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GEORGE N. COPADIS, COMMISSIONER
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June 30, 2017

The Honorable Christopher T. Sununu
Governor, State of New Hampshire
Concord, New Hampshire 03301

Dear Governor Sununu:

New Hampshire Employment Security is pleased to present its *2016 Annual Report*, pursuant to RSA 282-A:112 I. This report summarizes the programs and achievements of the agency during the calendar year 2016.

Our Economic and Labor Market Information Bureau estimated that the New Hampshire average unemployment rate for 2016 was 2.8 percent, down from 3.4 percent in 2015. New Hampshire had the lowest rate in New England and was tied with South Dakota for the lowest rate among the fifty states. New Hampshire's annual average unemployment rate was 2.1 percentage points below the national annual average of 4.9 percent.

New Hampshire Employment Security staff processed 39,319 new and additional initial claims for Unemployment Compensation against New Hampshire employers in 2016, compared to 44,667 in 2015. This was an over-the-year decrease of 12.0 percent.

The number of weeks of Unemployment Compensation benefits paid decreased from 230,528 in 2015 to 192,427 in 2016. This was a decrease of 38,101 compensated weeks or 16.5 percent. The average number of weeks of benefits paid to each claimant in all programs, combined, decreased from 13.2 weeks in 2015 to 12.8 weeks in 2016.

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

Sincerely,

George N. Copadis
Commissioner

New Hampshire Employment Security

2016 Annual Report



State of New Hampshire
Christopher T. Sununu, *Governor*

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

June 2017



Table of Contents

Letter of Transmittal

Mission and Organization

Organizational Chart	ii
Mission Statement	iii
Highlights	iv

Bureau Summaries

Employment Service Bureau	1
Unemployment Compensation Bureau	6
Economic and Labor Market Information Bureau	8

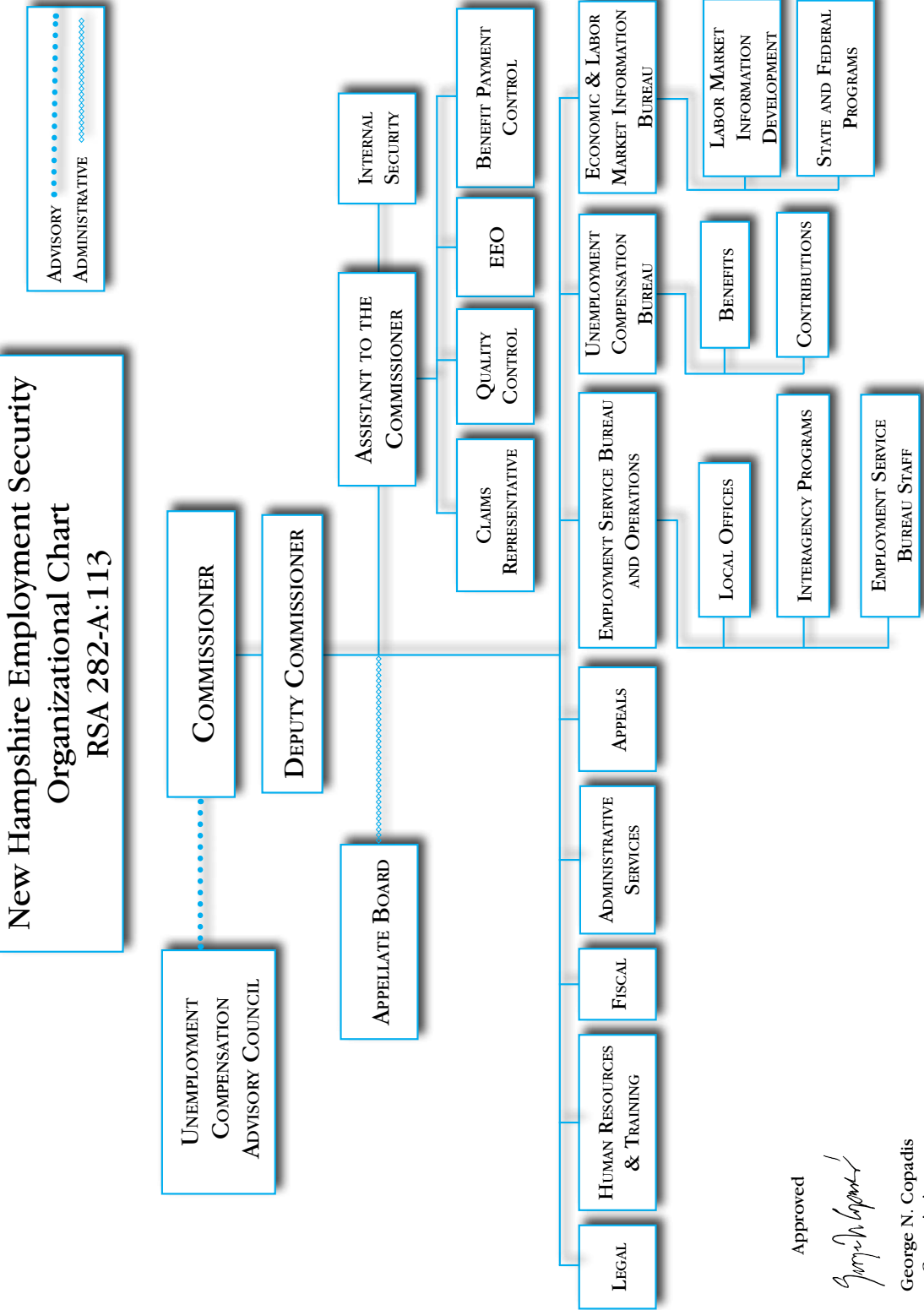
Administrative and Integrity Programs


Administrative Services	11
Appeal Tribunal	12
Appellate Board	14
Benefit Payment Control	15
Claims Representative Unit	17
Executive Office	18
Fiscal Management	20
Human Resources	25
Legal	26
Office of Information Technology	27
Quality Control	29

Statistical Tables	30
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Contact Information	33
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Local Office Information	34
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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 2015 and 2016

	2015	2016
1 Average monthly covered employment ²	629,254	639,789
- increased by 10,535 or 1.7%		
2 Insured unemployment rate	0.92	0.79
- decreased by 0.13 percentage points or 14.1%		
3 State UC Benefits paid ^{3,6}	\$77,699,524	\$62,219,066
- decreased by \$15,480,458 or 19.9%		
4 Benefits paid all programs ^{4,6}	\$72,347,806	\$62,603,939
- decreased by \$9,743,867 or 13.5%		
5 Average weekly benefit payment	\$303.54	\$311.63
- increased by \$8.09 or 2.7%		
6 Number of UC Benefit Recipients	17,437	15,056
- decreased by 2,381 or 13.7%		
7 Trust fund balance as of December 31 ⁶	\$288,772,497	\$290,634,471
- increased by \$1,861,974 or 0.6%		
8 Employer taxes to support the trust fund ⁶	\$86,229,383	\$57,523,466
- decreased by \$28,705,917 or 33.3%		
9 Number of people exhausting UC benefits	3,471	2,853
- decreased by 618 or 17.8%		
10 Average number of weeks of benefits paid to a claimant	13.2	12.8
- decreased by 0.4 weeks or 3.0%		
11 Employers subject to the state UC law	42,020	42,478
- increased by 458 employers or 1.1%		
12 Total initial claims processed for UC benefits ⁵	44,667	39,319
- decreased by 5,348 or 12.0%		
13 Weeks of UC benefits claimed ⁵	250,004	214,044
- decreased by 35,960 or 14.4%		
14 Weeks of UC benefits paid	230,528	192,427
- decreased by 38,101 or 16.5%		
15 Appeals Tribunal decisions	2,616	2,429
- decreased by 187 or 7.1%		
16 Requests for reopening of Tribunal decisions	205	188
- decreased by 17 or 8.3%		
17 Appellate Board cases brought by employers, disposed of	35	38
- increased by 3 or 8.6%		

(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 all State and Federal Programs

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

(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 three 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.

