



GEORGE N. COPADIS, COMMISSIONER

RICHARD J. LAVERS, DEPUTY COMMISSIONER

June 6, 2018

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, NH 03301

REQUESTED ACTION

New Hampshire Employment Security is submitting its 2017 Annual Report for approval as required under RSA 282-A:112 I.

EXPLANATION

Attached is a copy of the New Hampshire Employment Security's 2017 Annual Report, which covers the administration and operation of RSA Chapter 282-A during the calendar year 2017.

Respectfully submitted,

George N. Copadis
Commissioner

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GNC/jdr

New Hampshire Employment Security



2017 Annual Report

Christopher T. Sununu
Governor

Joseph D. Kenney
Executive Councilor
First District

Andru Volinsky
Executive Councilor
Second District

Russell E. Prescott
Executive Councilor
Third District

Christopher C. Pappas
Executive Councilor
Fourth District

David K. Wheeler
Executive Councilor
Fifth District



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

June 6, 2018

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 *2017 Annual Report*, pursuant to RSA 282-A:112 I. This report summarizes the programs and achievements of the agency during the calendar year 2017.

Our Economic and Labor Market Information Bureau estimated that the New Hampshire average unemployment rate for 2017 was 2.7 percent, down from 2.9 percent in 2016. New Hampshire had the lowest rate in New England and the third lowest rate among the fifty states. New Hampshire's annual average unemployment rate was 1.7 percentage points below the national annual average of 4.4 percent.

New Hampshire Employment Security staff processed 34,436 new and additional initial claims for Unemployment Compensation against New Hampshire employers in 2017, compared to 39,319 in 2016. This was an over-the-year decrease of 12.4 percent.

The number of weeks of Unemployment Compensation benefits paid decreased from 192,427 in 2016 to 166,663 in 2017. This was a decrease of 25,764 compensated weeks or 13.4 percent. The average number of weeks of benefits paid to each claimant in all programs, combined, decreased from 12.8 weeks in 2016 to 12.6 weeks in 2017.

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

Sincerely,

George N. Copadis
Commissioner

New Hampshire Employment Security

2017 Annual Report



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

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

June 2018



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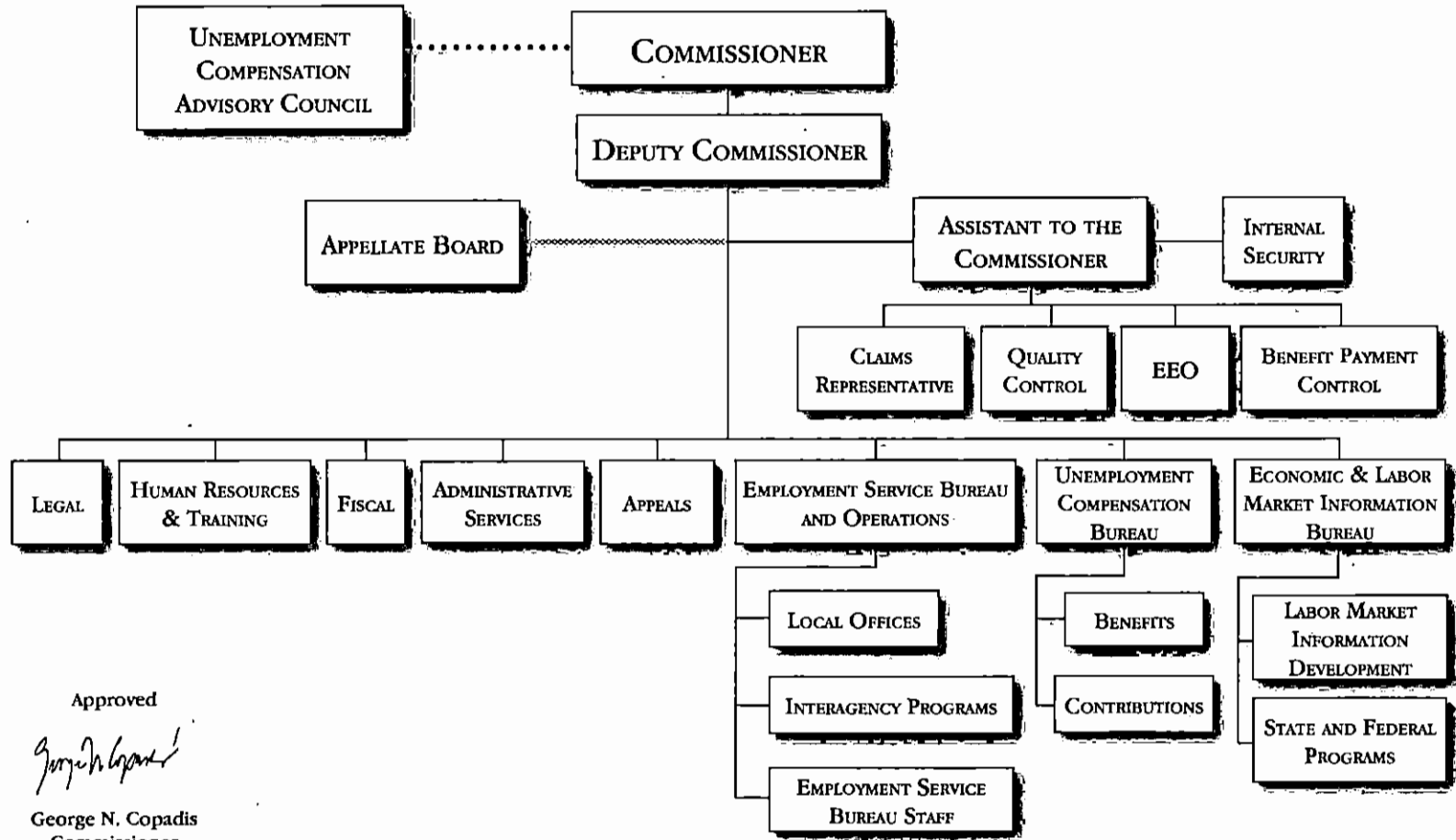
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**New Hampshire Employment Security
Organizational Chart
RSA 282-A:113**

ADVISORY
ADMINISTRATIVE



Approved
George N. Copadis
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

Highlights

Unemployment Compensation Highlights¹ Calendar Years 2016 and 2017

	2016	2017
1 Average monthly covered employment ²	639,789	645,879
- increased by 6,090 or 1.0%		
2 Insured unemployment rate	0.79	0.68
- decreased by 0.11 percentage points or 13.9%		
3 State UC Benefits paid ³	\$ 62,219,066	\$ 57,033,227
- decreased by \$5,185,839 or 8.3%		
4 Benefits paid all programs ^{3,4}	\$ 62,603,939	\$ 57,943,849
- decreased by \$4,660,090 or 7.4%		
5 Average weekly benefit payment	\$ 311.63	\$ 326.85
- increased by \$15.22 or 4.9%		
6 Number of UC Benefit Recipients	15,056	13,194
- decreased by 1,862 or 12.4%		
7 Trust fund balance as of December 31 ³	\$ 290,634,471	\$ 297,390,654
- increased by \$6,756,183 or 2.3%		
8 Employer taxes to support the trust fund ³	\$ 57,523,466	\$ 57,175,790
- decreased by \$347,676 or 0.6%		
9 Number of people exhausting UC benefits	2,853	2,470
- decreased by 383 or 13.4%		
10 Average number of weeks of benefits paid to a claimant	12.8	12.6
- decreased by 0.2 weeks or 1.6%		
11 Employers subject to the state UC law	42,478	43,118
- increased by 640 employers or 1.5%		
12 Total initial claims processed for UC benefits ⁵	39,319	34,436
- decreased by 4,883 or 12.4%		
13 Weeks of UC benefits claimed ⁵	214,044	190,801
- decreased by 23,243 or 10.9%		
14 Weeks of UC benefits paid	192,427	166,663
- decreased by 25,764 or 13.4%		
15 Appeals Tribunal decisions	2,429	2,261
- decreased by 168 or 6.9%		
16 Requests for reopening of Tribunal decisions	188	157
- decreased by 31 or 16.5%		
17 Appellate Board cases brought by employers, disposed of	38	38
- unchanged from 2016		

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

(4) Includes all State and Federal Programs

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

Employment Service Bureau and Operations

New Hampshire Employment Security’s (NHES) twelve 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 ten job fairs in 2017. Job and 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 and Resource Fairs were conducted in some local office areas and regionally in other areas of the state. Job & Resource Fair numbers statewide, during the calendar year 2017:

Job & Resource Fairs conducted	10
Job seekers attended	2,542
Employers participated	854
Job openings available	11,951

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, other eligible persons, transitioning service members, their spouses and, indirectly, employers. 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 intensive services to eligible veterans and eligible spouses who have significant barriers to employment (SBE), while prioritizing their services to those who are special disabled and other disabled veterans, placing maximum emphasis on assisting 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

Employment Service Bureau and Operations *continued*

Program. LVER staff, through outreach with employers, develops 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 concentrates their efforts on individualized job development services for veterans, especially veterans determined to be job ready after receipt of intensive 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 461 veterans with significant barriers to employment being provided with 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.

