



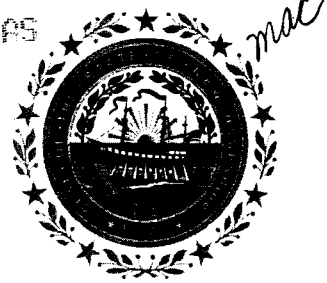
**New Hampshire
Employment
Security**

www.nhes.nh.gov

"We're working to keep New Hampshire working"

ADMINISTRATIVE OFFICE 10:00 DPS
45 SOUTH FRUIT STREET
CONCORD, NH 03301-4857

3A



GEORGE N. COPADIS, COMMISSIONER

RICHARD J. LAVERS, DEPUTY COMMISSIONER

May 21, 2015

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

REQUESTED ACTION

New Hampshire Employment Security is submitting its 2014 Annual Report for approval as required under RSA 282-A:112 I.

EXPLANATION

Attached is a copy of the New Hampshire Employment Security's 2014 Annual Report, which covers the administration and operation of RSA Chapter 282-A during the calendar year 2014.

Respectfully submitted,

George N. Copadis
Commissioner

GNC/jdr
Attachment



New Hampshire
Employment
Security

www.nhes.nh.gov

"We're working to keep New Hampshire working"



2014 Annual Report

Margaret Wood Hassan
Governor

Joseph D. Kenney
Executive Councilor
First District

Colin Van Ostern
Executive Councilor
Second District

Christopher T. Sununu
Executive Councilor
Third District

Christopher C. Pappas
Executive Councilor
Fourth District

David K. Wheeler
Executive Councilor
Fifth District



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



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

June 10, 2015

The Honorable Margaret Wood Hassan
Governor, State of New Hampshire
Concord, New Hampshire 03301

Dear Governor Hassan:

New Hampshire Employment Security is pleased to present its *2014 Annual Report*, pursuant to RSA 282-A:112 I. This report summarizes the programs and achievements of the agency during the calendar year 2014.

Our Economic and Labor Market Information Bureau estimated that the New Hampshire average unemployment rate for 2014 was 4.3 percent, down from 5.1 percent in 2013. New Hampshire had the second lowest rate in New England and the seventh lowest rate among the fifty states. New Hampshire's annual average unemployment rate was 1.9 percentage points below the national annual average of 6.2 percent.

The total number of new and additional initial claims for Unemployment Compensation against New Hampshire employers, processed by New Hampshire Employment Security staff in 2014, was 56,986 as compared to 65,017 in 2013. This was an over-the-year decrease of 12.4 percent.

The number of weeks of Unemployment Compensation benefits paid decreased from 372,724 in 2013 to 297,637 in 2014. This was a decrease of 75,087 compensated weeks or 20.1 percent. The average number of weeks of benefits paid to each claimant in all programs, combined, decreased from 15.2 weeks in 2013 to 14.1 weeks in 2014.

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

Sincerely,

George N. Copadis
Commissioner

New Hampshire Employment Security

2014 Annual Report



State of New Hampshire
Margaret Wood Hassan, *Governor*

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

June 2015

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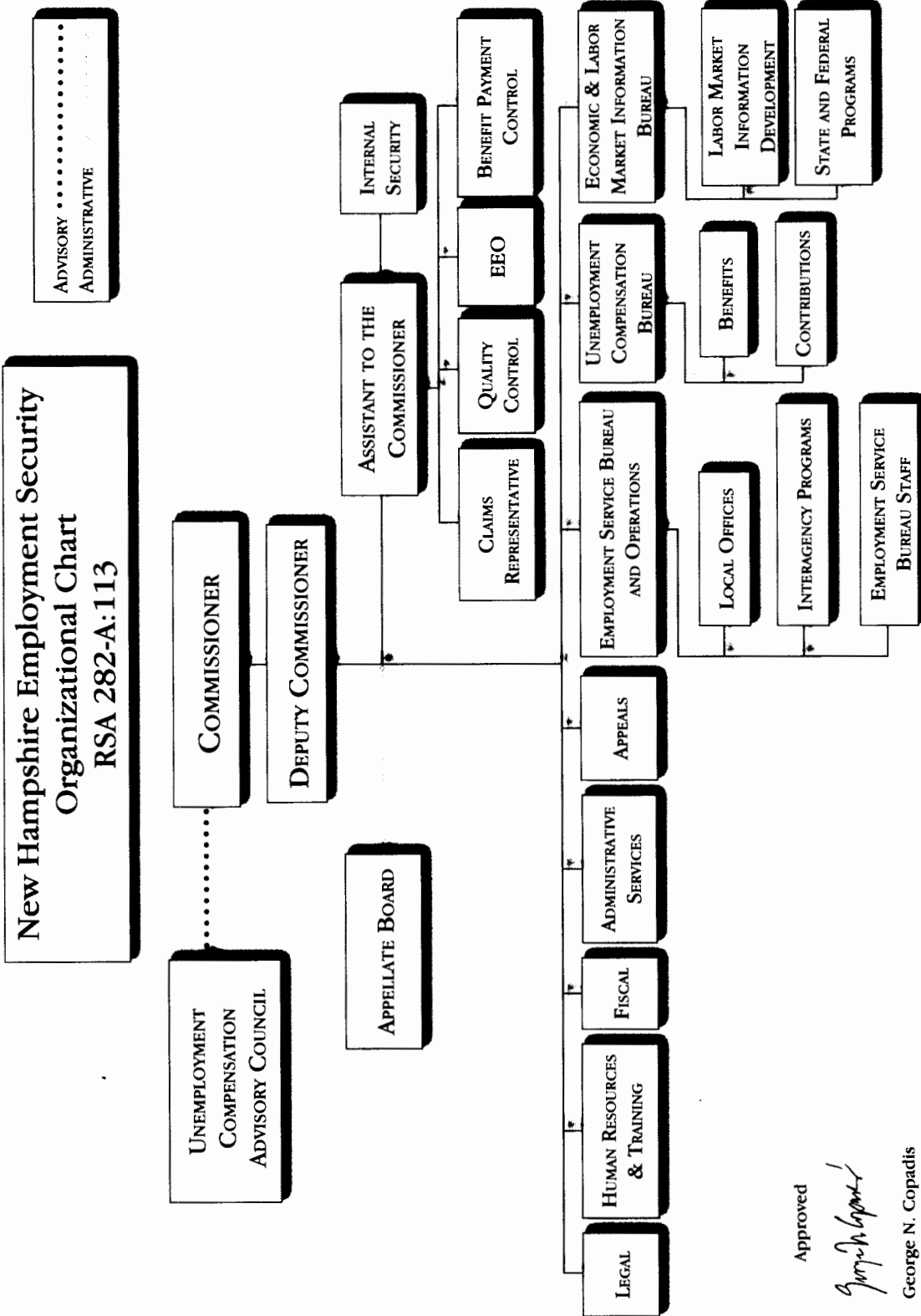
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Approved
George N. Copadis
 George N. Copadis
 Commissioner
 R-09/12

