



**New Hampshire  
Employment  
Security**

[www.nhes.nh.gov](http://www.nhes.nh.gov)

*"We're working to keep New Hampshire working"*

ADMINISTRATIVE OFFICE  
32 SOUTH MAIN STREET  
CONCORD, NH 03301-4857



GEORGE N. COPADIS, COMMISSIONER

September 17, 2013

Her Excellency, Governor Margaret Wood Hassan  
and the Honorable Council  
State House  
Concord, NH 03301

**REQUESTED ACTION**

New Hampshire Employment Security is submitting its 2012-2013 Biennial Report for approval as required under RSA 20:7.

**EXPLANATION**

Attached is a copy of New Hampshire Employment Security's 2012-2013 Biennial Report, which covers the administration and operation of RSA Chapter 282-A for the two-year period ending June 30, 2013. This report also includes dedicated fund information reported as required under RSA 6:12e.

Respectfully submitted,

George N. Copadis  
Commissioner

GNC/jdr  
Attachment

**NEW HAMPSHIRE  
DEPARTMENT OF EMPLOYMENT SECURITY  
BIENNIAL REPORT**

for the period  
July 1, 2011 through June 30, 2013



September 30, 2013

Pursuant to RSA 20:7  
Pursuant to RSA 6:12e

# **The State of New Hampshire**

**Margaret Wood Hassan**  
Governor

**Raymond S. Burton**  
Executive Councilor  
*First District*

**Colin Van Ostern**  
Executive Councilor  
*Second District*

**Christopher T. Sununu**  
Executive Councilor  
*Third District*

**Christopher C. Pappas**  
Executive Councilor  
*Fourth District*

**Debra B. Pignatelli**  
Executive Councilor  
*Fifth District*

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# Organization and Function

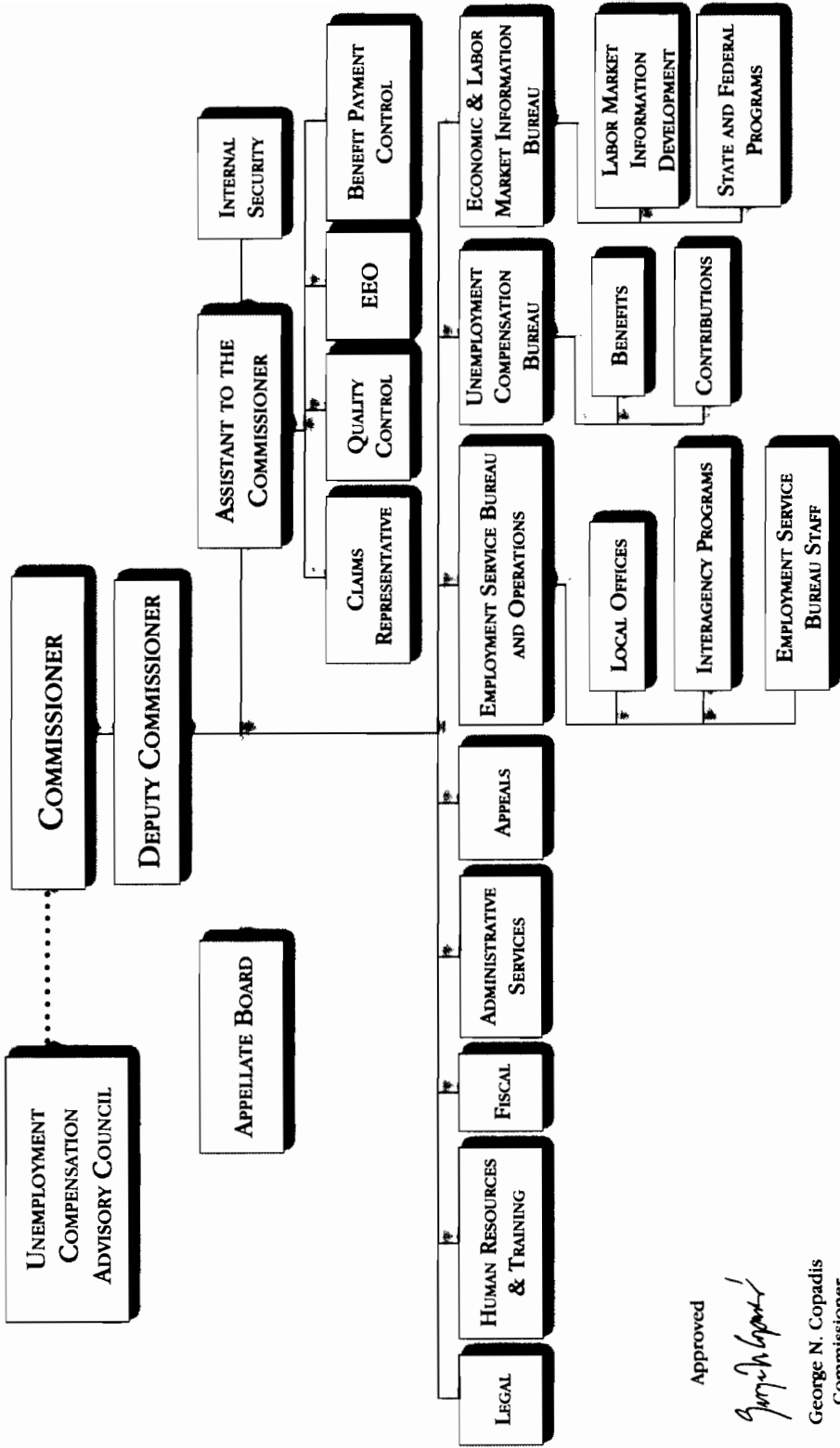
The mission of New Hampshire Employment Security is to:

- 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; and to
- b. Pay unemployment compensation benefits in a timely manner to eligible claimants, and collect the tax which funds these payments; and to
- 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 development and the efficient use of state labor resources.

The Department of Employment Security was established in January 1938, in accordance with Chapter 99 of the Laws of 1935.

# New Hampshire Employment Security Organizational Chart RSA 282-A:113

ADVISORY .....  
ADMINISTRATIVE



Approved  
*George N. Copadis*  
 George N. Copadis  
 Commissioner  
 R-09/12

## Personnel Data

<b>Current Number of Employees</b>	<b>6/30/12</b>	<b>6/30/13</b>
1. Unclassified . . . . .	4	4
2. Full-time . . . . .	300	272
3. Part-time . . . . .	52	47
<b>Total . . . . .</b>	<b>356</b>	<b>323</b>

# Physical Plant and Property Appraisal

(Acquisition Value June 30)

	6/30/2012	6/30/2013
1. Equipment . . . . .	\$28,785,457.02	\$32,204,482.09
2. Physical Plant . . . . .	12,136,596.20	12,136,596.20
3. Farm . . . . .	0.00	0.00
4. Highway . . . . .	0.00	0.00
<b>Total . . . . .</b>	<b>\$40,922,053.22</b>	<b>\$44,341,078.29</b>



