



New Hampshire
Employment
Security

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ADMINISTRATIVE OFFICE

32 SOUTH MAIN STREET
CONCORD, NH 03301-4857



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GEORGE N. COPADIS, COMMISSIONER

April 2, 2013

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

110% Federal

REQUESTED ACTION

Authorize New Hampshire Employment Security (NHES), pursuant to the provisions of RSA 21:1:54 to continue the following positions for one year: (2) two class 59, salary grade 16, full time Interviewer I positions: **9T124, 9T125** [assigned to Wages and Special Programs Unit, reporting to Ruth Hobbs] **for one year beginning 06/02/2013 through 06/02/2014**, (1) one class 59, salary grade 18, full time Accountant II position: **9T213** [assigned to Fiscal Management, reporting to Doris Beaulieu] **for one year beginning 06/10/2013 through 06/10/2014**, (2) two class 59, salary grade 20, full time Certifying Officer III positions: **9T130 and 9T131** [assigned to the Conway BAU, reporting to Michael Burke, Supervisor BAU] **for one year beginning 06/13/2013 through 06/13/2014**, (4) four class 59, salary grade 20, full time Certifying Officer III positions: **9T121**, [assigned to the Wages and Special Programs Unit and reporting to Ruth Hobbs], **9T126** [assigned to the Manchester BAU and reporting to Sanda Jamak, Supervisor BAU], **9T127 and 9T128** [assigned to the Manchester BAU and reporting to Pat Belanger, Supervisor BAU] **for one year beginning 6/30/2013 through 6/30/2014**, (1) one class 59, salary grade 30, full time Business Systems Analyst II position: **9T129** [assigned to the Unemployment Compensation Bureau and reporting to Dianne Carpenter, Administrator IV] **for one year beginning 6/30/2013 through 6/30/2014** (1) one class 59, salary grade 21, full time Program Specialist II position: **9T159** [assigned to the Unemployment Compensation Bureau and reporting to Robert Karstedt, Business Systems Analyst II] **for one year beginning 4/21/2013 through 4/21/2014**, and (1) one class 59, salary grade 27, full time Chairman of UC Appeals I position: **9T212** [assigned to the Appeals Tribunal, reporting to Erika Randmere, Administrator III] **for one year beginning 06/30/2013 through 06/30/2014**.

We are requesting approval to extend these positions in a temporary status for one year. The estimated fiscal impact to extend these positions is **\$18,952.65** for SFY 2013 and **\$525,392.93** for SFY 2014. These positions will be funded through existing federal funds, account #010-027-8040-059.

EXPLANATION

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

Sincerely,

George N. Copadis
Commissioner

STATE OF NEW HAMPSHIRE
Inter-Department Communication

Approved
K. Hutchins
3-14-13

To: Karen Hutchins, Director

Date: March 8, 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 (2) two class 59, salary grade 16, full time Interviewer I positions: 9T124, 9T125 [assigned to Wages and Special Programs Unit, reporting to Ruth Hobbs] for one year beginning 06/02/2013 through 06/02/2014, (1) one class 59, salary grade 18, full time Accountant II position: 9T213 [assigned to Fiscal Management, reporting to Doris Beaulieu] for one year beginning 06/10/2013 through 06/10/2014, (2) two class 59, salary grade 20, full time Certifying Officer III positions: 9T130 and 9T131 [assigned to the Conway BAU, reporting to Michael Burke, Supervisor BAU] for one year beginning 06/13/2013 through 06/13/2014, (4) four class 59, salary grade 20, full time Certifying Officer III positions: 9T121, [assigned to the Wages and Special Programs Unit and reporting to Ruth Hobbs], 9T126 [assigned to the Manchester BAU and reporting to Sanda Jamak, Supervisor BAU], 9T127 and 9T128 [assigned to the Manchester BAU and reporting to Pat Belanger, Supervisor BAU] for one year beginning 6/30/2013 through 6/30/2014, (1) one class 59, salary grade 30, full time Business Systems Analyst II position: 9T129 [assigned to the Unemployment Compensation Bureau and reporting to Dianne Carpenter, Administrator IV] for one year beginning 6/30/2013 through 6/30/2014 (1) one class 59, salary grade 21, full time Program Specialist II [assigned to the Unemployment Compensation Bureau and reporting to Robert Karstedt, Business Systems Analyst II] for one year beginning 4/21/2013 through 4/21/2014, and (1) one class 59, salary grade 27, full time Chairman of UC Appeals I position: 9T212 [assigned to the Appeals Tribunal, reporting to Erika Randmere, Administrator III] for one year beginning 06/30/2013 through 06/30/2014.

