



ADMINISTRATIVE OFFICE
45 SOUTH FRUIT STREET
CONCORD, NH 03301-4857



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

June 10, 2024

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, NH 03301

REQUESTED ACTION

New Hampshire Employment Security is submitting its 2023 Annual Report for approval as required under RSA 282-A:112 I.

EXPLANATION

Attached is a copy of the New Hampshire Employment Security's 2023 Annual Report, which covers the administration and operation of RSA Chapter 282-A during the calendar year 2023.

Respectfully submitted,

George N. Copadis
Commissioner

GNC/RJC

New Hampshire Employment Security

2023 ANNUAL REPORT





ADMINISTRATIVE OFFICE
45 SOUTH FRUIT STREET
CONCORD, NH 03301-4857



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

June 10, 2024

His Excellency, Governor Christopher T. Sununu
State of New Hampshire
Concord, New Hampshire 03301

Dear Governor Sununu:

New Hampshire Employment Security is pleased to present its *2023 Annual Report*, pursuant to RSA 282-A:112 I. This report summarizes the programs and achievements of the agency during the calendar year 2023.

Our Economic and Labor Market Information Bureau estimated that the New Hampshire average unemployment rate for 2023 was 2.2 percent, down from 2.3 percent in 2022. New Hampshire had the second lowest rate in New England and the fifth lowest rate among the fifty states. New Hampshire's annual average unemployment rate was 1.4 percentage points below the national annual average of 3.6 percent.

New Hampshire Employment Security staff processed 25,452 new and additional initial claims for Unemployment Compensation against New Hampshire employers in 2023, compared to 22,683 in 2022. This was an over-the-year increase of 12.2 percent.

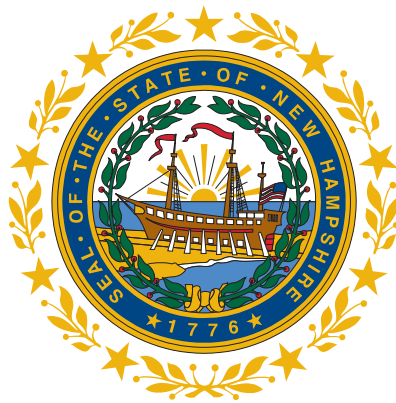
The number of weeks of Unemployment Compensation benefits paid increased from 77,400 in 2022 to 99,644 in 2023. This was an increase of 22,244 compensated weeks or 28.7 percent. The average number of weeks of benefits paid to each claimant in all programs, combined, increased from 9.4 weeks in 2022 to 10.3 weeks in 2023.