# Receipts and Expenditures

## Disbursements to State Agencies

Agency	7/1/11 - 6/30/12	7/1/12 - 6/30/13
NH Dept of Administrative Services	312,011	273,829
Post Retirement/Revenue Maximization	1,152,465	818,103
Bureau of Accounts (Audit Fund)	27,711	23,387
Bureau of Graphic Services	17,242	6,232
State Surplus Division	0	0
Bureau of Education (Training)	5,165	3,605
Bureau of Public Works	12,962	55,761
NH Retirement System	1,547,764	1,241,368
NH Secretary of State	540	730
NH Dept of Corrections	1,498	431
NH Dept of Health and Human Services (EAP)	9,750	9,750
NH Dept of Labor	400	223
NH Technical Institute (NHTI)	218	218
NH Dept of Transportation	13,360	11,833
NH Dept of Safety	0	0
Criminal Records Division	625	975
Telecommunications Division	205,276	172,696
NH Dept of Resources & Economic Development (DRED)	2,000,000	2,000,000
NH Office of Information Technology (OIT)	3,672,770	3,333,528
<b>Total</b>	<b>\$8,979,757</b>	<b>\$7,952,669</b>

## Administrative Receipts and Expenditures

Receipts	7/1/11 - 6/30/12	7/1/12 - 6/30/13
1 Federal Funds	\$26,762,878	\$23,494,121
2 Fees, Fines and Interest - Contingent	13,838,733	11,738,320
3 All Other Sources	915,735	773,612
<b>Total</b>	<b>\$41,517,346</b>	<b>\$36,006,053</b>

Expenditures by State Appropriation Class	7/1/11 - 6/30/12	7/1/12 - 6/30/13
1 Permanent Personnel Services	14,687,087	12,471,144
2 Current Expense	3,223,953	2,831,824
3 Equipment	2,892,641	4,516,548
4 Contractual Services	1,870,970	1,609,656
5 Other Personnel Services	3,670,808	2,430,514
6 Benefits	9,676,063	8,217,485
7 Travel-In-State	153,276	149,937
8 Travel-Out-Of-State	55,929	51,713
9 Miscellaneous	338,226	267,576
10 Job Training Fund	2,000,000	2,000,000
<b>Total</b>	<b>\$38,568,953</b>	<b>\$34,546,397</b>

Expenditures Capital Fund	7/1/11 - 6/30/12	7/1/12 - 6/30/13
1 Tobey Building	518,448	5,816,730
<b>Total</b>	<b>\$518,448</b>	<b>\$5,816,730</b>

# Major Accomplishments

## Trust Fund

New Hampshire's Trust Fund is solvent with a balance of \$225,556,741 as of 6/30/2013, up from \$149,367,085 on 6/30/2012 and \$69,077,763 on 6/30/2011. The steady recovery of the Fund from the Great Recession was in large part due to the Legislation implemented in 2009 that established a new tax schedule for negative rated employers, added a temporary emergency 0.5% surcharge and increased the taxable wage base each year through 2012. The final increase to the taxable wage base went into effect on 1/1/2012 when it rose to \$14,000. The temporary emergency surcharge was removed effective with tax and wage reports for the quarter beginning 10/1/2012. Now that all Legislative changes have been implemented and surcharges removed, the growth of the Fund will be slowed.

New Hampshire law allows for "discounts" to a positive rated employer's tax rate when the Trust Fund reaches certain levels. These "discounts" are known as "fund balance reductions." The previously referenced Legislation increased each level by \$25 million. When the Fund equals or exceeds \$250 million (formerly \$225 million), positive rated employers receive a 0.5% reduction on their earned rate. When the Fund equals or exceeds \$275 million (formerly \$250 million), another 0.5% is applied, resulting in a 1.0% overall reduction. Another 0.5% is applied when the Fund equals or exceeds \$300 million (formerly \$275 million). At that point the positive balance employers receive an overall Fund Balance Reduction of 1.5%. Negative rated employers also receive an equal reduction in their rates at each benchmark. Latest projections indicate that the Fund will reach \$250 million by 4th quarter 2014.

During the biennium period, New Hampshire's maximum weekly benefit amount remained unchanged at \$427.00. New Hampshire's seasonally adjusted unemployment rate began this biennial period at 5.6% for July 2011 and ended the period at 5.1% for June 2013. The high during the period was 5.8% in January and February 2013 and the low was 5.1% in June 2013.

## The Office of the Commissioner

The Office of the Commissioner is responsible for promoting NH Employment Security services and information to the public, job seekers, policy makers, and employers in a consistent, uniform way for the three main bureaus, twelve local offices, and four itinerant offices. The office has been responsible for internal communications regarding events, activities, policy, and general information of interest to all NHES employees.

During the Biennial Period, the Executive Office:

- Introduced George Copadis as Commissioner of NH Employment Security
- Continued to grow the NH Working Programs: Stay at Work, Return to Work, and Get Ready to Work
- The Pathways to Work Program that assists unemployed claimants start their own businesses was implemented in 2013
- Assisted the local office staff with more than twenty job fairs around the state, as well as Veterans' job fairs
- Continued to work with focus groups to utilize and enhance the usage of social media within our offices
- Continued to use LEAN strategies to make our processes more efficient and cost effective; the NHES appeals department was recognized for their LEAN process and was awarded the Statewide award for LEAN process in 2012

- Issued press releases
- Held quarterly meetings with the NHES Advisory Council
- Worked with COMCAST to film informative videos to assist individuals with the Unemployment Compensation Program
- Video Conferencing equipment was installed in our offices to assist with appeals as well as communication among NHES staff
- In 2012, NHES removed the 0.5% surcharge from employer accounts again in 2013, another 0.5% surcharge was removed from employer accounts
- Implemented statewide initiatives for charitable efforts and wellness programs for employees

### **Quality Control**

The quality control review of a statistically valid sample of unemployment compensation benefit payments for fiscal year 2012 found that 94.7% of dollars paid were paid correctly. Payments for fiscal year 2013 were paid correctly for 96.0% of dollars paid. There is a 95% confidence level associated with these results.

### **Benefit Payment Operations**

The benefit payment system (NHUIS – New Hampshire Unemployment Insurance System), where individuals file applications, staff process claims and payments are generated for all unemployment benefit programs, whether regular unemployment (UI), emergency unemployment (EUC), extended unemployment (EB), trade assistance (TRA and TAA) or disaster unemployment benefit (DUA), celebrated its third year anniversary on 8/17/2012. Fixes, changes and improvements are a continuous process, as required by State and Federal law changes or to improve the efficiency and effectiveness of the system and business processes.

Federal funds are occasionally made available by competitive application for additional projects that will increase the integrity of information the Department receives as well as the efficiency with which it is processed. The funds, if awarded, have a two-year liquidation period. New Hampshire has been fortunate and received awards in September of 2010, 2011 and 2012. Projects made possible with these funds and completed during this biennium included:

- (1) an electronic file transfer between the department and employers regarding job separation information
- (2) offset of IRS tax refunds to recoup fraud overpayments
- (3) a benefit payment control case management system for overpayment detection and tracking
- (4) an appeals unit business process review with accompanying technical improvements
- (5) imaging system improvement and enhancements

Projects remaining that will be completed no later than September 2014 include:

- (1) automated scheduling of fact-finding interviews for determination of benefit eligibility
- (2) implementation of additional crossmatches for benefit fraud detection
- (3) business process analysis regarding improper payments with accompanying technical improvements
- (4) collections unit case management system for recovery and tracking of claimant and employer debt

New legislation passed and implemented during this biennium period included (1) new availability and work search requirements for individuals whose normal occupation is not immediately available, (2) ability for Department to utilize garnishment for recoupment of fraudulently obtained benefits, (3) implementation of a 20% penalty on any fraud determination of overpaid benefits, and (4) a new program referred to as Pathway to Work that allows claimants to continue receiving benefits and providing focused support to establish a new business.