Job & Resource Fairs

NHES reduced the number of job fairs held in 2016. 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. Job & Resource Fairs were conducted in all local office areas. Job & Resource Fair numbers statewide, during the calendar year 2016:

Job & Resource Fairs conducted	13
Job seekers attended	1,557
Employers participated	773
Job openings available	9,094

Veterans’ Services

In each of our local offices, veterans and eligible spouses receive access on a priority of service basis to the full range of public employment and training services, including job search assistance, workshops, resume assistance, labor market information, career guidance, job referral, and referral to other supportive and training resources. This means that those veterans or eligible spouses

who meet all the eligibility requirements for a program or service receive access to that program or service earlier than others who are not eligible for priority of service. If resources are limited, the veteran or eligible spouse receives access to the service or resource instead of or before others.

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 provide services to all veterans that Title 38 indicates are eligible. Their efforts are concentrated according to their respective roles and responsibilities. The primary function of DVOP specialists is providing intensive services to eligible veterans and eligible spouses who have significant barriers to employment, while prioritizing their services to those who are special disabled and other disabled veterans, placing maximum emphasis on assisting veterans who are economically or educationally disadvantaged, and other populations of veterans identified by the Secretary of Labor. To meet the specific needs of veterans, particularly veterans with barriers to employment, the DVOP Specialists are thoroughly familiar with the full range of services and training programs available at the NH Works AJC and through the Department of

Employment Service Bureau and Operations *continued*

Veterans' Affairs Vocational Rehabilitation and Employment Program.

2

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

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. ESRs contact employers to provide assistance posting job orders in the Job Match System (JMS), provide 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.

Resource Centers

A Resource Center was available in the 12 local offices across the state and 3 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 2016, NHES had 127,233 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 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

Employment Service 2016 Activities

INDIVIDUAL AND TOTAL SERVICES	
Total number of Individuals that Registered	14,730
Total number of Individuals that Logged In	15,131
Total number of Distinct Individuals Receiving Services	32,996
LABOR EXCHANGE SERVICES	
Total number of Individual Virtual Recruiters Created	33,224
Total number of Resumes Added	34,184
Total number of Internal Job Orders Created	23,423
Total number of Internal Job Referrals Created	66,590
EMPLOYER SERVICES	
Total number of Services Provided Employers	51,100
WAGNER PEYSER PROGRAMS (WP) INFORMATION	
Total number of Completed WP applications	31,556
Total number of WP Participations	31,564
Total number of WP Exits	32,480
TOTAL PLACEMENTS	
Total number of job placements	10,118

Employment Service Bureau and Operations *continued*

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.

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 2016, 15,380 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 2016,

NH Employment Security received a total of 38 filings for 162 temporary agricultural workers and no requests for temporary logging workers. During calendar year 2015, the Non-agricultural (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 calendar year 2016 was 43 with a total of 590 workers requested.

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 this federal program and issues all certifications.

For the calendar year 2016, the WOTC program results are as follows:

Applications Received	11,822
Applications Certified	2,513
Applications Denied	4,959

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, and 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

Employment Service Bureau and Operations *continued*

4

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 RTAA guidelines.

Three new companies were certified for Trade Adjustment Assistance and for Reemployment Trade Adjustment Assistance in New Hampshire. Under the guidelines of the Trade Act, NHES contracted for, and entered into, 67 individual training programs. New Hampshire had 21 individuals participating in the RTAA program and there were 7 new applicants. Ten individuals reached their maximum benefit amount and 25 reached the two year limit. Total benefits paid under RTAA for 2016 were \$109,162.30.

Reemployment Services and Eligibility Assessment

The Reemployment Services and Eligibility Assessment (RESEA) program is designed to ensure claimants are aware of, and have access to, the full array of re-employment services available at the American Job Centers, while also ensuring they are complying with the unemployment insurance requirements. Claimants selected for the REA program are profiled as less likely to exhaust their unemployment insurance benefits and return to work within the average duration time frame. Reemployment services begin with a program orientation presented by an Employment Service staff person. The orientation provides an overview of the program and also serves as a gateway to all other reemployment services such as skills assessment, job search workshops, job referrals and job development.

During calendar year 2016, 4,706 RESEA claimants reported for Re-employment Services and 8,416 RESEA sessions were completed.

Return to Work

In January 2010 Governor Lynch announced a three part program called New Hampshire 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.

The RTW Program has experienced a significant decrease in participation due to the low level of unemployment in NH as employers prefer to hire direct in this competitive environment. 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 2016, the program produced the following results:

Agreements discussed	25
Agreements finalized	23
Agreements denied	1
Total RTW-related hires	22

Employment Service Bureau and Operations *continued*

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 2016, a total of 94 individuals were approved to participate in the program.

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.

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 2016, NHES reported 245,235 new hires to NHDHHS, compared with 251,876 in 2015.

6

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 2016, the average tax rate for New Hampshire employers was estimated at 0.9% percent. Because of a healthier Trust Fund, employers were allowed a 1.0% fund balance reduction for all four quarters in 2016. Fund balance reductions are discounts off employer tax rates for those employers who are positive rated or are new employers.

The Trust Fund balance at the end of December 2016 was \$290,634,471. This was up from the December 2015 balance of \$278,532,659. The number of registered employers increased from 42,020 in 2015 to 42,478 in 2016.

New Hire Program

Every employing unit providing employment in New Hampshire is required to report to NHES all newly hired and rehired employees, and certain independent contractors. Program responsibility for the New Hire program falls under the authority of New Hampshire Department of Health and Human Services (NHDHHS) which contracts with NHES to administer the program. The new hire

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 2016.

The average monthly seasonally adjusted unemployment rate for 2016 was 2.8 percent, down from 3.4 percent in 2015 and 4.3 percent in 2014. The total number of initial claims processed during 2016 was 34,076 a reduction of 16.2 percent from 40,648 in 2015 and 32.2 percent from 50,258 in 2014. 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 2016 increases slightly to 34,198, compared to 40,772 in 2015. All initial, additional and reopened claims are taken via the Internet. For part of the year, continued claims could be filed over the Internet or via an automatic voice response (IVR) phone system for individuals who were not required to report their weekly worksearch activities. In August 2016, a new claims application was launched and since then all continued claims are filed over the Internet. Assistance in filing was available in twelve (12) NHWORKS local offices and three (3) part-time itinerant offices throughout the state. The number

Unemployment Compensation Bureau *continued*

of continued weeks claimed in 2016 was 219,395, showing a continuing downward trend from 285,163 in 2015 and 377,055 in 2014.

Wages and Special Programs Unit (WASP)

The Wages and Special Programs Unit (WASP) oversees the Combined Wage Program (CWC), a program that transfers the use of wage credits among states. WASP also works with the New Hampshire Department of Health and Human Services (NHDHHS) Child Support Division to oversee child support deductions from unemployment compensation benefits. As an agent of the Federal government, the unit also administers four federally funded benefit programs: Unemployment Compensation for Federal Employers (UCFE), Unemployment Compensation for Ex-Service Members (UCX), Trade Readjustment Assistance (TRA), and Disaster Unemployment Assistance (DUA).