In 2017, ESRs scheduled 719 recruiting events with employers. The majority of these 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.

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 2017, NHES had 126,583 customer visits. While the Resource Center's 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.

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

Employment Service 2017 Activities

INDIVIDUAL AND TOTAL SERVICES	
Total number of Individuals that Registered	13,526
Total number of Individuals that Logged In	15,296
Total number of Distinct Individuals Receiving Services	29,641
LABOR EXCHANGE SERVICES	
Total number of Individual Virtual Recruiters Created	26,671
Total number of Resumes Added	34,675
Total number of Internal Job Orders Created	21,398
EMPLOYER SERVICES	
Total number of Services Provided Employers	55,552
WAGNER PEYSER PROGRAMS (WP) INFORMATION	
Total number of Completed WP applications	31,955
Total number of WP Participations	29,321
Total number of WP Exits	30,885

Employment Service Bureau and Operations *continued*

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.

BRI/ERI Workshop Program

NHES continued the one-hour 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 2017, 13,777 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 the NHES and the NHWorks system. These workshops are entitled "Job Search, Resumes, Job Application Dos and Don'ts", "Interviewing Workshop" and "Re-energizing 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.

Temporary agricultural (H-2A) labor certification application filings begin their process at the state level with federal processing and final approval handled at the U.S. Department of Labor's National Processing Center in Chicago, Illinois. For calendar year 2017, NH Employment Security received a total of 43 filings for 183 temporary agricultural workers and no requests for temporary logging workers.

During calendar year 2017, the Non-agricultural (H-2B) temporary labor, permanent and specialty occupation labor certification application filings process changed, so that the Foreign Labor Certification Program Manager is now responsible for reviewing and approving all H-2B job orders prior to them being processed through the U.S. Department of Labor's National Processing Centers. The number of job orders reviewed during calendar year 2017 was 39 with a total of 477 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.

Employment Service Bureau and Operations *continued*

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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 2017, the WOTC program results are as follows:

Applications Received	9,560
Applications Certified	1,912
Applications Denied	5,661

Career Exploration

Career Exploration is the basic Employment Service function which serves individuals who need assistance in the areas of vocational 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 vocational 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. Two new companies were certified for Trade Adjustment Assistance and for Reemployment Trade Adjustment Assistance in New Hampshire. Under the guidelines of the Trade Act, NHES contracted for, and entered into, 47 individual training programs. New Hampshire had five individuals participating in the RTAA program

and there were two new applicants. Six individuals reached their maximum benefit amount and 22 reached the two year limit. Total benefits paid under RTAA for 2017 were \$31,572.79.

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 re-employment 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 and 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 referrals and job development. During calendar year 2017, 5,654 RESEA claimants reported for Re-employment Services and 6,766 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.

Employment Service Bureau and Operations *continued*

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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 2017, 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 2017, the program produced the following results:

Agreements discussed	29
Agreements finalized	18
Agreements denied	0
Total RTW-related hires	11

Pathway to Work

In July 2013, Pathway to Work was added to the New Hampshire Working 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 2017, a total of 112 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.

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 2017, NHES reported 281,869 new hires to NHDHHS, compared with 263,502 in 2016.

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 2017.

The average monthly seasonally adjusted unemployment rate for 2017 was 2.7 percent, down from 2.9 percent in 2016 and 3.4 percent in 2015. The total number of initial claims processed during 2017 was 32,564 a reduction of 12.7 percent from 37,321 in 2016 and 23.1 percent from 42,370 in 2015. Military employment claims (UCX) and civilian Federal employee claims (UCFE) are not included in these figures. When UCX and UCFE are included, the total for 2017 increases slightly to 32,614, compared to 37,361 in 2016. All initial, additional and reopened claims are taken via the Internet. Assistance in filing is available in twelve (12) NHWORKS local offices and three (3) part-time itinerant offices throughout the state. The number of continued weeks claimed in 2017 was 191,567, showing a continuing downward trend from 214,594 in 2016 and 250,565 in 2015.

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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 2017, the average tax rate for New Hampshire employers was estimated at 0.9 percent. Because of a healthier Trust Fund, employers were allowed a 1.0 percent fund balance reduction for all four quarters in 2017. Fund balance reductions are discounts off employers tax rates for those employers who are positive rated or for new employers.

The Trust Fund balance at the end of December 2017 was \$297,390,653. This was up from the December 2016 balance of \$290,634,471. The number of registered employers increased from 42,478 in 2016 to 43,118 in 2017.

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

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 2017, 13 employers filed a total of 80 different WorkShare plans involving 323 employees. It is estimated that 514 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 690 primary verifications were completed during the calendar year 2017.

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 its 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 2017 the number of subscribers had grown to 885, up 41 from 2016. Subscribers can choose to receive e-mail notifications (E-lets) 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 NNetwork, 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 2017 were the following:

- New Hampshire Economic Data Dashboard (online only)
- LMI Chartroom Slideshow (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
- NHetwork – New Hampshire’s Online Economic and Labor Market Information Data System
- New Hampshire Employment Projections by Planning Regions – 2014-2024 (by Industry and by Occupation)
- New Hampshire Employment Projections by County – 2014-2024 (by Industry and by Occupation)
- New Hampshire Sectors Strategy Initiative
 - *Therapist Occupations in New Hampshire*
- New Hampshire Career Planning Guide and Career Clusters Information
- New Hampshire Occupational Employment and Wages 2017
- Vital Signs
- New Hampshire Online Job Ads Summary (quarterly)
- Economic Analysis Report – New Hampshire’s Labor Market in Review (June 2017)
- EB-5 Immigrant Investor Program – Targeted Employment Areas update
- Perspectives on Middle Education Occupations in New Hampshire (August 2017)
- New Hampshire’s Challenge: Caring for an Aging Population (November 2017)
- Manufacturing in New Hampshire Fact Sheet (September 2017)
- Veterans in New Hampshire 2017 (November 2017)
- New Hampshire Unemployment Insurance Historical Data, 1975-2016 (December 2017)

Economic and Labor Market Information Bureau *continued*

ELMI Website & Publications Tracking	Annual 2017		
	Page Views	Downloads	Total
BLS			
Alternative Measures (includes "Underutilization")	549	1,412	1,961
Business Employment Dynamics (includes "About BED")	458	211	669
CPI	1,502	2,082	3,584
Current Employment Statistics (CES)	5,201	0	5,201
Analysis	0	575	575
Average Hours and Earnings, Production/All Employee	0	3,231	3,231
Benchmarked/Data Archive	502	790	1,292
CES Benchmark Supplement - Economic Conditions	328	321	649
Not Seasonally Adjusted	0	2,078	2,078
Seasonally Adjusted	0	1,206	1,206
Release Schedule	0	861	861
Local Area Unemployment Statistics (LAUS)	9,594	0	9,594
Current Month	2	6,487	6,489
Benchmarked/Data Archive	1,117	4,810	5,927
Cities and Towns (latest)	0	2,187	2,187
Not Seasonally Adjusted (1976-2016)	0	1,837	1,837
Release Schedule	0	1,310	1,310
Seasonally Adjusted (1976-2016)	0	739	739
Seasonally Adjusted Metro Area Estimates	0	448	448
State Ranks	2	1,299	1,301
News Release	0	4,084	4,084
Mass Layoffs	0	504	504
EB5 Program	341	0	341
Occupational Employment & Wages (OES)	13,888	0	13,888
Publication and Publication Sections	0	30,953	30,953
Data Pages by Geography and SOC	9,086	0	9,086
Quarterly Covered Employment and Wages (QCEW)			
Quarterly/Annual Data by Geographic Area	1,871	14,275	16,146
Firms by size	346	1,120	1,466
High Tech	334	376	710
MISCELLANEOUS			
Affirmative Action	488	302	790
EEO monthly table	0	737	737
Claims	1,818	1,846	3,664
LMI Tools for Business	145	35	180
Pay Equity	315	696	1,011
Population - Pop Change by County	607	325	932
Trust Fund Report	0	415	415
UI Historical Data Publication	0	328	328
Venture Capital (data n/a as of 2014)	0	318	318
WORKFORCE INFORMATION			
Commuting Patterns	573	4,527	5,100

