic and labor market information, they promoted the agency sponsored job and resource fairs and discussed New Hampshire's low unemployment rate throughout the year.
- Continued to work with the U.S. Department of Labor to ensure New Hampshire's compliance with rules, federal law, programs, regulations, guidelines, and audit findings.
- Commissioner Copadis and Deputy Commissioner Lavers appeared before the Governor and Executive Council, the New Hampshire House of Representatives, and the New Hampshire Senate to discuss matters and items related to the agency.
- Commissioner Copadis and Deputy Commissioner Lavers worked with partners at the Department of Business and Economic Affairs and the Community College System to assist existing and new businesses with meeting their worckforce needs.

Executive Office *continued*

- The Department continued to participate in the United States Treasury Offset Program (UCTOP) which has resulted in the collection of millions of dollars in fraudulent benefit overpayments as well as delinquent unemployment taxes by offsetting individual Federal income tax refunds since the program began. In 2018 the department recovered $44,311.44 from delinquent unemployment taxes and $532,174.40 in fraudulent benefit overpayments for a total of $576,485.84.
- The department continued its aggressive efforts to prosecute individuals that fraudulently collect unemployment benefits.
- The department fully implemented the wage garnishment program to collect overpaid unemployment benefits resulting from fraud. In 2018, $233,193.47 was recovered through wage garnishment.
- Deputy Commissioner Lavers worked closely with the NHES Economic and Labor Market Information Bureau (ELMBI) to project and forecast future performance of the Unemployment Compensation Trust Fund.
- The New Hampshire business community experienced continued tax savings as a result of the Fund Balance Reductions.
- Commissioner Copadis and Deputy Commissioner Lavers represented the Agency in various panel discussions and presentations before a wide variety of groups, including various chambers of commerce, rotary clubs, non-profit groups and the Business and Industry Association.
- Deputy Commissioner Lavers was active with the State of New Hampshire Government Energy Committee.
- Conducted quarterly meetings with the Unemployment Compensation Advisory Council.
- Commissioner Copadis worked on the 2018 SECC United Way Charitable Campaign for state employees.

Fiscal Management

The Fiscal Management Section manages the administrative funds for NHES. This includes budgetary, financial accounting, cash management, and reporting requirements under both state and federal administrative accounting systems. The section also maintains the cash management, financial accounting, and reporting for the Unemployment Compensation Trust Fund, including benefit payment and tax collection accounting and the Contingent Fund.

Administrative Receipts

	7/1/16-6/30/17	7/1/17-6/30/18
1 Federal Funds	$20,422,336	$19,113,141
2 Fees, Fines and Interest - Contingent *	14,510,707	13,808,052
3 All Other Sources	771,404	691,965
Total	**$35,704,447**	**$33,613,158**

* Capital Fund Revenue Transfer to NH State Treasury of $1,209,177.60 for 2017

Expenditures by State Appropriation Class

	7/1/16-6/30/17	7/1/17-6/30/18
1 Permanent Personnel Services	11,895,631	11,906,798
2 Current Expense	1,807,426	1,554,781
3 Equipment	3,825,570	2,647,637
4 Contractual Services	852,792	879,044
5 Other Personnel Services	1,049,885	897,538
6 Benefits	7,300,254	7,099,330
7 Travel-In-State	80,545	75,471
8 Travel-Out-Of-State	34,355	31,985
9 Miscellaneous	254,125	230,991
10 Job Training Fund	2,000,000	2,000,000
11 NH Dept of Information Technology (DoIT)	4,219,985	3,967,125
12 Shared Services Support (DAS)	14,370	
Total	**$33,334,938**	**$31,290,700**