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 2013 and 2014

		2013	2014
1	Average monthly covered employment ² <i>increased by 7,836 or 1.3%</i>	611,364	619,200
2	Insured unemployment rate <i>decreased by 0.22 percentage points or -15.3%</i>	1.44	1.22
3	State UC Benefits paid ⁴ <i>decreased by \$21,650,438 or -20.1%</i>	\$107,678,448	\$86,028,010
4	Benefits paid all programs ^{4,5} <i>decreased by \$38,944,813 or -32.3%</i>	\$120,404,981	\$81,460,168
5	Average weekly benefit payment <i>increased by \$3.91 or 1.4%</i>	\$285	\$289
6	Number of UC Benefit Recipients <i>decreased by 3,379 or -13.8%</i>	24,539	21,160
7	Trust fund balance as of December 31 ⁴ <i>increased by \$41,544,689 or 17.3%</i>	\$239,900,980	\$281,445,669
8	Employer taxes to support the trust fund ⁴ <i>decreased by \$46,434,655 or -27.6%</i>	\$168,145,963	\$121,711,308
9	Number of people exhausting UC benefits <i>decreased by 2,245 or -31.0%</i>	7,246	5,001
10	Average number of weeks of benefits paid to a claimant <i>decreased by 1.1 weeks or -7.2%</i>	15.2	14.1
11	Employers subject to the state UC law <i>increased by 222 employers or 0.5%</i>	41,150	41,372
12	Total initial claims processed for UC benefits ⁶ <i>decreased by 8,031 or -12.4%</i>	65,017	56,986
13	Weeks of UC benefits claimed ⁵ <i>decreased by 80,849 or -17.8%</i>	453,645	372,796
14	Weeks of UC benefits paid <i>decreased by 75,087 or -20.1%</i>	372,724	297,637
15	Appeals Tribunal decisions <i>decreased by 798 or -18.6%</i>	4,299	3,501
16	Requests for reopening of Tribunal decisions <i>decreased by 141 or -34.2%</i>	412	271
17	Appellate Board cases, disposed of <i>decreased by 3 or -4.3%</i>	69	66

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

(2) Does not include federal government employment.

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

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

(5) Includes all state and federal programs

(6) 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 five 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 NH Works 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.

Resource Centers

A Resource Center is available in 12 local offices across the state and 5 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 2014, NHES had 183,256 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, Braille printer, Optelec Magnifier, trackballs, and adjustable workstations, 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 a OneStop

Employment Service 2014 Activities

Individuals Served	
JMS Customer Registrations	20,193
JMS Claimant Registrations	16,664
Customers Receiving Staff-Assisted Service	32,731
Claimants Receiving Staff-Assisted Service	29,710
Entered Employment	
Customers	9,731
Claimants	8,046

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.

Return to Work

In January 2010, Governor Lynch announced a three part program called NH Working to assist employers and the unemployed in New Hampshire. Return to Work (RTW) was the second announced initiative.

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

Employment Service Bureau and Operations *continued*

the program in one of several ways, either during a visit to one of our 12 NH Works locations, from the NHES web site, or during a claimant's Benefits Rights Interview (BRI).

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The Return to Work initiative is an opportunity for a trainee to get their foot in the door and learn new skills, and an opportunity for an employer to train without the accompanying costs. The training must be authorized through the Department of Employment Security prior to the beginning of the training. Workers' Compensation coverage is provided by New Hampshire Employment Security. The training program may be up to six weeks, and a maximum of 24 hours per week, during a claimant's Benefit Year. Claimants must continue to file weekly continued claims to receive benefits and conduct a work search during non-training time, unless otherwise exempted. During calendar year 2014, the program produced the following results:

Agreements discussed	225
Agreements finalized	216
Agreements denied	0
Total RTW-related hires	154

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 2014, a total of 122 individuals were approved to participate in the program.

Profiling

Public Law 103-52 created the Worker Profiling and Reemployment Services (WPRS) program. This legislation required state agencies to develop a profiling system that identifies which claimants are most likely to exhaust regular compensation and will need job search assistance to make a successful transition to employment. One of the principal goals of the WPRS legislation is to provide early intervention in the delivery of reemployment services to claimants.

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 assessments, job search workshops, job counseling and job development.

During 2014, 31,116 claimants were considered with 25,137 matching the profiling criteria. Of the latter, 2,150 were referred to core employment services and 1,665 reported and received reemployment services.

Reemployment and Eligibility Assessment

The Reemployment and Eligibility Assessment (REA) program is designed to ensure claimants are aware of, and have access to, the full array of reemployment services available at the American Job Centers, while also ensuring they are complying with the unemployment insurance requirements. Claimants selected for the REA program are profiled as less 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. In 2014, 5,773 claimants reported for and received Reemployment Services, resulting in a total of 10,315 REA interviews.

Employment Service Bureau and Operations *continued*

BRI 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 2014, 21,959 individuals attended the workshop.

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 2014, NH Employment Security received a total of 41 filings for 163 temporary agricultural workers and no requests for temporary logging workers. During calendar year 2014, the Non-agricultural (H-2B) temporary labor, permanent and specialty occupation labor certification application filings continued to be processed directly through the U.S. Department of Labor's National Processing Centers.

Work Opportunity Tax Credit

The Work Opportunity Tax Credit has been designed with two major objectives: 1) to address the employment and training needs of individuals who face significant barriers to employment and 2) to

provide tax credits to employers who hire from its target groups.

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

The WOTC Program was on hiatus during calendar year 2014. Requests for tax credits for hires during the year were received and entered into the state system, but not allowed to be finalized until after the program was reauthorized by congress for an additional year on December 19, 2014. Prior to this reauthorization, only requests received before December 31, 2013 were able to be finalized.

Applications Received	9,730
Applications Certified	1,868
Applications Denied	4,593

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, individual skills and needs, the reemployment staff person and counselee 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. Reemployment Trade Adjustment Assistance (RTAA) under the Trade Act of 2009 allows workers at least 50 years of age, who become reemployed after separation from the trade-

Employment Service Bureau and Operations *continued*

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certified company, to receive 50 percent of the difference between their previous wage and new wage. They may collect for a period of two years. The Trade Adjustment Assistance Extension Act of 2011 amended the maximum amount to \$10,000. Under the Trade Reversion of 2014, RTAA reverted back to the Alternative Trade Adjustment Assistance (ATAA) guidelines. Seven companies in New Hampshire applied for certification under the Trade Act in 2014. All seven companies were certified for TAA/RTAA. Under the guidelines of the Trade Act, NHES contracted for, and entered into, 63 individual training programs. New Hampshire had 47 individuals participating in the RTAA program and there were 23 new applicants. Eight individuals reached their maximum benefit amount and 33 reached the two year limit. Total benefits paid under RTAA for 2014 were \$163,297.04.

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. The ESR contacts employers to provide assistance regarding job openings, customized screening, referral of candidates, and to offer the use of a private interview space in our conference rooms. 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.

Job & Resource Fairs

NHES expanded its Job Fair Program in 2014. Job & Resource Fairs provide job seekers face-to-face access to multiple employers in one location. They also provide an employer the opportunity to talk with job seekers and schedule appointments with

those they want to interview at the events. Typically, some job seekers have been hired and others had interviews scheduled prior to leaving the event. Job & Resource Fairs were conducted in all local office areas. Job & Resource Fair numbers statewide, during the calendar year 2014:

Job & Resource Fairs conducted	34
Job seekers attended	5,072
Employers participated	1,182
Job openings available	13,862

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. During calendar year 2014, NHES held three successful job fairs specifically targeting veteran-friendly employers and veteran resources to help veterans and military spouses find meaningful employment.

Jobs for Veterans State Grants Program

The Jobs for Veterans State Grants program (JVSG) is a non-competitive grant program administered by the U.S. Department of Labor, Veterans' Employment and Training Service (VETS), offering employment and training services to eligible veterans. Under this grant program, funds are allocated to State Workforce Agencies in direct proportion

Employment Service Bureau and Operations *continued*

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 provides 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, 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 NH Works AJC and through the Department of Veterans' Affairs Vocational Rehabilitation and Employment Program.

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

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.

