



**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

June 15, 2016

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

REQUESTED ACTION

New Hampshire Employment Security is submitting its 2015 Annual Report for approval as required under RSA 282-A:112 I.

EXPLANATION

Attached is a copy of the New Hampshire Employment Security's 2015 Annual Report, which covers the administration and operation of RSA Chapter 282-A during the calendar year 2015.

Respectfully submitted,

George N. Copadis
Commissioner

GNC/jdr
Attachment

New Hampshire Employment Security



Annual Report 2015



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



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

June 30, 2016

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 *2015 Annual Report*, pursuant to RSA 282-A:112 I. This report summarizes the programs and achievements of the agency during the calendar year 2015.

Our Economic and Labor Market Information Bureau estimated that the New Hampshire average unemployment rate for 2015 was 3.4 percent, down from 4.3 percent in 2014. New Hampshire had the lowest rate in New England and the fourth lowest rate among the fifty states. New Hampshire's annual average unemployment rate was 1.9 percentage points below the national annual average of 5.3 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 2015, was 44,667 as compared to 56,986 in 2014. This was an over-the-year decrease of 21.6 percent.

The number of weeks of Unemployment Compensation benefits paid decreased from 297,637 in 2014 to 230,528 in 2015. This was a decrease of 67,109 compensated weeks or 22.5 percent. The average number of weeks of benefits paid to each claimant in all programs, combined, decreased from 14.1 weeks in 2014 to 13.2 weeks in 2015.

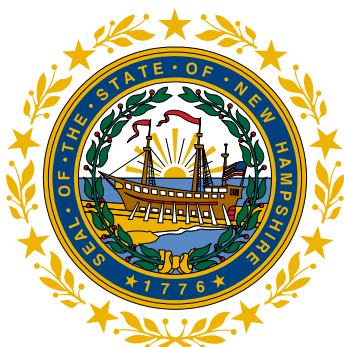
The staff of Employment Security is proud to have served the citizens of our state.

Sincerely,

George N. Copadis
Commissioner

New Hampshire Employment Security

2015 Annual Report



State of New Hampshire
Margaret Wood Hassan, *Governor*

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

June 2016



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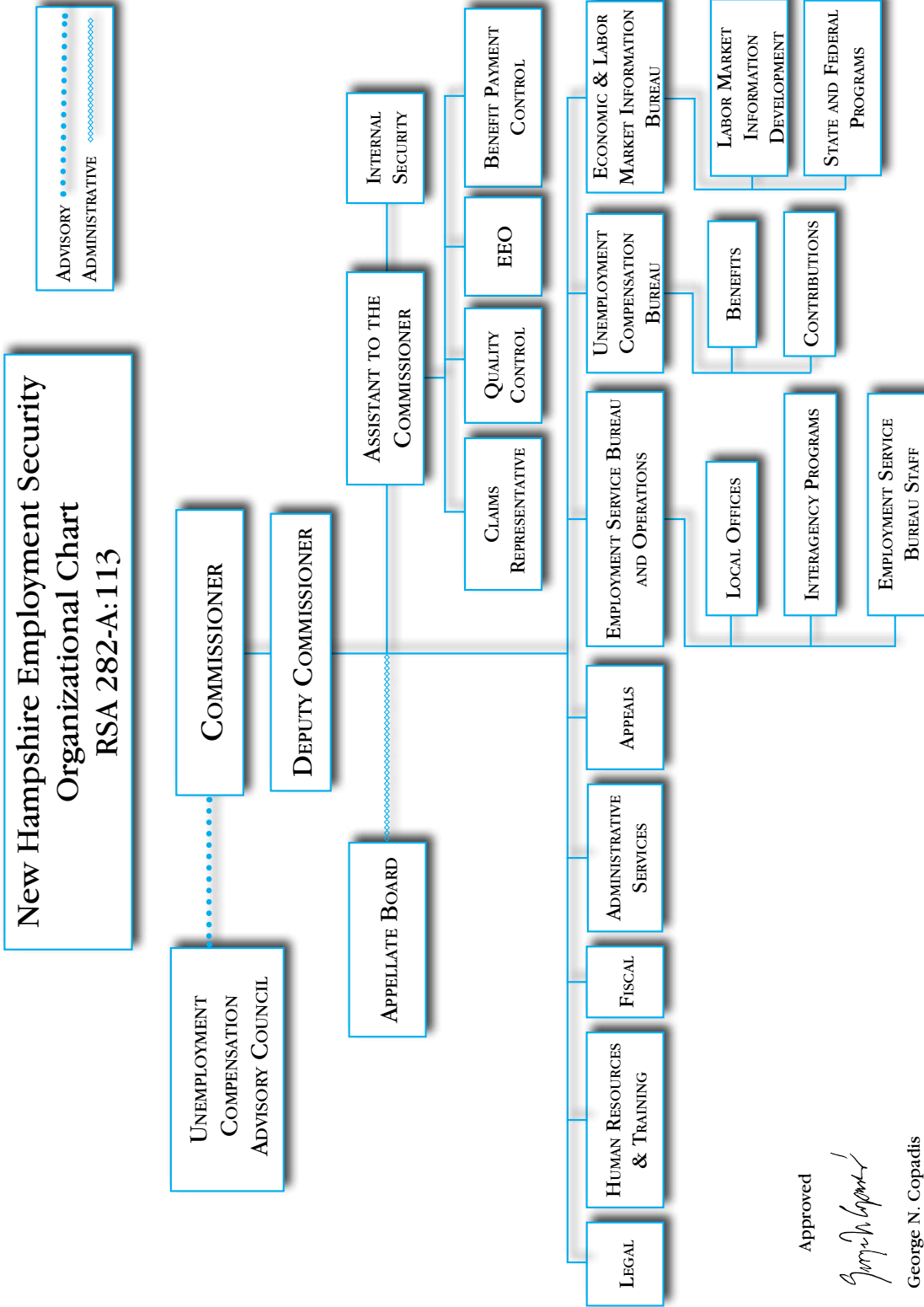
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Approved

