



**New Hampshire  
Employment  
Security**

www.nhes.nh.gov

"We're working to keep New Hampshire working"

ADMINISTRATIVE OFFICE

45 SOUTH FRUIT STREET  
CONCORD, NH 03301-4857



GEORGE N. COPADIS, COMMISSIONER

RICHARD J. LAVERS, DEPUTY COMMISSIONER

November 17, 2015

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

REQUESTED ACTION

Pursuant to the provisions of RSA 21-I:54, the Department of Employment Security is requesting to extend the following positions in a temporary status for one year. The estimated fiscal impact to SFY 2016 - 2017 to extend these positions is \$134,683.48. These positions will be funded through existing federal funds, account #010-027-8040-059.

| Pos #  | LG | Step | Next Incr Date | Employee         | Position              | Section | Supervisor      | Effective Date |
|--------|----|------|----------------|------------------|-----------------------|---------|-----------------|----------------|
| 9T2673 | 21 | 2    | 6/30/2016      | Joshua Kelly     | Program Specialist II | QC      | Colleen O'Neill | 12/17/15       |
| 9T2604 | 21 | -    | VACANT         | VACANT           | Fraud Investigator    | BPC     | Chris Cooper    | 02/03/16       |
| 9T2590 | 21 | 5    | 7/11/2017      | Victoria Whitney | Fraud Investigator    | BPC     | Chris Cooper    | 02/03/16       |

EXPLANATION

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

Sincerely,

George N. Copadis  
Commissioner

# STATE OF NEW HAMPSHIRE Inter-Department Communication

**To:** Sara Willingham, Director

**Date:** November 16, 2015

**From:** Kristin Peterson  
Human Resources Coordinator

**Office:** NH Employment Security

**Subject:** Request to Extend Temporary Positions

Pursuant to the provisions of RSA 21-I:54, the Department of Employment Security is requesting to extend the following positions for one year:

| Pos #  | LG | Step | Next Incr Date | Employee         | Position              | Section | Supervisor      | Effective Date |
|--------|----|------|----------------|------------------|-----------------------|---------|-----------------|----------------|
| 9T2673 | 21 | 2    | 6/30/2016      | Joshua Kelly     | Program Specialist II | QC      | Colleen O'Neill | 12/17/15       |
| 9T2604 | 21 | -    | VACANT         | VACANT           | Fraud Investigator    | BPC     | Chris Cooper    | 02-03-16       |
| 9T2590 | 21 | 5    | 7/11/2017      | Victoria Whitney | Fraud Investigator    | BPC     | Chris Cooper    | 02-03-16       |

**Position#9T2673, Program Specialist II, Integrity Task Coordinator**

This is a temporary position being paid with Federal grant funds awarded to the State of New Hampshire to assist with improving and enhancing the Department's Unemployment Insurance Program fraud prevention, detection and recovery efforts.

The Program Specialist II (Integrity Task Force Coordinator) is responsible for providing programmatic support and technical assistance in the prevention, detection and reduction of improper payments to further the goals and objectives of NH Employment Security's UI Integrity Cross-Functional Task Force and UI Integrity Strategic Plan.

The Integrity Task Force Coordinator's specific accountabilities include but are not limited to coordinating the activities of the NHES Cross-Functional UI Integrity Task Force, researching and analyzing performance data, tracking and maintaining metrics and preparing regular progress reports to make recommendations for business and technical process improvements to the Assistant to the Commissioner and the UI Integrity Task Force.

The U.S. Department of Labor has awarded New Hampshire additional Federal grant funds to extend this position through September 30, 2016 to help offset a portion of the funds needed to continue the Department's commitment to implementing systems and activities to help reduce the state's improper payment rate.

**Position # 9T2604 & 9T2590, Fraud Investigators**

These positions have been instrumental in assisting the Benefit Payment Control (BPC) Unit with meeting its fraud prevention and detection activities as well as continuous program improvement and reporting requirements in accordance with all state and federal laws, regulations and program guidelines.

The U.S. Department of Labor issued a "call to action" to all states to implement aggressive strategies to prevent and reduce improper UI payments, through a series of Unemployment Insurance Program Letters: (UIPL) NO. 19-11 dated June 10, 2011; (UIPL) NO. 26-11 dated July 18, 2011, (UIPL) NO. 33-11 dated September 21, 2011 and (UIPL) NO. 24-13 dated July 25, 2013. New Hampshire Department of

Employment Security is required to implement a broad range of strategies as well as meet additional performance measures as a result of this new federal mandate.

The BPC Unit's ability to successfully implement these additional strategies and programs designed to deter and investigate potentially fraudulent activity is dependent upon having an adequate staffing level to respond timely to the additional workload generated.

The BPC Unit continues to work on a backlog of cases resulting from the implementation of a number of additional tools to detect potential UI Fraud.

The additional methods that have been implemented to detect potential fraud include but are not limited to a Fraud Tip Line, an Identity Verification process with the Social Security Administration, Crossmatch Programs with the State and County Departments of Correction, an IP Block Program to block the filing of unemployment claims from IP addresses outside of the country and a Benefit Wage Crossmatch Program. The implementation of these new tools has enabled the Unit to detect potential fraud more quickly and continues to generate a substantial spike in the Unit's workload. The temporary Fraud Investigator positions are needed to conduct timely investigations of the additional cases that have been generated.

These positions are 100% federally funded.

#### **FUNDING**

**010-027-8040-059**

## Peterson, Kristin

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**From:** Elberfeld, Jennifer  
**Sent:** Tuesday, November 17, 2015 8:38 AM  
**To:** Peterson, Kristin  
**Cc:** Mottola, Joanne  
**Subject:** RE: NHES: Temporary Position Extension Request  
**Attachments:** NHES Extension \_ Dec 2015 - Feb 2016.doc

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

| Pos #  | LG | Step | Next Incr Date | Employee         | Position              | Section | Supervisor      | Effective Date |
|--------|----|------|----------------|------------------|-----------------------|---------|-----------------|----------------|
| 9T2673 | 21 | 2    | 6/30/2016      | Joshua Kelly     | Program Specialist II | QC      | Colleen O'Neill | 12/17/15       |
| 9T2604 | 21 | -    | VACANT         | VACANT           | Fraud Investigator    | BPC     | Chris Cooper    | 02/03/16       |
| 9T2590 | 21 | 5    | 7/11/2017      | Victoria Whitney | Fraud Investigator    | BPC     | Chris Cooper    | 02/03/16       |

Once you have received G & C (and Fiscal Committee approval for acceptance of federal funds, if required per RSA 124:15), please take the following action to extend these positions:

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

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

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

Thank you.

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

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