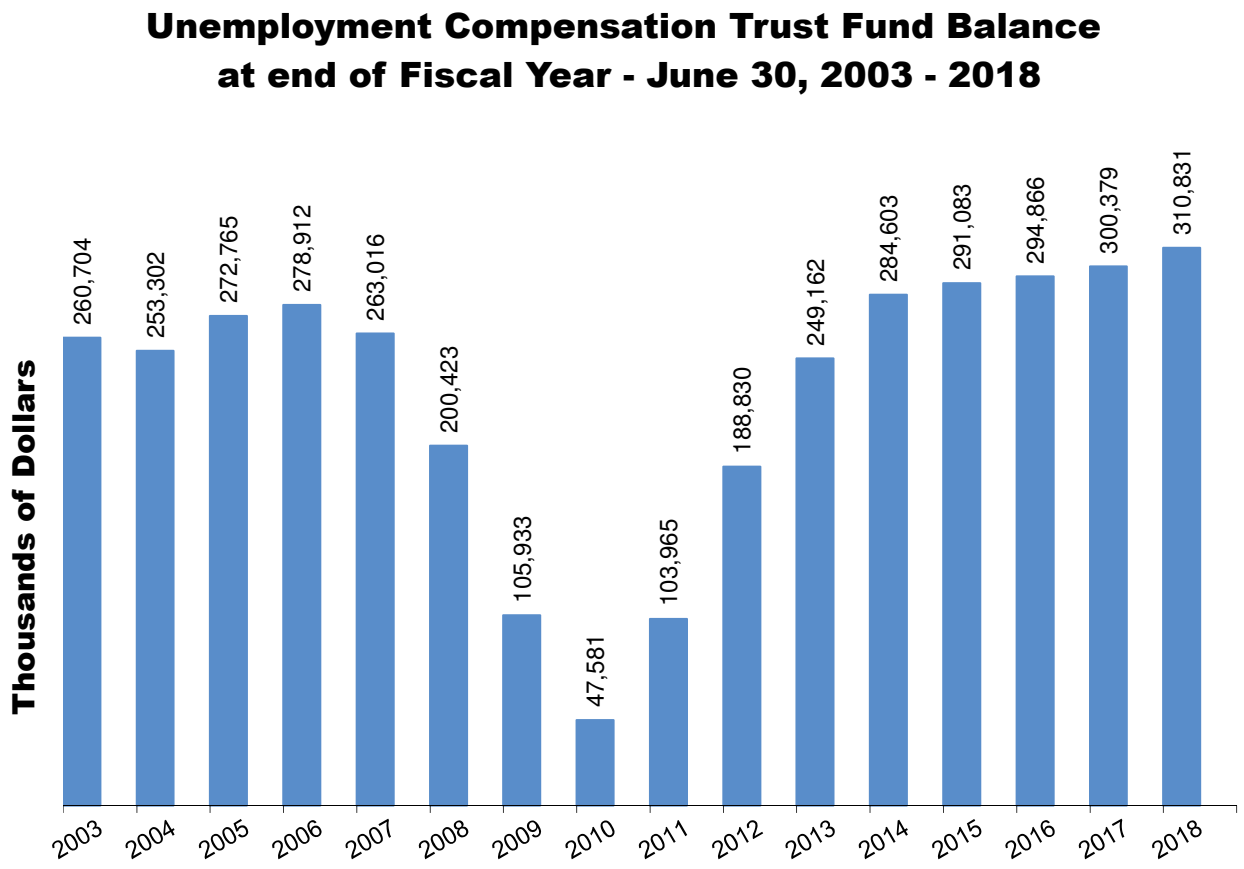
Disbursements to State Agencies

Agency	7/1/16-6/30/17	7/1/17-6/30/18
NH Dept of Administrative Services		
Risk Management Unit (Bond/Producer Services)	549	551
Bureau of Accounts		
Audit Fee	20,127	18,793
SWCAP Indirect Cost	233,998	212,198
State Postage Billing	2,134	1,938
Post Retirement/Revenue Maximization	710,550	733,751
Unemployment Compensation	18,098	36,818
Workers' Compensation	196,077	159,969
Bureau of Graphic Services	128	373
Bureau of Education		280
Bureau of Public Works	2,220	79
Shared Services Support (DAS)	14,370	
NH Secretary of State	512	
NH Dept of Corrections	306	
NH Dept of Education	1,144	
NH Dept of Health and Human Services (EAP)	9,750	8,067
NH Dept of Labor	400	350
NH State House Vistitors Center		35
NH Dept of Transportation	56,445	31,671
NH Dept of Environmental Services	378	320
NH Dept of Safety		
Criminal Records Division	750	625
Telecommunications Division	215,500	254,531
NH Dept of Business & Economic Affairs (DBEA)	2,000,000	2,000,966
NH Dept of Information Technology (DoIT)	4,373,010	4,061,052
Total	**$7,856,446**	**$7,522,367**

Fiscal Management *continued*

Unemployment Compensation Trust Fund

The Treasury Unit within the Fiscal Management Section is responsible for the processing of monies received in payment of unemployment insurance taxes and maintaining the adequacy of bank balances for the payment of benefits to eligible unemployed claimants. Cash management practices are of the highest priority for this Unit. This function includes maximizing the earnings of the Trust Fund while minimizing the compensating bank balances. Interest earned on the Trust Fund is credited to the Trust Fund. The Trust Fund balance is critical in determining the employer contribution rate each year. Therefore, maintaining the Trust Fund balance is a positive benefit to all New Hampshire employers.



Fiscal Management *continued*

Unemployment Compensation Trust Fund [1] Statement of Revenue, Expenditures and Change in Fund Equity Fiscal Year Ended June 30, 2018	
FUND BALANCE, July 1, 2017	**$300,379,096**
Revenues:	
Reimbursing Employers	5,169,719
Federal Employers	768,635
Fees, Fines, Interest and Administrative Contributions	13,819,410
Employer Contributions	55,299,875
NH Title IX Funds	0
Investment Income	6,728,158
Total Operating Revenues	**81,785,797**
Expenditures:	
Reimbursing Employers Benefit Payments	5,169,719
Federal Benefit Payments	768,635
Fees, Fines, Interest and Administrative Contributions	13,819,410
Unemployment Insurance Benefit Payments	51,821,652
Provision for Doubtful Receivables	(245,930)
Total Operating Expenditures	**71,333,486**
FUND BALANCE, June 30, 2018	**$310,831,407**
Net Increase in Fund Balance for the Year	**$10,452,311**

[1] UCTF Financial Statements include State & Federal Funds Payable & Receivable Amounts

Balance Sheet: Reserve for Unemployment Compensation Trust Fund [1] - June 30, 2018			
Assets		**Liabilities and Fund Balances**	
Cash	$309,271,303	Payment Due Other Jurisdictions/Overpayments (Total Liabilities)	$15,387,852
Receivables	$16,947,956	Reserve for Unemployment Compensation Benefits (Fund Balance)	$310,831,407
Total Assets	**$326,219,259**	**Total Liabilities & Fund Balances**	**$326,219,259**