 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 2014 and 2015

		2014	2015
1	Average monthly covered employment ² <i>increased by 10,054 or 1.6%</i>	619,200	629,254
2	Insured unemployment rate <i>decreased by 0.3 percentage points or 24.6%</i>	1.22	0.92
3	State UC Benefits paid ^{3,6} <i>decreased by \$8,328,486 or 9.7%</i>	\$86,028,010	\$77,699,524
4	Benefits paid all programs ^{5,6} <i>decreased by \$9,112,362 or 11.2%</i>	\$81,460,168	\$72,347,806
5	Average weekly benefit payment <i>increased by \$14.32 or 5.0%</i>	\$289.22	\$303.54
6	Number of UC Benefit Recipients <i>decreased by 3,723 or 17.6%</i>	21,160	17,437
7	Trust fund balance as of December 31 ⁶ <i>increased by \$7,326,828 or 2.6%</i>	\$281,445,669	\$288,772,497
8	Employer taxes to support the trust fund ⁶ <i>decreased by \$35,481,925 or 29.2%</i>	\$121,711,308	\$86,229,383
9	Number of people exhausting UC benefits <i>decreased by 1,530 or 30.6%</i>	5,001	3,471
10	Average number of weeks of benefits paid to a claimant <i>decreased by 0.9 weeks or 6.4%</i>	14.1	13.2
11	Employers subject to the state UC law <i>increased by 648 employers or 1.6%</i>	41,372	42,020
12	Total initial claims processed for UC benefits ⁵ <i>decreased by 12,319 or 21.6%</i>	56,986	44,667
13	Weeks of UC benefits claimed ⁵ <i>decreased by 122,792 or 32.9%</i>	372,796	250,004
14	Weeks of UC benefits paid <i>decreased by 67,109 or 22.5%</i>	297,637	230,528
15	Appeals Tribunal decisions <i>decreased by 885 or 25.3%</i>	3,501	2,616
16	Requests for reopening of Tribunal decisions <i>decreased by 23 or 8.5%</i>	271	248
17	Appellate Board cases, disposed of <i>decreased by 31 or 47.0%</i>	66	35

(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) Includes transitional, agent state and interstate claims; excludes UCX and UCFE

(5) Includes all state and federal programs

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

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 2015, NHES had 139,948 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 an American Job

Employment Service 2015 Activities

INDIVIDUAL AND TOTAL SERVICES	
Total number of Individuals that Registered	14,709
Total number of Individuals that Logged In	15,653
Total number of Distinct Individuals Receiving Services	41,845
LABOR EXCHANGE SERVICES	
Total number of Individual Virtual Recruiters Created	39,370
Total number of Resumes Added	37,798
Total number of Internal Job Orders Created	21,372
Total number of Internal Job Referrals Created	42,505
EMPLOYER SERVICES	
Total number of Services Provided Employers	35,199
WAGNER PEYSER PROGRAMS (WP) INFORMATION	
Total number of Completed WP applications	32,141
Total number of WP Participations	32,156
Total number of WP Exits	34,579
TOTAL PLACEMENTS	
Total number of job placements	10,727



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.

Employment Service Bureau and Operations *continued*

Return to Work

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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 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).

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 2015, the program produced the following results:

Agreements discussed	80
Agreements finalized	52
Agreements denied	0
Total RTW-related hires	37

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 2015, a total of 102 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 2015, 24,103 claimants were considered with 19,360 matching the profiling criteria. Of the latter, 877 were referred to core employment services and 683 reported and received reemployment services. As of July 1, 2015, Profiling was transitioned into the Reemployment Services and Eligibility Assessment (RESEA) program.

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

Employment Service Bureau and Operations *continued*

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.

On July 1, 2015, the REA Program transitioned to the RESEA program. This transition required re-focusing of target populations. The REA program targeted those least likely to exhaust and the RESEA program targeted those individuals most likely to exhaust benefits. From January 1, 2015 through June 30, 2015, 1,767 claimants reported for and received Reemployment Services resulting in a total of 3,178 REA interviews. From July 1, 2015 through December 31, 2015; 2,058 claimants reported for and received Reemployment Services resulting in a total of 4,372 RESEA Interviews.

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 2015, 16,948 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 2015, NH Employment Security received a total of 43 filings for 165 temporary agricultural workers and no requests for temporary logging workers. During calendar year 2015, the Nonagricultural (H-2B) temporary labor, permanent and specialty occupation labor certification application filings process changed so that the Foreign Labor Certification Program Manager is now responsible for reviewing, and approving all H-2B job orders prior to them being processed through the U.S. Department of Labor's National Processing Centers. The number of job orders reviewed during this time period was 3, due to the time of the year.

Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC) 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 2015. 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 5 years on December 19, 2015. Prior to this reauthorization, only requests received before December 31, 2014 were able to be finalized.

Applications Received	10,203
Applications Certified	3,453
Applications Denied	7,875

Employment Service Bureau and Operations *continued*

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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 customer 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. The Trade Adjustment Assistance Reauthorization Act of 2015 (TAARA 2015) rescinded the Trade Reversion of 2014 and the Alternative Trade Adjustment Assistance (ATAA) reverted back to the 2011 Reemployment Trade Adjustment Assistance (RTAA) guidelines.

Although only one company was certified for Trade Adjustment Assistance and for Reemployment Trade Adjustment Assistance in New Hampshire, many certified Vermont workers who live in New Hampshire were assisted with benefits and services. Under the guidelines of the Trade Act, NHES contracted for, and entered into, 88 individual training programs. New Hampshire had 42 individuals participating in the RTAA program and there were 22 new applicants. Seven individuals reached their maximum benefit amount and 30 reached the two year limit. Total benefits paid under RTAA for 2015 were \$206,021.10.

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 2015. 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 2015:

Job & Resource Fairs conducted	18
Job seekers attended	2,849
Employers participated	978
Job openings available	11,281

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 prior-

Employment Service Bureau and Operations *continued*

ity 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 2015, NHES held a successful job fair 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 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 NHWorks American Job Center (AJC) and through the Department of Veterans' Affairs Vocational Rehabilitation and Employment Program.

LVER staff, through outreach with employers, develops 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 concentrates 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.

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 2015, NHES reported 251,876 new hires to NHDHHS, compared with 256,090 in 2014 .

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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 2015, the average tax rate for New Hampshire employers was estimated at 1.1 percent. Because of a healthier Trust Fund, employers were allowed a .5 percent fund balance reduction for second and third quarters of 2015 and a 1.0 percent reduction for the first and fourth quarters. Fund balance reductions are discounts off employers tax rates for those employers who are positive rated or for new employers.

The Trust Fund balance at the end of December 2015 was \$288,772,497. This was up from the December 2014 balance of \$281,445,669. The number of registered employers increased from 41,372 in 2014 to 42,020 in 2015.

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

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 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 2015.