Economic and Labor Market Information Bureau *continued*

ELMI Website & Publications Tracking <i>continued</i>	Annual 2017		
	Page Views	Downloads	Total
Community Profiles	132,362	134,904	267,266
County Profiles	0	16,663	16,663
Dashboard	0	6,484	6,484
Economic Analysis Reports	3,591	0	3,591
Looking Forward	0	171	171
Summary of NH Economy - 2008	0	173	173
Where Are We Now?	0	199	199
Road To Recovery	0	124	124
Measuring New Hampshire's Economic Health	0	613	613
2014 In Review: Recovery	0	353	353
2015 In Review: A Perspective of NH ...	0	387	387
2017 Mid-Year Review	0	742	742
Employment Projections	5,670	0	5,670
2012-2022 Publication	0	838	838
Statewide - Occupations	0	1,363	1,363
Statewide - Industries	0	1,029	1,029
County - Occupations	0	567	567
County - Industries	0	933	933
Planning Regions - Occupations	0	853	853
Planning Regions - Industries	0	668	668
Planning Regions Brief	0	1,027	1,027
Short-term Occupations	0	604	604
Short-term Industries	0	542	542
Job Outlook and Locator	0	8,301	8,301
Sector Studies	207	0	207
Hospitality in NH	0	653	653
Positively Productive	0	407	407
Healthcare Workers in NH	0	381	381
Information Technology Occupations in NH	0	314	314
IT Cluster Staffing Pattern Chart	0	30	30
Licensed, Certified, and Registered Occupations	13,312	48,297	61,609
Local Employment Dynamics/QWI	1,547	0	1,547
Sullivan County	0	329	329
Upper Valley - On The Map	0	2,656	2,656
REMI			
Child Care in NH	0	730	730
Coös - Federal Prison	0	109	109
Coös - Groveton Mills	0	427	427
Coös - Perspectives	0	138	138
Hospital Construction	0	966	966
Shipyard	0	1,565	1,565
RESEARCH			
Topical Reports/Papers	573	0	573

Economic and Labor Market Information Bureau *continued*

ELMI Website & Publications Tracking <i>continued</i>	Annual 2017		
	Page Views	Downloads	Total
Agriculture	0	434	434
Computer Applications & Software Engineers	0	702	702
Construction	0	278	278
Construction: Work in Progress 2014	0	396	396
Economic Conditions (home/topic/index)	5,126	0	5,126
Full Issue	0	17,051	17,051
Articles	1	24,524	24,525
Eldercare in NH	0	319	319
NH's Challenge: Caring for an Aging Population	0	188	188
Finance and Insurance	0	106	106
Healthcare NCPR	0	196	196
Insight into Manufacturing	0	256	256
LMI Training	294	0	294
Lost in the Land of LMI	0	87	87
Wandering Through Wage Information	0	106	106
What Do You Want to Be?	0	80	80
What Will the Future Bring?	0	24	24
Putting the Pieces Together	0	36	36
Machinists	0	70	70
Manufacturing Week Factsheet	0	1,010	1,010
Medical Assistants in NH	0	1,455	1,455
Nursing in NH	0	273	273
Perspectives on Middle Education	0	358	358
Sector 54	0	72	72
Veterans Bulletin (vet-fact-sheet)	0	443	443
Veterans One-Pagers	0	1,148	1,148
Veterans in NH 2009	0	268	268
Wildlife	0	78	78
Workforce Information Users Guide	554	1,725	2,279
Vital Signs	716	0	716
Publications (historical)	0	2,032	2,032
Tables	1,980	5,696	7,676
Readings	606	471	1,077
Real-Time LMI/Burning Glass Studies	1,019	0	1,019
Online Job Ads Summary	0	1,844	1,844
Computer and Information Technology Job Postings	2	369	371
Nursing Job Postings	0	346	346
Therapist Occupations in NH	0	525	525
Truckers: Keep Goods Moving	0	449	449
Staffing Agency Job Ads	0	324	324
STEM in NH	463	0	463
STEM in NH - a Labor Supply/Demand Analysis	0	511	511
STEM Data Charts (Jan-14, Revised Nov-16)	0	1,344	1,344

Economic and Labor Market Information Bureau *continued*

ELMI Website & Publications Tracking <i>continued</i>	Annual 2017		
	Page Views	Downloads	Total
SURVEYS			
NH Benefits Surveys	363	0	363
2011 Survey Results	0	202	202
2007 Survey Results	0	31	31
Retirement 2002	0	15	15
Childcare Survey	0	18	18
GREEN PROJECTS - LMI IMPROVEMENT			
Consortium Presentation	0	161	161
Exploring Green in Real-Time	0	312	312
Green Construction	0	1,389	1,389
Green Economy	0	378	378
Green Jobs Survey	0	140	140
Green Manufacturing	0	862	862
Green Transportation	0	268	268
CAREER RESOURCES			
Career Home	4,668	0	4,668
Apprenticeship Page	1,150	126	1,276
Apprenticeship Week Infographic	0	307	307
Career Planning Guide/Table	2,923	4,607	7,530
Career Exploration by Holland Code	4,223	3,460	7,683
Career Clusters	5,696	4,467	10,163
Top Career Prospects	8,849	1,657	10,506
Job Notes	1,748	11,249	12,997
Career Exploration Websites	1,342	0	1,342
TOOLS			
Geographic Definitions	58	343	401
Geographic Area Lists	426	3,712	4,138
Glossary/Terms	623	0	623
ELMI Links	337	0	337
TOTAL ELMI-WEBSITE (home/products/statistics pages)			
Statistics menu page	8,775	0	8,775
Products menu page	3,426	0	3,426
ELMI Index	1,820	0	1,820
About ELMI	3,361	0	3,361
LMI Chartroom	4,319	0	4,319
Wage Slideshow	113	0	113
Contact ELMI	1,823	0	1,823
FAQs	2,202	0	2,202
ELMI Website Totals (excluding home page)	278,456	426,563	705,019

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 3,773,932 impressions in 2017, a decrease of 4.5 percent from 2016. This section also maintains the inventory of forms, and prepares forms for delivery. This makes for a cost efficient, timely delivery operation in getting forms out to the Local Offices and all our other locations. Purchasing and maintaining fax and copy machines also come under the responsibilities of this section. During the year, ten low-volume rental copy machines were acquired for several Local Offices and Departments. This enabled the agency to retire ten high-cost copy machines, saving money on overall operating cost.

Maintenance

Maintenance continues to support, maintain, and improve buildings owned or leased by NHES. Projects that have been supported by maintenance the past year include:

- Portsmouth local office: replaced lighting with new LED light fixtures, replaced two of the three heat exchangers.

- Somersworth local office: replaced one of the two HVAC units
- Stickney Ave warehouse: moved the Stickney Ave. maintenance warehouse in Concord and relocated it to Laconia office
- Laconia local office: renovated the 2nd floor and reestablished the local office to the 2nd floor making room for the maintenance warehouse on the 1st floor.
- Maintenance assists with the larger job fair venues
- Maintenance continues to oversee all outside vendors that support the health and safety systems including generator, UPS systems, Fire systems HVAC systems access control systems, fire extinguishers, and fire suppression systems.