### **New Hire Program**

Federal welfare reform legislation, passed in 1996, mandated that each state establish a New Hire Program. Responsibility for the New Hampshire New Hire Program falls under the Department of Health and Human Services (DHHS). DHHS contracts with New Hampshire Employment Security to administer the program. Under the program, every employing unit providing employment in New Hampshire is required to report all newly hired employees. Rehired employees and certain independent contractors are considered “new hires” and are also required to be reported.

New Hire reports are used to create a state directory of new hires. The information in the directory is provided to DHHS for matching against child support records for the purpose of locating non-custodial parents, establish child support orders, or to enforce an existing order. The state directory information is also sent to the National Directory of New Hires in Washington, D.C. for the purpose of locating non-custodial parents living in other states.

During the period from July 1, 2011 through June 30, 2013 there were 459,491 new hires reported.

### **Resource Centers**

Each Resource Center is staffed with a coordinator who is responsible for ensuring that customers are aware of the full range of information and resources available. While the center concept emphasizes self-directed service delivery, center coordinators are trained to provide customers with additional support and assistance as needed.

Each center provides customers with access to a broad range of information and resources to assist them with their employment-related needs. The current menu of information and resources includes, but is not limited to, information related to employment opportunities, New Hampshire's Internet based Job Match System, and access to other employment related sites via the Internet. During this biennium, 582,194 customer visits were recorded in the centers.

### **Labor Exchange Activity**

The Job Match System (JMS) is NHES' Internet based Employment Service data system, which uses automated self-service as the primary means of connecting the state's job seekers and employers. JMS contains job opening information, as well as self-application and skills checklist functions.

During the period from July 1, 2011 through June 30, 2013, 76,279 individuals were registered and active for employment services in JMS. The local offices received 53,743 job openings during this period. Because of services received from NHES, 22,681 individuals entered employment during this period.

### **Trade Act Program**

The Trade Adjustment Assistance (TAA) program is available through the Trade Act of 1974 to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports and certain shifts of production and/or services to other countries. Under this program, workers may be eligible for training, job search allowance, relocation allowance, and reemployment

services. Additionally weekly Trade Readjustment Allowances (TRA) may be payable to eligible workers when they exhaust their unemployment benefits.

From July 1, 2011 through June 30, 2013, thirteen New Hampshire companies were certified and a total of 125 eligible individuals enrolled in training under Trade Act. Five individuals received job search allowances.

The Health Coverage Tax Credit is available to certain TAA eligible individuals for the purchase of private health insurance. These individuals may receive an advance payment of the credit, which equals 72.5 percent of their insurance premium, or they may claim it as an end of the year tax credit. The remaining 27.5 percent of the premium is paid by the eligible individual. Prior to the implementation of Trade Adjustment Assistance Extension Act of 2011, the claimant paid 20 percent of the premium. The Department of Treasury is responsible for implementing this credit.

A total of 664 individuals have received the Health Coverage Tax Credit.

Reemployment Trade Adjustment Assistance (RTAA) under the Trade Act of 2009 allows workers at least 50 years of age who become reemployed after separation from the Trade certified company to receive 50 percent of the difference between their previous wage and new wage. They may collect for a period of two years, up to a maximum of \$12,000. The Trade Adjustment Assistance Extension Act of 2011 amended the maximum amount to \$10,000.

During the past two years, 108 participants and 63 new applicants were determined eligible for RTAA. Sixteen individuals reached their monetary limit and 83 individuals reached their 2-year eligibility period without exhausting their maximum benefit. A total of \$420,778.23 was paid out in RTAA subsidy payments.

Working together with the Department of Resources and Economic Development, Office of Workforce Opportunity, NH Employment Security applied for and received a National Emergency "Gap-filler" Grant from the US Department of Labor. The purpose of the grant is to reimburse eligible TAA recipients for the amount of the tax credit while in the registration process for the Health Coverage Tax Credit. In New Hampshire this money became available to individuals beginning in May of 2011 and \$175,612.91 in gap fill payments was paid out to 104 participants since it has been in operation.

Trade Act was amended as part of the American Recovery and Reinvestment Act of 2009 although it was not funded through this Act. The 2009 Act overhauls the TAA program and expands TAA coverage to more workers and firms, including workers and firms in the service sector, and improves workers' opportunities for training, health insurance coverage, and reemployment.

### **Reemployment and Eligibility Assessment**

The Reemployment and Eligibility Assessment (REA) program is designed to ensure claimants are aware of, and have access to, the full array of reemployment services available at the One-Stop Centers while also ensuring they are complying with the unemployment insurance requirements. Claimants are selected for the REA program based on their likelihood of not exhausting their unemployment insurance benefits and returning to work within the average duration time frame.

Reemployment services begin with a program orientation presented by a 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 referrals and job

development. Claimants return to the office every two weeks for job search assistance and eligibility verification.

The REA program began in September 2011 and from then through June 30, 2013, 13,302 were selected for the program and assisted every two weeks with their work search endeavors.

### **Profiling**

Profiling is a means of identifying those claimants most likely to be long term unemployed. During this biennium, 132,774 claimants were considered with 12,137 matching the profiling criteria. Of the latter, 5,897 were referred to core employment services and 6,466 reported and received reemployment services (some were referred prior to this period). 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 counseling and job development.

### **Return To Work**

The Return to Work initiative is a voluntary program to provide a structured, supervised training opportunity by a qualified NH employer to eligible NH unemployment insurance claimants over the age of 18, while continuing to collect unemployment compensation. This program 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 NHES prior to the beginning of the training. Workers' Compensation coverage is provided by NHES. The training program may be up to six weeks, and a maximum of 24 hours per week, during a Benefit Year. While in approved training, claimants must continue to file weekly continued claims to receive benefits and conduct a work search during non-training times unless otherwise exempted.

During this biennium, the program has produced the following results:

Agreements discussed . . . . .	373
Agreements entered . . . . .	337
Agreements denied . . . . .	6
Program related hires . . . . .	240

### **Work Opportunity Tax Credit**

The Work Opportunity Tax Credit (WOTC) program has been designed to address the employment and training needs of individuals who face significant barriers to employment and to provide tax credits to employers who hire individuals from its eleven targeted groups. During this biennium, the WOTC program received 12,623 requests, certified 4,159, and denied 7,105.

### **Foreign Labor Certification**

Before the U.S. Citizenship and Immigration Service issues visas to admit certain foreign workers as permanent or temporary residents of the U.S., the Secretary of Labor must certify that: (a) there are not sufficient U.S. 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. Temporary agricultural (H-2A) labor certification application filings begin their process at the state level with federal processing and final approval being handled at the U.S. Department of Labor's National Processing Center in Chicago, Illinois.