The average monthly seasonally adjusted unemployment rate for 2015 was 3.4 percent, down from 4.3 percent in 2014 and 5.3 percent of 2013. The total number of initial claims processed during 2015 was 42,370 a reduction of 22.0 percent from 54,296 in 2014 and 38.2 percent from 68,526 in 2013. 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 2015 increases slightly to 42,420, compared to 54,372 in 2014. 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 work-search 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 weeks claimed in 2015 was 250,565 showing a continuing downward

Unemployment Compensation Bureau *continued*

trend from 373,604 in 2014 and 527,841 in 2013. 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. No EUC claims are included in the figures reported for 2015.

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 lay-off 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 2015, 13 employers filed a total of 38 different WorkShare plans involving 418 employees. It is estimated that 748 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 826 primary verifications were completed during the calendar year 2015.

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.

The ELMI Bureau maintains an email subscription service and by the end of 2015 the number of subscribers had grown to 790. 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.

The ELMI Bureau successfully applied for a research grant from the U.S. Department of Labor's Women's Bureau to study paid family leave insurance programs, partnering with the University of New Hampshire's Carsey School of Public Policy, the Institute for Women's Policy Research, and the New Hampshire Women's Foundation.

During 2015, ELMIB performed economic analysis under agreement with the City of Littleton. The study concerned the economic value of the revitalization of the Ammonoosuc River district in Littleton.

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 2015 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 by Planning Region, 2012-2022*
 - *Industry Projections by Planning Region, 2012-2022*
 - *Occupational Projections by Planning Region, 2012-2022*
- *New Hampshire Employment Projections by County, 2012-2022*
 - *Industry Projections by County, 2012-2022*
 - *Occupational Projections by County, 2012-2022*
- *New Hampshire Occupational Employment and Wages 2015*
- *Vital Signs*
- New Hampshire Online Job Advertisements
- *New Hampshire Online Job Ads Summary* (quarterly)
- New Hampshire Job Ads Reports
 - *Truckers: Keep Goods Moving*
 - *Nursing Job Postings in New Hampshire*
 - *New Hampshire Computer and Information Technology Job Postings*
- *Economic Analysis Report - 2014 in Review: Recovery*

Publication or Product Name (representative items)	Views and Downloads
Annual Economic Summary/Economic Analysis Reports	1,592
Affirmative Action Statistics for New Hampshire	1,047
NH Benefits Surveys	607
<i>BLS Statistical Program Publications:</i>	
Alternative Measures of Labor Underutilization	1,104
Business Employment Dynamics (includes "About BED")	762
Current Employment Statistics (CES)	5,391
Consumer Price Index (CPI)	4,040
Employment in New Hampshire News Release	5,460
High Tech Employment (QCEW)	727
Local Area Unemployment Statistics (LAUS)	10,018
Occupational Employment Wages (OES)	35,455
Quarterly Covered Employment and Wages (QCEW)	12,048
<i>Career Resources:</i>	
NH Job Notes Career Tabloid	10,601
Career Planning Guide/Table	7,388
Career Posters	1,491
Top Career Prospects Brochures	12,366
Economic Conditions	47,090
Economic Data Dashboard	3,989
Employment Projections	5,574
Job Outlook and Locator	10,081
Licensed, Certified, and Registered Occupations in NH	39,935
Community Profiles	315,458
County Profiles	11,502
Commuting Patterns	3,551
Vital Signs	6,214

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.

Purchasing

This department services the agency's purchasing needs by processing service contracts, supply orders, and equipment orders. Approximately 1,200 in-house requisitions and more than 65 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 statewide 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 all of the forms, publications and documents used by NH Employment Security (NHES) and its partners. The center made 4,345,875, impressions in 2015, an decrease of 14 percent from 2014. The section also maintains forms inventory, and packages forms for deliveries. This makes for a cost efficient, timely delivery operation in getting forms out to the Local Offices and all our other locations. Purchasing and maintaining fax and copy machines also come under the responsibilities of this section. However no new equipment purchases were made during the year.

Maintenance

Maintenance continues to support and maintain alarm systems, construction projects, repairs, cubical set-ups, ergonomic evaluations, electrical changes and needs throughout the agency. Some of the projects included:

- Monitored and maintained access control and camera systems in all buildings
- Continued support in ergonomic evaluations and ergonomic set-ups for all buildings
- HVAC systems and evaluations and repairs

- Managed contractor in the replacement of the storefront at the Portsmouth office, as well as the re-installation of access control and electrical needs associated with the new storefront
- Moved the Keene local office to its new location, and re-established access control, camera systems, and system furniture for staff
- Assisted with water cleanup, construction, repair, and furniture set up of the resource center caused by a water breach in one of the bathrooms at the Manchester office
- Managed contractor in the replacement of the Salem roof with a standing seamless metal roof
- Maintenance continued support with contractors for: Generators, UPS systems, Fire systems, Sprinkler systems, HVAC systems, access control systems, and camera systems, and fire extinguishers and fire suppression systems

Mail and Warehouse Services

The Mailing Service Center mailed 612,359 pieces in 2015 compared with 864,274 during 2014. This decline of 251,915 pieces over-the-year is a result of the continued decline in claims, and the ability to send multiple documents to the same address in one envelope. The USPS has also enabled Intelligent Mail Barcode (IMB) users to mail two ounces at the one-ounce price, allowing the agency 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. It also administers 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.

Appeal Tribunal

The Appeal Tribunal Unit primarily conducts administrative hearings from appeals filed by claimants or employers of unemployment benefit eligibility determinations, which still includes appeals related to the Emergency Unemployment Compensation 2008 program.

The Unit continues to meet federal case aging, time lapse, and quality core measures.

Case aging measures the average age of pending cases. The core measure is 30 days or fewer. New Hampshire averaged 9.9 days, which was fourth best in the nation. This compares to 15.8 days in 2014. The average reported age for the 50 states, DC, Puerto Rico and the US Virgin Islands was 28.8 days, down from 32.1 days in 2014.

Time lapse measures the days between the appeal file date and the date the case is decided. The time lapse core measure is that 60 percent of the cases must be decided in 30 or fewer days and 80 percent decided in 45 or fewer days. During 2015, 88.4 percent were decided within 30 days and 95.9 percent within 45 days compared with 87.6 percent and 95.1 percent in 2014.

Quality measures due process elements of randomly-selected sample each quarter. The core measure is that 80 percent of the scored cases must earn an 85 percent quality review score. Of the 74 scored cases, 97.3 percent passed quality review. This is down from the 100 percent in 2014, but still exceeds the core measure.

According to the USDOL ETA 5130 Benefit Appeals Report, appeals involving 2,756 claimants, including multi-claimant appeals were filed. This is a decrease of 21 percent from 3,489 in 2014.