Mail and Warehouse Services

The Mailing Service Center mailed 626,584 pieces in 2017 compared with 631,463 pieces in 2016. This slight decrease of 4,879 pieces over-the-year is a result of the continued low volume in claims, and the ability to send multiple documents to the same address in one envelope. 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.

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, including appeals of the Emergency Unemployment Compensation 2008 program.

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 11.6 days. There were 52 of the 53 jurisdictions (the 50 states, DC, Puerto Rico, and the US Virgin Islands) that reported all four quarters. Of these, New Hampshire ranked 7th 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 2017, 89.7 percent and 96.2 percent were decided in 30 days and 45 days, respectively. This compares with 89.5 percent and 96.7 percent, respectively, in 2016.

Nationally, the averages were 69.1 percent and 87.3 percent in 30 and 45 days, respectively.

Each quarter, 20 cases are randomly selected and reviewed for quality and due process. Occasionally, a case cannot be scored, such as when a recording has poor sound quality.

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 2017, 78 cases were scored, with 100 percent earning a passing score. This is up from the 98.8 percent of the scored cases in 2016.

The Unit's overall benefit appeal workload decreased in 2017.

Appeals filed in 2017 involved 2,184 claimants, down 3.15 percent from 2016.

APPEALS FILED	2017	2016	Change
Single-Claimant	2,168	2,240	-3.21%
Multi-Claimant (number of claimants)	16	15	+6.67%
TOTALS	2,184	2,255	-3.15%

Cases decided by decision in 2017 totaled 2,286 cases, down 7.3 percent from 2016.

DECIDED BY DECISION	2017	2016	Change
UI	2,261	2,429	-6.92%
UCFE Only	19	17	-11.76%
UCX Only	3	18	-83.33%
EUC	3	2	+50.0%
TOTALS	2,286	2,466	-7.30%

Cases with the claimant as the appellant, with the appellant prevailing (both claimant and employer appellants), and with the claimant prevailing overall were all down slightly from 2016. The percentage of cases with the employer as the appellant and with the employer prevailing overall rose slightly in 2017 from 2016.

APPELLANTS	2017	2016	Change
Claimant Appellant	84.4%	84.9%	-0.5%
Employer Appellant	15.6%	15.1%	+0.5%
Appellant Prevailed	40.8%	41.5%	-0.7%
Claimant Appellant Prevailed	42.8%	43.4%	-0.6%
Employer Appellant Prevailed	29.8%	30.5%	-0.7%
Claimant Prevailed	47.1%	47.3%	-0.2%
Employer Prevailed	52.9%	52.7%	+0.2%

Appeal Tribunal *continued*

Issue Type for the plurality of State UI decisions with a specific issue type remain misconduct (discharge) cases for 2017.

ISSUE TYPE	2017	2016	Change
Voluntary Quit	22.3%	21.3%	+1.0%
Misconduct	29.5%	30.7%	-1.2%
Refusal of Suitable Work	1.4%	1.1%	+0.3%
Not Able / Available	13.9%	12.6%	+1.3%
Labor Dispute	0.04%	0.04%	0.00%
Other (latefiling, earnings)	33.0%	34.4%	-1.4%

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 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 405 such cases, down 15.3 percent from the 478 decided in 2016.

Special projects that Unit staff began or continued in 2017 included assisting with collections of out-of-state employer accounts, assisting with a regulatory review for the Governor, assessing and deciding cases of potential fraud, leading LEAN process improvements, coordinating wellness activities, and participating in a USDOL workgroup focused on lower appeal authority hearing officer training.

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 four-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.

2017 APPELLATE BOARD DECISIONS

	Appellate Appeals Received	Motion for Reconsideration Received	Appellate Appeals Disposed	Motion for Reconsideration Disposed
January	3	0	5	1
February	4	1	4	1
March	4	0	6	0
April	4	1	7	0
May	0	4	4	5
June	1	1	2	1
July	1	0	1	0
August	1	0	1	0
September	1	0	1	0
October	3	0	1	0
November	3	1	2	1
December	2	0	4	0
Totals	27	8	38	9

	2017	2016	Difference
Total Appeals Received	27	46	-41.30%
Total MFR Received	8	12	-33.33%
Total Appeals Disposed	38	38	0.00%
Total MFR Disposed	9	11	-18.18%
Total Appeals and Motions Received	35	58	-39.66%
Total Appeals and Motions Disposed	47	49	-4.08%

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 NH 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 is also working in partnership with the Department of Justice on fraud prosecutions. During the year 2017, 6 cases were referred for prosecution and five cases were indicted. As for convictions, two cases resulted in class A felonies

of unemployment compensation fraud, one case resulted in a class A misdemeanor conviction for unemployment compensation fraud and unsworn falsification, and one case resulted in two class A felony convictions for identity theft. These cases resulted in overpayments of \$17,050.00 plus 20% penalties of \$3,409.80 for total overpayments of \$20,459.80. There were two cases returned for civil decisions.

For the year 2017, the BPC Unit completed 1,345 cases. The results of BPC investigative activities are as follows:

2017 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)	144	\$249,030	\$49,806	\$298,836
Benefit-Wage Crossmatch	37	\$144,189	\$28,838	\$173,027
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	46	\$164,689	\$32,938	\$197,627
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	13	\$57,189	\$11,438	\$68,627
Total (numbers may not add due to rounding)	240	\$615,097	\$123,019	\$738,116

2017 BPC Activity Summary - NonFraud		
Activity	Number of Non Fraud Cases Completed	Amount of Non Fraud Overpayments
New Hire (National and State)	513	\$146,191
Benefit-Wage Crossmatch	4	\$6,481
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	31	\$49,756
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	15	\$26,443
Total	563	\$228,871

2017 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)	657	2,557	3,214	\$395,221	\$49,806	\$445,027
Benefit-Wage Crossmatch	41	144	185	\$150,670	\$28,838	\$179,508
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	77	130	207	\$214,445	\$32,938	\$247,383
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	28	58	86	\$83,632	\$11,438	\$95,070
Total	803	2,889	3,692	\$843,968	\$123,020	\$966,988

Benefit Payment Control *continued*

Effective August 10, 2012, legislation was passed to apply a 20 percent penalty to all fraud overpayments. During 2017, the total fraud penalty amount assessed was \$123,019.

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 2017, the BPC Unit adjudicated 174 identity verification issues.

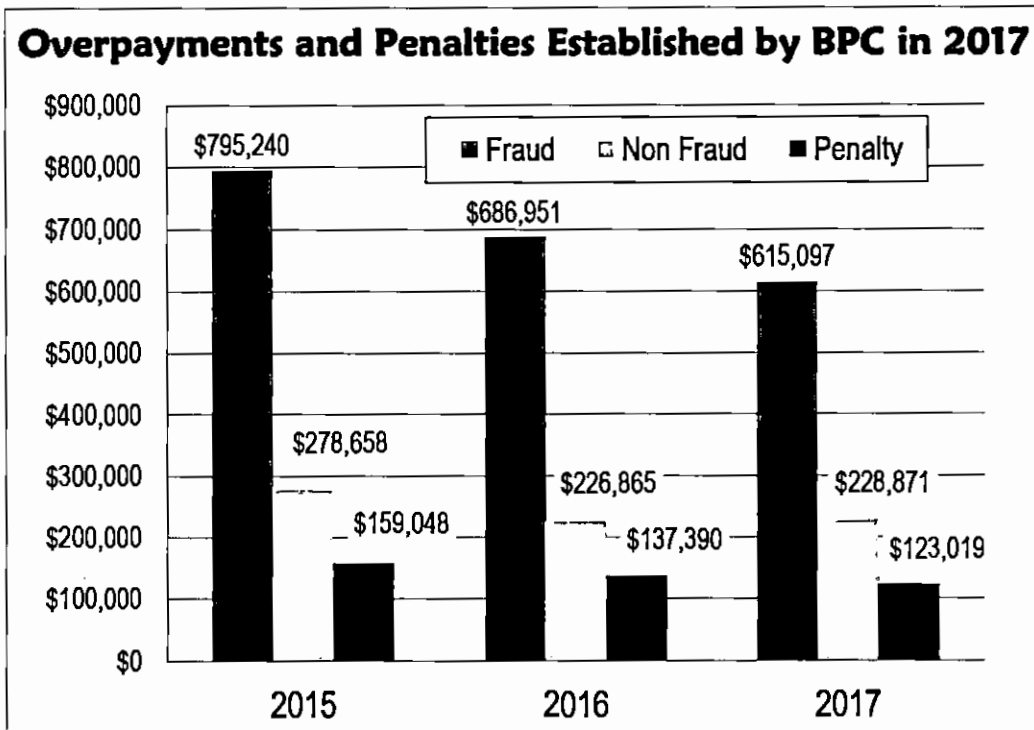
To detect and prevent claimants from filing claims from outside of the contiguous United States, the BPC Unit implemented a new IP Block Program in 2013. During the first half of 2017, the BPC Unit handled 702 potential hits. This program was shut off at the end of July for updates and will be turned on again in 2018.