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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 2014, the average tax rate for New Hampshire employers was estimated at 1.7 percent. Because of a healthier Trust Fund, employers were allowed once again a 0.5 percent fund balance reduction in the fourth quarter of 2014. Fund balance reductions are discounts off employers tax rates for those employers who are positive rated or for new employers. This was the first fund balance reduction given since the fourth quarter of 2008.

The Trust Fund balance at the end of December 2014 was \$281,445,387. This was up from the December 2013 balance of \$239,916,222. The number of registered employers increased from 41,150 in 2013 to 41,372 in 2014.

New Hire Program

Every employing unit providing employment in New Hampshire is required to report to NHES all newly hired and rehired employees, and certain independent contractors. Program responsibility for the New Hire program falls under the authority of

New Hampshire Department of Health and Human Services (NHDHHS) which contracts with NHES to administer the program. The new hire information reported to NHES is used to create a state directory of new hires. The information in the directory must be provided to NHDHHS which then matches the directory information against its child support records to locate non-custodial parents, establish child support orders, or enforce an existing order. In 2014, NHES reported 256,090 new hires to NHDHHS, compared with 245,093 in 2013.

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 all unemployment compensation benefit applications and monetary and non-monetary eligibility determinations applicable to filed claims. There are established BAU centers in Conway, Manchester and Somersworth, as well as individual adjudicators integrated into NHWorks Local Offices in Berlin, Salem, Nashua, Laconia and Concord. Statistical tables are provided elsewhere in this report that illustrate the volume of eligibility determinations and payments issued in 2014.

The average monthly unemployment rate for 2014 was 4.3 percent, down from 5.1 percent in 2013 and 5.5 percent in 2012. The total number of initial claims processed during 2014 was 54,296, a reduction of 20.8 percent from 68,526 in 2013 and 33.4 percent from 81,582 in 2012. 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 2014 increases slightly to 54,372. All initial, additional and reopened claims are taken via the Internet. Continued claims may be filed over the Internet or via an automatic voice response (IVR) phone system for individuals who are not required to report their weekly worksearch activities. Assistance in filing is available in twelve (12) NHWORKS local offices and five (5) part-time itinerant offices throughout the state. The number of continued

Unemployment Compensation Bureau *continued*

weeks claimed in 2014 was 373,604, showing a continuing downward trend from 527,841 in 2013 and 718,673 in 2012. It is important to note that previous year figures included EUC (Emergency Unemployment Compensation), a temporary Federal program of additional benefits that ended with payment for week ending 12/28/2013. In 2014, a minimal number of EUC claims are included, 86 initial claims and 543 continued claims, which were processed after the program ended.

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 2014, 18 employers filed a total of 31 different WorkShare plans involving 343 employees. It is estimated that 788 jobs were saved.

Systematic Alien Verification for Entitlement (SAVE)

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

The documentation is verified by the Department of Homeland Security through automated primary, secondary and other manual methods as applicable. The system of verification is known as the Systematic Alien Verification for Entitlement (SAVE) Program. A total of 1,028 primary verifications were completed during the calendar year 2014.

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.

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The ELMI Bureau inaugurated an email subscription service in 2013 and by the end of 2014 the number of subscribers had grown to 750. Subscribers can choose to receive email 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 established by the Workforce Investment Act, and supported by the Employment and Training Administration (ETA) of the U.S. Department of Labor.

During 2014, ELMIB performed economic impact analysis work for New Hampshire's regional planning commissions under a U.S. Housing and Urban Development Sustainable Communities Grant, administered by the Nashua Regional Planning Commission.

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 Investment 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 NHnetwork, 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 2014 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* (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, 2012-2022
 - Industry Projections Statewide, 2012-2022
 - Occupational Projections Statewide, 2012-2022
- *Job Outlook and Locator by Industry and Occupation, base year 2012 to projected year 2022*
- *2013 New Hampshire Licensed, Certified, and Registered Occupations in New Hampshire*
- *New Hampshire Occupational Employment and Wages 2014*
- *Recent New Hampshire Economic Trends: Venture Capital Investments in 2013*
- *Vital Signs Readings:*
 - *Student Debt*
 - *Social Security: How does it all work?*

Publication or Product Name	Product Format and Volume		Total
	Printed Copies Distributed	Views and Downloads	
Annual Economic Summary/Economic Analysis Reports			
Summary of the New Hampshire Economy (Historical)		379	379
Economic Analysis Report 2008		1,499	1,499
Where Are We Now? (2009)		395	395
Road to Recovery (2010)		37	37
Affirmative Action Statistics for NH		2,732	2,732
Benefits Surveys:			
NH Employer Benefits Survey 2007		447	447
NH Employer Benefits Survey 2004		216	216
Retirement 2002		156	156
BLS Statistical Program Publications:			
Alternative Measures of Labor Underutilization		685	685
Business Employment Dynamics		560	560
Current Employment Statistics (CES)		13,303	13,303
Consumer Price Index (CPI)		5,479	5,479
Employment Situation in NH News Release	180	8,266	10,000
High Tech Employment (QCEW)		333	333
Local Area Unemployment Statistics (LAUS)	549	1,274	6,772
Occupational Employment and Wages Statistics (OES)	396	20,838	22,188
Quarterly Census of Employment & Wages (QCEW)		10,660	10,660
Career Resources:			
NH Job Notes Career Tabloid		7,249	7,249
Career Posters		691	691
<i>Top Career Prospects Brochures</i>		2,336	2,336
Economic Conditions in NH		46,128	46,128
Economic Data Dashboard		5,607	5,607

Economic and Labor Market Information Bureau *continued*

Publication or Product Name <i>continued</i>	Product Format and Volume		Total
	Printed Copies Distributed	Views and Downloads	
Economic Impact Studies:			
Child Care in New Hampshire 2009		586	586
Coos County Perspectives - Federal Prison		432	432
Coos County Perspectives - Groveton Mills		507	507
Coos County Perspectives - Pulp & Paper		138	138
Hospital Construction Projects in NH		845	845
North Country Industrial Development		281	281
Shipyards Study 2005		2,099	2,099
Employment Projections:			
Job Outlook and Locator	231	7,405	7,405
Employment Projections by Industry and Occupation		4,325	4,325
Employment Projections (Plan Reg)			
Employment Projections (Short-Term)		5,170	5,170
In Focus: Special Topic Papers			
Agricultural Trends in NH		653	
Computer Applications Software Engineers		242	242
Construction Jobs and Industries		406	406
Eldercare in NH		347	347
Finance and Insurance Industries		409	409
Green Economy in NH		436	436
Green Jobs Survey		822	822
Emerging Green Construction		213	213
Green Manufacturing		558	558
Green Transportation		783	783
Insight into Manufacturing Employment		505	197
Machinists in NH		157	157
Medical Assistants in NH		1,544	1,544
Nursing in NH		160	160
Sector 54: Professional, Scientific and Technical Services		361	361
STEM		265	265
Veterans in NH		747	2,798
Wildlife Associated Activities in NH		142	142
Licensed, Certified, and Registered Occupations in NH	114	7,752	7,752
NH Community Profiles		155,636	155,636
NH Commuting Patterns		1,291	1,291
NH County Profiles		10,304	10,304
LMI Chartroom (online slide show)		7,943	7,943
Unemployment Insurance Claims Data		6,006	6,006
NH Unemployment Insurance Historical Data		13,435	13,435
Unemployment Insurance Trust Fund Analysis		365	365
User Guide to Labor Market Information		710	710
Vital Signs: Social and Economic Indicators for NH		9,301	9,301
Total =	8,582	373,107	382,779

Administrative Services

Administrative Services provides support in several key areas: Purchasing, Reproduction, Maintenance, and Mail and Warehouse Services. It also provides the Administration Building receptionist.

