



**New Hampshire
Employment
Security**

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



GEORGE N. COPADIS, COMMISSIONER

July 18, 2013

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

100% Federal

REQUESTED ACTION

Per Personnel Memorandum 91-32, I am requesting to extend (1) one class 59, salary grade 12, full time Stock Clerk Supervisor position: **9T214** for one year beginning **08/31/2013 through 08/31/2014** [assigned to Administrative Services, reporting to Bruce Drew, Warehouse Supervisor], (1) one class 59, salary grade 13, full time Mail Clerk III position: **9T166** for one year beginning **10/07/2013 through 10/07/2014** [assigned to Administrative Services, reporting to Bruce Drew, Warehouse Supervisor], (2) two class 59, salary grade 20, full time Certifying Officer III positions: **9T163** and **9T165** for one year beginning **09/02/2013 through 09/02/2014** [assigned to the Manchester Benefit Adjudication Unit, reporting to Sanda Jamak, BAU Supervisor], (2) two class 59, salary grade 21, full time Program Specialist II positions: **9T158** [assigned to the Unemployment Compensation Bureau and reporting to Robert Karstedt, Business Systems Analyst II] for one year beginning **09/06/2013 through 09/06/2014** and **9T164** [assigned to the Unemployment Compensation Bureau, reporting to Robert Karstedt, Business Systems Analyst II] for one year beginning **09/02/2013 through 09/02/2014**, (2) two class 59, salary grade 9, full time Clerk Interviewer positions: **9T104** [assigned to the Manchester Local Office, reporting to Cyndi Peterson, Manager], **9T105** [assigned to the Somersworth Local Office and reporting to Arlene Murphy, Manager], (1) one class 59, salary grade 18, full time Interviewer II position: **9T106** [assigned to the Portsmouth Local Office, reporting to Arlene Murphy, Manager], (3) three class 59, salary grade 16, full time Interviewer I positions: **9T108** [assigned to the Manchester Local Office, reporting to Cyndi Peterson, Manager], **9T113** [assigned to the Somersworth Local Office, reporting to Arlene Murphy, Manager], **9T114** [assigned to the Salem Local Office, reporting to Michael Walden, Manager] for one year beginning **09/30/2013 through 09/30/2014** and (1) one class 59, salary grade 16, full time Interviewer I position: **9T219** [assigned to the Salem Local Office, reporting to Michael Walden, Manager] for one year beginning **10/07/13 through 10/07/14**.

We are requesting approval to extend these positions in a temporary status for one year. The estimated fiscal impact to SFY 2014 to extend these positions is **\$352,252.05**. These positions will be funded through existing federal funds, account #010-027-8040-059.

EXPLANATION

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

Sincerely,

George N. Copadis
Commissioner

Peterson, Kristin

From: Hutchins, Karen D
Sent: Tuesday, July 16, 2013 4:45 PM
To: Peterson, Kristin
Cc: Caldwell, Penny; Brobst, Heidi S; Elberfeld, Jennifer
Subject: FW: *Revised* Request to Extend Temporary Positions
Attachments: Extensions August 2013.doc

This request is approved.

Karen Hutchins

Karen D. Hutchins
Director of Personnel
25 Capitol Street
Concord, NH 03301
Phone - (603) 271-3261
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PLEASE NOTE: Effective as of July 1, 2013, our new address is 28 School Street, Concord, NH 03301

From: Peterson, Kristin
Sent: Tuesday, July 16, 2013 9:49 AM
To: Hutchins, Karen D
Cc: Caldwell, Penny
Subject: *Revised* Request to Extend Temporary Positions

Good Morning Director,

Attached please find a **revised** Request to Extend Temporary Positions reflective of the reclassification of the (2) Mail Clerk II positions to (1) Stock Clerk Supervisor and (1) Mail Clerk III.

I apologize for the error.