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 2017, the BPC Unit reviewed 1,139 potential hits.

In September 2017, the BPC Unit implemented an additional fraud prevention strategy to aid in the early detection and prevention of improper unemployment compensation benefit payments. The objective of this implementation is to introduce more proactive approaches to preventing and reducing overpayments by aggressively targeting the root cause of New Hampshire's improper payments, including misreported benefit year earnings.

This new Spidering Strategy includes enhanced cross-matches, implementing specific identifiers (or 'markers') for potential fraud and the introduction of mechanisms to detect such markers and handle them appropriately. An identity proofing component was also introduced to detect and prevent the filing of fraudulent claims due to identity theft.

The BPC Unit saw a spike in Identity Theft cases in 2017. A total of 39 cases were completed. To date, no benefits have been paid out as a result of these fraudulent claims.



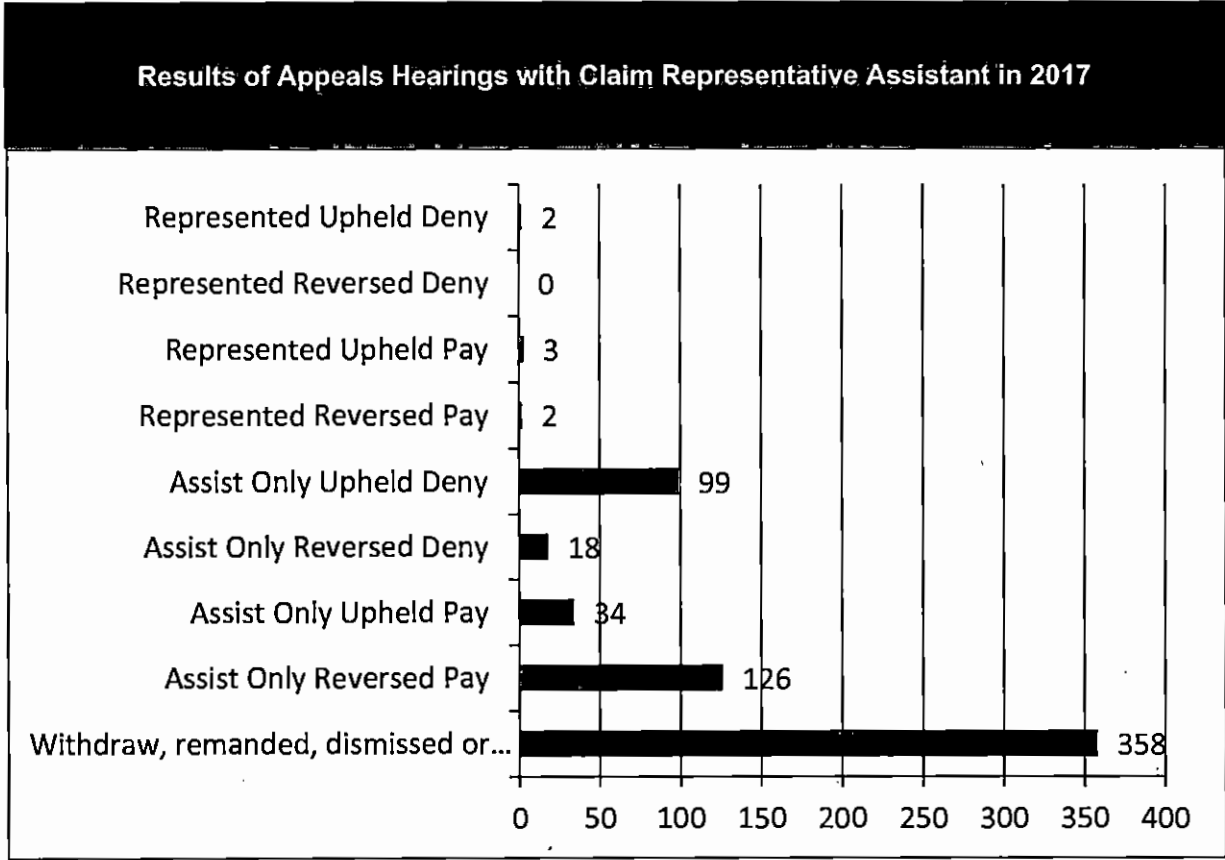
The Claim Representative Unit

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 642 claimants during 2017. The Unit represented seven claimants at their appeal hearing. Of the claimants represented, five were found payable and two were not payable.

Of the total 642 claimants assisted, 126 resulted in the initial decision being reversed to pay benefits, with 18 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 and twelve local offices.

Highlights and activities for 2017 for 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 issues or potential issues for the agency and personnel.
- Commissioner Copadis attended various local chamber events throughout the state.
- Commissioner Copadis continued to serve as a member of the State Workforce Investment Board, and the New Hampshire 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, regulations, guidelines, and audit findings.
- Appeared before the Governor and Executive Council, the New Hampshire House of Representatives, and the New Hampshire Senate to discuss issues related to the agency.
- Continued to promote the New Hampshire Working Programs; Ready to Work, Return to Work and Pathway to Work to job seekers and businesses.
- The Department continued to participate in the US 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.
- 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.
- The New Hampshire business community continued to experience tax savings as a result of the Fund Balance Reductions.
- Deputy Commissioner Lavers worked closely with the NHES Economic and Labor Market Information Bureau to forecast future performance of the Unemployment Compensation Trust Fund.
- Assisted the Employment Services Bureau with regional job fairs around the state, as well as statewide job fairs and Veterans’ events.
- Commissioner Copadis and Deputy Commissioner Lavers partnered with Long Term Care Partners on a veterans focused job fair.

Executive Office *continued*

- 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.
- Continued to participate with the State Commissioners Group in roundtable discussions on topics of interest to individuals and businesses around the state.
- 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.
- Reviewed and monitored local office traffic and calls, claims volume, and programs, to address resources necessary to best serve the public.
- Conducted quarterly and special meetings with the Unemployment Compensation Advisory Council.
- Worked with partners at the Department of Business and Economic Affairs and the Community College System of New Hampshire to recruit new business and retain existing businesses.
- 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 participated in the monthly State of New Hampshire Commissioner Group meetings.
- New Hampshire Employment Security hosted the Governor and Council Breakfast for Governor Sununu and the Executive Councilors at the Tobey Building.
- Commissioner Copadis and Deputy Commissioner Lavers participated in the Workforce Accelerator, 65x25 meetings. The Business and Industry Association and the New Hampshire Charitable Foundation are collaborating on Workforce Accelerator 2025, an effort to help ensure that 65 percent of the adult workforce holds a postsecondary degree or high-quality credential by 2025 in order to meet the demands of New Hampshire's economy.
- Commissioner Copadis worked on the 2017 SECC United Way Charitable Campaign for state employees.
- NHES held a food drive for the Friendly Kitchen in Concord as well as the Concord Coalition to End Homelessness. NHES provided items such as sleeping bags, socks, personal care items, as well as handmade sleeping mats to the Concord Coalition to End Homelessness.
- Commissioner Copadis participated in the Commissioners Mentoring Program. The mentoring program assists newly appointed Commissioners get acquainted with the State of New Hampshire system and processes.