During this biennium, NHES processed 92 requests from employers for temporary foreign agricultural workers. This reflects a decrease of 8 requests processed from the previous biennium total of 100.

The following is a list of the types of temporary agricultural positions requested to be filled during the biennium and the number of temporary foreign agricultural workers needed:

Christmas Tree Farm Workers . . . . .	14
Farmworker & Laborers, Crop . . . . .	344
Horticultural Workers . . . . .	14
Logging Operations . . . . .	0
 Total Workers Requested . . . . .	 372

### **BRI Workshop Program**

New Hampshire Employment Security had a mandatory one-hour workshop for individuals filing for unemployment benefits. This workshop, entitled Benefit Rights Interview, was scheduled for the week following the initiation of an individual's claim for benefits and was designed to provide the individual an overview of their rights and obligations and the services available for their reemployment. From July 1, 2011 through June 30, 2013, 64,199 individuals attended this workshop.

### **Employer Services Program**

In that employers are an important partner in New Hampshire Employment Security's ability to meet the mission of finding job seekers gainful employment, the Employer Service Program fosters relationships that assist with meeting placement goals.

The Employer Services Program focuses on the business community by informing employers of the array of services and solutions available to meet their specific needs. Employer Services Representatives (ESR) contact employers to provide assistance regarding job openings, customized screening, referral of candidates, and to offer the use of a private interview space in our conference rooms. They also provide information on available employment and training programs, labor market and economic information, layoff process, and unemployment insurance.

There are eight designated ESRs covering twelve local offices throughout the State. Each ESR prioritizes services in an effort to build relationships that position New Hampshire Employment Security to ultimately assist employers with their recruiting needs. In doing so, the Agency gains the willingness of employers to participate in innovative hiring programs, such as Return to Work, increase job orders in the Job Match System (JMS) and maximize the placement potential!

ESRs meet quarterly to share best practices and to learn about partner agency programs geared towards recruiting, training and retaining employees for the workforce of tomorrow. Each ESR is expected to determine the need for Job Fairs to allow employers to benefit from our organizational skills and experience. In excess of twenty Job Fairs have been held in all corners of the state during the period July 1, 2011 through June 30, 2013. Job Fairs are a great way for employers to effectively see large volumes of candidates in an efficient manner. ESRs also survey employers to determine topics of interest in order to plan quarterly Employer Seminars. These seminars cover a variety of human resource related subjects to include Labor Laws, UI Taxes, Recruiting Services, Human Rights and much more. When appropriate, ESRs utilize NHES video conferencing equipment to

allow employers from across the State to participate in these seminars without having to travel great distances. On March 26, 2013, such a statewide employer seminar was provided by the Internal Revenue Service.

ESRs are also active in Chambers of Commerce and Human Resource groups to foster their relationships, network and further maximize our ability to place our customers in employment.

### **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). 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).

During this biennium, program activity has centered around refocusing effort on the roles and responsibilities of grant-funded staff. DVOP specialists were focused on providing intensive services to Veterans with special employment needs, targeting their services to special disabled veterans, disabled veterans, other eligible veterans, economically or educationally disadvantaged veterans, and veterans with other barriers to employment, especially homeless veterans. The responsibilities of LVER staff were focused on increasing outreach to employers in order to promote increased hiring opportunities for Veterans, and participating in a variety of outreach activities including planning and participating in job fairs.

Over the past two years, 1,428 veterans received intensive services by grant staff, with an average of 51% entering employment following the receipt of intensive services.

### **New Hampshire Employment Security's (NHES) Web Site**

The NHES Web site is designed to provide Internet users a tool for Job Searching. The NHES Web site provides users a variety of areas to access and gain information on the programs and services provided by NHES.

### **Appeal Tribunal**

The Appeal Tribunal Unit (Unit) schedules and conducts administrative hearings on appeals filed by claimants and employers from unemployment benefit determinations written by the Department's certifying officers who adjudicate unemployment compensation claims. The Emergency Unemployment Compensation 2008 (EUC08) program continued during this biennium. Appeals were heard on EUC08 and Extended Benefit (EB) program claims.

During the 2011-2013 biennium, 9,126 appeals were filed, and the Unit decided 10,456 appeals, decreases of 19.52% and 28.81% from the 11,339 appeals filed 14,688 appeals decided in the previous biennium.

Of the 10,456 decisions, 91.58% were under the Unemployment Insurance program, 0.04% EB, and 8.37% EUC08. About 85% and 15% were claimant and employer appeals respectively. The decision went in favor of the appellant in 42.41% of claimant appeals and 38.59% of employer appeals.



The issues under appeal were 23.12% voluntary quit, 29.6% misconduct, 1.14% suitable work, and 14.44% availability. The remaining 31.7% were “other” issues, such as claim backdating, late filing, and sufficient earnings to establish a weekly benefit amount. There were no labor dispute decisions.

Twenty dockets are randomly selected for quality review each calendar quarter. Of the 160 dockets selected in the biennium, some cases could not be scored for various reasons. A passing score is 85% of the elements that apply to the case. Of the cases scored, 93% passed and 23.6% earned a 100% score.

Appeal Tribunal (AT) Chairmen also preside at administrative hearings on appeals of employer tax liability determinations and on compromises of taxes or overpaid benefits. During the biennium, 1,195 such hearings were conducted, an increase of 27.3% from the 939 such hearings in the prior biennium.

The Unit enhanced its business processes to improve its performance and customer service. Just prior to the start of the biennium, the Unit implemented LEAN Process Improvement principles to the appeal filing process. By the end of 2011, NH had improved to 16th in the nation. In September 2012, Governor Lynch commended the Unit for its LEAN efforts.

The time lapse standards require that 60% of appeals should be decided within 30 days. The Unit met this standard in 23 of the 24 months of the biennium. In June 2013, the Unit exceeded the standard with a 94.5% score, the Unit’s best performance since the standard was established in 1997.

In October 2012, the Unit and Unemployment Insurance Modernization (UIM) team launched “automated” Appeal Tribunal Decisions. Prior to this, AT Decisions had been written, printed, scanned into the Electronic Document Management System, and sent by U.S. mail. “Automated” decisions are written and issued using the department’s computerized claims system and are available after the computer batch to external customers in electronic correspondence boxes and in-system to internal customers without scanning.

In December 2012, with help from the UIM team, the Unit began to provide automated reminder telephone calls to claimants who authorize the department to make such calls.

During the biennium, the Unit began to offer parties the option to participate in Appeal Tribunal hearings via video-conference in lieu of appearing in person or by telephone.

### **Administrative Services**

Areas of responsibilities include Purchasing, Reproduction Center, Maintenance Department, Agency Mail Services, Warehousing, and Administration Building Receptionist.

NEW PROJECT: We started the renovation of the Tobey Building on the Pleasant Street State Campus. The building will house all operations from the two Concord offices as well Manchester operations other than the Manchester Local Office. Occupancy is anticipated during the first quarter of 2014.

### **Purchasing**

The purchasing department services the agency needs by processing service contracts, supply orders, equipment orders, etc. There are approximately 1,275 in-house requisitions and 100 plus contracts per year. They process all agency requisitions and monitor the purchases of these items.