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

Sincerely,

George N. Copadis
Commissioner

New Hampshire Employment Security 2023 ANNUAL REPORT



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

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

JUNE 2024

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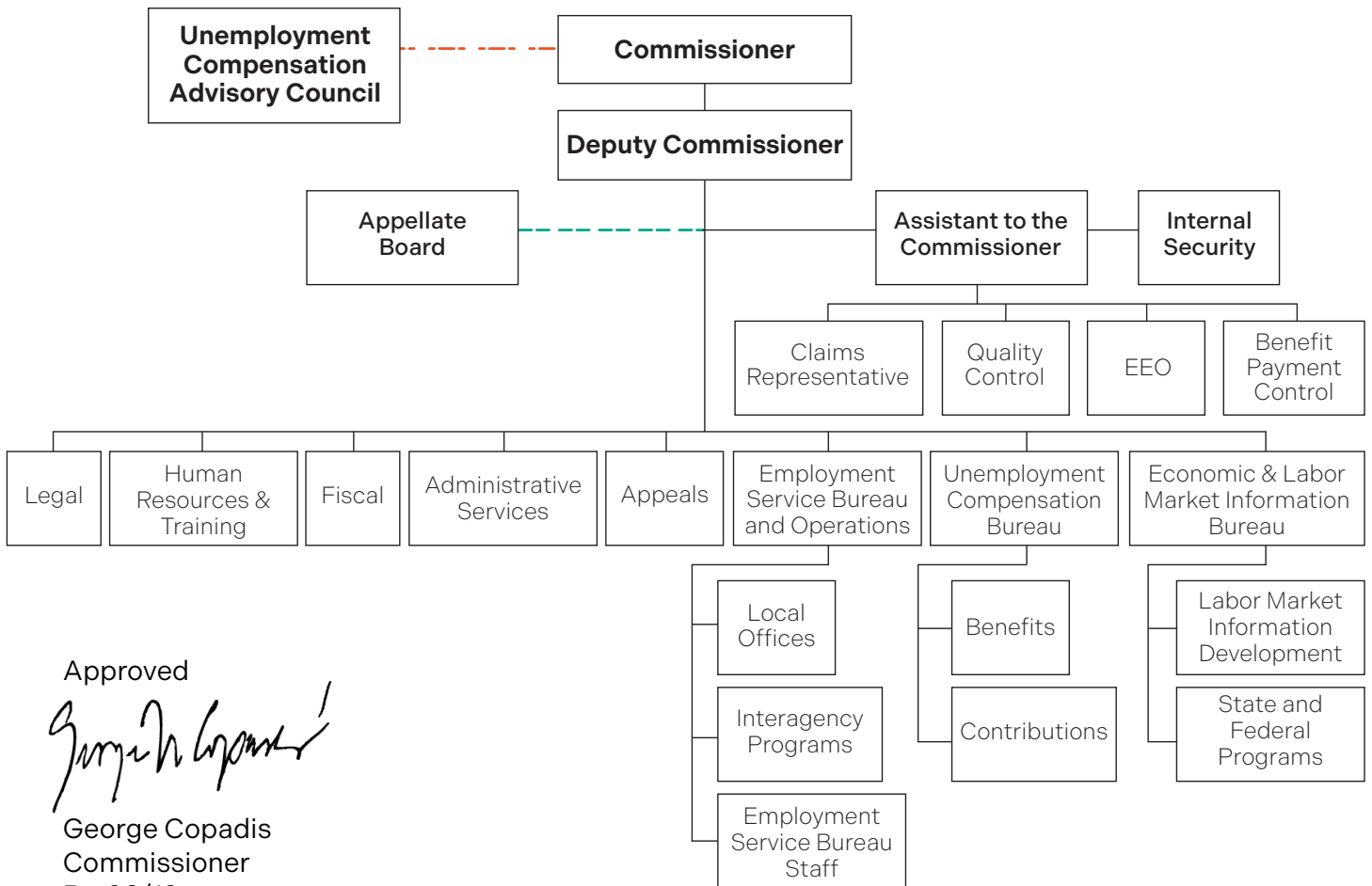
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**New Hampshire Employment Security
Organizational Chart
RSA 282-A:113**

Advisory - - - - -
Administrative - - - - -



Approved

George Copadis
Commissioner
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MISSION STATEMENT

The mission of New Hampshire Employment Security is to:

- 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;
- Pay unemployment compensation benefits in a timely manner to eligible claimants, and collect the tax which funds these payments; and
- 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

UNEMPLOYMENT COMPENSATION HIGHLIGHTS¹ CALENDAR YEARS 2022 AND 2023

		2022	2023
1	AVERAGE MONTHLY COVERED EMPLOYMENT ²	661,914	674,371
	- INCREASED BY 12,457 OR 1.9%		
2	INSURED UNEMPLOYMENT RATE	0.35	0.44
	- INCREASED BY 0.09 PERCENTAGE POINTS OR 25.7%		
3	STATE UC BENEFITS PAID ^{3,6}	\$27,145,833	\$43,085,503
	- INCREASED BY \$15,939,670 OR 58.7%		
4	BENEFITS PAID ALL PROGRAMS ^{4,6}	\$30,709,437	\$42,408,047
	- INCREASED BY \$11,698,610 OR 38.1%		
5	AVERAGE WEEKLY BENEFIT PAYMENT	\$335.47	\$363.06
	- INCREASED BY \$27.59 OR 8.2%		
6	NUMBER OF UC BENEFIT RECIPIENTS	8,224	9,706
	- INCREASED BY 1,482 OR 18.0%		
7	TRUST FUND BALANCE AS OF DECEMBER 31 ⁶	\$360,847,350	\$396,486,456
	- INCREASED BY \$35,639,106 OR 9.9%		
8	EMPLOYER TAXES TO SUPPORT THE TRUST FUND ⁶	\$129,370,563	\$69,924,668
	- DECREASED BY \$59,445,895 OR 46.0%		
9	NUMBER OF PEOPLE EXHAUSTING UC BENEFITS	814	1,060
	- INCREASED BY 246 OR 30.2%		
10	AVERAGE NUMBER OF WEEKS OF BENEFITS PAID TO A CLAIMANT	9.4	10.3
	- INCREASED BY 0.9 WEEK OR 9.6%		
11	EMPLOYERS SUBJECT TO THE STATE UC LAW	53,383	55,459
	- INCREASED BY 2,076 EMPLOYERS OR 3.9%		
12	TOTAL INITIAL CLAIMS PROCESSED FOR UC BENEFITS ⁵	22,683	25,452
	- INCREASED BY 2,769 OR 12.2%		
13	WEEKS OF UC BENEFITS CLAIMED ⁵	100,621	131,300
	- INCREASED BY 30,679 OR 30.5%		
14	WEEKS OF UC BENEFITS PAID	77,400	99,644
	- INCREASED BY 22,244 OR 28.7%		
15	APPEAL TRIBUNAL DECISIONS	4,482	2,682
	- DECREASED BY 1,800 OR 40.2%		
16	REQUESTS FOR REOPENING OF TRIBUNAL DECISIONS ⁷	695	255
	- DECREASED BY 440 OR 63.3%		
17	APPELLATE BOARD CASES BROUGHT BY EMPLOYERS, DISPOSED OF	13	24
	- INCREASED BY 11 OR 84.6%		