Tobey Building

During 2014 NHES completed a major renovation of the Tobey Building situated on the Governor Hugh J. Gallen State Office Park campus in Concord. The building was originally used as a state hospital for male patients, and later as a school for troubled male students. The 75,000 square foot building had been built in two periods, around 1930 and 1935. The renovation project started in 2012 and completed in early 2014. This major undertaking allowed the agency to consolidate operations from four different buildings into one. Operations from two buildings in Concord and two buildings in Manchester were moved into the new facility in April 2014. The agency now has departments that work together within feet of each other where they had been miles apart. There are conveniences like a conference center, training rooms, open office spaces, upper and lower parking decks, and state of the art climate control systems. With over 400 windows and two sky lights, the agency sought to keep as much natural light coming into the building, and to maintain an efficient climate for the staff and visitors. These goals were achieved with the installation of high efficiency windows with window treatments, new efficient HVAC Systems, and computerized climate controls.

Purchasing

This department services the agency's purchasing needs by processing service contracts, supply orders, and equipment orders. Approximately 1,800 in-house requisitions and more than 60 contracts have been processed. Purchasing is responsible for processing all agency requisitions and monitoring the purchases of these items. Purchasing establishes service contracts, from RFP to bidding to final contract, and works with the agency's legal staff and fiscal department, as well as the Attorney General's office, to prepare documents for the budget review committee and the Governor and Council. Purchasing works with State Purchasing regarding state wide service and component contracts.

Reproduction Center

The Reproduction Center is an all-digital graphic arts facility, with a full-service bindery. Staff in the center produces most of the forms, publications and documents used by NH Employment Security (NHES) and its partners. The center made 5,112,688 impressions in 2014, an increase of 4 percent from 2013, with an average of 426,057 impressions per month. This section also stores, maintains inventory and packages forms for deliveries. This makes for a more cost efficient, timely delivery operation in getting forms out to the Local Offices and all our operations.

The center continues to adapt new operational methods to provide lower costs with higher quality service. Other responsibilities include designing printed materials for NHES to enhance appearance, while providing cost savings.

Purchasing and maintaining fax and copy machines also come under the responsibilities of this section. In 2014 the section upgraded two older copiers within the agency to new Multi Function Devices (MFDs) that add scanning to the print/ fax /copy functions.

Maintenance

Maintenance continues to support, maintain, and upgrade the security and alarm systems, as well as performing construction, repairs, office and cubical set-up and relocation, ergonomic evaluations, and electrical changes throughout the agency.

Some of the maintenance projects included:

- Monitor and maintain access control and agency camera systems in all agency buildings. Migrate these systems to new office complex (aka Tobey Building).
- Participate in and set up ergonomic evaluations and adjustments in workspaces for employees in all local offices. Evaluated, recommended changes and adjusted workspaces for 30 to 40 employees during 2014.

Administrative Services *continued*

- Maintain exterior of agency owned offices by:
 - Pressure washing various agency buildings.
 - Minor roof repairs.
- HVAC Systems evaluations and repairs.
- Building offices for managers/supervisors and various office staff cubical changes.
- Built new computer room in the Nashua office as future back up center for NHES. Moved Leiber system and UPS to support this new location.
- Maintaining maintenance warehouse.
- Sealing and striping various agency parking lots.
- Managing contractors on various projects.
- Generator maintenance and monitoring.
- Floor tile replacements, carpet repairs and office furniture repairs.

Barcode (IMB) users to mail two ounces at the one ounce price with this we were able to mail more documents 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. They also administer record storage, document shredding, and recycling programs.

Administration Building Receptionist

The receptionist directs incoming calls to appropriate individuals; assists visitors; answers minor UI customer questions; updates directives on the system after they are approved; and scans in business reply mail, which are then e-mailed to the appropriate office manager. The Receptionist assists in processing requests for energy assistance programs and verifies all agency Contractors for debarment status, a requirement to do work with government agencies.

Mail and Warehouse Services

The Mailing Service Center mailed 864,274 pieces. This decline of 254,267 over-the-year is a result of the decline in claims, and the ability to send multiple documents to the same address in one envelope. The USPS has also enabled Intelligent Mail

Appeal Tribunal

The Appeal Tribunal Unit conducts administrative hearings from appeals filed by claimants or employers of eligibility determinations for unemployment benefits, including Extended Benefits and Emergency Unemployment Compensation 2008 programs.

The year was the first full year the Unit used the "Outbound Dialer" to remind claimants of appeal hearings. The dialer attempted to reach at least 2,129 claimants and had a 79.17 percent success rate.

The Unit continues to meet federal time lapse and quality standards. During 2014, the Unit decided 88 percent and 98 percent of the cases within 30 and 60 days, respectively, of the appeal file date. This is well above the federal regulatory requirements of 60 percent and 80 percent. The average age of 91 percent of pending cases was fewer than 26 days. Of the 75 scored cases, 100 percent passed quality review.

Compared with 2013, benefit appeals received in 2014 decreased 11 percent from 3,903 to 3,489, including multi-claimant appeals. The benefit appeals disposed of decreased from 4,299 to 3,501,

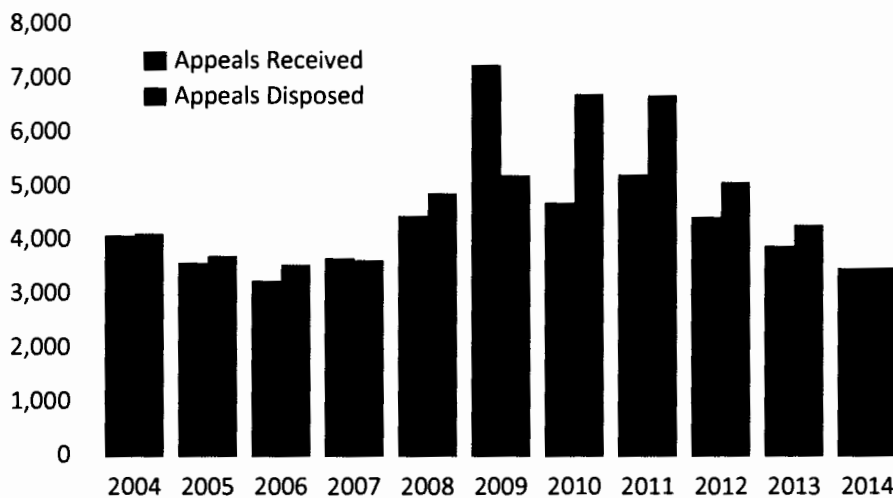
with claimant appeals accounting for 87 percent of these, up slightly from the 86 percent in 2013.

The appellant prevailed in just over 44 percent of the cases, down slightly from the 45 percent from 2013. The claimant prevailed in 44.9 percent of the cases in which the claimant was the appellant, down from 46.5 percent in 2013. Employer appellants prevailed in 38.9 percent of the cases, a slight increase from the 37.8 percent in 2013.

The issues decided were 20.45 percent voluntary quits, 31.05 percent misconducts, 12.85 percent ability/availability, and 0.74 percent work refusal. The remaining 34.9 percent were other issues, such as claim backdating, late filing, and insufficient earnings.

In addition, an Appeal Tribunal Chairman may preside at, or chair a committee that presides at, administrative hearings that address if an individual is working in "employment", if an employer is subject to New Hampshire unemployment law, and whether to grant claimant and employer requests for compromise (forgiveness) of unemployment-related debts owed to the State. The Unit presided at 549 administrative hearings, down 7 percent from the 591 held in 2013.

Appeals Received and Appeals Disposed 2004-2014



Appellate Board

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

RSA 282-A:95. The Appellate Board is part of the Department of Employment Security for organizational purposes but operates independent of the Department.