Cases decided by decision totaled 2,662, down 25.4 percent from the 3,568 in 2014. Cases in 2015 in-

cluded 20 UCFE-only claims (down 39.4 percent from 33), 26 UCX-only claims (down 23.5 percent from 34), and 2,616 UI claims (down 25.3 percent from 3,501).

The claimant prevailed in 47.2 percent of all cases, up from 46.5 percent in 2014.

The claimant was the appellant in 84.3 percent of the decided appeals, down from 86.9 percent. The appellant prevailed in 42.4 percent of cases, down from 44.1 percent in 2014. The claimant prevailed in 43.8 percent in which the claimant was the appellant, down from 44.9 percent in 2014. Employers prevailed in 34.7 percent of the cases in which an employer was the appellant, down from 38.9 percent in 2014.

Not including the multi-claimant labor dispute decisions, the issues decided were 21.5 percent voluntary quits, 32.4 percent misconducts, 11.9 percent ability/availability, and 1.0 percent work refusal. The remaining 33.2 percent are other issues, such as backdating of claim, late filing, insufficient earnings, and individual labor dispute determinations.

Unit staff assisted with several special projects, including obtaining outstanding tax and wage reports, collecting taxes, assessing potential fraud, and participating in a USDOL self-assessment pilot.

In addition to benefit appeal hearings, Appeal Tribunal Chairmen may preside at, or chair a committee that presides at, administrative hearings. These hearings address if work is in "employment," if an employer is subject to New Hampshire unemployment law, and whether to grant claimant and employer requests for compromise or forgive unemployment-related debts owed to the State. The Unit presided over 509 such cases, down 7.3 percent from the 549 held in 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.

2015 APPELLATE BOARD DECISIONS

	Appellate Appeals Received	Motion for Reconsideration Received	Appellate Appeals Disposed	Motion for Reconsideration Disposed
January	4	0	3	0
February	4	0	6	0
March	3	1	3	1
April	3	2	2	1
May	5	0	4	1
June	4	0	4	0
July	0	0	5	0
August	1	1	0	0
September	2	0	0	1
October	3	1	2	0
November	3	1	4	1
December	5	0	2	1
Totals	37	6	35	6

	2015	2014	Difference
Total Appeals Received	37	61	-39.34%
Total MFR Received	6	16	-62.50%
Total Appeals Disposed	35	66	-46.97%
Total MFR Disposed	6	15	-60.00%
Total Appeals and Motions Received	43	77	-44.16%
Total Appeals and Motions Disposed	41	81	-49.38%

Benefit Payment Control

The Benefit Payment Control Unit (BPC) 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 & Rules are administered properly, that benefits are paid correctly, and that the Unemployment Insurance Trust Fund is

protected from the ill effects of fraud. The department is also working in partnership with the Department of Justice on fraud prosecutions.

For the year 2015, the BPC Unit completed 1,486 cases. The results of BPC investigative activities are as follows:

2015 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)	205	\$301,958	\$60,392	\$362,350
Benefit-Wage Crossmatch	80	\$299,810	\$59,962	\$359,772
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	53	\$143,114	\$28,623	\$171,737
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	22	\$56,684	\$11,337	\$68,021
Total (numbers may not add due to rounding)	360	\$801,566	\$160,313	\$961,879

2015 BPC Activity Summary - NonFraud

Activity	Number of Non Fraud Cases Completed	Amount of Non Fraud Overpayments
New Hire (National and State)	678	\$167,162
Benefit-Wage Crossmatch	34	\$35,232
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	47	\$59,185
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	21	\$14,571
Total	780	\$276,150

Effective August 10, 2012, legislation was passed to apply a 20 percent penalty to all fraud overpayments. During 2015, the total fraud penalty amount assessed was \$160,313.

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 2015, the BPC Unit adjudicated 174 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 2015, the BPC Unit adjudicated 174 potential hits.

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 101 manual determinations issued during calendar year 2015.

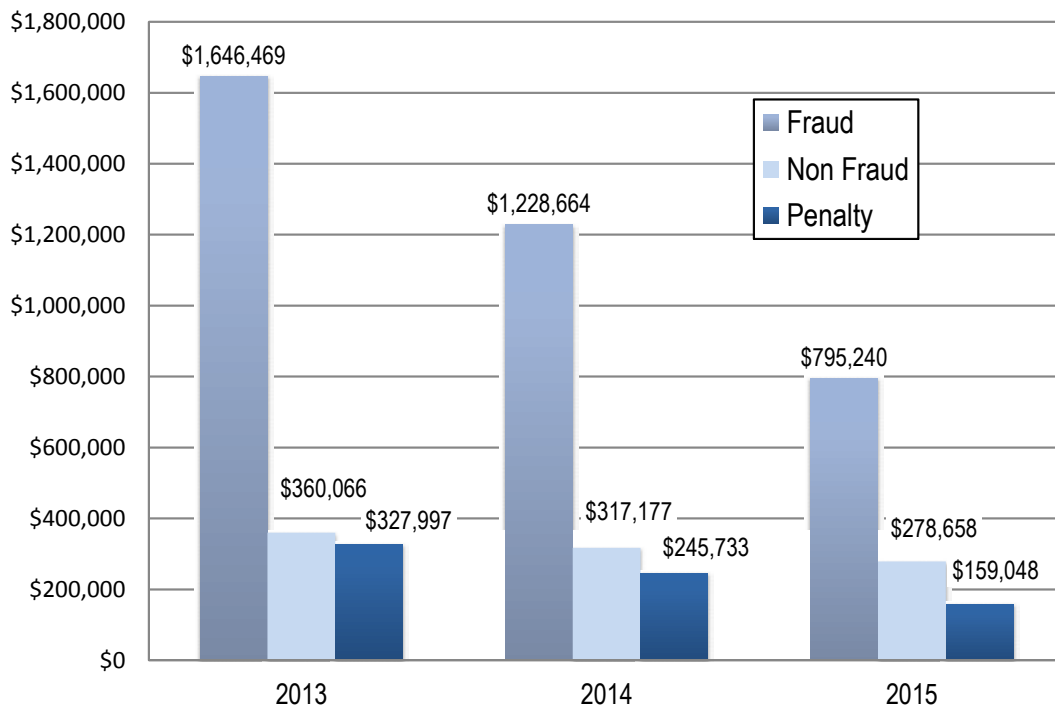
To be proactive and reduce improper payments, the BPC Unit implemented an enhancement to the New Hire Crossmatch on November 10, 2015. When a claimant files a claim and there has been a New Hire hit, they receive a message to contact BPC before the claim can be paid. During 2015, the BPC Unit reviewed 182 potential hits.