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

	7/1/15-6/30/16	7/1/16-6/30/17
1 Federal Funds	\$20,334,022	\$20,422,336
2 Fees, Fines and Interest - Contingent *	14,085,821	14,510,707
3 All Other Sources	897,363	771,404
Total	\$35,317,206	\$35,704,447

* Capital Fund Revenue Transfer to NH State Treasury of \$1,300,001 and 1,209,177.60 for 2016 & 2017, respectively

Expenditures by State Appropriation Class

	7/1/15-6/30/16	7/1/16-6/30/17
1 Permanent Personnel Services	12,099,481	11,895,631
2 Current Expense	1,702,415	1,807,426
3 Equipment	1,628,138	3,825,570
4 Contractual Services	837,455	852,792
5 Other Personnel Services	1,389,733	1,049,885
6 Benefits	7,777,077	7,300,254
7 Travel-In-State	94,938	80,545
8 Travel-Out-Of-State	34,981	34,355
9 Miscellaneous	260,401	254,125
10 Job Training Fund	2,000,000	2,000,000
11 NH Dept of Information Technology (DoIT)	3,821,083	4,219,985
12 Shared Services Support (DAS)	20,139	14,370
Total	\$31,865,841	\$33,334,938

Disbursements to State Agencies

Agency	7/1/15-6/30/16	7/1/16-6/30/17
NH Dept of Administrative Services		
Risk Management Unit (Bond/Producer Services)	548	549
Bureau of Accounts		
Audit Fee	19,620	20,127
SWCAP Indirect Cost	244,162	233,998
State Postage Billing	2,001	2,134
Post Retirement/Revenue Maximization	1,067,513	710,550
Unemployment Compensation	1,896	18,098
Workers' Compensation	146,581	196,077
Bureau of Graphic Services		
	216	128
Bureau of Education		
	1,279	
Bureau of Public Works		
		2,220
Shared Services Support (DAS)	20,139	14,370
NH Secretary of State		
	179	512
NH Dept of Corrections		
		306
NH Dept of Education		
		1,144
NH Dept of Health and Human Services (EAP)		
	9,750	9,750
NH Dept of Labor		
	625	400
NH Dept of Transportation		
	55,610	56,445
NH Dept of Environmental Services		
	291	378
NH Dept of Safety		
Criminal Records Division	350	750
Telecommunications Division	206,827	215,500
NH Dept of Resources & Economic Development (DRED)		
	2,000,000	2,000,000
NH Dept of Information Technology (DoIT)		
	3,873,322	4,373,010
Total	\$7,650,909	\$7,856,446

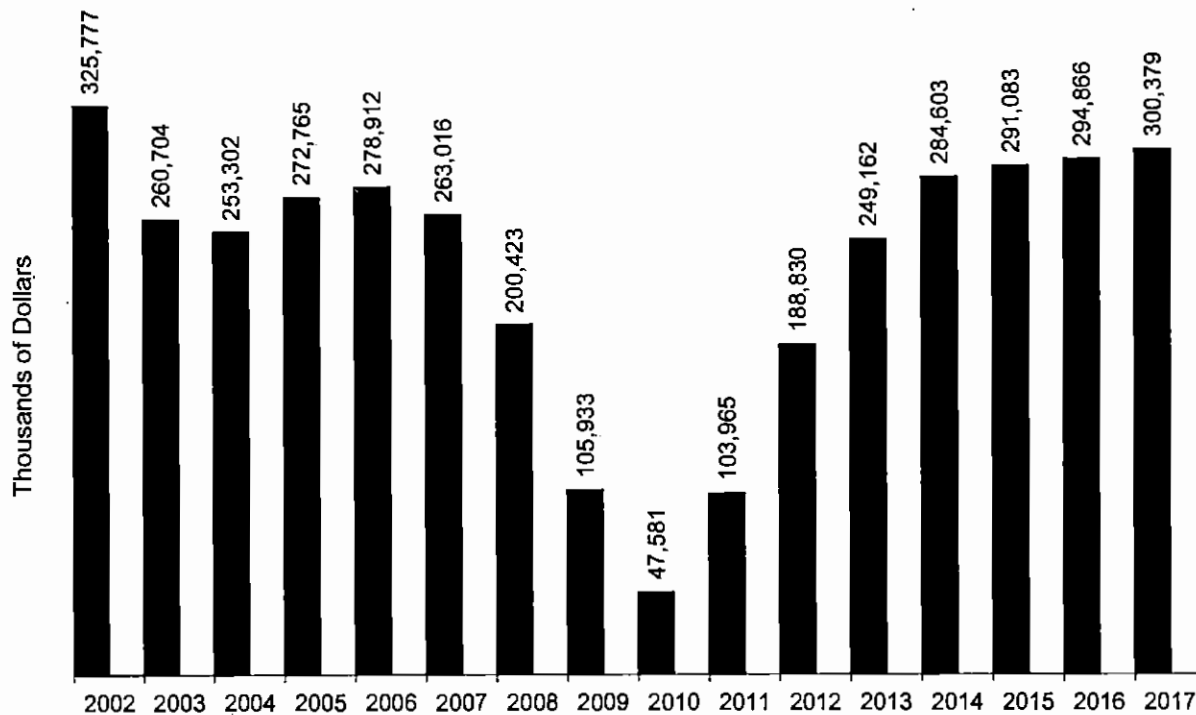
Fiscal Management *continued*

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.

**Unemployment Compensation Trust Fund Balance
at end of Fiscal Year - June 30, 2002 - 2017**



Fiscal Management *continued*

Unemployment Compensation Trust Fund ¹	
Statement of Revenue, Expenditures and Change in Fund Equity	
Fiscal Year Ended June 30, 2017	
FUND BALANCE, July 1, 2016	\$294,866,273
Revenues:	
Reimbursing Employers	5,640,586
Federal Employers	994,422
Fees, Fines, Interest and Administrative Contributions	13,303,265
Employer Contributions	53,654,041
NH Title IX Funds	0
Investment Income	6,551,709
Total Operating Revenues	80,144,023
Administrative Revenue²	
STC-Improvement Implementation Grant	0
Expenditures:	
Reimbursing Employers Benefit Payments	5,640,586
Federal Benefit Payments	994,422
Fees, Fines, Interest and Administrative Contributions	13,303,265
Unemployment Insurance Benefit Payments	55,274,388
Provision for Doubtful Receivables	(581,461)
Total Operating Expenditures	74,631,200
Administrative Expense²	
STC-Improvement Implementation Grant	150,490
FUND BALANCE, June 30, 2017	\$300,379,096
Net Increase in Fund Balance for the Year	\$5,512,823

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

²Not Trust Fund Revenue / Expense

Balance Sheet: Reserve for Unemployment Compensation Trust Fund ¹ - June 30, 2017			
Assets		Liabilities and Fund Balances	
Cash	\$298,801,047	Payment Due Other Jurisdictions/Overpayments (Total Liabilities)	\$15,743,147
Receivables	\$17,321,196	Reserve for Unemployment Compensation Benefits (Fund Balance)	\$300,379,096
Total Assets	\$316,122,243	Total Liabilities & Fund Balances	\$316,122,243

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

Fiscal Management *continued*

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
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	102,009,496.20	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%

¹Year ending 6/30²Includes reimbursing employer accounts³\$19,946,422.53 of Reed Act used to pay Benefits

Comparative Statement of State Revenues - Unemployment Compensation Trust Fund

Year ¹	Contributions ²	Fines, Penalties & Interest	Trust Fund Interest	Total Collections
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	9,301,997.96	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

¹Year ending 6/30²Includes reimbursing employers³Includes UI Modernization Distribution of \$20,934,147.00