Position # 9T124 & 9T125, Interviewer I

The Wages & Special Programs Unit (WASP) handles all claims with wages in both New Hampshire and any state other than NH, including Canada, Guam, Puerto Rico, and the Virgin Islands. They also handle claims involving Federal employment, Military employment. Child Support withholding and Workers Compensation payments. Each of the described claim areas involve numerous additional steps, interpretation of State and Federal law specific to these areas, and constant interactions with claimants, employer and other state Unemployment Agencies. There are Federal measures for First Payment Timeliness and Non-monetary Determination Timeliness that, if not met, can impact the funding of this agency. These positions are essential for the effective and efficient operation of this Unit and to ensure that the Mission of NH Employment Security is met – to pay eligible claimants benefits due in a timely manner and to protect the unemployment compensation fund via proper charging of benefits to employers.

Position # 9T213, Accountant II

It is important that NHES extend the Accountant II position in the Unemployment Compensation Trust Fund (UCTF) Unit in order to continue to satisfy an earlier audit finding. This position plays a critical role in assisting with the severe backlog of work resulting from NH Unemployment Insurance System (NHUIS) reporting challenges as well as a general increase in UCTF workload and responsibilities to include researching system reporting issues. With the deployment of a new benefit system and the expansion and addition of federal programs and requirements, it is necessary to maintain our current level of staffing in the UCTF area. This position will play a very important role in the upcoming NHUIS financial report redesign process to include restructuring existing reports, reviewing and testing reports.

Position # 9T130 / 9T131 / 9T121 / 9T126 / 9T127 / 9T128, Certifying Officer III

These Certifying Officer III positions 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 2.7 non-countable issues are investigated. These positions are essential to handle this volume of work.

Position # 9T129, Business Systems Analyst II

New Hampshire Employment Security's benefit payment system, known as NHUIS, is a complex application that allows claimants and employers internet access to most facets of filing an unemployment claim, viewing correspondence, providing feedback impacting

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eligibility and benefits, and tracking payment and charge records. The Business Analyst is the NHES Project Manager for this system. He coordinates and directs NHES staff, DOIT staff and the vendor regarding day to day application function and expectations, as well as reviewing, analyzing and prioritizing all reported defects, enhancement requests and support items. He also manages large-scale improvement projects funded by special Federal grant monies. There are currently more than 300 items being managed. This position is essential to insure accurate operations and continue to address and improve technology to better support staff and the claimants and employers we serve.

Position #9T159, Program Specialist II

Vicki's position is heavily focused on testing defects, enhancements and support items. Testing entails time sensitive data entry into a test environment to validate if code fixes are successful or not. Vicki is the primary point person for all testing efforts being done by the Trade program and all other supporting programs such as the TAPR report, HCTC, and co-assisted testing with Wages and Special Programs as applicable to the Trade program.

In the coming year, Vicki will be a valuable member of the Trade Grant re-design project, which will require extensive testing efforts over a period of many months.

In addition to the above testing, Vicki is able to test a wide spectrum of areas spanning across the NHUIS application. These additional assignments are given to her on a daily basis for which she must manage her time accordingly.

Position # 9T212, Chairman of UC Appeals I

The Chairman of UC Appeals I position which NH Employment Security requests an extension is necessary to maintain the current level of chairmen staffing to meet our Federal requirements for 2013. We experienced a steady volume of appeals in 2012. Most recently, we received 410 appeals in December 2012, 388 in January 2013, and 355 in February. With the anticipated retirement of our part-time chairman in March 2013, it is critical to maintain the current level of chairmen staffing to meet our Federal obligations. I respectfully request to extend Heather Bonner's position another year.

These positions are 100% federally funded.

FUNDING
010-027-8040-059

Cc: Penny Caldwell
HR Administrator II