Workshare

WorkShare (Short-Term Compensation) is a layoff aversion program that has been in place in New Hampshire since 2010. By utilizing this program, employers keep trained workers and employees keep their jobs. Eligible WorkShare participants receive a percentage of their unemployment weekly benefit amount equal to the percentage of the reduction of work hours. In 2016, 22 employers filed a total of 60 different WorkShare plans involving 1,024 employees. It is estimated that 932 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. Citizenship 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 765 primary verifications were completed during the calendar year 2016.

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 e-mail subscription service and by the end of 2016 the number of subscribers had grown to 844, up 54 from 2015. Subscribers can choose to receive e-mail 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 administered a research project funded by the U.S. Department of Labor's Women's Bureau to study paid family leave insurance programs. The ELMI Bureau partnered 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, and submitted the project's final report after the grant period ended on September 30.

The ELMI Bureau supported workforce development efforts and the New Hampshire Workforce Board's Sectors Strategy Initiative. This support included a series of webinars to New Hampshire WIOA partner staff on the types and uses of labor market information; staff participation in the New Hampshire Sectors Strategy workgroup; and preparation and publication of reports related to targeted sectors and industries.

During 2016, ELMI performed an economic impact analysis concerning the potential expansion of the Littleton Industrial Park, prepared under contract with the Northern Community Investment Corporation.

ELMIB fulfils 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 Innovation and Opportunity Act.

Economic and Labor Market Information Bureau *continued*

Administrative Reporting — prepares federal and administrative reports on NHES claims and payment activity and workload items.

Labor Market Information (LMI) — delivers workforce information through NHetwork, an Internet-based LMI data system, and prepares workforce data and reports including employment projections, occupational licensing, and New Hampshire Community Profiles.

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
- *Licensed, Certified, and Registered Occupations in New Hampshire*
- *New Hampshire Short-term Employment Projections by Industry and Occupation* (two sets)
- *New Hampshire Occupational Employment Projections, 2014-2024*
- New Hampshire Sectors Strategy Initiative
 - *Positively Productive, a Snapshot of New Hampshire Manufacturing and Production Workers*
 - *Information Technology Occupations in New Hampshire*
 - *Health Care Workers in New Hampshire*
 - *The Hospitality Industry Cluster in New Hampshire*
- New Hampshire Career Planning Guide and Career Clusters information
- *New Hampshire Occupational Employment and Wages 2016*
- *Vital Signs*
- *New Hampshire Online Job Ads Summary* (quarterly)
- *Economic Analysis Report - 2015 in Review: A Perspective of New Hampshire's Future Labor Market*

Economic and Labor Market Information Bureau *continued*

Selected ELMI Website & Publications Tracking	Frequency or Release Date	Annual 2016		
		Page Views	Downloads	Total
BLS				
Current Employment Statistics (CES)	Monthly	9,416	0	9,416
Average Hours and Earnings, Production/All Employee	Monthly	0	4,878	4,878
Benchmarked/Data Archive	Annual	417	10,555	10,972
Local Area Unemployment Statistics (LAUS)		10,456	0	10,456
Current Month	Monthly	810	13,585	14,395
Benchmarked/Data Archive	Annual	1,100	5,780	6,880
Cities and Towns (latest)	Monthly	126	2,459	2,585
News Release	Monthly	0	6,458	6,458
Occupational Employment & Wages (OES)		5,977	0	5,977
Publication and Publication Sections	Annual	0	22,133	22,133
Data Pages by Geography and SOC	Annual	10,561	0	10,561
Quarterly Covered Employment and Wages (QCEW)		0	0	0
Quarterly/Annual Data by Geographic Area	Qtr/Ann	8,351	28,465	36,816
Firms by size	Annual	451	3,911	4,362
High Tech	Annual	360	293	653
MISCELLANEOUS				
Claims	Monthly	2,098	2,150	4,248
Pay Equity	Annual	279	2,122	2,401
WORKFORCE INFORMATION				
Commuting Patterns	Decennial	455	3,974	4,429
Community Profiles	Biannual	113,280	179,127	292,407
County Profiles	Annual	0	15,951	15,951
Employment Projections		4,790	0	4,790
Statewide - Occupations	Jun-16	196	1,034	1,230
Statewide - Industries	Jun-16	178	838	1,016
Job Outlook and Locator	Jun-16	1	9,088	9,089
Sector Studies		583	0	583
Hospitality in NH	Feb-16	0	744	744
Positively Productive	Jun-16	0	337	337
Healthcare Workers in NH	Oct-16	0	165	165
Information Technology Occupations in NH	Oct-16	0	147	147
Licensed, Certified, and Registered Occupations	Feb-16	11,627	42,020	53,647
RESEARCH				
Economic Conditions (home/topic/index)		5,339	0	5,339
Full Issue	Monthly	0	19,354	19,354
Articles	Monthly	0	32,940	32,940
Real-Time LMI/Burning Glass Studies		1,197	0	1,197
Online Job Ads Summary	Quarterly	0	485	485
Computer and Information Technology Job Postings	May-15	0	505	505
Nursing Job Postings	Jun-15	0	453	453
Truckers: Keep Goods Moving	Jul-15	0	229	229
Staffing Agency Job Ads	Jan-16	0	336	336
CAREER RESOURCES				
Career Planning Guide/Table	biennial	3,170	4,757	7,927
Career Exploration by Holland Code	biennial	4,468	8,854	13,322
Career Clusters	biennial	5,948	4,155	10,103
Top Career Prospects	biennial	9,649	4,034	13,683
Job Notes	2011	1,846	12,884	14,730
ELMI Website Totals (excluding home page)		394,964	507,373	902,337

Administrative Services

Administrative Services provides internal support in several key areas, essentially keeping the department up and running so that staff in other bureaus are able to continue to provide services to the public. These areas of responsibility include: Purchasing, Printing, Maintenance, Mail Distribution, Warehouse Services and the Front Desk Coordinator for the administrative building.

Purchasing

This section services the agency's purchasing needs by processing service contracts, supply orders, and equipment orders. Purchasing is responsible for processing all agency requisitions and monitoring the purchase of these items. Purchasing works closely with Fiscal and Legal in establishing service contracts, from RFP to bidding to final contract. Purchasing also works with State Purchasing regarding statewide service and component contracts.

Printing Center

The Printing Center is an all-digital graphic arts facility, with a full-service bindery. Staff in the center produce all of the forms, publications and documents used by NH Employment Security (NHES) and its partners. The center made 3,950,115 impressions in 2016, a decrease of 9 percent from 2015. The section also maintains forms inventory, and packages forms for delivery. 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. During the year, two mid-volume machines were purchased with grant money, for our Contributions Section. This enabled the agency to retire four high-cost rental machines, one year earlier than planned, saving money.

Maintenance

Maintenance continues to support, maintain and improve the buildings owned by the department along with the health and safety systems in each location. Some of the projects completed over the past year include:

- Continued to maintain a healthy and safe work environment for all department employees; HVAC systems and evaluations and repairs
- Claremont Local Office: Responsible for project oversight on the replacement by an outside vendor of two HVAC/heating units with new energy efficient units.
- Manchester Local Office: Maintenance staff created a temporary office environment for the local office staff at the neighboring agency-owned building for occupancy during the renovation of 300 Hanover Street. Upon completion of the renovation project, maintenance staff then reassembled the local office at 300 Hanover Street, completing the project well ahead of schedule.
- Maintenance staff continued the oversight of outside vendors to support health and safety systems including: Generators, UPS systems, Fire systems, Sprinkler systems, HVAC systems, access control systems, fire extinguishers, and fire suppression systems.