Fiscal Management *continued*

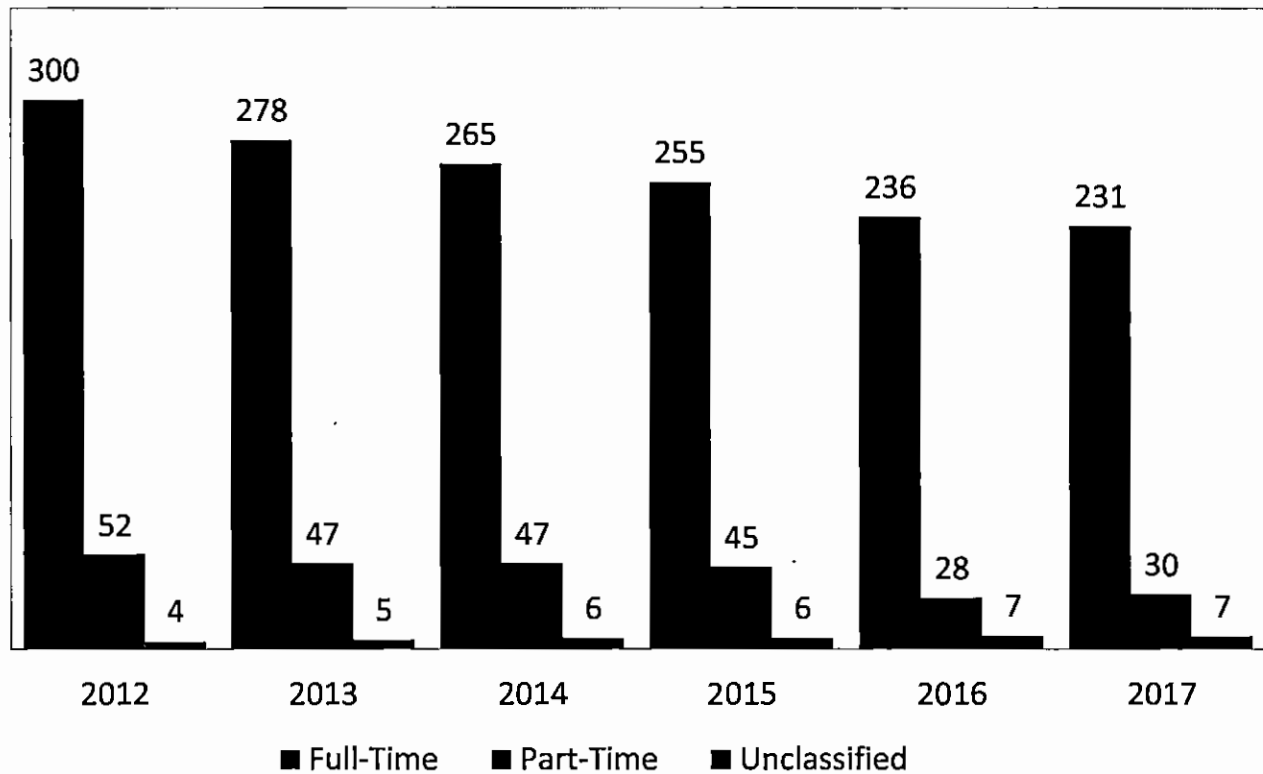
New Hampshire Employment Security State Employment Security Agency (SESA) Programs Categorized by Source of Funds 07/01/16 - 06/30/17	
<p>Unemployment Insurance</p> <ul style="list-style-type: none"> • Unemployment Insurance Grants 	<p>Workforce Innovation and Opportunity Act (WIOA)</p> <ul style="list-style-type: none"> • 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 • Reemployment & System Integration Dislocated Worker Grants
<p>Trade</p> <ul style="list-style-type: none"> • Trade Adjustment Assistance 	
<p>Wagner/Peysner</p> <ul style="list-style-type: none"> • Employment Service Grants • Re-employment Services and Eligibility Assessment (RESEA) • Governor's 10% Discretionary Funds • Alien Labor Certification • Work Opportunities Tax Credit (WOTC) 	<p>Department of Resources and Economic Development</p> <ul style="list-style-type: none"> • Incumbent Worker Training Program • Job Driven NEG
<p>State/Local Labor Market</p> <ul style="list-style-type: none"> • One Stop Labor Market Information 	
<p>Bureau of Labor Statistics</p> <ul style="list-style-type: none"> • Current Employment Statistics • Local Area Unemployment Statistics • Occupational Employment Statistics • Quarterly Census of Employment and Wages 	<p>Health & Human Services</p> <ul style="list-style-type: none"> • 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)
<p>Recovery Act</p> <ul style="list-style-type: none"> • Emergency Unemployment Compensation • Federal Additional Unemployment Compensation Administration 	<p>Miscellaneous</p> <ul style="list-style-type: none"> • Railroad Retirement Crossmatch • Miscellaneous Program Income • Mass Layoff Statistics - State • Pathway to Work • DoIT-Server Room Agreement
<p>Veterans</p> <ul style="list-style-type: none"> • Disabled Veterans' Outreach Program • Local Veterans' Employment Representative 	

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.

NHES Employees by Classification, 2012-2017
(employees as of December 31st each year)



Legal

Department counsel advise the Commissioner, Deputy Commissioner, NHES Administrators, the NHES Advisory Council and government officials in New Hampshire and other states on state and federal legal issues relating to the department's programs and employees.

They represent the department in higher level administrative appeals of unemployment law decisions under RSA 282-A. They also assist the New Hampshire Department of Justice in responding to appeals of department decisions to the New Hampshire Supreme Court and in defending civil actions brought against the department.

Department attorneys prepare, review and monitor proposed legislation on issues related to unemployment law, also appearing before the New Hampshire General Court (legislature) to provide information on the potential effects of proposed legislation. Their responsibilities also include the promulgation of administrative rules: drafting new rules, amending existing rules, and removing expired rules.

Members of the attorney staff draft, negotiate and review contracts necessary for the functioning of the department.

Department counsel assist the department and NHES Administrators in investigating complaints and responding to grievances filed pursuant to the Collective Bargaining Agreement and appeals filed in accordance with the New Hampshire Division of Personnel administrative rules.

The legal staff represents the department in federal US Bankruptcy Court, all New Hampshire circuit courts, several superior courts and the New Hampshire Supreme Court, in actions directly related to the collection of taxes and overpaid unemployment compensation benefits. As of December 31, 2017, the legal section's collection activity resulted in the recovery of \$745,200.68 in employer tax contributions and \$2,147,351.34 in established overpayments and back-pay awards.

Since January 2012, the legal section has been home to the department's expanded collection unit. The work of this unit over the past six years has resulted in a dramatic increase in the amount of overpaid unemployment benefits collected.

Since April 2015, the department has employed a full-time attorney who prosecutes unemployment compensation fraud cases.

2017 Legal Section Activity

Month	Higer Level Appeal Decisions			Collections		
	Request to Reopen AT Decisions	AHC Reconsiderations	Appellate Board Cases	Back Pay Awards	Claimant Overpayments	Employer Tax Accounts
Jan	14	4	5	\$17,995	\$93,333	\$52,524
Feb	13	2	4	\$19,098	\$240,402	\$61,064
Mar	14	2	3	\$8,729	\$440,730	\$98,688
Apr	6	2	4	\$11,814	\$237,815	\$34,804
May	12	1	0	\$24,156	\$154,012	\$69,174
Jun	12	3	1	\$19,507	\$126,789	\$62,538
Jul	14	5	1	\$20,840	\$105,640	\$56,648
Aug	16	4	1	\$19,112	\$128,734	\$48,862
Sept	15	2	1	\$27,135	\$107,884	\$96,507
Oct	15	5	1	\$17,599	\$107,368	\$52,976
Nov	11	0	5	\$23,429	\$109,964	\$50,652
Dec	15	3	1	\$13,922	\$71,344	\$60,765
Total	157	33	27	\$223,337	\$1,924,014	\$745,201

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 agency's business objectives via Custom Application Development and Support, Systems Administration, Data Base Administration, Computer Support, Network Support and Data Center Operations. The DoIT organization will continue to modernize and enhance systems that deliver innovated internet based solutions for New Hampshire Employment Security and its customers.

DoIT has twenty employees that are currently embedded in the NHES environment. In addition, there is also staff off-site that helps to support NHES programs. The staff is broken into 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 a 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 benefits to claimants and employers in New Hampshire.

ASD Staffing – are responsible to develop and support systems in the following areas at NHES: Unemployment Compensation, 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

DoIT ASD is responsible for enhancing and supporting over 34 different applications utilized at New Hampshire Employment Security as well as designing and developing new applications required by the agency or federal agencies that NHES serves. These applications include but are not limited to the New Hampshire Unemployment Insurance System (NHUIS), NH Job Match (JMS), Web Tax, NH ACTS, IP Blocker, NSCITE, WOTC, Kardex, SpendMap, Cost Accounting, Treasury Offset Program, ICON, ACCPAC, Internet Web Pages, Intranet Web pages and others. ASD also provides support for the administrative functions of the department, such as Email Communications, Network Connectivity, Video Conferencing and the VoIP Telephone System.