[1] UCTF Financial Statements include State & Federal Funds Payable & Receivable Amounts

Fiscal Management *continued*

Comparative Statement of State Revenues - Unemployment Compensation Trust Fund

Year [1]	Contributions [2]	Fines, Penalties & Interest	Trust Fund Interest	Total Collections
2003	34,512,303.33	4,221,593.62	17,487,314.48	56,221,211.43
2004	71,875,123.30	4,652,738.56	13,684,779.29	90,212,641.15
2005	88,667,505.62	4,972,961.98	13,328,448.30	106,968,915.90
2006	68,864,045.84	4,845,526.57	12,312,949.91	86,022,522.32
2007	62,663,910.90	4,900,920.31	12,413,129.17	79,977,960.38
2008	52,161,671.22	8,756,729.78	11,498,459.88	72,416,860.88
2009	71,950,284.32	8,799,362.84	6,927,639.14	87,677,286.30
2010	157,820,295.45	9,301,997.96	1,602,039.21	168,724,332.62[3]
2011	191,951,299.85	11,347,373.20	715,792.08	204,014,465.13
2012	216,994,132.57	13,375,040.07	2,527,195.54	232,896,368.18
2013	187,698,389.57	14,715,410.99	4,636,774.80	207,050,575.36
2014	136,708,566.29	14,897,352.85	5,872,178.25	157,478,097.39
2015	85,876,904.70	13,335,761.80	6,628,415.10	105,841,081.60
2016	66,497,413.39	13,461,649.21	6,521,721.68	86,480,784.28
2017	57,263,327.83	13,293,871.54	6,551,709.08	77,108,908.45
2018	59,145,557.11	13,804,651.09	6,728,158.12	79,678,366.32

[1] Year ending 6/30 [2] Includes reimbursing employers [3] Includes UI Modernization Distribution of $20,934,147.00

Receipts and Disbursements of State Unemployment Compensation Trust Fund Dollars
With Percent of Net Benefits Paid to Net Receipts

Year[1]	Total Collections	Contingent Fund Transfers	Net Receipts [2]	Net Benefits Paid [2]	Reed Act	Trust Fund Cash Balance	% of Benefits to Receipts
2003	56,221,211.43	4,224,014.22	51,997,197.21	116,184,580.19	-392,627.00	259,198,377.47	223.4%
2004	90,212,641.15	4,657,594.71	85,555,046.44	104,859,849.31	-489,387.04	239,404,187.56	122.6%
2005	106,968,915.90	4,959,419.69	102,009,496.20	79,162,596.76	-5,425.47	262,245,661.54	77.6%
2006	86,022,522.32	4,863,218.02	81,159,304.30	72,969,059.57	-143,578.30	270,292,327.97	89.9%
2007	79,977,960.38	4,879,845.11	75,098,115.27	85,501,740.69	-788,675.48	259,100,027.07	113.9%
2008	72,416,860.88	8,777,047.14	63,639,813.74	100,661,196.08	-4,775,887.40	217,302,757.33	158.2%
2009	87,677,286.30	8,794,900.53	78,882,385.77	208,992,453.94	8,927,891.00	96,120,580.16	264.9%
2010	168,724,332.62	9,308,182.71	159,416,149.91	212,106,732.23	-24,605,743.42[3]	18,824,254.42	145.6%
2011	204,014,465.13	11,394,519.76	192,619,945.37	147,385,329.42	0.00	64,058,870.37	76.5%
2012	232,896,368.18	13,384,772.02	219,511,596.16	134,203,380.90	0.00	149,367,085.63	61.1%
2013	207,050,575.36	14,719,883.01	192,330,692.35	116,141,036.24	0.00	225,556,741.74	60.4%
2014	157,478,097.39	14,883,120.88	142,594,976.51	95,694,538.17	0.00	272,457,180.08	67.1%
2015	105,841,081.60	13,345,320.49	92,495,761.11	78,064,150.23	28,048.48	286,916,839.44	84.4%
2016	86,480,784.28	13,469,448.37	73,011,335.91	65,866,310.04	0.00	294,061,865.31	90.2%
2017	77,108,908.45	13,296,198.23	63,812,710.22	59,211,439.69	0.00	298,663,135.84	107.8%
2018	79,678,366.32	13,804,679.37	65,873,686.95	55,410,384.04	0.00	309,126,438.75	84.1%

[1] Year ending 6/30 [2] Includes reimbursing employer accounts [3] $19,946.422.53 of Reed Act used to pay Benefits

Fiscal Management *continued*

New Hampshire Employment Security
State Employment Security Agency (SESA) Programs
Categorized by Source of Funds
07/01/17 - 06/30/18

Unemployment Insurance

- Unemployment Insurance Grants

Trade

- Trade Adjustment Assistance

Wagner/Peyser

- Employment Service Grants
- Re-employment Services and Eligibility Assessment (RESEA)
- Governor's 10% Discretionary Funds
- Alien Labor Certification
- Work Opportunities Tax Credit (WOTC)