Benefit Payment Control *continued*

2015 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)	883	171	1,054	\$469,120	\$60,392	\$529,512
Benefit-Wage Crossmatch	114	54	168	\$335,042	\$59,962	\$395,004
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	100	61	161	\$202,299	\$28,623	\$230,922
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	43	60	103	\$71,255	\$11,337	\$82,592
Total <i>(numbers may not add due to rounding)</i>	1,140	346	1,486	\$1,077,716	\$160,313	\$1,238,030

Overpayments and Penalties Established by BPC in 2015



The Claim Representative Unit

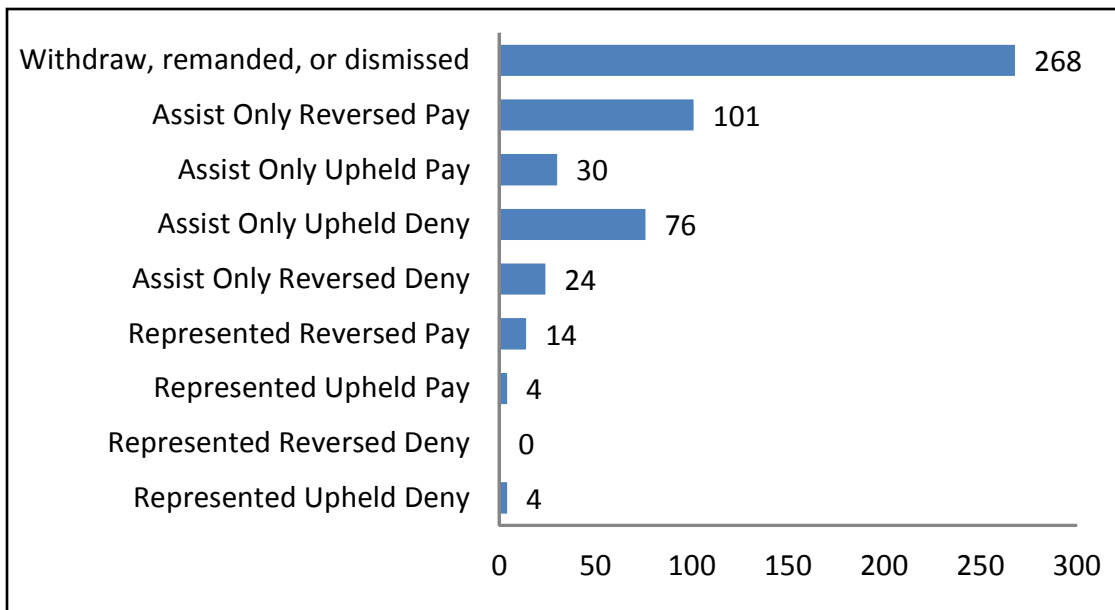
The primary duty of the Claims Representative Unit per RSA 282-A:134 is to assist claimants in the presentation of their best case before an appeal tribunal, and also assist with their request to reopen the hearing. Claimants are interviewed either in person or via telephone. In order to prepare for 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 521 claimants during 2015. The Unit represented 22 claimants at their appeal hearing. Of the claimants represented, 18 were found payable and 4 were not payable.

Of the total 521 claimants assisted, 115 resulted in the initial decision being reversed to pay benefits, with 24 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 2015



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 2015 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.
- 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.
- They both participated in interviews with news media outlets on various employment related issues throughout the year.
- They both continued to work with the U.S. Department of Labor to ensure New Hampshire’s compliance with federal laws, rules, programs, regulations, guidelines, and audit findings.
- They both worked with Department staff in order to expand efforts to implement a statewide system to insure that individuals are not receiving unemployment benefits while incarcerated.
- They both appeared before the Governor and Executive Council, the New Hampshire House of Representatives, and the New Hampshire Senate to advocate for the agency.
- They both continued to promote and grow the NH Working Programs to job seekers and businesses.
- They both worked with Department staff on continued participation in the US Treasury Department’s Unemployment Compensation Treasury Offset Program (UCTOP) collecting millions of dollars in fraudulent benefit overpayments by offsetting individual Federal income tax refunds. This program was expanded in 2015 pursuant to federal requirements to include the submission of unemployment compensation tax debt owed by employers.
- They both continued to work with the New Hampshire Department of Justice Criminal Bureau in the prosecution of unemployment fraud.
- They both worked with Department staff on the implementation of the wage garnishment program in order to increase collection efforts of fraud overpayments.
- The New Hampshire business community continued to experience tax savings as a result of the Unemployment Compensation Trust Fund hitting and maintaining statutory solvency thresholds thus triggering discounts to all employer tax rates.
- They both assisted the Employment Services Bureau with regional job fairs around the state, as well as statewide job fairs and Veterans’ events.
- They both worked with the Employment Services Bureau on the relocation of the Keene local office to an updated downtown location.
- They both 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.
- They both continued efforts to increase the use of social media (Facebook, Twitter, and Linked-In).
- They both continued to encourage supervisors and managers to use LEAN strategies to make agency processes more efficient.

Executive Office *continued*

- Commissioner Copadis continued to participate with the State Commissioners Group in roundtable discussions on topics of interest to individuals and businesses around the state.
- They both 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.
- They both 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.
- They both reviewed and monitored local office traffic and calls, claims volume, and programs, to address resources necessary to best serve the public.
- They both participated in quarterly and special meetings of the Unemployment Compensation Advisory Council.
- They both 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.
- They both continued to implement statewide initiatives for encouraging charitable giving by agency staff as well as promoting wellness programs for agency employees.
- Commissioner Copadis worked on the 2015 SECC United Way Charitable Campaign for state employees.
- NHES held a food drive for the Friendly Kitchen in Concord.
- New Hampshire Employment Security was selected to host a Financial Coach for Transitioning Military Veterans.
- Commissioner Copadis participated in a number of meetings regarding the Balsams Redevelopment project.
- Commissioner Copadis and Deputy Commissioner Lavers participated on the NHES Advisory Council Subcommittee to review Trust Fund Solvency.
- Commissioner Copadis participated in monthly mini cabinet meetings with Governor Hassan and fellow Commissioners to review and discuss economic development as well as education in New Hampshire.