Thank You,
Kristin Peterson
HR Coordinator
NH Employment Security
(603) 228-4059

7/18/2013

STATE OF NEW HAMPSHIRE
Inter-Department Communication

To: Karen Hutchins, Director

Date: July 16, 2013

From: Kristin Peterson
Human Resources Coordinator

Office: NH Employment Security

Subject: Request to Extend Positions

Per Personnel Memorandum 91-32, I am requesting to extend **(1)** one class 59, salary grade 12, full time Stock Clerk Supervisor position: **9T214 for one year beginning 08/31/2013 through 08/31/2014** [assigned to Administrative Services, reporting to Bruce Drew, Warehouse Supervisor], **(1)** one class 59, salary grade salary grade 13, full time Mail Clerk III position: **9T166 for one year beginning 10/07/2013 through 10/07/2014** [assigned to Administrative Services, reporting to Bruce Drew, Warehouse Supervisor], **(2)** two class 59, salary grade 20, full time Certifying Officer III positions: **9T163 and 9T165 for one year beginning 09/02/2013 through 09/02/2014** [assigned to the Manchester Benefit Adjudication Unit, reporting to Sanda Jamak, BAU Supervisor], **(2)** two class 59, salary grade 21, full time Program Specialist II positions: **9T158** [assigned to the Unemployment Compensation Bureau and reporting to Robert Karstedt, Business Systems Analyst II] **for one year beginning 09/06/2013 through 09/06/2014** and **9T164** [assigned to the Unemployment Compensation Bureau, reporting to Robert Karstedt, Business Systems Analyst II] **for one year beginning 09/02/2013 through 09/02/2014**, **(2)** two class 59, salary grade 9, full time Clerk Interviewer positions: **9T104** [assigned to the Manchester Local Office, reporting to Cyndi Peterson, Manager], **9T105** [assigned to the Somersworth Local Office and reporting to Arlene Murphy, Manager], **(1)** one class 59, salary grade 18, full time Interviewer II position: **9T106** [assigned to the Portsmouth Local Office, reporting to Arlene Murphy, Manager]. **(3)** three class 59, salary grade 16, full time Interviewer I positions: **9T108** [assigned to the Manchester Local Office, reporting to Cyndi Peterson, Manager], **9T113** [assigned to the Somersworth Local Office, reporting to Arlene Murphy, Manager], **9T114** [assigned to the Salem Local Office, reporting to Michael Walden, Manager] **for one year beginning 09/30/2013 through 09/30/2014** and **(1)** one class 59, salary grade 16, full time Interviewer I position: **9T219** [assigned to the Salem Local Office, reporting to Michael Walden, Manager] **for one year beginning 10/07/13 through 10/07/14**

Position # 9T166, Mail Clerk III

The mail room continues to perform additional duties in support of imaging operations that was brought to the Administration Building from Manchester. The impact of the current duties as well as these additional duties will continue to be handled by the current staff members which include Deborah. These additional duties include but are not limited to sorting and batching incoming mail specific to the imaging program, identifying documents with issues and correcting them or sending them to appropriate individuals, distributing batches to appropriate areas, etc. Other duties include sorting and processing all administrative facility incoming and outgoing mail, processing change of address notifications, deliver/pick up mail at local post office and Manchester supporting local offices, and processing mail on automated mailing equipment.

Position # 9T214, Stock Clerk Supervisor

Do to downsizing that took place earlier this year that affected the warehouse/mailroom we now have one full time person working in the warehouse, Liz Clay. Her primary duties will entail supporting all warehouse duties as required to support all agency buildings throughout the state with supplies. She will also be receiving supplies into the warehouse and providing the Supervisor with receipt and issue transactions as well as reordering recommendations. Other duties will also include participating in and backing up the mailroom operations and delivery operations.

Position # 9T158, 9T164 Program Specialist II

9T158 and 9T164 are essential to the business team responsible for working with the vendor that supports and makes changes to the benefit payment system (NHUIS). There are currently over 603 defects, enhancements and support items outstanding that this team is responsible for testing before any item can be moved into production. In addition, several significant changes and additions to the functionality of the system are in process, which this team will be involved in the requirements for and testing of. The SBR changes must be implemented no later than September 2013 or Federal funding must be returned. Without these positions, the success and timeliness of these changes can not be guaranteed. Additional relatively large changes to the system are queued up directly after the current items are implemented. These changes are based upon a 2013 Annual Project Plan that extends into 2014. A 2014 Annual Project Plan is in process of being developed.

Position #, 9T163, 9T165 Certifying Officer III

The two (2) Certifying Officer III positions, 9T163 and 9T165, are necessary to ensure timely and accurate processing of eligibility determinations. These individuals contact employers, claimants, and other interested parties to gather all facts necessary. They then compare these facts to NH law, rule and policy to determine whether the individual claimant is eligible to collect benefits. Multiple determinations are made on more than 80% of claims initially filed, and additional eligibility issues arise throughout the life of the claim that also must be reviewed and a determination written. On average, for each countable determination, an additional 1.8 non-countable issues are investigated. These positions are essential to handle this volume of work.

Position # 9T104, 9T105, 9T106, 9T108, 9T113, 9T114, 9T219

The justification for extending the temporary positions is to handle the workload in the offices they are assigned to. These positions are critical for the Agency to continue to providing the level of customer service required for assisting customers with their unemployment claims and to provide re-employment services.

These positions are 100% federally funded.

FUNDING
010-027-8040-059