State/Local Labor Market

- Workforce Information Grant

Bureau of Labor Statistics

- Current Employment Statistics
- Local Area Unemployment Statistics
- Occupational Employment Statistics
- Quarterly Census of Employment and Wages

Recovery Act

- Federal Additional Unemployment Compensation Administration

Veterans

- Disabled Veterans' Outreach Program
- Local Veterans' Employment Representative

Workforce Innovation and Opportunity Act (WIOA)

- Spaceshare Program, Community Action Association, New Hampshire Department of Education/Division of Adult Learning and Rehabilitation, New Hampshire Department of Resources and Economic Development/Office of Workforce Opportunity
- Performance Accountability and Customer Information Agency (PACIA) Program
- Re-employment & System Integration Dislocated Worker Grants

Department of Business and Economic Affairs (DBEA)

- Incumbent Worker Training Program

Health & Human Services

- Child Support Intercept Program
- Wage and Benefit Inquiry
- New Heights Crossmatch
- Title IV-F On-The-Job Training
- Home Care Worker On-The-Job Training
- Parent Locator Inquiry
- New Hire (State / Federal)

Miscellaneous

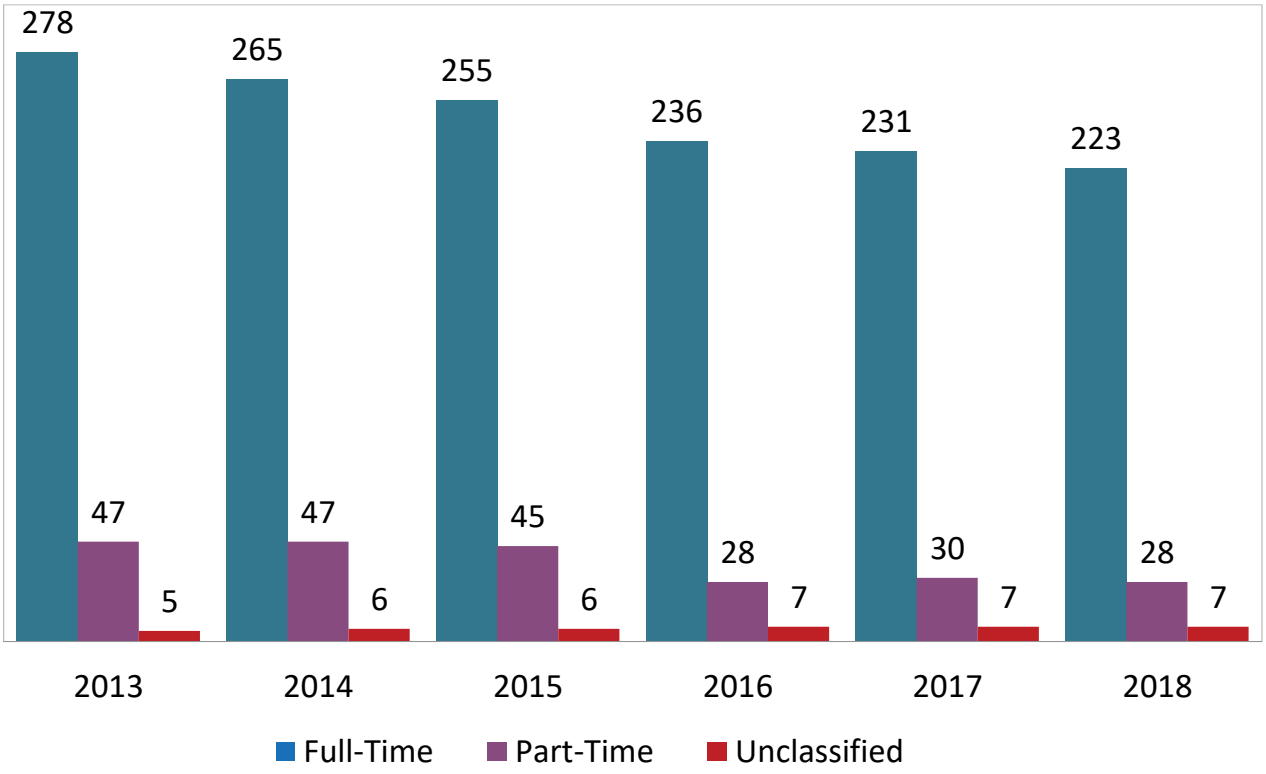
- Railroad Retirement Crossmatch
- Miscellaneous Program Income
- Mass Layoff Statistics - State
- Pathway to Work
- DoIT-Server Room Agreement
- CCSNH / USNH Wage Record Data Match Agreement

Human Resources

New Hampshire Employment Security's Human Resource Office processes and maintains records of all personnel transactions within the agency and handles the payroll and travel reimbursement program for the entire agency. The office takes action on hiring, promotions, salary changes, leave (including FMLA, Worker's Compensation, and supplemental sick), job classifications (including job reclassifications), terminations, retirements, employee orientation, all fringe benefits, and exit interviews.

Human Resources is responsible for upholding the Collective Bargaining Agreement and New Hampshire Division of Personnel Rules and Regulations involving grievances, discharges, letters of warning, and disciplinary action. This office also administers training for its employees both internally as well as through vendors such as the Bureau of Education. Agency staffing levels minimally decreased in 2018 due to state and federal budget reductions.