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

	7/1/13-6/30/14	7/1/14-6/30/15
1 Federal Funds	\$21,905,524	\$23,319,161
2 Fees, Fines and Interest - Contingent *	14,633,121	13,440,537
3 All Other Sources	656,928	842,421
Total	\$37,195,573	\$37,602,119

* Capital Fund Revenue Transfer to NH State Treasury of \$5,250,000 & \$1,575,000 for 2014 & 2015, respectively

Expenditures by State Appropriation Class

	7/1/13-6/30/14	7/1/14-6/30/15
1 Permanent Personnel Services	11,026,037	12,376,834
2 Current Expense	2,214,086	2,070,587
3 Equipment	2,766,853	3,074,545
4 Contractual Services	758,580	864,045
5 Other Personnel Services	2,258,761	1,591,486
6 Benefits	7,872,887	7,889,450
7 Travel-In-State	135,033	144,684
8 Travel-Out-Of-State	49,605	40,278
9 Miscellaneous	336,637	313,642
10 Job Training Fund	2,000,000	2,000,000
11 NH Dept of Information Technology (DoIT)	4,275,228	3,711,420
12 Shared Services Support (DAS)	24,874	23,332
Total	\$33,718,581	\$34,100,303

Expenditures, Capital Fund

	7/1/13-6/30/14	7/1/14-6/30/15
1 Tobey Building	13,504,857	157,175
Total	\$13,504,857	\$157,175

Disbursements to State Agencies

Agency	7/1/13-6/30/14	7/1/14-6/30/15
NH Dept of Administrative Services		
Risk Management Unit (Bond/Producer Services)	2,002	2,190
Bureau of Accounts		
Audit Fee	21,354	23,062
SWCAP Indirect Cost	315,283	242,486
State Postage Billing	2,053	2,240
Post Retirement/Revenue Maximization	930,962	1,141,530
Unemployment Compensation	22,693	22,503
Workers' Compensation	108,539	94,838
Bureau of Graphic Services	97	246
Bureau of Education	4,690	1,405
Bureau of Public Works	83,711	13,408
Shared Services Support (DAS)	24,874	23,332
NH Secretary of State	170	825
NH Dept of Corrections	953	401
NH Dept of Education	745	753
NH Dept of Health and Human Services (EAP)	9,750	9,750
NH Dept of Labor	400	300
NH Dept of Transportation	57,170	55,007
NH Dept of Safety		
Criminal Records Division	625	1,100
Telecommunications Division	148,618	125,324
NH Dept of Resources & Economic Development (DRED)	2,000,000	2,000,000
NH Dept of Information Technology (DoIT)	4,275,228	3,711,420
Total	\$8,009,917	\$7,472,120

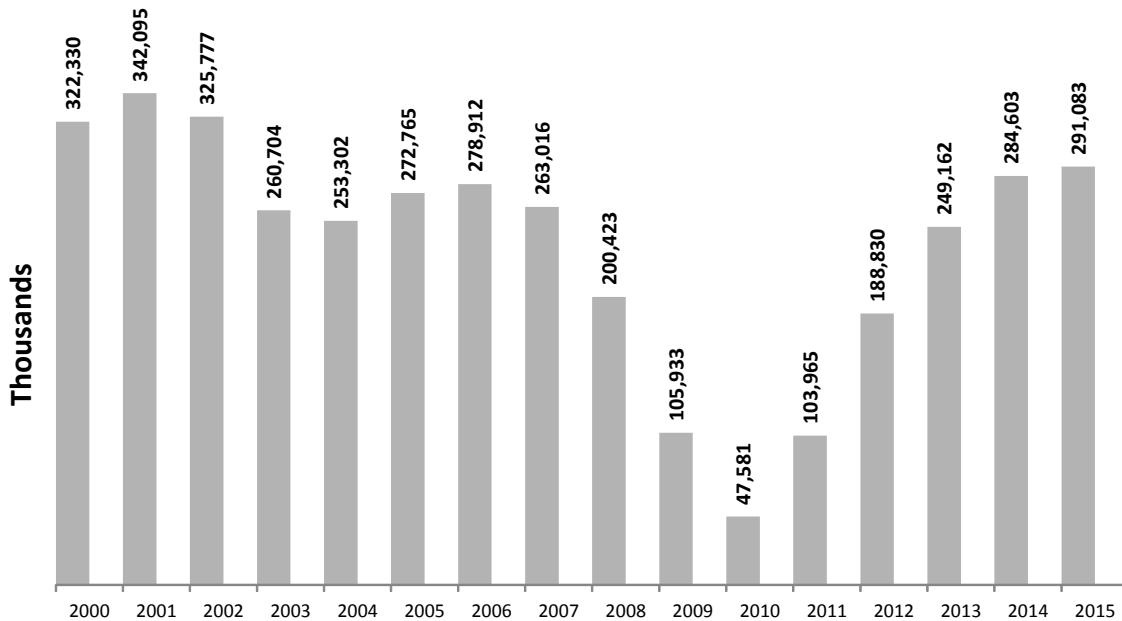
Fiscal Management *continued*

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 - 2015



Fiscal Management *continued*

Unemployment Compensation Trust Fund ¹	
Statement of Revenue, Expenditures and Change in Fund Equity	
Fiscal Year Ended June 30, 2015	
FUND BALANCE, July 1, 2014	\$284,602,537
Revenues:	
Reimbursing Employers	7,648,707
Federal Employers	1,605,182
Fees, Fines, Interest and Administrative Contributions	13,353,431
Employer Contributions	70,667,025
NH Title IX Funds	28,049
Investment Income	6,628,415
Total Operating Revenues	99,930,809
Expenditures:	
Reimbursing Employers Benefit Payments	7,648,707
Federal Benefit Payments	1,605,182
Fees, Fines, Interest and Administrative Contributions	13,353,431
Unemployment Insurance Benefit Payments	70,941,994
Provision for Doubtful Receivables	(99,116)
Total Operating Expenditures	93,450,198
FUND BALANCE, June 30, 2015	\$291,083,148
Net Increase in Fund Balance for the Year	\$6,480,611

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

Balance Sheet: Reserve for Unemployment Compensation Trust Fund ¹ - June 30, 2015			
Assets		Liabilities and Fund Balances	
Cash	\$287,214,174	Payment Due Other Jurisdictions/Overpayments (Total Liabilities)	\$21,377,217
Receivables	\$25,246,191	Reserve for Unemployment Compensation Benefits (Fund Balance)	\$291,083,148
Total Assets	\$312,460,365	Total Liabilities & Fund Balances	\$312,460,365

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%
2015	105,841,081.60	13,345,320.49	92,495,761.11	78,064,150.23	28,048.48	286,916,839.44	84.4%

