



**New Hampshire
Employment
Security**

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

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GEORGE N. COPADIS, COMMISSIONER

October 28, 2013

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

100% Federal

REQUESTED ACTION

Pursuant to the provisions of RSA 21.I:54, I am requesting to extend the following positions:

Position #	Effective Dates	LG	Title	Unit	Supervisor
9T2646	11/19/2013 - 11/19/2014	25	Program Spec. IV	NHUIS Bus. Unit	Robert Karstedt, Bus. Systems Analyst II
9T2594	12/17/2013 - 12/17/2014	20	Certifying Off. III	BAU	Margaret Garrison, Supervisor BAU
9T2591	02/28/2014 - 02/28/2015	20	Certifying Off. III	BAU	Patricia Belanger, Supervisor BAU
9T2608	02/28/2014 - 02/28/2015	20	Certifying Off. III	BAU	Patricia Belanger, Supervisor BAU
9T2620	02/01/2014 - 02/01/2015	20	Labor Mkt. Analyst II	ELMI	Annette Nielsen, Economist II
9T2604	02/02/2014 - 02/02/2015	21	Fraud Investigator	BPC	Christina Cooper, Supervisor
9T2590	02/02/2014 - 02/02/2015	21	Fraud Investigator	BPC	Christina Cooper, Supervisor
9T2598	03/16/2014 - 03/16/2015	27	Chairman UC Appeals I	APPEALS	Erika Randmere, Administrator III

We are requesting approval to extend these positions in a temporary status for one year. The estimated fiscal impact to SFY 2014 to extend these positions is \$156,821.93. These positions will be funded through existing federal funds, account #010-027-8040-059.

EXPLANATION

These positions are essential for the effective and efficient operation of New Hampshire Employment Security and to ensure that the mission of NHES is met: to pay eligible claimants benefits due in a timely manner. There are Federal measures for First Payment Timeliness and Non-monetary Determination Timeliness that, if not met, can impact the funding of the agency.

Sincerely,

George N. Copadis
Commissioner

STATE OF NEW HAMPSHIRE Inter-Department Communication

To: Karen Hutchins, Director

Date: October 18, 2013

From: Kristin Peterson
Human Resources Coordinator

Office: NH Employment Security

Subject: Request to Extend Positions

Per Personnel Memorandum 91-32 and pursuant to RSA 211:54, I am requesting to extend the following positions:

Position #	Effective Dates	LG	Title	Unit	Supervisor
9T2646	11/19/2013 - 11/19/2014	25	Program Spec. IV	NHUIS Bus. Unit	Robert Karstedt, Bus. Systems Analyst II
9T2594	12/17/2013 - 12/17/2014	20	Certifying Off. III	BAU	Margaret Garrison, Supervisor BAU
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9T2590	02/02/2014 - 02/02/2015	21	Fraud Investigator	BPC	Christina Cooper, Supervisor
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Position # 9T2646, Program Specialist IV

9T2646 is essential to the business team responsible for working with the vendor that supports and makes changes to the benefit payment system (NHUIS). There are currently over 607 defects, enhancements and support items outstanding that this team is responsible for testing before any item can be moved into production. In addition, several significant changes and additions to the functionality of the system are in process, which this team will be involved in the requirements for and testing of. Additional relatively large changes to the system are queued up directly after the current items are implemented. These changes are based upon a 2013 Annual Project Plan that extends into 2014. A 2014 Annual Project Plan is in process of being developed as a result of \$1.9 million in SBR funds having been awarded to NHES which require subject position for successful implementation or Federal funding must be returned. Without this position, the success and timeliness of these changes can not be guaranteed.

Position # 9T2594, 9T2608, 9T2591, Certifying Officer III

An Adjudicator (Certifying Officer III) is the Commissioner's representative and is responsible for making determinations of eligibility regarding unemployment compensation benefits. The adjudicators are responsible for reviewing thousands of eligibility issues weekly to allow or deny generation of payments. There are Federal measures for First Payment Timeliness and Non-monetary Determination Timeliness that, if not met, can impact the funding of this agency. This position is essential for the effective and efficient operation of New Hampshire Employment Security and to ensure that the Mission of the agency is met: to pay eligible claimant benefits due in a timely manner.