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

2014 Appellate Board Decisions

	Appellate Appeals Received	Motion for Reconsideration Received	Appellate Appeals Disposed	Motion for Reconsideration Disposed
January	7	2	9	1
February	9	3	6	3
March	3	4	5	0
April	9	0	7	4
May	3	1	6	0
June	10	0	8	1
July	1	2	8	2
August	7	2	2	0
September	4	0	6	2
October	4	1	5	1
November	0	1	2	0
December	4	0	2	1
Totals	61	16	66	15

Benefit Payment Control

The Benefit Payment Control Unit (BPC) Unit 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 and Rules are administered properly, that benefits are paid

correctly, and that the Unemployment Insurance Trust Fund is protected from the ill effects of fraud.

For the year 2014, the BPC Unit completed 1,307 cases. The results of BPC investigative activities are as follows:

2014 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)	347	\$525,658	\$105,132	\$630,790
Benefit-Wage Crossmatch	88	\$410,271	\$82,054	\$492,325
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	27	\$179,999	\$36,000	\$215,999
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	38	\$115,220	\$23,044	\$138,264
Total	500	1,231,148	\$246,230	\$1,477,378

2014 BPC Activity Summary - NonFraud

Activity	Number of Non Fraud Cases Completed	Amount of Non Fraud Overpayments
New Hire (National and State)	655	\$183,485
Benefit-Wage Crossmatch	25	\$19,148
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	55	\$85,019
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	25	\$29,996
Total	760	\$317,648

Effective August 10, 2012, legislation was passed to apply a 20 percent penalty to all fraud overpayments. During 2014, the total fraud penalty amount assessed was \$222,964.00.

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 2014, the BPC Unit adjudicated 175 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 2014, the BPC Unit reviewed 1,006 potential hits.

The BPC Unit uses a number of tools to detect and prevent overpayments including the National and State New Hire Cross match programs, and Benefit Wage Cross match program. In 2014, BPC implemented a State Employee Cross match program and a Prison Cross match program. BPC also implemented a tool to identify Multi Claimant Fraud Schemes.

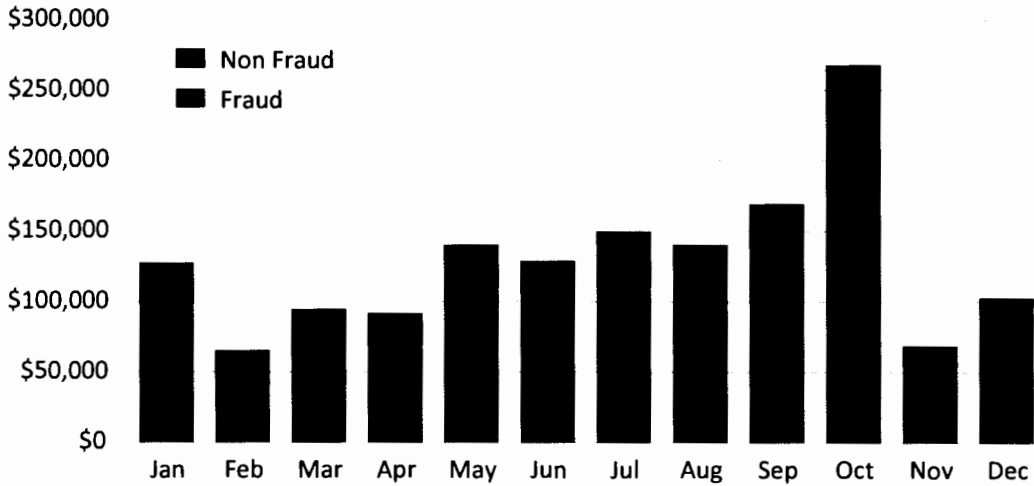
The BPC Unit is also responsible for processing and issuing manual determinations in response to requests for waivers of repayment of Emergency Unemployment Compensation (EUC 08) overpayments and Federal Additional Compensation (FAC) overpayments. There were 113 manual determinations issued during calendar year 2014.

Benefit Payment Control *continued*

2014 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)	1,002	306	1,308	\$814,275	\$105,132	\$919,407
Benefit-Wage Crossmatch	113	100	213	\$511,473	\$82,054	\$593,527
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	82	35	117	\$301,018	\$36,000	\$337,018
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	63	70	133	\$168,260	\$23,044	\$191,304
Total	1,260	511	1,771	\$1,795,026	\$246,230	\$2,041,256

Overpayments Established by BPC in 2014



The Claim Representative Unit

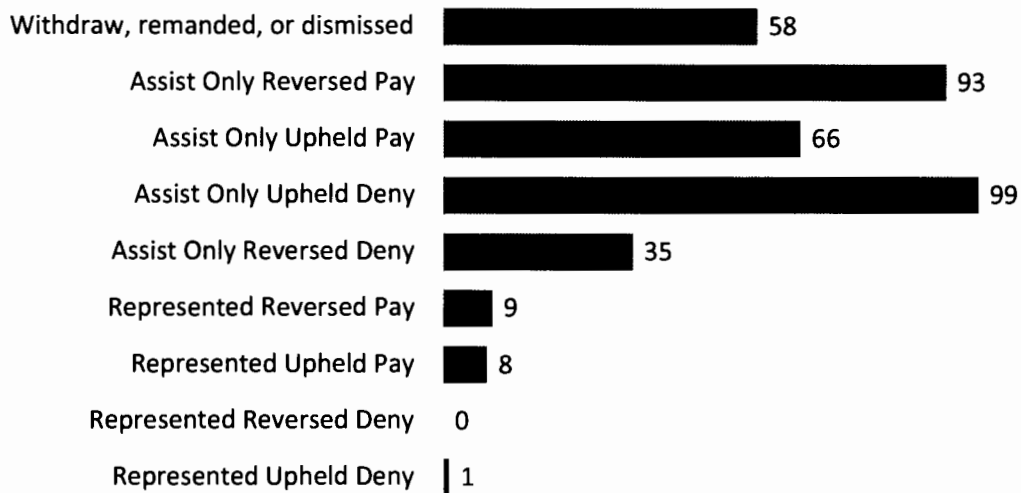
The primary duty of the Claims Representative Unit per RSA 282-A:134 is to assist claimants in the presentation of their best case before an appeal tribunal, and also assist with their request to reopen the hearing. Claimants are interviewed either in person or via telephone. In order to prepare for 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 369 claimants during 2014. The Unit represented 18 claimants at their appeal hearing. Of the claimants represented, 17 were found payable and 1 was not payable.

Of the total 369 claimants assisted, 102 resulted in the initial decision being reversed to pay benefits, with 35 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.

Result of Appeal Hearings with Claim Representative Assistance in 2014



Executive Office

The offices of the Commissioner and Deputy Commissioner are responsible for overseeing the operation of the Department and ensuring compliance with the mission statement as well as law and rule. The offices promote and disseminate the services and information provided by the Department to job seekers, policy makers, and employers in a consistent, uniform way for the three main bureaus, twelve local offices, and five itinerant offices.