NHES Employees by Classification, 2013-2018
(employees as of December 31st each year)



Legal

The Legal Department consists of a General Counsel, three staff Counsel, a Fraud Prosecutor, a Legal Coordinator, six Collections Staff members and one general staff member.

General Counsel, Counsel and the Legal Coordinator advise the Commissioner, Deputy Commissioner, NHES Administrators, Members of the NHES Advisory Council and government officials in New Hampshire, as well as Employment Agencies in other States, regarding matters relating to Department's laws, rules, programs and services.

Counsel and the Legal Coordinator represent the Department in higher level appeals of unemployment insurance decisions rendered by Administrative Tribunals under RSA 282-A:60. They assist the New Hampshire Department of Justice (Attorney General's Office) in defending appeals of Department decisions filed with the New Hampshire Supreme Court and with other civil actions brought against the Department.

Higher Level Appeal Decisions - 2018	
Request To Reopen AT and AHC Decisions Received	181
Appeals to Appellate Board	39
Appeals to the Supreme Court	3

The Legal Collections staff and Counsel pursue collection of benefit overpayments and delinquent employer tax contributions. They represent the Department in collection matters before the U.S. Bankruptcy Court for the District of New Hampshire and State Circuit and Superior Courts. In 2018, the Section's collection activities resulted in the recovery of $858,939.94 in employer tax contributions due, and $1,979,172.49 in overpayments and back-pay settlements for a total combined recovery of $2,838,112.43.

Collections Activity - 2018	
Overpayments	$1,738,255.55
Backpay Settlement Collections	$223,488.60
Employer Tax Account Collections	$849,731.29
Bankruptcy Collections (Overpayments and Tax)	$28,813.18

The Legal Coordinator, General Counsel and Counsel prepare, review and monitor proposed legislation on issues related to or stemming from the New Hampshire unemployment laws. They appear before the New Hampshire General Court and various legislative committees to provide testimony and information relative to the effects of proposed laws and rules. Their responsibilities include the promulgation of administrative rules as well as drafting new rules, amending existing rules, and removing expired rules.

Counsel participate and assist in the investigation of complaints received by the Administrative Office in matters relating to the personnel functions and operations of the Department, as well as grievances filed by employees pursuant to the Collective Bargaining Agreement and represent the Department in appeals filed with the New Hampshire Division of Personnel.

Counsel assist in issuing requests for proposal and draft, negotiate and review contracts as necessary to enable and support the operations and functions of the Department. They handle real estate matters relating to the purchase and sale of real estate and also draft and review lease documents for the Department's Local Offices.

Office of Information Technology

The Department of Information Technology (DoIT) was created to manage and coordinate all technology resources in the executive branch of government. DoIT provides services that will endure, and create statewide efficiencies through the use of information technologies energizing government and business. DoIT develops the IT strategic vision and provides planning and support, enterprise services, technical, operational, infrastructure, and security services, as well as web and software development services.

The Department of Information Technology (DoIT) staff located at New Hampshire Employment Security (NHES) is made up of three operational divisions: Agency Software Division (ASD), Operations Division (OPS) and Technical Support Services (TSS). The mission of the DoIT staff embedded within NHES is to provide technology support for the agencies business objectives via Custom Application Development and Support, Systems Administration, Data Base Administration, Computer Support, Network Support and Data Center Operations. DoIT will modernize and enhance systems that deliver innovative internet based solutions for New Hampshire Employment Security and its customers.

DoIT has 20 employees that are currently embedded within the NHES environment. In addition there are staff off-site that assist in supporting NHES programs. The staff work in the following divisions with the associated position responsibilities:

Agency Software Division (ASD)

The nine Agency Software Division positions located at NHES have a mission to create positive, collaborative and trusted business relationship with agency leaders and NHES employees while delivering technology solutions that meet the agency's business requirements for delivering services to claimants, employers and citizens of New Hampshire.

ASD staff embedded at NHES develop and support systems in all areas at NHES including: Unemployment Insurance, Employment Services, Economic and Labor Market Information, Human Resources, Administrative Services, Fiscal Management, Legal Counsel, Data Prep, Benefit Payment Control, Commissioner's Office, Deputy Commissioner's Office and the agency Security Office

ASD is responsible for over 34 existing computer applications utilized at NHES as well as designing and developing new applications required by the agency and/or federal agencies that NHES serves.