Mail and Warehouse Services

The Mailing Service Center mailed 631,463 pieces in 2016 compared with 612,359 pieces in 2015. This slight increase of 19,104 pieces over-the-year is a result of the continued low volume in claims, and the ability to send multiple documents to the same address 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 Front Desk Coordinator

The Administration Building Front Desk Coordinator directs incoming calls to appropriate individuals and units; assists guests upon arrival; answers customer questions; coordinates posting of directives on the Agency website; assists with the processing of benefit verification requests for energy assistance and affordable housing programs; and reviews agency vendors for government contract debarment status.

Appeal Tribunal

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

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

Case aging is the average age of pending cases. The measure is 30 days or fewer. New Hampshire averaged 10.6 days. This is up from 9.9 days in 2015. The lowest quarterly average was 21.2 days for all 53 jurisdictions (the 50 states, DC, Puerto Rico, and the US Virgin Islands) combined. New Hampshire ranked between 12th and 2nd in the national quarterly averages reported ages for the 53 jurisdictions.

Time lapse measures the days between the appeal file date and the date the case is decided. The measure is 60 percent of the cases decided in 30 or fewer days and 80 percent decided in 45 or fewer days. During 2016, 89.5 percent were decided within 30 days and 96.7 percent within 45 days up from 88.4 percent and 95.9 percent in 2015, respectively.

Quality review measures due process elements of a randomly selected sample of 20 cases each quarter. The core measure is 80 percent of scored cases must pass. Cases must earn a quality review score of no less than 85 percent to pass. Of the 80 cases scored, 98.8 percent earned a passing score. This is up from the 97.3 percent in 2015.

The Unit's benefit appeal workload continued to decrease in 2016.

Appeals filed in 2016, both single- and multi-claimant appeals, involved 2,255 claimants, down 18.2% from 2015.

APPEALS FILED	2015	2016	Change
Single-Claimant	2,425	2,240	-7.6%
Multi-Claimant (number of claimants)	331	15	-95.5%
TOTALS	2,756	2,255	-18.2%

Cases decided by decision in 2016 totaled 2,466 cases, down 7.4 percent from 2015. In addition, there were two EUC 2008 cases, down 33.3 percent from the three in 2015.

DECIDED BY DECISION	2015	2016	Change
UI	2,613	2,429*	-7.1%
UCFE Only	20	17	-15.0%
UCX Only	26	18	-30.8%
EUC	3	2	-33.3%
TOTALS	2,662	2,466	-7.4%

The appellant was the claimant in 84.9 percent of the appeals decided in 2016. This is slightly more than the 84.3 percent in 2015. The appellant prevailed in 41.5 percent of the decisions, down from 42.4 percent in 2015. Claimant appellants prevailed 43.4 percent of the time, down slightly from 43.8 percent in 2015. Employer appellants prevailed 30.5 percent of the time, down from 34.7 percent in 2015. Overall, the claimant prevailed in 47.3 percent of the cases, while the employer prevailed in 52.7 percent of the cases.

APPELLANTS	2015	2016
Claimant Appellant	84.3%	84.9%
Employer Appellant	15.7%	15.1%
Appellant Prevailed	42.4%	41.5%
Claimant Appellant Prevailed	43.8%	43.4%
Employer Appellant Prevailed	34.7%	30.5%
Claimant Prevailed	47.2%	47.3%
Employer Prevailed	52.8%	52.7%

Appeal Tribunal *continued*

Issues that resulted in the 2,429 UI-case decisions were about 30.7 percent misconducts, 21.3 percent voluntary quits, 12.6 percent ability/availability, and 1.1 percent work refusal. The other 34.4 percent were issues such as claim backdating, insufficient earnings, late filing, and labor dispute.

Administrative hearings other than Appeal Tribunal hearings are also presided over by Appeal Tribunal Chairmen. 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 478 such cases, down 6.1 percent from the 509 held in 2015.

Special projects in 2016 included assisting with collection of overpaid benefits and overdue employer reports and taxes and a USDOL self-assessment pilot. Unit staff continued to assist with other projects, including contacting employers with delinquent accounts, collecting taxes, assessing potential fraud, LEAN process improvements, wellness coordinator activities, and a USDOL workgroup focused on the appeals due process handbook.

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 has the authority to uphold, reverse, or remand decisions regarding unemployment compensation 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.

2016 APPELLATE BOARD DECISIONS

	Appellate Appeals Received	Motion for Reconsideration Received	Appellate Appeals Disposed	Motion for Reconsideration Disposed
January	1	1	3	0
February	5	0	4	1
March	1	0	5	0
April	1	1	0	0
May	6	0	2	1
June	4	1	3	1
July	4	3	3	0
August	0	0	7	3
September	5	3	1	2
October	3	1	5	1
November	3	1	2	1
December	13	1	3	1
Totals	46	12	38	11

	2016	2015	Difference
Total Appeals Received	46	37	24.32%
Total MFR Received	12	6	100.00%
Total Appeals Disposed	38	35	8.57%
Total MFR Disposed	11	6	83.33%
Total Appeals and Motions Received	58	43	34.88%
Total Appeals and Motions Disposed	49	41	19.51%

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. During the year 2016, fourteen cases were referred for prosecution. Six cases resulted in convictions of six class A felonies of unemployment fraud, two class B felonies for perjury and one class B felony for falsifying physical evidence. These resulted in overpayments of \$53,332.00 plus 20 percent penalties of \$10,666.40 for total overpayments of \$63,998.40. There have also been two warrants issued and four cases returned for a civil decision or closed.

For the year 2016, the BPC Unit completed 1,345 cases.

Effective August 10, 2012, legislation was passed to apply a 20 percent penalty to all fraud overpayments. During 2016, the total fraud penalty amount assessed was \$137,390.

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 2016, the BPC Unit adjudicated 164 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 2016, the BPC Unit handled 1,233 potential hits.

The BPC Unit is also responsible for processing and issuing manual determinations in response to requests for waivers or repayment of Emergency Unemployment Compensation (EUC 08) overpayments and Federal Additional Compensation (FAC) overpayments. There were 39 manual determinations issued during calendar year 2016.

2016 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)	166	\$282,687	\$56,537	\$339,224
Benefit-Wage Crossmatch	44	\$216,803	\$43,361	\$260,164
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	50	\$129,207	\$25,841	\$155,048
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	16	\$58,254	\$11,651	\$69,905
Total <i>(numbers may not add due to rounding)</i>	276	\$686,951	\$137,390	\$824,341

2016 BPC Activity Summary - NonFraud

Activity	Number of Non Fraud Cases Completed	Amount of Non Fraud Overpayments
New Hire (National and State)	610	\$170,993
Benefit-Wage Crossmatch	16	\$26,046
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	26	\$21,696
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	14	\$8,130
Total	666	\$226,865

Benefit Payment Control *continued*

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 2016, the BPC Unit reviewed 1,047 potential hits.