Highlights and activities for 2014 for Commissioner Copadis and Deputy Commissioner Lavers:

- Continued to actively communicate with the 12 local offices and 5 itinerant offices throughout the state in order to meet with staff; assess any issues; answer questions; and receive feedback from frontline personnel to improve processes and day-to-day operations. Both the Commissioner and Deputy Commissioner have well-known “open door” policies for any and all staff to discuss new ideas for the agency or discuss any issues.
- The Department hosted Vice President Joe Biden and USDOL Secretary Thomas Perez for an event at the Nashua NH Works office. The Department and all of the partner agencies providing reemployment services in the NH Works offices throughout the state were recognized as being a national model for putting people back to work.
- In April and May, approximately 220 staff from Concord and Manchester moved into the newly renovated Tobey building.
- The Department sold the former administrative building located at 32 South Main Street in Concord to the City of Concord.
- Commissioner Copadis, Ernie Liakas and Robin Untiet were recognized at the Energy Efficiency in State Government Annual State Energy Conference. NHES was recognized for the Renovation of the Tobey Building and utilizing the latest Energy Efficient tools.
- Commissioner Copadis attended various local chamber events throughout the state.
- Commissioner Copadis continued to serve as a member of the State Workforce Investment Board, the NH Consortium of Workforce Partners, the Job Corps Task Force, and a member of the Downsizing Working Group for Vermont Yankee.
- On September 2nd, Governor Hassan and the Department kicked off the first annual 100 day challenge to New Hampshire businesses to hire veterans. “Operation VETS Connect” was a 100-day challenge for New Hampshire’s business community to demonstrate support for our veterans and returning service members. Under the leadership of Governor Hassan, the Department partnered with New Hampshire’s military community in an aggressive effort to connect our brave returning service members and veterans with hiring employers.
- Participated in interviews with news media outlets on various employment related issues throughout the year.
- Continued to work with the U.S. Department of Labor to ensure New Hampshire’s compliance with rules, federal law, programs, regulations, guidelines, and audit findings.
- The department expanded its efforts to implement a statewide system to insure that individuals are not receiving unemployment benefits while incarcerated.
- Appeared before the Governor and Executive Council, the New Hampshire House of Representatives, and the New Hampshire Senate to advocate for the agency.
- Continued to promote and grow the NH Working Programs to job seekers and businesses.
- The Department continued to participate in the US Treasury Offset Program (UCTOP) collecting millions of dollars in fraudulent benefit overpayments by offsetting individual Federal income tax refunds.

Executive Office *continued*

- The New Hampshire business community experienced continued tax savings as a result of the Unemployment Compensation Trust Fund remaining over \$250 million every day in the third quarter and then remaining over \$275 million every day of the 4th quarter resulting in a 0.5 percent reduction and then a 1.0 percent reduction in tax rates.
- Assisted the Employment Services Bureau with 34 regional job fairs around the state, as well as statewide job fairs and Veterans' events.
- 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 efforts to increase the use of social media (Facebook, Twitter, and Linked-In).
- Continued to encourage supervisors and managers to use LEAN strategies to make agency processes more efficient.
- 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.
- Continued to work with staff to enhance utilization of video conferencing equipment to serve the job seeking public and employees with the most efficient methods for communication and conducting hearings.
- 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 Insurance Advisory Council.
- Worked with partners at the Department of Resources and Economic Development and the Community College System of New Hampshire to recruit new business and retain existing businesses.
- On October 10th the Department participated in the State Employees Appreciation Event.
- Continued to implement statewide initiatives for charitable efforts and wellness programs for agency employees.
- Participated in the Commute Green Program, Walk NH Program, and the NH Walking Works program.
- Commissioner Copadis organized and chaired the 2014 SECC United Way Charitable Campaign for state employees.
- On October 21st, Commissioner Copadis was the recipient of the 2014 Rumford Leadership Award for his philanthropy and commitment to the State of New Hampshire State Employees United Way Campaign.

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

	7/1/12-6/30/13	7/1/13-6/30/14
1 Federal Funds	\$23,494,121	\$21,905,524
2 Fees, Fines and Interest - Contingent *	14,988,320	14,633,121
3 All Other Sources	773,612	656,928
Total	\$39,256,053	\$37,195,573

* Capital Fund Revenue Transfer to NH State Treasury of \$3,250,000 and \$5,000,000 for 2013 and 2014, respectively

Expenditures by State Appropriation Class

	7/1/12-6/30/13	7/1/13-6/30/14
1 Permanent Personnel Services	11,000,093	11,026,037
2 Current Expense	2,826,789	2,214,086
3 Equipment	4,068,450	2,766,853
4 Contractual Services	958,395	758,580
5 Other Personnel Services	2,429,605	2,258,761
6 Benefits	7,460,957	7,872,887
7 Travel-In-State	149,292	135,033
8 Travel-Out-Of-State	51,713	49,605
9 Miscellaneous	267,576	336,637
10 Job Training Fund	2,000,000	2,000,000
11 NH Dept of Information Technology (DoIT)	3,333,528	4,275,228
12 Shared Services Support (DAS)*	N/A	24,874
Total	\$34,546,398	\$33,718,581

* Shared Services Support (DAS) effective FY14

Expenditures, Capital Fund

	7/1/12-6/30/13	7/1/13-6/30/14
1 Tobey Building	5,816,730	13,504,857
Total	\$5,816,730	\$13,504,857

Disbursements to State Agencies

Agency	7/1/12-6/30/13	7/1/13-6/30/14
NH Dept of Administrative Services		
Risk Management Unit (Bond/Producer Services)	1,560	2,002
Bureau of Accounts		
Audit Fee	23,387	21,354
SWCAP Indirect Cost	244,189	315,283
State Postage Billing	2,043	2,053
Post Retirement/Revenue Maximization	818,103	930,962
Unemployment Compensation	98,462	22,693
Workers' Compensation	142,931	108,539
Bureau of Graphic Services	6,232	97
Bureau of Education	5,000	4,690
Bureau of Public Works	55,761	83,711
Shared Services Support (DAS)*	N/A	24,874
NH Secretary of State	730	170
NH Dept of Corrections	431	953
NH Dept of Education	738	745
NH Dept of Health and Human Services (EAP)	9,750	9,750
NH Dept of Labor	223	400
NH Dept of Transportation	61,073	57,170
NH Dept of Safety		
Criminal Records Division	725	625
Telecommunications Division	172,696	148,618
NH Dept of Resources & Economic Development (DRED)	2,000,000	2,000,000
NH Dept of Information Technology (DoIT)	3,333,528	4,275,228
Total	\$6,977,562	\$8,009,917

* Shared Services Support (DAS) effective FY14

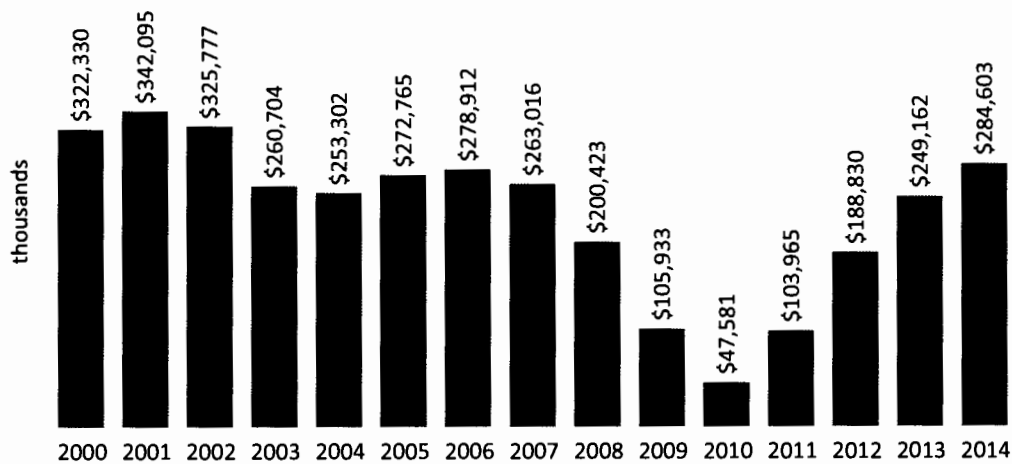
Fiscal Management *continued*

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, 2000 - 2014



Fiscal Management *continued*

Unemployment Compensation Trust Fund ¹	
Statement of Revenue, Expenditures and Change in Fund Equity	
Fiscal Year Ended June 30, 2014	
FUND BALANCE, July 1, 2013	\$249,161,946
Revenues:	
Reimbursing Employers	10,008,263
Federal Employers	10,770,607
Fees, Fines, Interest and Administrative Contributions	14,972,690
Employer Contributions	118,471,029
Investment Income	5,872,178
Total Operating Revenues	160,094,767
Expenditures:	
Reimbursing Employers Benefit Payments	10,008,263
Federal Benefit Payments	10,770,607
Fees, Fines, Interest and Administrative Contributions	14,972,690
Unemployment Insurance Benefit Payments	87,831,725
Provision for Doubtful Receivables	1,070,891
Total Operating Expenditures	124,654,176
FUND BALANCE, June 30, 2014	\$284,602,537
Net Increase in Fund Balance for the Year	\$35,440,591