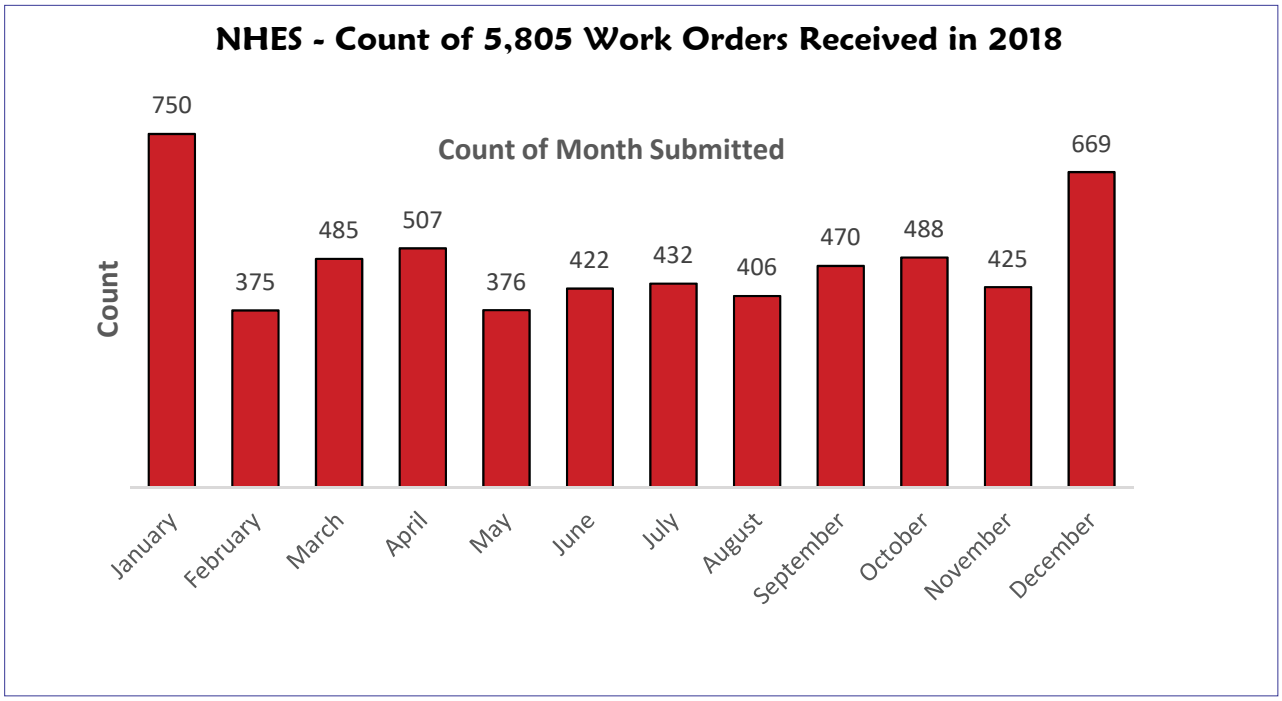
Operations Division (OPS)

The nine Operations Division positions located at NHES have a mission to provide sustainable, scalable, efficient, secure, and cost-effective IT infrastructure essential for state government programs so that NHES can deliver required services to the citizens and employers of New Hampshire.

OPS staff responsibilities include: Maximize Enterprise Architecture opportunities for integration among all information resources at NHES, promote standardization and consolidation of IT infrastructure, provide reliable and secure access to all information systems and data, provide strategic leadership and innovative solutions to align with NHES in the delivery of services, establish standards and policies for efficient, transparent, and consistent operations, provide technology expertise to improve NHES business, and to maintain and nurture a cohesive operating environment within all areas of NHES and DoIT.

The NHES Operations Division (OPS) staff ensures that the NHES IT infrastructure is ready to "go" and ready to "grow" to support the needs of NHES and their customers.

Office of Information Technology *continued*



Technical Support Services (TSS)

The three Technical Support Staff positions located at NHES are responsible to assist NHES customers in meeting their goals by providing superior end-to-end IT services. Staff provides installation, maintenance and support of the IT hardware and software on the desktop utilized by the department end users and their customers.

These individuals perform these tasks in the 15 NHES locations statewide, covering the 12 full service locations and the three satellite offices for all the NHES claimants, employers and citizens of New Hampshire. Additionally, these same services are provided to approximately 380 NHES end users on over 400 workstations. The accompaning graph shows the amount of work orders generated by NHES that onsite DoIT staff completed over the last 16 months.

Cyber Security Responsibilities:

The Department of Information Technology (DoIT) takes Cyber security very seriously. DoIT has a Cyber Security web page located at https://www.nh.gov/doit/cybersecurity/index.htm. In addition, DoIT belongs to national security groups such as the Internet Storm Center and the Multi-State Information Sharing & Analysis Center. These groups share information to help combat cybercrimes.

Cyber Security at NHES and DoIT encompasses technologies such as broadband, local and wireless networks, as well as standards and processes which help protect networks, computers, systems and information from attack, damage or unauthorized access. With an unprecedented reliance on computers and the Internet, we all share in protecting our information and interconnected way of life. DoIT strives to promote cyber security awareness by providing this one-stop site for computer and Internet safety including security updates, alerts, and resources for New Hampshire citizens, businesses, academic institutions, and government.

Office of Information Technology *continued*

Major Agency Projects Worked On Over The Past Year:

Over the past year in addition to the day-to-day IT support activities we have worked to develop new systems, improve the technology infrastructure, provide system code enhancements and increase user knowledge at NHES. Some of the projects completed or started over this past year were:

- Work Force Connect - common front door and dashboard for job seekers
- Cost Accounting (FCAS) – Conversion from mainframe to UNIX and Oracle
- Local Office Call List Application
- Field Agent and Appeals Dashboard
- NH ACTS Web Based System
- New Hampshire Unemployment Insurance System (NHUIS) –Enhanced Software Modules
- New Hampshire Unemployment Insurance System (NHUIS) –Hardware and OS Upgrade
- New Hampshire Works Job Match System (JMS) – Upgrades
- NH Web Tax System Enhancements
- Replacement of all NHES Outdated Workstations (Over 200)
- Nashua Disaster Recovery Center
- Major DoIT Infrastructure – Windows 10, Exchange 2016 and MS Office 2016
- Oracle to Linux Conversion of 8 NHES Systems
- LDAP Security Conversion
- Dollar Universe Upgrade
- AcuCobol Upgrade
- NH ACTS Upgrades
- Kardex System Conversion and Upgrade
- SpendMap System Upgrade
- IRS, KPMG and Social Security Administration Audits
- Work Force Opportunity Tax Credit (WOTC) System Upgrade

The Department of Information Technology organization and embedded staff located at New Hampshire Employment Security (NHES) will continue to work hand in hand with NHES staff and their Federal partners to take advantage of information technology to create efficiencies and effectiveness of day to day operations at the agency.

The main contacts in the DoIT organization embedded at NHES are:

- IT Director – William Laycock
- IT Manager – Brett Krochmal
- Help Desk Supervisor – Larry Levy
- Computer Operations – Jaqueline Brissette

Quality Control

Quality Control programs are federally mandated as part of the U.S. Department of Labor's Unemployment Insurance continuous quality improvement system, known as UI Performs.

Quality Control programs include:

Benefits Accuracy Measurement (BAM)

- **PCA (Paid Claims Accuracy)**
  An in-depth review of a random sample of benefit payments, selected weekly.
- **DCA (Denied Claims Accuracy)**
  An in-depth review of a random sample of denied claims in three categories; monetary, separation issues and nonseparation issues, selected weekly.

Tax Performance System review (TPS)

Provides state agency administrators with information on the quality of existing Unemployment Insurance revenue operations. TPS critiques the following areas:

- Cashiering
- Report Delinquency
- Collections
- Status determinations
- Field audits
- Account maintenance

Benefits Timeliness and Quality (BTQ)

Quality Control conducts reviews of a selected sample of nonmonetary determinations each quarter. The documentation in each case is examined and a number of required reporting elements are validated. Each quarterly sample is divided into two categories – separation issues and nonseparation issues. The results of each quarterly review are summarized and used for program improvement.

Unemployment Insurance Data Validation (UIDV)

UIDV is an automated program that is used to validate 15 benefit and five tax populations. There are populations in both the Benefits and Tax areas that must be validated every year due to Federal requirements. Also, any population that did not pass will be validated again in the current year. Once a population passes validation, it is moved to a three-year validation cycle.

Summary of Paid Claims Accuracy (PCA) Results

Results	2016	2017	2018
Total Dollars paid (UI)	$52,228,165	$45,913,613	$41,751,983
Sample Size	367	364	360
Percent of Dollars paid properly	89.9%	89.8%	88.9%
Percent of Dollars overpaid	10.1%	10.2%	11.1%
Combined total	100.0%	100.0%	100.0%
Percent of Dollars underpaid	0.5%	0.2%	0.4%

Causes for Overpayments
(Shown as percent of dollars overpaid)

	2016	2017	2018
Work Search	40.7%	44.9%	52.3%
Benefit Year Earnings	22.6%	13.4%	13.4%
Separation Issues	17.4%	13.7%	6.3%
Base Period Wages	5.4%	7.8%	0.6%
Other Eligibility Issues	13.8%	20.1%	19.7%
Other Causes	0.0%	0.0%	7.8%

Responsibility for Overpayments
(Shown as percent of dollars paid)

	2016	2017	2018
Claimant only	58.3%	67.2%	69.4%
Agency only	6.9%	6.1%	13.6%
Employer only	3.5%	0.0%	0.4%
Other (Includes Combined)	31.2%	26.7%	16.6%

Statistical Tables

Unemployment Compensation by Calendar Year

Source	Initial Claims Filed for Unemployment Compensation		Continued Weeks Claimed for Unemployment Compensation	
	2017	2018	2017	2018
Unemployment Insurance (UI)	19,166	16,914	174,238	163,245
Interstate Claims (UI)	1,431	1,778	16,563	16,996
Agent State Claims (Initial only)	2,798	1,615	NA	NA
Additional UI (Initial only)	9,167	7,966	NA	NA
Transitional Claims (Initial only)	1,874	1,892	NA	NA
Total Initial and Continued claims processed for UC Benefits	34,436	30,165	190,801	180,241
Emergency Unemployment Compensation (EUC)	2	0	15	0
Extended Benefits (EB)	0	0	0	0
Unemployment Compensation for Federal Employees (UCFE)	26	18	469	296
Unemployment Compensation for Ex-Military (UCX)	24	17	297	260
Additional UCFE (Initial only)	0	0	NA	NA
Additional UCX (Initial only)	3	0	NA	NA
ICON Claims	2,844	1,633	28,606	26,569

Interstate Claimant: An individual who claims benefits under the unemployment insurance law of one or more liable States through the facilities of an agent State.

Agent State: Any state in which an individual files a claim for benefits from another state.

Additional claim: A second or subsequent unemployment claim filed within an established benefit year or period of eligibility when there has been intervening employment.

Transitional Claim: An administrative claim filed to establish a new benefit year within a 7-day period immediately following the ending date of the previous benefit year.

ICON: An Interstate Communications Network for a nationwide telecommunications system to transmit information for unemployment insurance and related programs.

