



**New Hampshire  
Employment  
Security**

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ADMINISTRATIVE OFFICE

45 SOUTH FRUIT STREET  
CONCORD, NH 03301-4857



GEORGE N. COPADIS, COMMISSIONER

RICHARD J. LAVERS, DEPUTY COMMISSIONER

March 23, 2015

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

REQUESTED ACTION

Pursuant to the provisions of RSA21.1:54, I am requesting to extend the following positions in a temporary status for one year. The estimated fiscal impact to extend these positions is **\$37,450.88 for SFY 2015, \$389,446.92 for SFY 2016, and \$11,863.01 for SFY 2017**. These positions will be funded through existing federal funds, account #010-027-8040-059.

Position #	LC	Step	Next Incr Date	Employee	Position	Section	Supervisor	Effective Date
9T2599	21	6	2/2/2016	Meyer, Victoria	Program Specialist II	UCB	Bob Karstedt	4/22/2015
9T2647	19	3	2/18/2016	Denver, Stephanie	Programs Technician	UCB	Renee Carboni	4/23/2015
9T2679	12	1	9/19/2015	Fullford, Kathy	Program Assistant I	BPC	Chris Cooper	5/4/2015
9T2650	21	5	7/24/2016	Negi, Sunita	Program Specialist II	UCB	Bob Karstedt	5/22/2015
9T2724	21	6	9/25/2016	Toner, Travis	Program Specialist II	WASP	Ruth Hobbs	5/31/2015
9T2723	12	1	8/8/2015	Cushman, Wendy	Program Assistant I	LEGAL	Heather Johnson	5/29/2015
9T2606	18	5	12/31/2016	Hammond, Floranne	Accountant II	FISCAL	Jill Revels	6/11/2015
9T2651	21	1	12/8/2015	Izarrualde, Lis	Program Specialist II	LEGAL	Heather Johnson	6/15/2015
9T2738	16	3	10/3/2015	Kean, Claribel	Interviewer I	ES/OPER	Dee Skinner	8/1/2015
9T2739	16	2	10/3/2015	Dunn, Deborah	Interviewer I	ES/OPER	Dee Skinner	8/1/2015
9T2601	12	5	3/9/2016	Lemere, Elizabeth	Stock Control Supervisor	ADMIN SV	Bruce Drew	9/1/2015

EXPLANATION

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

Sincerely,

George N. Copadis  
Commissioner

# STATE OF NEW HAMPSHIRE

## Inter-Department Communication

**To:** Sara Willingham, Director

**Date:** March 19, 2015

**From:** Kristin Peterson  
Human Resources Coordinator

**Office:** NH Employment Security

**Subject:** Request to Extend Temporary Positions

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

Position #	LG	Step	Next Incr Date	Employee	Position	Section	Supervisor	Effective Date
9T2599	21	6	2/2/2016	Meyer, Victoria	Program Specialist II	UCB	Bob Karstedt	4/22/2015
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9T2739	16	2	10/3/2015	Dunn, Deborah	Interviewer I	ES/OPER	Dee Skinner	8/1/2015
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**Position#9T2599 & 9T2650, Program Specialist II, UCB**

The NHUIS/UIM (New Hampshire Unemployment Insurance System/Unemployment Insurance Modernization) business team has been and continues to be an integral and essential unit at New Hampshire Employment Security. The complex benefit payment system (NHUIS) that was implemented in August 2009 is updated and changed constantly due to changes in State and Federal law or to improve the efficiency and effectiveness of the system. There are currently a total of 626 items (defects, enhancements and support items) in the queue for completion and detailed user acceptance testing before deployment into NHUIS. Supplemental budget request monies awarded to New Hampshire allow for multiple additional projects, of which 7 are currently outstanding with funding of \$2,940,916. The NHUIS/UIM team manages all this work to tight deadlines, evaluating priorities, working through requirements, detailed design sessions, script-writing and testing, as well as working with and responding to management, vendor and department staff questions and needs daily.