¹ Year ending 6/30

² Includes reimbursing employer accounts

³ \$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
2015	85,876,904.70	13,335,761.80	6,628,415.10	105,841,081.60

¹ Year ending 6/30

² Includes reimbursing employers

³ 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
'07/01/14 - 06/30/15**

Unemployment Insurance

- Unemployment Insurance Grants

Trade

- Trade Adjustment Assistance

Wagner/Peysner

- 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
- Job Driven NEG

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

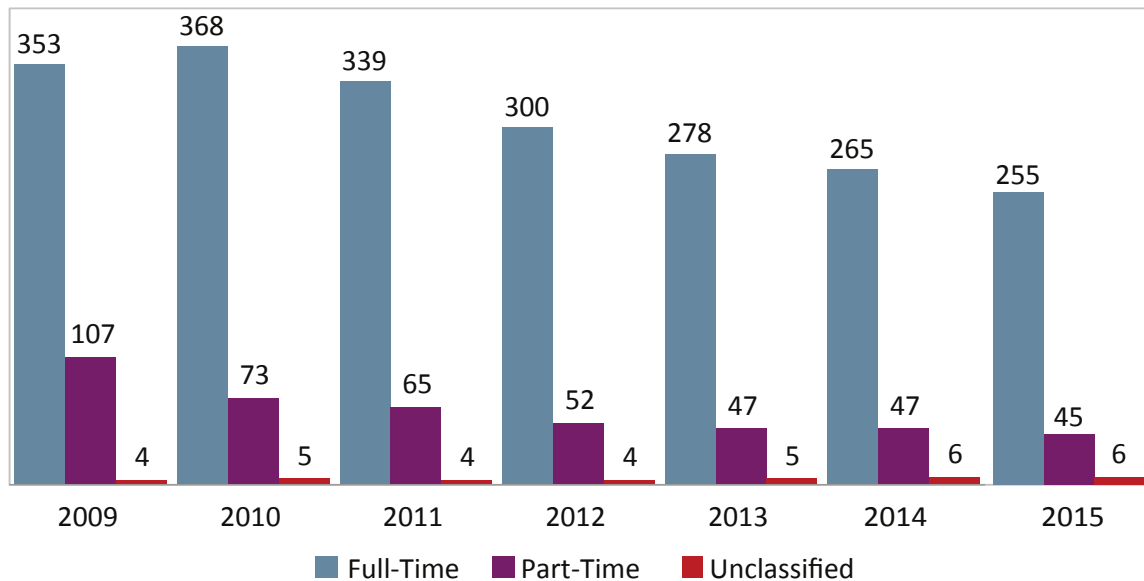
- Railroad Retirement Crossmatch
- Miscellaneous Program Income
- Mass Layoff Statistics - State
- Pathway to Work
- DoIT-Server Room Agreement

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 2015 due to state budget reductions.

NHES Employees by Classification, 2009-2015
(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 N.H. 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 N.H. Department of Justice in responding to appeals of department decisions to the N.H. 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 N.H. 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.

Department counsel assist the Department and NHES Administrators in investigating complaints and responding to grievances filed pursuant to the Collective Bargaining Agreement and appeals filed in accordance with the N.H. Division of Personnel administrative rules.

The legal staff represents the department in federal US Bankruptcy Court, all N.H. circuit courts, several superior courts and the N.H. Supreme Court, in actions directly related to the collection of taxes and overpaid unemployment compensation benefits. As of December 31, 2015, the legal section’s collection activity resulted in the recovery of \$1,093,687 in employer tax contributions and \$2,701,710 in established overpayments and back-pay awards.

Since January, 2012, the legal section has been home to the department’s expanded collection unit. The work of this unit over the past three year has resulted in a dramatic increase in the amount of overpaid unemployment benefits collected.

In April, 2015, the Department hired an attorney to prosecute unemployment compensation fraud cases.

2015 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	14	1	3	\$65,659	\$90,721	\$94,400
Feb	9	1	5	\$19,008	\$574,638	\$71,016
Mar	29	3	3	\$12,357	\$330,715	\$86,015
Apr	18	2	2	\$3,486	\$324,823	\$117,201
May	22	4	4	\$43,379	\$112,000	\$69,829
Jun	15	1	3	\$52,032	\$105,757	\$103,118
Jul	19	3	5	\$27,859	\$177,474	\$80,056
Aug	13	0	0	\$23,696	\$110,183	\$94,893
Sept	10	2	0	\$14,027	\$112,206	\$57,680
Oct	22	6	2	\$4,457	\$112,330	\$98,625
Nov	18	1	4	\$28,322	\$112,776	\$85,566
Dec	16	4	2	\$46,804	\$196,998	\$135,287
Total	205	28	33	\$341,089	\$2,360,621	\$1,093,687

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 agencies business objectives via Custom Application Development and Support, Systems Administration, Data Base Administration, Computer Support, Network Support and Data Center Operations. The DoIT organization will continue to modernize and enhance systems that deliver innovative internet based solutions for the agency, the State of New Hampshire, and the citizens and employers of New Hampshire.

DoIT has twenty (20) employees that are currently embedded in the NHES environment. In addition, there are also staff off site that help to support NHES programs. The staff is broken into the following divisions with the associated position responsibilities:

Agency Software Division (ASD)

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

ASD Staffing – nine staff that are responsible to develop and support systems in the following areas at NHES: Unemployment Compensation, Employment Services, Economic Labor Market Information, Human Resources, Administrative Services, Fiscal Management, Legal Counsel, Data Prep, Benefit Payment Control, Commissioners Office, Deputy Commissioners 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 Employment Security. These applications include but are not limited to the NH Unemployment Insurance System (NHUIS), NH Job Match (JMS), Web Tax, NH ACTS, IP Blocker, NSCITE, WOTC, Kardex, SpendMap, 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 Bureau's and also US DOL requirements and Standards. Additional DoIT staff provide support for the administrative functions of the department, items such as Email Communications, Network Connectivity, Video Conferencing, VoIP Telephone System, etc. at the 17 different NHES locations, which includes the satellite offices.

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 data centers, network infrastructure and maintaining all the hardware/software for all the programs that support the agency.

Technical Support Services (TSS)

Current Staffing On-Site – Two Technical Support Staff

The Technical Support Services group at NHES is responsible to assist 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), and repairs and maintains IT equipment. These two individuals perform these tasks for the seventeen NHES locations statewide including the satellite offices.

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

Office of Information Technology *continued*

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 this year is the claimant view re-write and upgrading the entire system to Oracle 12c. In addition, all hardware and software with the system will be upgraded in the coming year.