2016 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)	776	227	1,003	\$453,680	\$56,537	\$510,217
Benefit-Wage Crossmatch	60	44	104	\$242,849	\$43,361	\$286,210
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	76	96	172	\$150,903	\$25,841	\$176,744
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	30	36	66	\$66,384	\$11,651	\$78,035
Total	942	403	1,345	\$913,816	\$137,390	\$1,051,206

Overpayments and Penalties Established by BPC in 2016



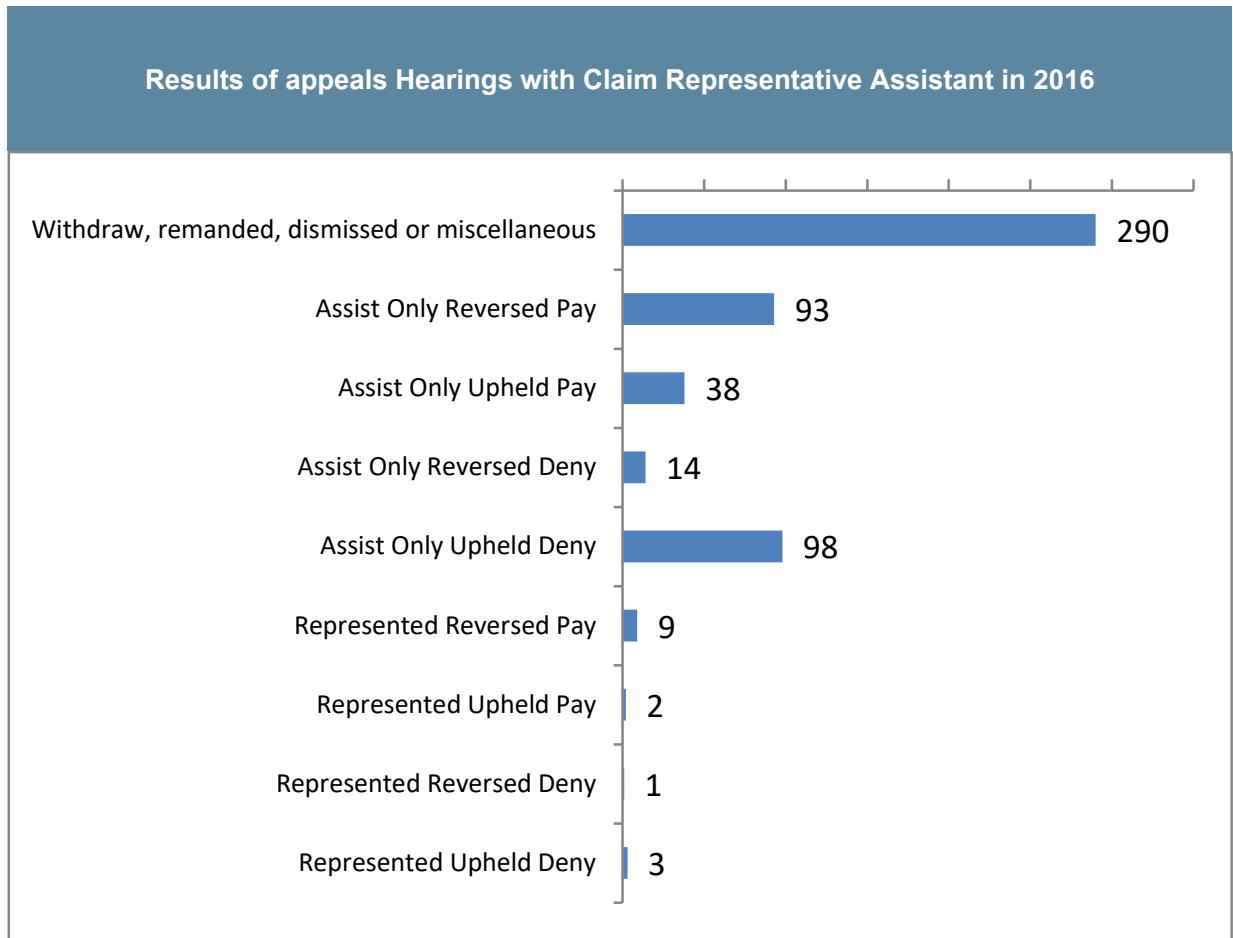
The Claim Representative Unit

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 548 claimants during 2016. The Unit represented 15 claimants at their appeal hearing. Of the claimants represented, 11 were found payable and 4 were not payable.

Of the total 548 claimants assisted, 102 resulted in the initial decision being reversed to pay benefits, with 15 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.



Executive Office

The offices of the Commissioner and Deputy Commissioner are responsible for overseeing the day-to-day 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 and twelve local offices.

Highlights and activities for 2016 for Commissioner Copadis and Deputy Commissioner Lavers:

- Continued to actively communicate with the 12 local offices throughout the state in order to meet with staff; assess any potential issues; answer questions; and receive feedback from frontline personnel to improve day-to-day processes and everyday operations. Both the Commissioner and Deputy Commissioner have a well-known “open door” policy for any and all staff to discuss new ideas, processes, and improvements or discuss any issues or potential issues for the agency.
- Commissioner Copadis attended various local chamber events throughout the state.
- Commissioner Copadis continued to serve as a member of the State Workforce Investment Board, and the NH Consortium of Workforce Partners.
- Commissioner Copadis and Deputy Commissioner Lavers participated in interviews with news media outlets on various employment related issues as well as economic and labor market information and New Hampshire’s low unemployment rate throughout the year.
- Continued to work with the U.S. Department of Labor to ensure New Hampshire’s compliance with rules, federal law, programs, regulations, guidelines, and audit findings.
- Appeared before the Governor and Executive Council, the New Hampshire House of Representatives, and the New Hampshire Senate to advocate for the agency.
- Continued to promote and grow the NH Working Programs; Ready to Work, Return to Work and Pathway to Work to job seekers and businesses.
- The Department continued to participate in the US Treasury Offset Program (UCTOP) collecting millions of dollars in fraudulent benefit overpayments as well as delinquent unemployment taxes by offsetting individual Federal income tax refunds.
- The Department continued its aggressive efforts to prosecute individuals that fraudulently collect unemployment benefits.
- The Department fully implemented the wage garnishment program to collect overpaid unemployment benefits resulting from fraud.
- Continued to actively monitor the health and solvency of the Unemployment Compensation Trust Fund.
- The New Hampshire business community experienced continued tax savings as a result of the Fund Balance Reductions.
- Assisted the Employment Services Bureau with regional job fairs around the state, as well as statewide job fairs and Veterans’ events.
- Represented the Agency in various panel discussions and presentations before a wide variety of groups, including various chambers of commerce, rotary clubs, non-profit groups and the Business and Industry Association.
- Continued to encourage supervisors and managers to use LEAN strategies to make agency processes more efficient.
- Continued to participate with the State Commissioners Group in roundtable discussions on topics of interest to individuals and businesses around the state.
- Continued to work with staff from the Department of Information Technology as well as information technology vendors to enhance the technological capabilities of the agency and all of its offices.

Executive Office *continued*

- Reviewed and monitored local office traffic and calls, claims volume, and programs, to address resources necessary to best serve the public.
- Conducted quarterly and special meetings with the Unemployment Compensation Advisory Council.
- Worked with partners at the Department of Resources and Economic Development and the Community College System of New Hampshire to recruit new business and retain existing businesses.
- Continued to implement statewide initiatives for charitable efforts and wellness programs for agency employees.
- Commissioner Copadis worked on the 2016 SECC United Way Charitable Campaign for state employees.
- NHES held a food drive for the Friendly Kitchen in Concord as well as the Concord Coalition to End Homelessness. NHES provided items such as sleeping bags, socks, personal care items, as well as handmade sleeping mats to the Concord Coalition to End Homelessness.