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.

7 Includes Administrative Hearing Committee (AHC) Reconsiderations.

EMPLOYMENT SERVICE BUREAU AND OPERATIONS

New Hampshire Employment Security's (NHES) twelve local offices and two 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 and recruitment assistance, 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 NHWorks Job Match System is New Hampshire Employment Security's web-based Employment Service labor exchange system which uses automated self-service as the primary means of connecting the state's job seekers and employers.

JOB AND RESOURCE FAIRS

NHES conducted 60 Job and Resource Fairs in 2023: 54 virtual and six in person. Job & Resource Fairs provide job seekers a face-to-face opportunity, whether virtual or in person, to connect to multiple employers in one location or platform. They also provide employers the opportunity to speak with job seekers and schedule appointments with those applicants who they choose to interview at the events. Job and Resource Fairs were conducted in local office areas and regionally in other areas of the state.

VETERANS' SERVICES

In each local office, 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, résumé assistance, labor market information, career guidance, job referral, and referral to other supportive and training resources. Those veterans or eligible spouses who meet all the eligibility requirements for a program or service receive access earlier than those who are not eligible for priority of service. If resources are limited, the veteran or eligible spouse receives priority access to those limited resources.

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 three principal staff positions: Disabled Veterans' Outreach Program Specialists (DVOP), Local Veterans' Employment Representatives (LVER) and a Consolidated position. Staff in the Consolidated Position serve in a dual role as a DVOP specialist and an LVER. The JVSG grant provides funds to exclusively serve veterans and eligible persons with significant barriers to employment and to assist employers to fill their workforce needs with job-seeking veterans. 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 three positions. DVOP, LVER and Consolidated staff

2021-2023 JOB & RESOURCE FAIRS	2021	2022	2023
Job & Resource Fairs Conducted	56	70	60
Job Seekers Attended	20,071	11,015	8,802
Employers Participated	1,881	2,290	1,364
Resources Participated	261	249	236
Job Openings Available	98,980	132,838	89,385

provide services to all veterans who meet Title 38 eligibility. Their efforts are concentrated according to their respective roles and responsibilities.

The primary function of DVOP specialists is providing individualized career services to eligible veterans and spouses with significant barriers to employment, with the maximum emphasis directed toward serving 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 Job Centers and through the Department of Veterans Affairs, Vocational Rehabilitation and Employment Program.

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 individualized career services from a DVOP Specialist. Local Veteran Employment Representative staff, in their roles of advocating for the hiring of veterans with significant barriers to employment, reached out to 841 employers in 2023. NHES staff provided employment services to 56 veterans with significant barriers to employment.

JOB TRAINING FUND

House Bill 4 was signed into law on September 26, 2019, as the Granite State Jobs Act of 2019, which allowed NHES to begin providing services as of January 1, 2020. The Granite State Jobs Act includes funding for WorkInvestNH, WorkNowNH, Re-entry and WorkReady NH.

WORKINVESTNH

WorkInvestNH (WINH), formerly known as the NH Job Training Fund, allows businesses an opportunity to upgrade the skills of their workers. WINH is available to businesses physically located or intending to be located in New Hampshire, and who

pay quarterly taxes into the NH Unemployment Trust Fund. Workers who are residents of New Hampshire or who work at the entity that is located or intends to locate within the state can be eligible to receive training from the fund.