The Program Specialist II position on the NHUIS Business Team is essential for the effective and efficient operation of New Hampshire Employment Security and to ensure that the Mission of New Hampshire Employment Security is met – to pay eligible claimants benefits due in a timely and accurate manner. The workload has continued to increase since this system was implemented and a thorough review of responsibilities, resources and expectations has recently been done, resulting in the determination that an additional Program Specialist II is needed to ensure success.

**Position # 9T2647, Programs Technician, UCB**

The Benefits Section of NHES is responsible for processing all benefit claims, making both monetary and non-monetary eligibility determinations, and ensuring that eligible claimants are paid in a timely manner, utilizing a comprehensive and complex computer system. This Program Technician position is necessary to ensure adequate support for staff, claimants and employers in the interpretation and implementation of business processes, law, rule and policy. Responsibilities include identification, classification and resolution of claim challenges, errors, training issues and concerns. The position provides technical and professional support to all UI staff, whether located in the Local Offices or elsewhere in the Department, and works directly for the lead in our Training Unit.

**Position # 9T2679 Program Assistant I, BPC**

This position is instrumental in assisting the Benefit Payment Control Unit with meeting its fraud prevention and detection activities in accordance with all state and federal laws, regulations and program guidelines.

New Hampshire Employment Security's BPC Unit currently administers the National Directory of New Hires (NDNH) Crossmatch Program and the State Directory of New Hire (SDNH) Programs which continue to generate a high volume of potential fraud cases, all of which require review and investigation. The BPC Unit currently has a backlog of cases due to the number of Crossmatch program "hits" and reports of potential fraud received. The Unit currently has an average of 1,000 cases pending each week.

**Position # 9T2724, Program Specialist II, WASP**

This is a temporary position being paid with Federal grant funds awarded to the State of New Hampshire to manage, coordinate and perform responsibilities associated with administration of Combined Wage Claim (CWC), Trade Readjustment Assistance (TRA), Disaster Unemployment Assistance (DUA) and other specialized Unemployment Insurance programs for Wages and Special Programs. This position is essential to the Wages & Special Programs Unit in order to meet Federal requirements to process and pay these types of claims timely and accurately.

**Position # 9T2723, Program Assistant I, Legal**

This is a temporary position currently being paid with Federal grant funds to assist state to assist states improve and enhance fraud detection and recovery efforts. As a result of a department reorganization whereby a centralized collection unit was created within the Department's Legal Section which now includes (6) Recovery Program Specialist IIs, as well as a mid-level supervisor of the unit reporting directly to Department General Counsel, the Department is seeking to extend this temporary Program Assistant I position in order to assist in backlog and offer support functions to the Collections Unit. The Department will be using Federal grant funding for this position recently awarded to the state of New Hampshire through September 2015 to assist with overpayment benefit recovery.

**Position # 9T2606, Accountant II, Fiscal**

It is important that NHES extend the Accountant II position in the Fiscal Unit in order to continue to satisfy an earlier audit finding. This position plays a critical role in assisting with NHUIS (New Hampshire Unemployment Insurance System) reporting challenges as well as a general increase in the workload due to the addition of two new federal programs and responsibilities of the Fiscal Unit to include researching unresolved reporting issues. With the deployment of a new benefit system and the expansion and addition of federal programs and requirements, it is necessary to maintain our current level of staffing in the unit. Additionally, this position will play a key role in the necessary knowledge transfer over the next year in order to accommodate the impending retirement of a long-time employee in the Fiscal Unit.

**Position # 9T2651, Program Specialist II, Legal**

This is a temporary position currently being paid with Federal grant funds to assist states improve and enhance fraud detection and recovery efforts. As a result of a department reorganization whereby a centralized collection unit was created within the Department's Legal Section which now includes five (5) Recovery Program Specialist IIs, as well as mid-level supervisor of the unit Program Specialist III reporting directly to Department Counsel, the Department is seeking to extend this position in order to assist with the recovery of overpaid unemployment benefits and delinquent unemployment taxes. The Department will be using Federal grant funding for this position recently awarded to the state of New Hampshire through September 2015 to assist with overpayment benefit recovery.