They establish service contracts, from RFP to bid to final contract, and work with others to prepare documents for the Budget Review Committee and the Governor and Council.

### **Reproduction Center**

The department's Reproduction Section is an all-digital graphic arts facility, with a full service bindery. They produce most of the forms, publications and documents used by this agency. We continue to enhance our capabilities in designing and producing single page, multi page, and bound documents in black and white as well as multi-color publications.

The total impressions for Fiscal 2012 were 5,742,939 and for Fiscal 2013 were 4,888,356. This is a drop of 14% from the prior two years. This is showing a trend of using less paper, which should continue.

Other responsibilities include:

- The designing of all departmental printed materials for the purpose of improving the appearance while providing cost savings.
- Assist in maintaining the agency web site, including the new "Facebook" site.
- Purchasing and managing all fax and copy machines throughout the agency.
- Stocking & inventory management of forms.

### **Maintenance**

Over the course of a year the maintenance staff performs many ergonomic evaluations, adjustments and moves of various individuals and workspaces within the agency offices as well as moving individuals/units to other NHES agency office locations.

- Remodeled and renovated various local office managers' offices and resource centers making centers more user friendly and increasing visibility of activities.
- Upgraded the AC system controls to help reduce energy use. Replaced roof at Conway Local Office with metal roof.
- New Computer room built in Nashua in preparation of the move of the Manchester office to a new location.
- Replaced walkway at the Laconia Office and crack filled and sealed others as needed.
- Along with OIT, will continue to provide maintenance and support of new VOIP telephone system in all locations.
- Maintain and upgrade security and alarm systems throughout the Agency. Monitor fire extinguishers and AED inspections in all facilities and perform fire evacuation testing periodically at all facilities. Perform Safety and building inspections at all facilities.

### **Mail and Warehouse Services**

From 7/12 to 7/13 there were 966,728 pieces mailed which includes pieces done off site and approximately 250,000 pieces of messenger mail.

- Operated warehouse to support all agency office needs.
- Maintained delivery schedules to offices utilizing agency vehicles to reduce shipping expenses.
- Warehouse also provides secured stocking for confidential files as well as the shredding and recycling programs.

## Local Area Unemployment Statistics (LAUS)

The LAUS program reviews and transmits monthly state and substate labor force estimates. During the 2012 program year (10/1/11 – 9/30/12), New Hampshire had one area that qualified as an Area of Substantial Unemployment (ASU). This contiguous area was labeled as the New Hampshire Multi Region ASU, consisting of Coös County, 98 cities and towns across New Hampshire, as well as census tracts in an additional 13 cities and towns. During the 2013 program year (10/1/12 – 9/30/13), New Hampshire had one area that qualified as an Area of Substantial Unemployment (ASU). This contiguous area was labeled as the New Hampshire Combined 2013 ASU, consisting of Coös County, 78 cities and towns across New Hampshire, as well as census tracts in an additional 22 cities and towns. The Employment and Training Administration (ETA) uses ASU information to determine funding allocations for the Adult and Youth Program Activities of the Workforce Investment Act (WIA).

## Mass Layoff Statistics (MLS)

The Mass Layoff Statistics program is a Federal-State cooperative effort which uses a standardized approach to identify, describe, and track the effects of major job cutbacks. Information is collected for establishments which have at least 50 initial claims for unemployment insurance (UI) filed against them during a consecutive 5-week period to determine the duration, total number of persons separated, the reasons for these separations, and recall expectations. This information is used to analyze economic trends and to aid in the development of programs that may benefit those workers who are displaced from their employment.

### Mass Layoff Statistics

Calendar Year 2011			Calendar Year 2012		
Industry	BLS Layoff Events	Initial Claims	Industry	BLS Layoff Events	Initial Claims
Total	47	5,488	Total	44	5,423

## Quarterly Census of Employment and Wages (QCEW)

Employers submit a quarterly Tax and Wage report to this agency. The data processing unit inputs the tax information and enters employment and wage figures provided on the report. The QCEW unit tracks employment and wages for more than 48,000 employers with over 600,000 employees.

The unit conducts an Annual Refiling Survey (ARS) which allows them to verify and correct industrial coding, as well as track geographical information of employers. During the previous biennium, the response rate for the annual refiling of New Hampshire employers was:

2012 Refiling: . . . . . 88.0%

2013 Refiling: . . . . . 85.0%

## Occupational Employment Statistics (OES)

The OES program collects occupational (job title) employment and wage data for workers each November and May for all industries. The survey results are published online and in New Hampshire Occupational Employment and Wages, printed annually. In addition, OES data provide prevailing wage information for Foreign Labor Certification and is the foundation of occupational projections in New Hampshire.

## Workforce Information Grant Activities

Workforce Information Grant funding supports gathering, updating, and dissemination of New Hampshire workforce and labor market information. This program supports the twice-yearly updates of the New Hampshire Community Profiles and County Profiles, and the biennial update

of Licensed, Certified, and Registered Occupations in New Hampshire. Projects developed under this grant include long-term and short-term industry and occupational projections. Projections publications include the Job Outlook and Locator and New Hampshire Employment Projections by Industry and Occupation, as well as long-term employment projections for both counties and planning regions.

Workforce Information Grant funding supports the New Hampshire Workforce Information Database, a compilation of workforce and economic data gathered from multiple sources and maintained in a relational database. Access to the data is provided through NHnetwork, a user-friendly Internet application (<http://nhnetwork.nhes.state.nh.us/nhnetwork/>).

The grant funding supports use of the New Hampshire Employment Security's Economic and Labor Market Information REMI (Regional Economic Models, Inc.) econometric model in forecasting economic simulations. Studies developed with this model evaluate changes to the New Hampshire economy based on changes to the subject. The model is currently being used to assess the economic impact of a variety of scenarios in support of activities related to the New Hampshire Regional Planning Commissions' Sustainable Communities Grant from the US Housing and Urban Development.

Workforce Information Grant funding also supports economic analysis reports that examine economic trend indicators. These reports are designed to provide information for those who make workforce investment decisions. Most recently, supply and demand for workers in science, technology, engineering, and mathematics (STEM) occupations were examined in a report entitled STEM in New Hampshire: A Labor Supply-Demand Analysis.

### **Current Employment Statistics (CES)**

The CES Unit reviews more than 1,300 employer surveys monthly to analyze sample data of each industry in the state. These are used to develop estimates of employment, hours, and earnings for the state and several metropolitan areas.

### **Labor Market Information Research Unit**

The Research Unit analyzes data from the various BLS programs, the Workforce Information Database, as well as other sources. They respond to questions from consumers of this information. Monthly the unit publishes employment and unemployment numbers for the state, along with other economic and employment related data and reports in Economic Conditions in New Hampshire.