Position # 9T2620, Labor Market Analyst II

We request the extension of Labor Market Analyst II position 9T2620 for another year. The NHES Economic and Labor Market Information Bureau is receiving some funding through an agreement with the Nashua Regional Planning Commission on behalf of a consortium of New Hampshire Regional Planning Commissions, which was awarded a HUD Sustainable Communities Regional Planning grant. The NHES ELMI Bureau is also to receive funding for project work for the Community College System of New Hampshire. The extension of position 9T2620 will allow the ELMI Bureau to

assign projects to this Labor Market Analyst, while other staff will be reassigned to work related to the agreements. Extension of this position will also provide the Bureau with continued flexibility in pursuit of additional funding, both grants and contract, and help ensure that staff would be available to complete any such projects and, at the same time, allow the Bureau to complete existing obligations.

Position #, 9T2604, 9T2590, Fraud Investigator

These positions have been instrumental in assisting the Benefit Payment Control (BPC) Unit with meeting its fraud prevention and detection activities as well as continuous program improvement and reporting requirements in accordance with all state and federal laws, regulations and program guidelines.

In a report dated December 12, 2009 regarding the Benefit Payment Control Review conducted in June 2009, the USDOL Regional Office noted that New Hampshire's BPC Program resources had been diverted to assist with the rising Unemployment Insurance (UI) claim load. The Regional Office commented that "while stopgap measures are sometimes needed to deal with unexpectedly higher claim loads, all agency departments and activities must be tasked equally to handle the unprecedented claims workloads." In the report USDOL further states "Since the purpose of the BPC program is to detect benefits paid through error, deter claimants from willful misrepresentation, and recover overpayments, this area should be appropriately staffed to ensure the integrity of the system and the Trust Fund."

The BPC Unit continues to have a substantial backlog of cases due to the extremely high volume of UI claims and reports of potential fraud received during the prolonged economic downturn over the last three and half years as well as the implementation of a number of additional tools to detect potential UI Fraud.

New Hampshire Employment Security implemented the National Directory of New Hires (NDNH) Crossmatch Program when the Department's new UI Benefit System was launched in August 2009. The Department's participation in this program has generated a very high volume of potential fraud cases, all of which require review and investigation.

The Department implemented Phase I of the Benefit Payment Control Management system (Investicase) which provides the functionality for additional crossmatch programs to include the daily State Directory of New Hires (SDNH) Crossmatch Program, implemented June 10, 2013 and the Benefit Wage Quarterly (BWQ) Crossmatch Program which was implemented July 11, 2013. A Crossmatch Program with Merrimack County Corrections was implemented May 23, 2012 and the NH Department of Corrections crossmatch is also planned. The BPC Unit is projecting a substantial spike in the Unit's workload based data obtained from USDOL and states that are currently operating these programs. The implementation of the Identity Verification was November 10, 2010. Benefit Payment Control has also implemented the IP Block on January 10, 2013.

The U.S. Department of Labor issued a "call to action" to all states to implement aggressive strategies to prevent and reduce improper UI payments, through a series of Unemployment Insurance Program Letters: (UIPL) NO. 19-11 dated June 10, 2011; (UIPL) NO. 26-11 dated July 18, 2011 and (UIPL) NO. 33-11 dated September 21, 2011. New Hampshire Department of Employment Security is required to implement a broad range of strategies as well as meet additional performance measures as a result of this new federal mandate. I am very concerned about the Unit's ability to implement these additional strategies and programs and meet all required federal performance measures without the two FT Temporary Investigator positions.

Position # 9T2598, Chairman, UC Appeals I

The Chairman of UC Appeals I position, for which NH Employment Security requests an extension, is necessary to maintain the current level of staffing of six chairmen to meet our Federal requirements for 2014. The part-time UC Chairman retired in October 2013 and will not be replaced. Our monthly average workload to date for 2013 was 345 hearings. With the current workload it is critical that we extend this position for another year.

These positions are 100% federally funded.

FUNDING
010-027-8040-059

Peterson, Kristin

From: Hutchins, Karen D
Sent: Monday, October 21, 2013 10:15 AM
To: Peterson, Kristin
Cc: Brobst, Heidi S
Subject: FW: Request to Extend Temporary Positions
Attachments: 2013 Request to Extend Temp Positions.pdf

Yes, your request is approved.

Karen Hutchins

Karen D. Hutchins
Director of Personnel
28 School Street
Concord, NH 03301
Phone - (603) 271-3261
Fax - (603) 271-1422

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PLEASE NOTE: Effective as of July 1, 2013, our new address is 28 School Street, Concord, NH 03301.

From: Peterson, Kristin
Sent: Friday, October 18, 2013 1:23 PM
To: Hutchins, Karen D
Subject: Request to Extend Temporary Positions

Good Afternoon Director,

Attached please find a Request to Extend Temporary Positions for your review and approval.

We appreciate your time and consideration of our request.

Thank You,

Kristin E. Peterson
HR Coordinator
NH Employment Security
(603) 228-4059

10/21/2013