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

	7/1/14-6/30/15	7/1/15-6/30/16
1 Federal Funds	\$23,319,161	\$20,334,002
2 Fees, Fines and Interest - Contingent *	13,440,537	14,085,821
3 All Other Sources	842,421	897,363
Total	\$37,602,119	\$35,317,206

* Capital Fund Revenue Transfer to NH State Treasury of \$1,575,000 & \$1,300,001 for 2015 & 2016, respectively

Expenditures by State Appropriation Class

	7/1/14-6/30/15	7/1/15-6/30/16
1 Permanent Personnel Services	12,376,834	12,099,481
2 Current Expense	2,070,587	1,702,415
3 Equipment	3,074,545	1,628,138
4 Contractual Services	864,045	837,455
5 Other Personnel Services	1,591,486	1,389,733
6 Benefits	7,889,450	7,777,077
7 Travel-In-State	144,684	94,938
8 Travel-Out-Of-State	40,278	34,981
9 Miscellaneous	313,642	260,401
10 Job Training Fund	2,000,000	2,000,000
11 NH Dept of Information Technology (DoIT)	3,711,420	3,821,083
12 Shared Services Support (DAS)	23,332	20,139
Total	\$34,100,303	\$31,665,841

Expenditures, Capital Fund

	7/1/14-6/30/15	7/1/15-6/30/16
1 Tobey Building	157,175	
Total	\$157,175	

Disbursements to State Agencies

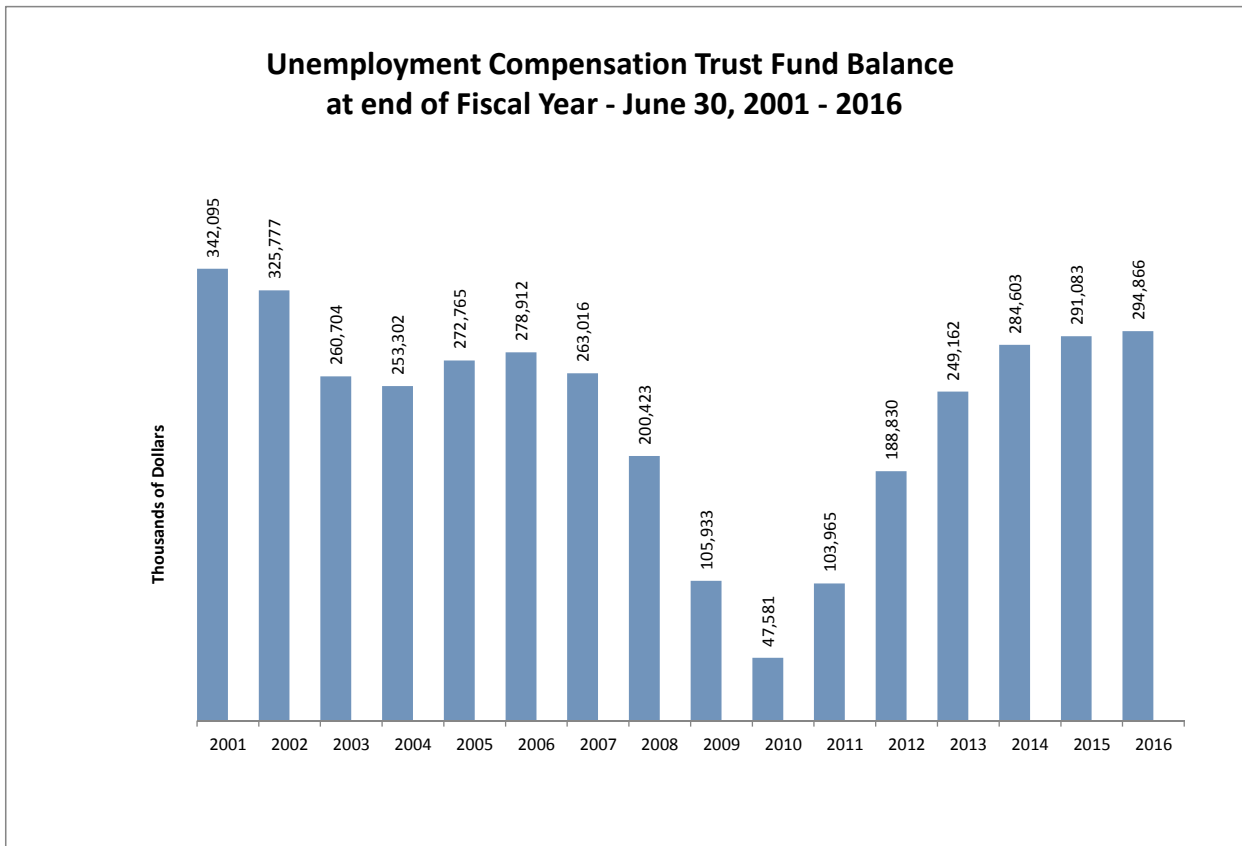
Agency	7/1/14-6/30/15	7/1/15-6/30/16
NH Dept of Administrative Services		
Risk Management Unit (Bond/Producer Services)	2,190	548
Bureau of Accounts		
Audit Fee	23,062	19,620
SWCAP Indirect Cost	242,486	244,162
State Postage Billing	2,240	2,001
Post Retirement/Revenue Maximization	1,141,530	1,067,513
Unemployment Compensation	22,503	1,896
Workers' Compensation	94,838	146,581
Bureau of Graphic Services	246	216
Bureau of Education	1,405	1,279
Bureau of Public Works	13,408	
Shared Services Support (DAS)	23,332	20,139
NH Secretary of State	825	179
NH Dept of Corrections	401	
NH Dept of Education	753	
NH Dept of Health and Human Services (EAP)	9,750	9,750
NH Dept of Labor	300	625
NH Dept of Transportation	55,007	55,610
NH Dept of Safety		
Criminal Records Division	1,100	350
Telecommunications Division	125,324	206,827
NH Dept of Resources & Economic Development (DRED)	2,000,000	2,000,000
NH Dept of Information Technology (DoIT)	3,711,420	3,873,322
Total	\$7,472,375	\$7,650,909

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.



Fiscal Management *continued*

Unemployment Compensation Trust Fund ¹ Statement of Revenue, Expenditures and Change in Fund Equity Fiscal Year Ended June 30, 2016	
FUND BALANCE, July 1, 2015	\$291,083,148
Revenues:	
Reimbursing Employers	6,414,228
Federal Employers	978,044
Fees, Fines, Interest and Administrative Contributions	13,477,529
Employer Contributions	55,960,792
NH Title IX Funds	0
Investment Income	6,521,722
Total Operating Revenues	83,352,315
Expenditures:	
Reimbursing Employers Benefit Payments	6,414,228
Federal Benefit Payments	978,044
Fees, Fines, Interest and Administrative Contributions	13,477,529
Unemployment Insurance Benefit Payments	59,055,207
Provision for Doubtful Receivables	(355,818)
Total Operating Expenditures	79,569,190
FUND BALANCE, June 30, 2016	\$294,866,273
Net Increase in Fund Balance for the Year	\$3,783,125

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

Balance Sheet: Reserve for Unemployment Compensation Trust Fund ¹ - June 30, 2016			
Assets		Liabilities and Fund Balances	
Cash	\$294,347,276	Payment Due Other Jurisdictions/Overpayments (Total Liabilities)	\$17,612,679
Receivables	\$18,131,676	Reserve for Unemployment Compensation Benefits (Fund Balance)	\$294,866,273
Total Assets	\$312,478,952	Total Liabilities & Fund Balances	\$312,478,952

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
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%
2016	86,480,784.28	13,469,448.37	73,011,335.91	65,866,310.04	0.00	294,061,865.31	90.2%