Operations Division (OPS)

OPS Staffing – the eight staff provided sustainable, scalable, efficient, secure, and cost-effective IT infrastructure and services to our agency customers and the citizens and employers of New Hampshire that are administering the continually-evolving and essential state government programs.

OPS 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 our customers in the delivery of their services, establish standards and policies for efficient, transparent, and consistent operations, provide technology expertise to improve the business of state government, and to maintain and nurture a cohesive operating environment within all areas of NHES and DoIT.

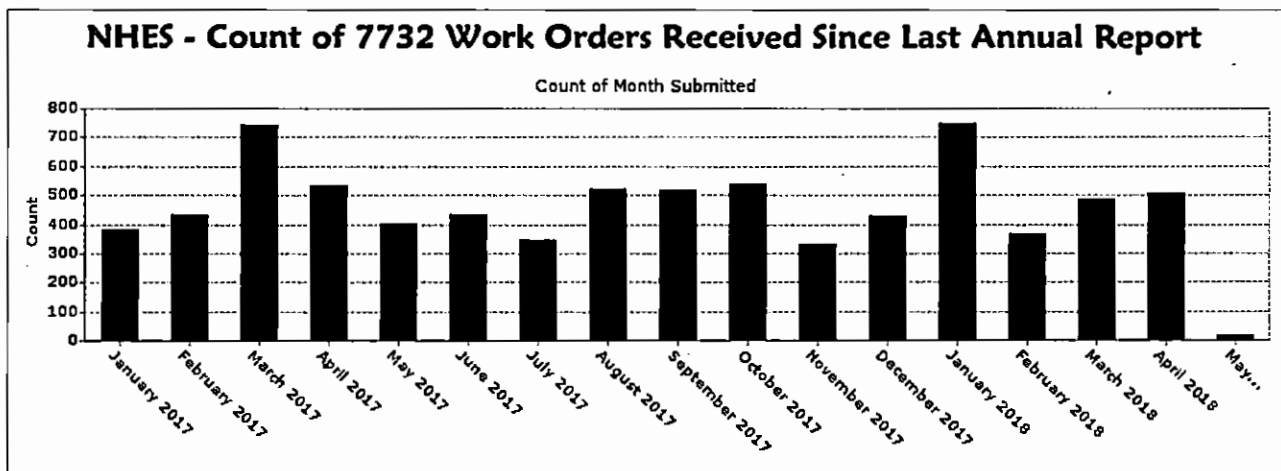
The NHES Operations Division (OPS) staff ensures that the NHES IT infrastructure is ready to "go" and ready to "grow" to support the needs of NHES and its customers.

Office of Information Technology *continued*

Technical Support Services (TSS)

Current Staffing On-Site – three Technical Support Staff. The Technical Support Services group at NHES is responsible to assist NHES customers in meeting their goals by providing superior end-to-end IT services. Staff provide installation, maintenance and support of the IT hardware and software on the desktop utilized by the department end users and customers.

These individuals perform these tasks for the 15 NHES locations state-wide including all the NHES satellite offices for approximately 380 NHES end users and 500 workstations. The graph below 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 and 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 we have worked to develop new systems, improve the technology infrastructure, provide system code enhancements and increase user knowledge at NHES. Some of the larger systems and projects where we provided or will provide improvement include:

- 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) – Version and Hardware Upgrades
- NH Web Tax System Enhancements
- Cost Accounting (FCAS) – Conversion from mainframe to UNIX and Oracle.
- NH ACTS View Only Web Based System
- Replacement of all NHES Workstations (Over 400)
- Nashua Disaster Recovery Center
- Major DoIT Infrastructure – Windows 10, Exchange 2016 and MS Office 2010
- Work Force Connect Project
- Oracle to Linux Conversion of 8 NHES Systems
 - LDAP Security Upgrade
 - NH ACTS Upgrades
 - Kardex System Upgrades
 - Tax and Wage Adjustment Module
 - Employer Tax Status Module
 - SpendMap System Upgrade

The DoIT organization will continue to work hand-in-hand with NHES to take advantage of information technology to create efficiencies and effectiveness of day to day operations. The main contacts in the DoIT organization located at NHES are:

- IT Director – William Laycock
- IT Manager – Brett Krochmal
- Supervisor of Computer Operations – Tony Donovan
- Help Desk Supervisor – Larry Levy

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	2015	2016	2017
Total Dollars paid (UI)	\$60,849,125	\$52,228,165	\$45,913,613
Sample Size	364	367	364
Percent of Dollars paid properly	93.6%	89.9%	89.8%
Percent of Dollars overpaid	6.4%	10.1%	10.2%
Combined total	100.0%	100.0%	100.0%
Percent of Dollars underpaid	0.7%	0.5%	0.2%

Causes for Overpayments (Shown as percent of dollars overpaid)

	2015	2016	2017
Work Search	2.9%	40.7%	44.9%
Benefit Year Earnings	29.9%	22.6%	13.4%
Separation Issues	2.7%	17.4%	13.7%
Base Period Wages	0.5%	5.4%	7.8%
Other Eligibility Issues	50.3%	13.8%	20.1%
Other Causes	13.7%	0.0%	0.0%

Responsibility for Overpayments (Shown as percent of dollars paid)

	2015	2016	2017
Claimant only	65.2%	58.3%	67.2%
Agency only	15.5%	6.9%	6.1%
Employer only	0.0%	3.5%	0.0%
Other (Includes Combined)	19.3%	31.2%	26.7%

Statistical Tables

Unemployment Compensation by Calendar Year

Source	Initial Claims Filed for Unemployment Compensation		Continued Weeks Claimed for Unemployment Compensation	
	2016	2017	2016	2017
Unemployment Insurance (UI)	21,565	19,166	194,413	174,238
Interstate Claims (UI)	1,517	1,431	19,631	16,563
Agent State Claims (Initial only)	3,718	2,798	NA	NA
Additional UI (Initial only)	10,520	9,167	NA	NA
Transitional Claims (Initial only)	1,999	1,874	NA	NA
Total Initial and Continued claims processed for UC Benefits	39,319	34,436	214,044	190,801
Emergency Unemployment Compensation (EUC)	1	2	0	15
Extended Benefits (EB)	0	0	0	0
Unemployment Compensation for Federal Employees (UCFE)	16	26	232	469
Unemployment Compensation for Ex-Military (UCX)	24	24	318	297
Additional UCFE (Initial only)	0	0	NA	NA
Additional UCX (Initial only)	0	3	NA	NA
ICON Claims	3,800	2,844	35,922	28,606

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)	
	2016	2017	2016	2017	2016	2017	2016	2017
Weeks	193,287	167,854	192,427	166,663	447	715	413	476
Payments	\$58,225,544	\$53,109,015	\$57,923,107	\$52,697,475	\$132,631	\$225,949	\$169,806	\$185,591

Statistical Tables *continued*

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In 2017, Covered Employment in New Hampshire reached an annual average of 645,879 representing an increase of 1.0 percent from the 2016 level of 639,789. 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
2001	602,318	\$21,277.2	\$4,495.8	\$16,781.4	78.9%
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%

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
2001	45,740	42,133	26,793	1,929
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

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	2016		2017	
	Number	Percent	Number	Percent
Voluntary Leave	1,958	12.0%	1,770	12.0%
Misconduct	1,344	8.3%	1,237	8.4%
Not Unemployed	4,398	27.1%	0	0.0%
Not Able and Not Available	5,398	33.2%	4,840	32.9%
Labor Dispute	0	0.0%	4,262	29.0%
Reporting Requirements	2,736	16.8%	75	0.5%
Failure to Accept or Apply	71	0.4%	2,231	15.2%
Refusal Profile Referrals	0	0.0%	0	0.0%
Other	346	2.1%	293	2.0%
Total	16,251	100.0%	14,708	100.0%

Determinations of Eligibility

The number of determinations for eligibility for unemployment insurance decreased during the 2017 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	2016	2017
Total Determinations and Re-determinations	28,401	25,757
Determinations for Eligibility	28,290	25,670
Involving Separations	9,736	9,104
Involving No Separations	18,554	16,566
Re-determinations for Eligibility	111	87

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