This unit also prepared the following publications during the biennium:

- *Vital Signs: Economic and Social Indicators for New Hampshire*, the 23rd printed edition (2011) and continuing updates to chapter data tables (for Web presentation only)
- *2011 New Hampshire Benefits by Size of Firm*
- *Veterans in New Hampshire, 2012*
- Annual updates of covered employment and wage data for New Hampshire's counties, cities, towns, and places (for Web presentation only)
- Annual updates of covered employment and wage data for New Hampshire's Labor Market Areas (for Web presentation only)
- Quarterly updates of covered employment and wage data for New Hampshire, counties, cities and towns (for Web presentation only)
- Update of *Career Planning Guide*, a career resource for job seekers
- Updates to career brochures *Top Career Prospects*

The Research Unit also prepared the following specialized research projects for the Agency:

- *Seasonal Workers Report*, July 2011 Preliminary
- *Workers with Job Attachment to Seasonal Employers*, October 2011
- Quarterly updates to the Status of the Unemployment Compensation Trust Fund, through April 2012

### **Performance Accountability and Customer Information Agency (PACIA)**

PACIA is the reporting unit for Workforce Investment Act Title I-B (WIA) program performance. PACIA also administers the NH Works Source for Consumer Information on Training and Education system (NSCITE). This system enables any internet user to obtain information on WIA eligible training providers and programs.

PACIA is a contractor of the Office of Workforce Opportunity, New Hampshire Department of Resources and Economic Development (OWO DRED). PACIA submits WIA program performance reports, quarterly and annually, to the U.S. Department of Labor, Employment and Training Administration for the Office of Workforce Opportunity.

### **Legal Section**

The Department consolidated all collections functions in January 2012 and created the Collections Unit as part of the Legal Section. The Collections Unit is now responsible for all of the Department's recovery efforts, including overpaid benefits and delinquent employer unemployment taxes.

Since January 2012 the Collections Unit has recovered over \$5.6 million in overpaid benefits and has recorded over \$900,000 worth of real estate liens to secure future payment of overpaid benefits. In addition, the Collections Unit has returned 13,532 telephone calls to claimants with questions regarding their debt owed the Department.

Since July 2011 the Collections unit has recovered over \$2.93 million in delinquent unemployment taxes from New Hampshire employers, including over \$1 million in funds distrained from employer bank accounts. In addition, the Collections Unit has recorded over \$3.72 million worth of real estate liens to secure future payment of delinquent unemployment taxes.

In October 2012 the Department began participating in the Treasury Offset Program administered by the U.S. Treasury which involves the offsetting of Federal Income Tax refunds to recapture fraudulently overpaid unemployment benefits. During the period covered by this report, the Department offset 2,148 refunds for a total amount of nearly \$2.2 million.

# Legislation

<u>Section of Law</u>	<u>Content of Legislation</u>	<u>Implementation</u>
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Chapter 0253 (HB 25-FN-A)		Section 18: July 13, 2011 Section 28: June 30, 2011 All Others: July 1, 2011
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This bill includes the Department's request that capital budget projects include the renovation of the Tobey building and construction of a parking deck. The bill also provides for the consolidation of four NH Employment Security offices. No general funds are being used for the renovation project and parking deck.

Chapter 0082 (SB 62)		July 1, 2011
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This bill allows all eligible individuals to participate in the return to work program instead of restricting participation to only claimants. The bill also requires that eligible individuals shall be at least 18 years old and registered with the department to receive employment services.

Chapter 0249 (SB 89)		Section 1-3: September 11, 2011 All Other: July 13, 2011
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NHES is mentioned in section 3 of the bill which states that employee leasing companies must notify the commissioner of employment security and the Department of Labor in writing all new and terminated client companies within [10] 20 business days of engagement or termination.

Chapter 0254 (HB 26-FN)		September 11, 2011
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The bill includes a single theft or multiple thefts in the aggregate of an amount equal to or greater than \$250.00 in the definition of gross misconduct. This means that an individual discharged for theft in that amount, is disqualified from receiving benefits and loses all wage credits earned prior to the date of the individual's dismissal. The bill also disqualifies an individual who has been discharged, for a single theft or multiple thefts in the aggregate of an amount greater than \$100. but less than \$250, from benefits for a period of not less than 4 weeks nor more than 26 weeks from the date of discharge.

Chapter 0146 (SB 121)		January 1, 2012
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The bill as introduced pertains to notice in advance of closings and mass layoffs by employers. The bill amends the definition of employer so that businesses with 100 or more employees instead of 75 or more employees are required to provide the requisite notification.

<b>Section of Law</b>	<b>Content of Legislation</b>	<b>Implementation</b>
Chapter 0176 (HB 1579)	The bill authorizes the department of employment security to garnish the wages of individuals with delinquent unemployment compensation overpayments.	August 10, 2012
Chapter 0212 (HB 1366)	The bill increases the number of weeks a non-reimbursing employer must provide employment before its separate account becomes chargeable for unemployment compensation benefits. This bill also amends the criteria for established suitable work and the eligibility and disqualification provisions for unemployment compensation claimants.	October 1, 2012

**APPENDIX I**  
**SPECIAL REPORTING REQUIREMENTS**  
**RSA 6:12-e & RSA 6:12-l(b)(74)**  
**NHES TRAINING FUND**  
**RSA 282-A:138-a**

The NHES Training Fund was established under RSA 282-A:138-a effective July 1, 2001. After the deduction of costs, 1/3rd of the quarterly 0.1% administrative contribution collected under RSA 282-A:87, IV, (a), (1) up to \$1,000,000.00 annually was deposited quarterly into the NHES Training Fund under RSA 282-A:87, IV, (a), (2) to fund training under the job training program for economic growth, established under RSA 188-F:49-56. The funds were used to reimburse the program training and administration costs incurred by the NH Regional Community Technical College System. NHES acted as the fiscal agent for moneys deposited in the Training Fund. The revenues from the 0.1% administrative contribution were transferred into the Training Fund from the NHES Contingent Fund where it is initially deposited.

Effective July 1, 2007, per Chapter 204 of the Laws of 2007, the administrative contribution rate increased to 0.2%, training fund deposits were made fixed, and the job training program for economic growth administration responsibilities were transferred to the NH Department of Resources and Economic Development.

Effective October 1, 2009, per Chapter 144 of the Laws of 2009, fiscal agent responsibilities were transferred to the NH Department of Resources and Economic Development and the fund lapsing provision was removed.

Effective January 1, 2011, per Chapter 28 of the Laws of 2010, the annual training fund deposit limitation was increased from \$1,000,000.00 to \$2,000,000.00.



**APPENDIX II  
SPECIAL REPORTING REQUIREMENTS  
RSA 6:12-e & RSA 6:12-l(b)(98)  
NHES CONTINGENT FUND  
RSA 282-A:140**

The NHES Contingent Fund was established under RSA 282-A:140. The fund is used to cover the costs of administration of this chapter. It is used to cover costs of administration, which are found not to have been properly and validly chargeable against federal grants or other funds received for or in the Unemployment Compensation and Employment Service Administration Fund. The Contingent Fund is used to cover costs of administration of this chapter for which insufficient Federal or Other Non-General Funding is available in order to fulfill the requirements of NHES' programs without impacting General Fund revenues.

Revenues in this fund include interest, fines, late-filing fees, and penalties assessed and collected under the provisions of this chapter. Also included is revenue from Title IX Reed Act distributions, revenue from 0.2% administrative contributions, cost-share assessment fees, and interest earned on invested revenues. These funds are non-lapsing funds.