¹ Year ending 6/30² Includes reimbursing employer accounts³ \$19,946,422.53 of Reed Act used to pay Benefits

Comparative Statement of State Revenues - Unemployment Compensation Trust Fund

Year ¹	Contributions ²	Fines, Penalties & Interest	Trust Fund Interest	Total Collections
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
2016	66,497,413.39	13,461,649.21	6,521,721.68	86,480,784.28

¹ Year ending 6/30² Includes reimbursing employers³ Includes UI Modernization Distribution of \$20,934,147.00

Fiscal Management *continued*

**New Hampshire Employment Security
State Employment Security Agency (SESA) Programs
Categorized by Source of Funds
'07/01/15 - 06/30/16**

Unemployment Insurance

- Unemployment Insurance Grants

Trade

- Trade Adjustment Assistance

Wagner/Peyser

- Employment Service Grants
- Re-employment Services and Eligibility Assessment (RESEA)
- Governor's 10% Discretionary Funds
- 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 Innovation and Opportunity Act (WIOA)

- 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

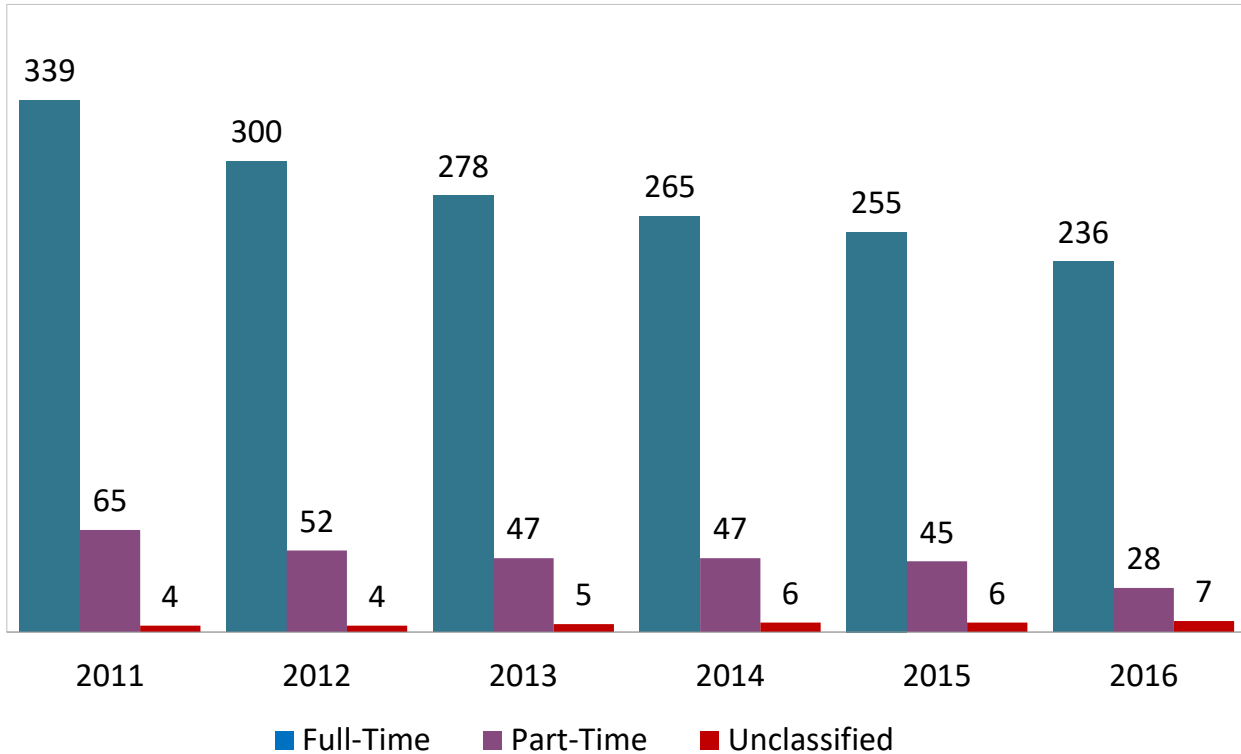
- Railroad Retirement Crossmatch
- Miscellaneous Program Income
- Mass Layoff Statistics - State
- Pathway to Work
- DoIT-Server Room Agreement

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.

NHES Employees by Classification, 2011-2016
(employees as of December 31st each year)



Legal

Department counsel advise the Commissioner, Deputy Commissioner, NHES Administrators, the NHES Advisory Council and government officials in New Hampshire and other states on state and federal legal issues relating to the department’s programs and employees.

They represent the Department in higher level administrative appeals of unemployment law decisions under RSA 282-A. They also assist the New Hampshire Department of Justice in responding to appeals of department decisions to the New Hampshire 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 New Hampshire 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 Legal section 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 New Hampshire Division of Personnel administrative rules.

The legal staff represents the department in federal US Bankruptcy Court, all New Hampshire circuit courts, several superior courts and the New Hampshire Supreme Court, in actions directly related to the collection of taxes and overpaid unemployment compensation benefits. As of December 31, 2016, the legal section’s collection activity resulted in the recovery of \$1,220,474.19 in employer tax contributions and \$2,661,662.30 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 five years has resulted in a dramatic increase in the amount of overpaid unemployment benefits collected.

Since April 2015, the Department has employed a full-time attorney who prosecutes unemployment compensation fraud cases.

2016 Legal Section Activity

Month	Higher Level Appeal Decisions			Collections		
	Request to Reopen AT Decisions	AHC Reconsiderations	Appellate Board Cases	Back Pay Awards	Claimant Overpayments	Employer Tax Accounts
Jan	18	1	1	\$5,857	\$96,341	\$104,249
Feb	19	3	5	\$13,249	\$480,873	\$155,335
Mar	14	5	1	\$20,652	\$296,151	\$197,905
Apr	14	4	1	\$36,687	\$289,515	\$64,030
May	19	2	6	\$18,503	\$171,589	\$84,110
Jun	15	1	4	\$38,197	\$158,092	\$133,125
Jul	14	7	4	\$6,407	\$194,501	\$124,046
Aug	14	4	0	\$14,536	\$159,468	\$57,059
Sept	16	3	5	\$28,679	\$143,683	\$68,869
Oct	14	5	2	\$17,425	\$160,471	\$90,393
Nov	15	1	4	\$8,127	\$162,113	\$86,148
Dec	16	3	5	\$22,278	\$117,993	\$55,205
Total	188	39	38	\$230,601	\$2,431,062	\$1,220,474

Office of Information Technology

The Department of Information Technology (DoIT) was created with the legal authority to manage and coordinate all technology resources in the executive branch of government. First and foremost, DoIT provides services that will endure, and create statewide efficiencies through the use of information technologies energizing government and business. DoIT develops the IT strategic vision and provides planning and support; enterprise services; technical, operational, infrastructure, and security services; as well as web and software development services.

The Department of Information Technology (DoIT) staff located at New Hampshire Employment Security (NHES) is made up of three operational divisions: Agency Software Division (ASD), Operations Division (OPS) and Technical Support Services (TSS). The mission of the DoIT staff embedded at NHES is to provide technology support for the agency's business objectives via custom application development and support, systems administration, data base administration, computer support, network support and data center operations. The DoIT organization will continue to modernize and enhance systems that deliver innovative internet-based solutions for New Hampshire Employment Security.

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

Agency Software Division (ASD)

The nine (9) Agency Software Division positions located at NHES create a positive, collaborative and trusted business relationship with agency leaders and NHES employees while delivering technology solutions that meet the agency's business requirements to deliver benefits to claimants and services to jobseekers and employers of the State of New Hampshire.