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

Balance Sheet: Reserve for Unemployment Compensation Trust Fund ¹ - June 30, 2014			
Assets		Liabilities and Fund Balances	
Cash	\$272,433,812	Payment Due Other Jurisdictions/Overpayments (Total Liabilities)	\$21,395,405
Receivables	\$33,564,130	Reserve for Unemployment Compensation Benefits (Fund Balance)	\$284,602,537
Total Assets	\$305,997,942	Total Liabilities & Fund Balances	\$305,997,942

¹ UCTF 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
2000	\$56,184,853.83	\$4,136,801.90	\$52,048,051.93	\$34,794,970.36	\$404,529.00	\$319,268,100.63	66.9%
2001	59,268,674.15	4,565,713.90	54,702,960.25	34,332,116.30	-6,677.00	339,632,267.58	62.8%
2002	58,245,123.74	4,457,893.37	53,787,230.37	108,111,505.50	38,470,395.00	323,778,387.45	201.0%
2003	56,221,211.43	4,224,014.22	51,997,197.21	116,184,580.19	-392,627.00	259,198,377.47	223.4%
2004	90,212,641.15	4,657,594.71	85,555,046.44	104,859,849.31	-489,387.04	239,404,187.56	122.6%
2005	106,968,915.90	4,959,419.69	102,009,496.20	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%

¹ Year ending 6/30² Includes 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
2000	31,879,620.94	4,159,366.07	20,145,866.82	56,184,853.83
2001	33,474,556.56	4,428,045.34	21,366,072.25	59,268,674.15
2002	33,170,185.61	4,469,324.65	20,605,613.48	58,245,123.74
2003	34,512,303.33	4,221,593.62	17,487,314.48	56,221,211.43
2004	71,875,123.30	4,652,738.56	13,684,779.29	90,212,641.15
2005	88,667,505.62	4,972,961.98	13,328,448.30	106,968,915.90
2006	68,864,045.84	4,845,526.57	12,312,949.91	86,022,522.32
2007	62,663,910.90	4,900,920.31	12,413,129.17	79,977,960.38
2008	52,161,671.22	8,756,729.78	11,498,459.88	72,416,860.88
2009	71,950,284.32	8,799,362.84	6,927,639.14	87,677,286.30
2010	157,820,295.45	9,301,997.96	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

¹ Year ending 6/30² Includes reimbursing employers³ Includes 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
07/01/13 - 06/30/14**

Unemployment Insurance

- Unemployment Insurance Grants

Trade

- Trade Adjustment Assistance

Wagner/Peyser

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

State/Local Labor Market

- One Stop Labor Market Information

Bureau of Labor Statistics

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

Recovery Act

- Emergency Unemployment Compensation
- Federal Additional Unemployment Compensation Administration

Veterans

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

Workforce Investment Act (WIA)

- 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

Department of Resources and Economic Development

- Incumbent Worker Training Program

Health & Human Services

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

Miscellaneous

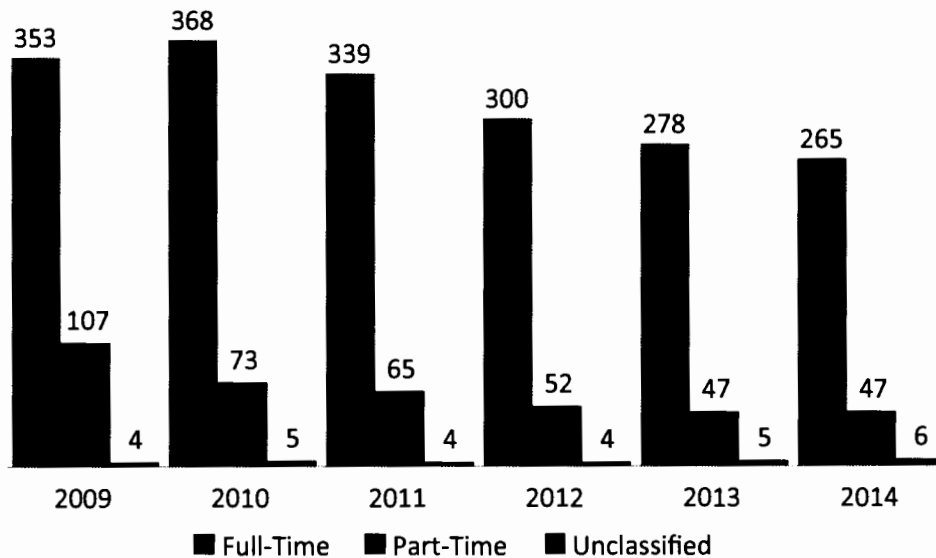
- Railroad Retirement Crossmatch
- Miscellaneous Program Income
- Mass Layoff Statistics - State
- Pathway to Work

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. Staffing levels minimally decreased in 2014 due to state budget reductions.

NHES Employees by Classification, 2009-2014
 (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 NH Department of Justice in responding to appeals of department decisions to the NH 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 NH 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.

2014 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	31	0	7	\$18,842	\$118,242	\$82,438
Feb	25	1	11	\$29,101	\$921,988	\$79,726
Mar	26	4	3	\$21,334	\$381,763	\$123,249
Apr	32	2	7	\$54,175	\$327,159	\$64,113
May	28	0	2	\$20,604	\$205,392	\$108,521
Jun	19	0	10	\$61,170	\$152,614	\$136,049
Jul	27	1	2	\$13,851	\$124,798	\$112,549
Aug	11	8	7	\$29,989	\$149,014	\$81,245
Sept	22	6	4	\$33,112	\$169,754	\$95,496
Oct	14	4	4	\$66,411	\$146,202	\$147,647
Nov	17	3	0	\$21,501	\$115,907	\$99,505
Dec	19	0	6	\$17,403	\$137,467	\$119,308
Total	271	29	63	\$387,493	\$2,950,300	\$1,249,846

Office of Information Technology

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 at 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 continues to modernize systems and deliver innovated internet based solutions for the agency and its customer base of the State of New Hampshire.

The current DoIT employee environment located at NHES has twenty-one (21) embedded employees. In addition, there are also off-site staff that help to support NHES programs. The staff is broken into the following divisions with the associated job responsibilities:

Agency Software Division (ASD)

The objective of the Agency Software Division at NHES is to create a positive, collaborative and trusted business relationship with agency leaders while delivering technology solutions that meet the agencies business requirements in delivering benefits to employee's, claimants and employers of New Hampshire.