**Position # 9T2738 & 9T2739, Interviewer I, ES/Operations**

The Office of Workforce Opportunity received a Job-Driven National Emergency Grant (JD-NEG) for an 18 – 20 months life. The grant included the hiring of two Program Navigators by New Hampshire Employment Security.

The JD-NEG focuses on customers who are profiled to potentially be long-term unemployed and customers who are long-term unemployed, 27 weeks or more. The Program Navigators identify customers that meet this criteria, conduct outreach to recruit them for participation in the program. Navigators have access to the state UI system to assist in identifying those who are ready to exhaust their unemployment benefits and assist in the recruitment of grant participants, conduct eligibility screening, provide referrals to services needed, and support in job placement. These positions deliver the Return to Work program as a precursor to the On-the-Job-Training program and assist in the coordination of services offered through other programs and partners to ensure success with returning to sustainable employment.

**Position # 9T2601, Stock Control Supervisor, Admin Services**

This position is currently the only full time person working in the warehouse area of NH Employment Security. The primary duties entail supporting all warehouse requests as required to support all agency buildings throughout the state with supplies. This position receives supplies into the warehouse area and provides the Supervisor with receipt and issue transactions as well as re-ordering recommendations. Other duties also include participating in and backing up the mailroom operations and delivery operations.

These positions are 100% federally funded.

**FUNDING**

**010-027-8040-059**

## Guerra, Stamie

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**From:** Elberfeld, Jennifer  
**Sent:** Friday, March 20, 2015 10:17 AM  
**To:** Guerra, Stamie; Willingham, Sara J.  
**Cc:** Peterson, Kristin; Mottola, Joanne  
**Subject:** RE: Temporary Position Extension Request  
**Attachments:** NHES Extension \_ Dec 2014-Feb 2015.doc

The Division of Personnel approves of the attached request to extend the following temporary full-time positions for one (1) year:

Position #	LG	Step	Next Incr Date	Employee	Position	Section	Supervisor	Effective Date
9T2599	21	6	2/2/2016	Meyer, Victoria	Program Specialist II	UCB	Bob Karstedt	4/22/2015
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Once you have received G & C (and Fiscal Committee approval for acceptance of federal funds, if required per RSA 124:15), please take the following action to extend these positions:

In NH FIRST Rich Client, for each Position number, please submit a "Request Position Update" Work Unit, Reason Code EXTPOS\_END, and attach the following documents:

- A completed electronic PPF (Found at this link on Sunspot) <http://admin.state.nh.us/hr/forms.html>
- Confirmation of Fiscal and/or G&C approval

IMPORTANT: Please add the extended end date to the "Position Description Date" field in the Work Unit. The end date may not exceed one (1) year from the previous end date.

Thank you.

*Jennifer Elberfeld*  
*Classification & Compensation Administrator*  
*NH Division of Personnel*  
*28 School St.*  
*(603) 271-1430*  
[jennifer.elberfeld@nh.gov](mailto:jennifer.elberfeld@nh.gov)

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**From:** Guerra, Stamie  
**Sent:** Thursday, March 19, 2015 10:17 AM  
**To:** Willingham, Sara J.  
**Cc:** Elberfeld, Jennifer; Peterson, Kristin  
**Subject:** Temporary Position Extension Request

Good Morning Sara,

Attached please find a Temporary Position Extension Request from Employment Security for the G&C Meeting scheduled for 4/8/2015 with a close date of 3/25/2015.

Your consideration for this request is greatly appreciated.

Thank you,  
Stamie

*Stamie S. Guerra*

HR Assistant III  
NH Employment Security  
45 So Fruit St Concord NH 03301  
Tel. 603-228-4149  
Fax. 603-229-4466

[Stamie.S.Guerra@nhes.nh.gov](mailto:Stamie.S.Guerra@nhes.nh.gov)