ASD Staffing – 9 staff members who are responsible to develop and support systems in the following areas at NHES: Unemployment Compensation, Employment Services, Economic and Labor Market Information, Human Resources, Administrative

Services, Fiscal Management, Legal Counsel, Data Prep, Benefit Payment Control, Commissioner's Office, Deputy Commissioner's Office and the agency Security Office.

DoIT ASD is responsible for 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 System (JMS), Web Tax, NH ACTS, IP Blocker, NSCITE, WOTC, Kardex, SpendMap, Cost Accounting, Treasury Offset Program, ICON, ACCPAC, Internet Web Pages, and Intranet Web pages. ASD also provides support for the administrative functions of the department, such as Email Communications, Network Connectivity, Video Conferencing and the VoIP Telephone System.

Operations Division (OPS)

Staffing – 8 staff members whose mission is to provide sustainable, scalable, efficient, secure, and cost-effective IT infrastructure and services to our agency customers who are administering the continually evolving and essential state government programs.

Their responsibilities include: To maximize Enterprise Architecture opportunities for integration among all information resources at NHES; promote standardization and consolidation of IT infrastructure; provide strategic leadership and innovative solutions to align with our customers in the delivery of their services; establish standards and policies for efficient, transparent, and consistent operations; provide technology expertise to improve the business of NHES; and to maintain and nurture a cohesive operating environment

The NHES Operations Division (OPS) staff ensures that the NHES IT infrastructure is ready to “go” and ready to “grow” to support the needs of NHES.

Technical Support Services (TSS)

Current Staffing On-Site – 3 Technical Support Staff

The Technical Support Services group at NHES is responsible for assisting NHES customers to meet their goals by providing superior end-to-end IT services. Staff provides installation, maintenance and support of the IT hardware and software on

Office of Information Technology *continued*

the desktop utilized by the department end users and customers.

These individuals perform these tasks for the 15 NHES locations state wide including all the NHES satellite offices for approximately 400 NHES end users and over 500 workstations.

Cyber Security Responsibilities:

The Department of Information Technology (DoIT) takes Cyber security very seriously.

Cyber Security at the NHES and DoIT encompasses technologies such as broadband, local and wireless networks, as well as standards and processes which help protect networks, computers, systems and information from attack, damage or unauthorized access. With an unprecedented reliance on computers and the Internet, we all share in protecting our information and interconnected way of life. DoIT strives to promote cyber security awareness by providing this one-stop site for computer and Internet safety including security updates, alerts, and resources for New Hampshire citizens, businesses, academic institutions, and government.

DoIT maintains a Cyber Security web page: <https://www.nh.gov/doit/cybersecurity/index.htm>

Major Agency Projects Worked On Over The Past Year:

Over the past year DoIT has worked to develop new systems, improve the technology infrastructure, provide system code enhancements and increase user knowledge at NHES. Some of the larger systems and projects where we provided or will provide improvement include:

- New Hampshire Unemployment Insurance System (NHUIS) – Hardware Upgrade
- New Hampshire Works Job Match System (JMS)
- NH Web Tax System
- Cost Accounting (FCAS)
- Treasury Offset Tax System (TOPS)

- NH ACTS
- Kardex System Upgrade
- Oracle 12 System Upgrades
- Tax and Wage Adjustment Module
- Employer Tax Status Module
- SpendMap System Upgrade
- Pitney Smart Mailer System Upgrade
- Major DoIT Infrastructure – Windows 7, Exchange 2016 and MS Office 2010
- Work Force Connect Project
- ELMI FoxPro Conversion Project
- NHNetwork Upgrade Project

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 – Larry Levy

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	2014	2015	2016
Total Dollars paid (UI)	\$73,943,554	\$60,849,125	\$52,228,165
Sample Size	361	364	367
Percent of Dollars paid properly	95.2%	93.6%	89.9%
Percent of Dollars overpaid	4.8%	6.4%	10.1%
Combined total	100.0%	100.0%	100.0%
Percent of Dollars underpaid	0.4%	0.7%	0.5%

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

	2014	2015	2016
Work Search	0.0%	2.9%	40.7%
Benefit Year Earnings	44.2%	29.9%	22.6%
Separation Issues	8.0%	2.7%	17.4%
Base Period Wages	1.8%	0.5%	5.4%
Other Eligibility Issues	46.0%	50.3%	13.8%
Other Causes	0.0%	13.7%	0.0%

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

	2014	2015	2016
Claimant only	66.0%	65.2%	58.3%
Agency only	7.5%	15.5%	6.9%
Employer only	0.3%	0.0%	3.5%
Other (Includes Combined)	26.2%	19.3%	31.2%

Statistical Tables

Unemployment Compensation by Calendar Year

Source	Initial Claims Filed for Unemployment Compensation		Continued Weeks Claimed for Unemployment Compensation	
	2015	2016	2015	2016
Unemployment Insurance (UI)	24,176	21,565	232,181	194,413
Interstate Claims (UI)	1,707	1,517	17,823	19,631
Agent State Claims (Initial only)	3,850	3,718	NA	NA
Additional UI (Initial only)	12,622	10,520	NA	NA
Transitional Claims (Initial only)	2,312	1,999	NA	NA
Total Initial and Continued claims processed for UC Benefits	44,667	39,319	250,004	214,044
Emergency Unemployment Compensation (EUC)	13	1	0	0
Extended Benefits (EB)	2	0	0	0
Unemployment Compensation for Federal Employees (UCFE)	22	16	162	232
Unemployment Compensation for Ex-Military (UCX)	28	24	399	318
Additional UCFE (Initial only)	1	0	NA	NA
Additional UCX (Initial only)	1	0	NA	NA
ICON Claims	3,910	3,800	36,131	35,922

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)	
	2015	2016	2015	2016	2015	2016	2015	2016
Weeks	231,067	193,287	230,528	192,427	197	447	342	413
Payments	\$67,553,184	\$58,225,544	\$67,343,991	\$57,923,107	\$69,156	\$132,631	\$140,037	\$169,806

Statistical Tables *continued*

In 2016, Covered Employment in New Hampshire reached an annual average of 639,789 representing an increase of 1.7 percent from the 2015 level of 629,254. 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
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%
2016	639,789	34,090.6	7,313.7	26,776.9	78.5%

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
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
2016	25,177	18,573	15,064	2,853

Statistical Tables *continued*

Nonmonetary Determination Disqualifications By Issue

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

Issue	2015		2016	
	Number	Percent	Number	Percent
Voluntary Leave	2,061	12.2%	1,958	12.0%
Misconduct	1,442	8.5%	1,344	8.3%
Not Unemployed	4,436	26.2%	4,398	27.1%
Not Able and Not Available	5,361	31.7%	5,398	33.2%
Labor Dispute	0	0.0%	0	0.0%
Reporting Requirements	3,131	18.5%	2,736	16.8%
Failure to Accept or Apply	85	0.5%	71	0.4%
Refusal Profile Referrals	33	0.2%	0	0.0%
Other	370	2.2%	346	2.1%
Total	16,919	100.0%	16,251	100.0%

Determinations of Eligibility

The number of determinations for eligibility for unemployment insurance decreased during the 2016 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	2015	2016
Total Determinations and Re-determinations	30,161	28,401
Determinations for Eligibility	30,049	28,290
Involving Separations	10,184	9,736
Involving No Separations	19,865	18,554
Re-determinations for Eligibility	112	111

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