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 incorporate federal changes. The system had a major version upgrade this past year to bring it to version 14.

3) NH Web Tax System - This system enables the States Employers to file and pay taxes online. 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 is performing a major re-write of the Cost Accounting System. The current system is old technology (mainframe) that is not user friendly. The new system will be a web based user friendly system with a Oracle back end. This project will make the system easier to use and maintain as it introduces a Graphical User Interface. In addition, it will be less costly on a yearly basis for maintenance and to make enhancements. This is a large project that was started in FY2016, but will be completed in FY2017.

5) Kardex - A legal system to perform tracking of cases and serves as a tickler system for appointments and milestones. This is in the process of being re-written from a MS Access database and converted to a Web Based System with an Oracle database back end. This is being done for reliability and ease of use for the end users at NHES.

6) Treasury Off Set Tax System -A new system that was developed in conjunction with the IRS that gives NHES the ability to garnish employer tax refunds to pay back employer tax debts that are due NHES. This will join the current Treasury Off Set system that we have for claimants.

7) NH ACTS - The NHES Tax System is having continuous improvements that include adding functionality and screens that enhance the user experience while meeting US DOL requirements and standards.

8) Central VoIP - for over six years NHES had been on its own VoIP telephone system that provided a savings to the agency and an advanced feature set to all the end users. This year DoIT and NHES completed a project that had NHES become part of the statewide VoIP cluster.

9) NHES Video Conferencing System - NHES has video conferencing end points in all its remote locations. This allows NHES to see savings on trainings, meetings, appeals hearings and general agency communications as it can all be done remotely with no paid travel expenses. This system will go through an upgrade in the coming fiscal year.

10) SpendMap System - NHES main purchasing and inventory system. This went through two version upgrades during this past fiscal year.

11) Pitney Smart Mailer System - NHES utilized the Pitney Bowes Smart Mailer system so that it received major postal cost savings on all bulk mail sent to citizens or employers of New Hampshire that dealt with the delivery of benefits and taxes. This system required an upgrade to the Pitney Bowes Connect Mailer as Smart Mailer is no longer supported.

12) Major DoIT Infrastructure Projects - This past year major upgrades were completed in many infrastructure areas so that we can support the requirements of NHES to deliver services in a timely manner. These projects included: Email Exchange Server and Domain Upgrade, File and Print Server Consolidation, IELL Upgrade to all agency computers, Windows 7 Upgrade to all agency computers and the movement of a few NHES offices.

The DoIT organization will continue to work hand-in-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	2013	2014	2015
Total Dollars paid (UI)	\$88,619,627	\$73,943,554	\$60,849,125
Sample Size	364	361	364
Percent of Dollars paid properly	95.30%	95.20%	93.60%
Percent of Dollars overpaid	4.70%	4.80%	6.40%
Combined total	100.00%	100%	100%
Percent of Dollars underpaid	0.80%	0.40%	0.70%

**Causes for Overpayments
(Shown as percent of dollars overpaid)**

	2013	2014	2015
Work Search	0.00%	0.00%	2.90%
Benefit Year Earnings	49.30%	44.20%	29.90%
Separation Issues	18.70%	8.00%	2.70%
Base Period Wages	5.30%	1.80%	0.50%
Other Eligibility Issues	26.60%	46.00%	50.30%
Other Causes	0.00%	0.00%	13.70%

**Responsibility for Overpayments
(Shown as percent of dollars paid)**

	2013	2014	2015
Claimant only	73.20%	66.00%	65.20%
Agency only	0.50%	7.50%	15.50%
Employer only	1.20%	0.30%	0.00%
Other (Includes Combined)	25.10%	26.20%	19.30%

Statistical Tables

Unemployment Compensation by Calendar Year

Source	Initial Claims Filed for Unemployment Compensation		Continued Weeks Claimed for Unemployment Compensation	
	2014	2015	2014	2015
Unemployment Insurance (UI)	31,483	24,176	351,066	232,181
Interstate Claims (UI)	2,147	1,707	21,730	17,823
Agent State Claims (Initial only)	4,344	3,850	NA	NA
Additional UI (Initial only)	16,231	12,622	NA	NA
Transitional Claims (Initial only)	2,781	2,312	NA	NA
Total Initial and Continued claims processed for UC Benefits	56,986	44,667	372,796	250,004
Emergency Unemployment Compensation (EUC)	86	13	543	0
Extended Benefits (EB)	5	2	0	0
Unemployment Compensation for Federal Employees (UCFE)	23	22	11	162
Unemployment Compensation for Ex-Military (UCX)	53	28	254	399
Additional UCFE (Initial only)	0	1	NA	NA
Additional UCX (Initial only)	0	1	NA	NA
ICON Claims	4,447	3,910	42,088	36,131

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)	
	2014	2015	2014	2015	2014	2015	2014	2015
Weeks	297,880	231,067	297,637	230,528	0	197	243	342
Payments	\$82,996,222	\$67,553,184	\$82,894,234	\$67,343,991	\$0	\$69,156	\$101,988	\$140,037

Statistical Tables *continued*

In 2015, Covered Employment in New Hampshire reached an annual average of 629,254 representing an increase of 1.6 percent from the 2014 level of 619,200. Federal Government is not included in employment or wages. A display of wages paid to covered workers for the last seventeen 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
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%
2015	629,254	32,887.7	7,176.8	25,710.9	78.2%

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
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
2015	28,197	25,929	17,447	3,477

Statistical Tables *continued*

Nonmonetary Determination Disqualifications By Issue

Calendar Year (UI denials only - UCX and UCFE not included)

Issue	2014		2015	
	Number	Percent	Number	Percent
Voluntary Leave	2,531	12.3%	2,061	12.2%
Misconduct	1,901	9.2%	1,442	8.5%
Not Unemployed	5,169	25.0%	4,436	26.2%
Not Able and Not Available	6,661	32.2%	5,361	31.7%
Labor Dispute	0	0.0%	0	0.0%
Reporting Requirements	3,743	18.1%	3,131	18.5%
Failure to Accept or Apply	95	0.5%	85	0.5%
Refusal Profile Referrals	56	0.3%	33	0.2%
Other	505	2.4%	370	2.2%
Total	20,661	100.0%	16,919	100.0%

Determinations of Eligibility

The number of determinations for eligibility for unemployment insurance decreased during the 2015 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	2014	2015
Total Determinations and Re-determinations	35,588	30,161
Determinations for Eligibility	35,500	30,049
Involving Separations	12,467	10,184
Involving No Separations	23,033	19,865
Re-determinations for Eligibility	88	112

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