The Contingent Fund supported 32.9% of NHES's administrative costs in SFY2012, and 34% in SFY2013. Federal monetary support for administration of Federal-mandated programs continues to decrease while administration of the programs requires substantial increases to program responsibilities and program costs. NHES would be unable to operate its federal programs efficiently or effectively without the funding available from these sources.

**NHES CONTINGENT FUND  
RSA 282-A:140**

Period:	July 1, 2011 - June 30, 2012		July 1, 2012 - June 30, 2013	
<b>Beginning Balance:</b>		<b>558,336.62</b>		<b>1,654,773.92</b>
<b>Revenues</b>				
P&I	923,922.31		1,300,933.91	
P&I Investment	4.10		4.38	
Reed Act Distribution - Title IX	248,992.57		0.00	
	1,172,918.98		1,300,938.29	
Facilities Maintenance Assessment	221,189.85		18,432.49	
0.2% Administrative Assessment	12,439,715.31		13,418,949.10	
Returned to Trust Fund	0.00		0.00	
IRS Transfer	(16,225.96)		0.00	
Tobey Facility Transfer	0.00		(3,000,000.00)	
	12,423,489.35		10,418,949.10	
<b>Total Revenues:</b>		<b>13,817,598.18</b>		<b>11,738,319.88</b>
<b>Expenditures</b>				
Penalty & Interest Expenditures	653,119.47		1,479,205.18	
Facilities Maintenance Expenditures	240,359.83		27,051.74	
0.2% AA Expenditures	9,578,689.01		8,275,903.35	
0.2% AA Expenditures – Training Fund	2,000,000.00		2,000,000.00	
Reed Act Expenditures	248,992.57		0.00	
<b>Total Expenditures:</b>		<b>12,721,160.88</b>		<b>11,782,160.27</b>
<b>Ending Balance:</b>		<b>1,654,773.92</b>		<b>1,610,933.53</b>

**APPENDIX III  
SPECIAL REPORTING REQUIREMENTS  
RSA 6:12-e & RSA 6:12-l(b)(99)  
NHES UNEMPLOYMENT COMPENSATION AND  
EMPLOYMENT SERVICE ADMINISTRATION FUND  
RSA 282-A:138**

The NHES Unemployment Compensation and Employment Service Administration Fund was established under RSA 282-A:138. The moneys in this fund are used for the administration of all programs administered by NHES under Chapter 282-A including Unemployment Compensation programs, Employment Service programs and related programs.

The majority of the funding for administration of this chapter includes Federal funds available through the United States Department of Labor, Employment & Training Administration, Bureau of Labor Statistics, and Veterans Employment & Training Service. These funds are used to administer the numerous programs under NHES' Unemployment Compensation Bureau, Employment Service & Operations Bureau, and Economic & Labor Market Information Bureau. The balance of the funding for these and related programs comes from various Federal, State and Other Non-General fund sources. These funds are non-lapsing and non-transferable to any other fund.

The Unemployment Compensation and Employment Service Administration Fund supported 67.1% of NHES's administrative costs in SFY2012, and 66% in SFY2013.

**NHES UNEMPLOYMENT COMPENSATION AND  
EMPLOYMENT SERVICE ADMINISTRATION FUND**

**RSA 282-A:138**

<b>Period:</b>	<b>July 1, 2011 - June 30, 2012</b>	<b>July 1, 2012 - June 30, 2013</b>
<b>Beginning Balance:</b>	45,455.38	7,309.87
<b>Revenue:</b>	25,808,374.76	22,766,865.29
<b>Expenditures:</b>	25,846,520.27	22,767,582.93
<b>Ending Balance:</b>	7,309.87	6,592.23

**APPENDIX IV**  
**SPECIAL REPORTING REQUIREMENTS**  
**RSA 6:12-e & RSA 6:12-l(b)(100)**  
**NHES UNEMPLOYMENT COMPENSATION TRUST FUND**  
**RSA 282-A:103**

The NHES Unemployment Compensation Trust Fund (UCTF) was established under RSA 282-A:103 to be administered by the commissioner of NHES. The UCTF consists of all contributions collected under this chapter and all interest earned upon any moneys in the UCTF. The UCTF is maintained by the NHES Treasurer and is administered under three separate accounts in the UCTF including a clearing account, a benefit account and an unemployment trust fund account. The clearing account is used for deposit and clearance of all payments to the unemployment trust fund. After clearance thereof, all moneys are immediately deposited with the Secretary of the Treasury of the United States of America to the credit of the account of this state in the unemployment trust fund established and maintained pursuant to section 904 of the Social Security Act, as amended. The benefit account consists of all moneys requisitioned from this state's account in the unemployment trust fund. Benefit payments are made solely from the benefit account.

The Treasury Unit within the NHES Fiscal Management Section is responsible for processing and accounting for moneys received in payment of unemployment insurance employer contributions and benefit reimbursements from non-contributing employers. It is also responsible for maintaining the adequacy of bank balances for the payment of unemployment insurance benefits to eligible unemployed claimants. Cash management practices are of the highest priority for this unit. This function includes maximizing the earnings of the UCTF while minimizing the compensating bank balances. Interest earned on the UCTF is credited to the UCTF. The UCTF balance is critical in determining the employer contribution rate each year. Therefore, maximizing the UCTF balance is a positive benefit to all New Hampshire employers.

New Hampshire's UCTF reached a high balance of \$340,156,747 on May 7, 2001. The fund remained relatively stable for most of the decade hovering at or near \$250 million. The recession of 2007-2009 increased the demand for unemployment benefits beyond what the Fund could support. For the first time, NHES borrowed funds from the USDOL on March 3, 2010 in order to continue paying unemployment benefits. For the period from March 3, 2010 through May 5, 2010, NHES borrowed \$65,443,300. The entire loan amount was paid in full on May 5, 2010. NHES borrowed from the USDOL once again on January 12, 2011. From that date through May 4, 2011, NHES borrowed \$56,316,201. That loan was paid in full on May 4, 2011. The prompt repayment of the loan in 2010 and 2011 enabled the State to avoid paying any interest fees on the borrowed amounts.

The insolvency of the Fund in the most recent recession necessitated legislative changes in 2009 to improve the Fund's solvency.

Effective January 1, 2010, per Chapter 321 of the Laws of 2009, to maintain UCTF solvency NHES imposed an emergency surcharge of 0.5% until the UCTF equals or exceeds \$150M; increased the taxable wage base from \$8,000 to \$10,000 effective January 1, 2010, to \$12,000 effective January 1, 2011, and to \$14,000 effective January 1, 2012; returned Fund Balance Reduction assessment to a quarterly basis; increased the Fund Balance Reduction thresholds to \$250M, \$275M and \$300M; established an inverse minimum rate for negatively rated employers when thresholds drop below these levels; established a minimum contribution rate of 0.1%; updated tax tables with an inverse penalty structure for negatively rated employers; and implemented a waiting week for benefit claims.

The UCTF cash balance was \$225,556,741.74 on June 30, 2013.