ASD Staffing – Nine primary programmers that 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 programmers are responsible for the planning, development, implementation, configuration and maintenance of over 40 different applications utilized at New Hampshire Employ-

ment Security. These applications include but are not limited to the NH Unemployment Insurance System (NHUIS), NH Job Match, Web Tax, NH ACTS, IP Blocker, NSCITE, WOTC, WORKSHARE, SpendMap, Kardex, Cost Accounting, Treasury Offset Program, ICON, ACCPAC, Internet Web Pages, Intranet Internal Web pages and others. These systems support the business functions of all the different NHES Bureaus. In addition, DoIT provides support for the administrative functions of the department through items such as Email Communications, Network Connectivity, Video Conferencing, and VoIP Telephone System in all NHES locations.

Operations Division (OPS)

Staffing – Nine Operations Staff: four Computer Operations Staff, three Data Base Administrators, one System Administrator (Windows), and one System Administrator (UNIX).

The Operations Division (OPS) staff at NHES has the responsibility to ensure that the NHES IT infrastructure is ready to "go" and ready to "grow" to support the needs of NHES. OPS Staff are responsible for the successful operation of the NHES computer centers, data network, agency infrastructure and maintaining all the hardware for all the programs that support the agency.

Technical Support Services (TSS)

Current Staffing On-Site – Two Technical Support Staff and one vacant position.

The Technical Support Services group at NHES is responsible to assist the 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 used by the department. The Help Desk responds to calls for assistance from users (internal and external) as well as the repairing and maintaining IT equipment. These two individuals perform these tasks for the NHES locations statewide.

Office of Information Technology *continued*

Major Agency Projects Worked On Over The Past Year:

Over the past year we have worked to improve the technology infrastructure and user knowledge at NHES. Some of the larger projects that provided or will provide improvement include:

- 1) **New Hampshire Unemployment Insurance System (NHUIS)**
NHES, in conjunction with Symbiosis Inc. and DoIT, continues to enhance its system that pays unemployment benefits. The New Hampshire Unemployment Insurance System (NHUIS) continues to be improved each year and updated with federally required changes. A major undertaking is the claimant view re-write and upgrading the entire system to Oracle 12c.
- 2) **New Hampshire Works Job Match System**
This system provides not only job matching capabilities, but also case management and employment services. It is also integrated with the NHUIS system for auto registration for job searches. The system continues to be enhanced to maximize utilization and to incorporated federal changes. The system had a major version upgrade to bring it to version 14.
- 3) **NH Web Tax System**
This system enables the States Employers to file and pay taxes on line. It is the combined goal of DoIT and NHES to continue to modernize and provide e-solutions to the NHES Web Tax System for the state's employer base. DoIT continually has releases to this system with added features and enhancements.
- 4) **Cost Accounting**
DoIT began a major re-write of the Cost Accounting System. The current system is on old technology (mainframe) and is not user friendly. The new system will be a web-based user-friendly system with an Oracle back end. This project will make the system easier to use and maintain. In addition, it will be less costly on a yearly basis for maintenance and to add features or make enhancements.

5) Kardex

DoIT began work on Kardex, a legal system to perform tracking of cases and serve as a tickler system for appointments and milestones. This would be re-written from a MS Access database and converted to a Web Based System with an Oracle database. This was undertaken for reliability and ease of use by the end users at NHES.

6) Treasury Off Set Tax System

DoIT began work on a new system, developed in conjunction with the IRS, to give NHES the ability to garnish employer tax refunds to pay back employer tax debts and/or employer overpayments that are due NHES. This will join the Treasury Off Set system for claimants.

7) Central VoIP

For over five years NHES has been on its own VoIP telephone system. That had been a savings to the agency and provided an advanced feature set to all the end users. DoIT and NHES began a project that would have NHES become part of the state wide VoIP cluster.

The DoIT organization will continue to work hand and 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 Group Leader: Lee Keyser

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 5 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	2012	2013	2014
Total Dollars paid (UI)	\$102,809,703	\$88,619,627	\$73,943,554
Sample Size	362	364	361
Percent of Dollars paid properly	94.9%	95.3%	95.2%
Percent of Dollars overpaid	5.1%	4.7%	4.8%
Combined total	100.0%	100.0%	100.0%
Percent of Dollars underpaid	0.6%	0.8%	0.4%

Causes for Overpayments
(Shown as percent of dollars overpaid)

	2012	2013	2014
Work Search	0.0%	0.0%	0.0%
Benefit Year Earnings	50.7%	49.3%	44.2%
Separation Issues	10.5%	18.7%	8.0%
Base Period Wages	22.2%	5.3%	1.8%
Other Eligibility Issues	12.3%	26.6%	46.0%
Other Causes	4.3%	0.0%	0.0%

Responsibility for Overpayments
(Shown as percent of dollars paid)

	2012	2013	2014
Claimant only	61.3%	73.2%	66.0%
Agency only	9.4%	0.5%	7.5%
Employer only	4.5%	1.2%	0.3%
Other (Includes Combined)	24.8%	25.1%	26.2%

Statistical Tables

Unemployment Compensation by Calendar Year

Source	Initial Claims Filed for Unemployment Compensation		Continued Weeks Claimed for Unemployment Compensation	
	2013	2014	2013	2014
Unemployment Insurance (UI)	35,979	31,483	428,222	351,066
Interstate Claims	2,529	2,147	25,423	21,730
Agent State Claims (Initial only)	3,642	4,344	NA	NA
Additional UI (Initial only)	19,140	16,231	NA	NA
Transitional Claims (Initial only)	3,727	2,781	NA	NA
Total Initial and Continued claims processed for UC Benefits	65,017	56,986	453,645	372,796
Emergency Unemployment Compensation (EUC)	7,230	86	73,816	543
Extended Benefits (EB)	6	5	8	0
Unemployment Compensation for Federal Employees (UCFE)	50	23	17	11
Unemployment Compensation for Ex-Military (UCX)	52	53	355	254
Additional UCFE (Initial only)	0	0	NA	NA
Additional UCX (Initial only)	3	0	NA	NA
ICON Claims	3,710	4,447	30,617	42,088

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)	
	2013	2014	2013	2014	2013	2014	2013	2014
Weeks	373,066	297,880	372,724	297,637	0	0	342	243
Payments	\$102,835,167	\$82,996,222	\$102,697,770	\$82,894,234	\$0	\$0	\$137,397	\$101,988

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

Statistical Tables *continued*

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In 2014, Covered Employment in New Hampshire reached an annual average of 619,200, representing an increase of 1.3 percent from the 2013 level of 611,364. Federal Government is not included in employment or wages. A display of wages paid to covered workers for the last twenty-six calendar years 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
1998	567,234	17,463.4	4,119.4	13,344.0	76.4%
1999	583,140	18,680.5	4,270.1	14,410.4	77.1%
2000	597,721	20,667.6	4,494.2	16,173.4	78.3%
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%

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
1998	27,125	24,254	15,602	656
1999	26,058	23,486	15,399	779
2000	24,490	21,891	13,667	820
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

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	2013		2014	
	Number	Percent	Number	Percent
Voluntary Leave	2,742	11.7%	2,531	12.3%
Misconduct	2,222	9.5%	1,901	9.2%
Not Unemployed	6,008	25.6%	5,169	25.0%
Not Able and Not Available	8,262	35.2%	6,661	32.2%
Labor Dispute	0	0.0%	0	0.0%
Reporting Requirements	3,490	14.9%	3,743	18.1%
Failure to Accept or Apply	121	0.5%	95	0.5%
Refusal Profile Referrals	78	0.3%	56	0.3%
Other	521	2.2%	505	2.4%
Total	23,444	100.0%	20,661	100.0%

Determinations of Eligibility

The number of determinations for eligibility for unemployment insurance decreased during the 2014 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	2013	2014
Total Determinations and Re-determinations	39,675	35,588
Determinations for Eligibility	39,575	35,500
Involving Separations	12,881	12,467
Involving No Separations	25,694	23,033
Re-determinations for Eligibility	100	88

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