UCFE, UCX, EB and EUC are funded by the Federal Government and do not affect New Hampshire's Trust Fund. The EB program (State/Federal Extended Benefits) became effective in New Hampshire on 8/2/2009 and ended on 8/14/2010. The EB program cost is normally shared equally by the Federal Government and the states, but the recent EB program cost was completely financed by the Federal Government.

Unemployment Benefits By Regular Program

	Total		Regular Unemployment Insurance (UI)		Federal Employees (UCFE)		Ex-Military Personnel (UCX)	
	2017	2018	2017	2018	2017	2018	2017	2018
Weeks	167,854	149,410	166,663	148,512	715	496	476	402
Payments	$53,109,015	$48,125,323	$52,697,475	$47,798,961	$225,949	$162,950	$185,591	$163,412

Source: ETA 5159 - Claims and payments activities report compiled by NHES's Economic and Labor Market Information Bureau's Administrative Reporting Unit.

Statistical Tables *continued*

In 2018, Covered Employment in New Hampshire reached an annual average of 651,098 representing an increase of 2.0 percent from the 2017 level of 645,879. Federal Government is not included in employment or wages. A display of wages paid to covered workers is shown in the table below.

Total Wages Paid To Covered Workers By Year
(Wages in Millions of Dollars)

Calendar Year	Average Annual Employment	Total Wages	Taxable Wages	Wages in Excess of Taxable Wages	Percentage Excess to Total
2002	595,060	21,415.5	4,344.1	17,071.4	79.7%
2003	596,223	22,135.7	4,294.4	17,841.3	80.6%
2004	605,404	23,576.7	4,420.5	19,156.2	81.3%
2005	613,045	24,715.4	4,484.4	20,231.0	81.9%
2006	619,408	26,137.6	4,531.6	21,606.0	82.7%
2007	622,400	27,100.7	4,532.7	22,568.0	83.3%
2008	621,027	27,714.1	4,472.4	23,241.7	83.9%
2009	597,139	26,647.6	4,142.6	22,505.0	84.5%
2010	592,658	27,069.3	4,933.9	22,135.4	81.8%
2011	598,389	28,110.1	5,809.1	22,301.0	79.3%
2012	605,158	29,017.2	6,627.6	22,389.6	77.2%
2013	611,364	29,766.3	6,750.1	23,016.2	77.3%
2014	619,200	31,504.6	6,935.9	24,568.7	78.0%
2015	629,254	32,887.7	7,176.8	25,710.9	78.2%
2016	639,789	34,090.6	7,313.7	26,776.9	78.5%
2017	645,879	35,438.0	7,491.9	27,946.1	78.9%
2018	651,098	36,778.7	7,650.4	29,128.3	79.2%

Comparison Of Monetary Determinations
First Payments and Exhaustions (including UCFE and UCX)

Calendar Year	Monetary Determinations	Claimants Having Sufficient Wage Credits	First Payments Issued	Claimants Exhausting Benefits
2002	43,107	37,963	24,060	8,088
2003	44,117	34,422	23,182	7,982
2004	35,984	30,886	21,046	5,371
2005	35,054	32,785	24,338	3,830
2006	35,697	33,440	25,143	3,809
2007	36,299	33,844	26,237	4,365
2008	48,583	43,843	34,050	6,546
2009	81,815	71,004	57,702	20,731
2010	74,572	60,293	42,361	17,443
2011	60,522	50,800	32,590	9,905
2012	52,130	45,516	29,401	8,645
2013	42,589	37,839	24,557	7,253
2014	36,497	33,104	21,177	5,007
2015	28,197	25,929	17,447	3,477
2016	25,177	18,573	15,064	2,853
2017	22,242	20,639	13,222	2,474
2018	20,229	18,362	11,945	2,139

These tables were compiled by the Administrative Reporting Unit, Economic and Labor Market Information Bureau, NHES

Statistical Tables *continued*

Nonmonetary Determination Disqualifications By Issue

Calendar Year (UI denials only - UCX and UCFE not included)

Issue	2017		2018	
	Number	Percent	Number	Percent
Voluntary Leave	1,770	12.0%	1,755	12.5%
Misconduct	1,237	8.4%	1,144	8.2%
Not Unemployed	4,262	29.0%	4,131	29.5%
Not Able and Not Available	4,840	32.9%	4,161	29.7%
Labor Dispute	0	0.0%	0	0.0%
Reporting Requirements	2,231	15.2%	2,514	17.9%
Failure to Accept or Apply	75	0.5%	67	0.5%
Refusal Profile Referrals	0	0.0%	0	0.0%
Other	293	2.0%	244	1.7%
Total	**14,708**	**100.0%**	**14,016**	**100.0%**

Determinations of Eligibility

The number of determinations for eligibility for unemployment insurance decreased during the 2018 Calendar Year. Those nonmonetary determinations are summarized in the table below.

Nonmonetary Determination Activities

Calendar Year (UI determinations only - UCX and UCFE not included)

Activity	2017	2018
Total Determinations and Re-determinations	25,757	22,637
Determinations for Eligibility	25,670	22,593
Involving Separations	9,104	8,544
Involving No Separations	16,566	14,049
Re-determinations for Eligibility	87	44

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