**NHES UNEMPLOYMENT COMPENSATION TRUST FUND<sup>1</sup>**  
**3-YEAR COMPARATIVE STATEMENT OF REVENUE, EXPENDITURES AND CHANGE IN FUND EQUITY**  
**Fiscal Years Ended June 30, 2011, June 30, 2012 & June 30, 2013**

	7/1/10 – 6/30/11	7/1/11 – 6/30/12	7/1/12 – 6/30/13 on 06/30/13
<b>FUND BALANCE, beginning</b>	<b>\$47,581,287</b>	<b>\$103,964,621</b>	<b>\$188,829,623</b>
<b>Revenues:</b>			
Reimbursing Employers	14,775,992	15,183,539	11,453,442
Federal Programs	121,841,495	60,420,308	32,450,226
Fees, Fines, Int., Court Costs & Adm. Contributions	11,441,234	16,573,731	14,766,960
Employer Contributions	192,382,077	210,551,431	128,373,667
Investment Income	715,792	2,527,196	4,636,775
<b>Total Operating Revenues</b>	<b>341,156,590</b>	<b>305,256,205</b>	<b>191,681,070</b>
<b><sup>2</sup>Administrative Revenue:</b>			
UI Modernization Administrative Distribution	0	0	0
<b>Expenditures:</b>			
Reimbursing Employers	14,775,992	15,183,539	11,453,442
Federal Programs	121,841,495	60,420,308	32,450,226
Fees, Fines, Int., Court Costs & Adm. Contributions	11,441,234	16,583,731	14,766,960
Unemployment Insurance Benefit Payments	75,122,920	123,624,554	99,430,383
Provision for Doubtful Receivables	3,828,354	4,340,078	2,230,812
Title IX Reserved for Adm. (03-13-02R)	1,447,060	248,993	0
Title XII FUA Loans	56,316,201	0	0
<b>Total Operating Expenditures</b>	<b>284,773,256</b>	<b>220,391,203</b>	<b>160,331,823</b>
<b><sup>2</sup>Administrative Expenditure:</b>			
UI Modernization Administrative Distribution	1,019,071	90	0
<b>FUND BALANCE, ending</b>	<b>\$103,964,621</b>	<b>\$188,829,623</b>	<b>\$220,178,870</b>
<b>Net Change in Fund Balance for the Year</b>	<b>\$56,383,334</b>	<b>\$84,865,002</b>	<b>\$31,359,247</b>

<sup>1</sup> UCTF Financial Statements include State & Federal Funds Payable & Receivable Amounts

<sup>2</sup> This is not a Trust Fund Expense

**COMPARATIVE STATEMENT OF REVENUES  
UNEMPLOYMENT COMPENSATION TRUST FUND**

Year *	Contributions **	Fines, Penalties & Interest ***	Trust Fund Interest	Total Collections
1994	71,894,001.47	449,429.15	11,625,366.87	83,968,797.49
1995	68,690,660.64	540,147.64	14,135,733.29	83,366,541.57
1996	47,595,722.36	428,963.75	17,520,175.37	65,544,861.48
1997	29,824,746.34	3,138,699.44	18,091,901.98	51,055,347.76
1998	26,681,551.60	3,337,617.03	18,822,006.46	48,841,175.09
1999	28,795,329.06	3,597,759.37	19,390,927.21	51,784,015.64
2000	31,879,620.94	4,159,366.07	20,145,866.82	56,184,853.83
2001	33,474,556.56	4,428,045.34	21,366,072.25	59,268,674.15
2002	33,170,185.61	4,469,324.65	20,605,613.48	58,245,123.74
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	9,301,997.98	1,602,039.21	168,724,332.62 ****
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

\*Year ending 6/30 \*\* Includes reimbursing employers \*\*\*Includes 0.1% & 0.2% Admin. Assessment as of 1997  
\*\*\*\*Includes UI Modernization Distribution of \$20,934,147.00

**RECEIPTS AND DISBURSEMENTS OF UNEMPLOYMENT COMPENSATION TRUST FUND  
WITH PERCENT OF NET BENEFITS PAID TO NET RECEIPTS**

Year*	Total Collections	Contingent Fund Transfers **	Net Receipts ***	Net Benefits Paid ***	UI Modern. Distrib. & Reed Act	Trust Fund Cash Balance	Percent of Benefits to Receipts
1994	83,968,797.49	460,895.25	83,507,902.24	46,275,117.57	0	193,658,158.30	55.4%
1995	83,366,541.57	531,283.62	82,835,257.95	37,574,892.80	0	238,918,523.45	45.4%
1996	65,544,861.48	439,005.77	65,105,855.71	40,617,073.36	0	263,407,305.80	62.4%
1997	51,055,347.76	3,135,953.91	47,919,393.85	39,020,621.72	0	272,306,077.93	81.4%
1998	48,841,175.09	3,334,130.04	45,507,045.05	31,092,124.47	0	286,720,998.51	68.3%
1999	51,784,015.64	3,484,248.32	48,299,767.32	33,485,170.21	74,894.44	301,610,490.06	69.3%
2000	56,184,853.83	4,136,801.90	52,048,051.93	34,794,970.36	404,529.00	319,268,100.63	66.9%
2001	59,268,674.15	4,565,713.90	54,702,960.25	34,332,116.30	-6,677.00	339,632,267.58	62.8%
2002	58,245,123.74	4,457,893.37	53,787,230.37	108,111,505.50	38,470,395.00	323,778,387.45	201.0%
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	102,009,496.21	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****	18,824,254.42	145.6%
2011	204,014,465.13	11,394,519.76	192,619,945.37	147,385,329.42	0	64,058,870.37	76.5%
2012	232,896,368.18	13,384,772.02	219,511,596.16	134,203,380.90	0	149,367,085.63	61.1%
2013	207,050,575.36	14,719,883.01	192,330,692.35	116,141,036.24	0	225,556,741.74	60.4%

\*Year ending 6/30 \*\* Includes 0.1% & 0.2% Admin. Assessment as of 1997 \*\*\*Includes reimbursing employers  
\*\*\*\*Includes \$19,946,422.53 Reed Act used to pay Benefits

**BALANCE SHEET · UNEMPLOYMENT COMPENSATION TRUST FUND\***  
**On June 30, 2013**

<b>Assets</b>		<b>Liabilities and Fund Balance</b>	
Cash .....	\$225,198,790	Payment Due Other Jurisdictions/Overpayments	
Receivables .....	\$8,728,365	(Total Liabilities) .....	\$13,748,285
		Reserve for Unemployment Compensation Benefits	
		(Fund Balance) .....	\$220,178,870
<b>Total Assets</b> .....	<b>\$233,927,155</b>	<b>Total Liabilities &amp; Fund Balances</b> .....	<b>\$233,927,155</b>

\*UCTF Financial Statements include State & Federal Funds Payable & Receivable Amounts.

**UNEMPLOYMENT COMPENSATION HIGHLIGHTS**  
**State Fiscal Years 2011, 2012 and 2013**

	2011	2012	2013
<b>The amount of state UC Benefits Paid*</b>	<b>\$147,385,329.42</b>	<b>\$134,203,380.90</b>	<b>\$116,141,036.24</b>
*includes UI, CWC Receivable & Payable, SW, NP & PS			
<b>Employer taxes collected to support the Trust Fund **</b>	<b>\$191,943,024.85</b>	<b>\$216,994,132.57</b>	<b>\$187,698,389.57</b>
**includes UI, SW, NP, PS			