NHES consults with the Community College System of New Hampshire (CCSNH) on each application to ensure the quality and cost effectiveness of the proposed training. CCSNH is a key partner with the Job Training Fund. Each campus can customize training for the specific needs of a company requesting training.

From January 2023 through December 2023, WINH awarded 94 grants totaling over \$1.68 million. With matching funds from employers, a total of over \$3.3 million for training programs has helped 3,195 workers gain new skills.

WORKNOWNH

In January 2020, NHES introduced the WorkNowNH (WNNH) program. The WNNH program provides extensive case management services to individuals receiving Medicaid, Supplemental Nutrition Assistance (SNAP) and Temporary Assistance for Needy Families (TANF) benefits to assist participants with training and resolving barriers to employment. The program was also developed to provide employers with needed employees by matching participants with job opportunities in high demand industries. The program provides the participants with funding for training, books, fees, supplies, travel and childcare registration, as well

WORKNOWNH		
	2022	2023
Participants Enrolled	517	708
<i>Funds Approved for Support Services</i>		
Tuition	\$1,732,720.89	\$1,471,591.08
Books, Fees, Supplies	\$127,594.27	\$94,335.19
Travel Reimbursement	\$41,010.89	\$43,969.23
On-the-Job Training Contracts	5	2
On-the-Job Training Expenditures	\$18,222.74	\$4,939.83

as on-the-job training funds for employers. During the year 2023, NHES enrolled 708 participants in the WorkNowNH Program.

BUSINESS SERVICE REPRESENTATIVE (BSR) PROGRAM

The BSR program primarily serves businesses by showcasing the variety of ways in which NHES can assist and add value to their businesses. The Business Service Representatives perform important duties such as site visits, job order assistance, attending NHES job fairs, giving Job Match System (JMS) demonstrations to employers, and providing information on labor market and economic conditions. They are responsible for making businesses aware of the many programs that NHES offers, such as WorkInvestNH, On the Job Training, the Work Opportunity Tax Credit, among others. Business Service Representatives also perform the crucial task of employer verifications in order to confirm the legitimacy of employers before allowing them to utilize the state job match system thus safeguarding job seekers utilizing the recruitment portal.

2023 BUSINESS CONTACTS	TOTALS
New Contacts	727
In Person	77
Telephone	206
E-mails (In & Out)	1,071
Repeat Contacts	866
In Person	85
Telephone	507
E-mails (In & Out)	1,998
Neoserra entries	1,585
JMS	
Assisted Employers	281
Entered New Job Orders	970
Events	
Exclusive Recruitments	16
Positive Recruitments	79
Employer Seminars	1

RESOURCE CENTERS

Resource Centers are available in the twelve local offices across the state and the two 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 2023, NHES Resource Centers had 66,253 customer visits. While the Resource Center concept emphasizes self-directed service delivery, coordinators are trained to assist customers in using the internet and job search services. Customers have access to computer workstations to apply for job opportunities via the Job Match System, utilize the internet to search employment web sites, and file their unemployment insurance claims. Resource Centers have TTY, Optelec Magnifiers, trackballs, adjustable workstations, webcams, scanners, hearing helpers, and Read & Write Software 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. NHES continues to utilize a Call Center approach to allow customers to reach any of our twelve NHES offices by calling a single number. This number connects the customers with NHES local office staff who can assist them.

CALL CENTER VOLUME			
	2021	2022	2023
New Hampshire Employment Security	129,809	87,299	69,537
Total	547,162	87,299	69,537

NHWORKS JOB MATCH SYSTEM (JMS)

JMS is a powerful online tool for job seekers as well as a workforce services system. JMS can be accessed through any internet connection, including at one of our twelve American Job Centers. JMS was specifically designed for job seekers, students, employers, and workforce professionals. JMS provides fast access to a complete set of employment tools in one web site. Job seekers can create and send résumés and cover letters to employers. They can also use the embedded tools to assess their job skills,

review, and apply for jobs online. Another great feature is the Virtual Recruiter. It will automatically review job postings and notify the job seeker of job postings that match their skills. Job seekers can also research regional labor market information about occupations and salaries 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 various other economic data. Employers can also set up a Virtual Recruiter search agent to automatically find skill matching candidates within the system and communicate with job seekers through the system’s email and message center.

EMPLOYMENT SERVICE 2023 ACTIVITIES	TOTAL
INDIVIDUAL AND TOTAL SERVICES	
Individuals who Registered	12,101
Individuals who Logged In	16,102
Distinct Individuals Receiving Services	15,591
Services Provided to Individuals	132,222
LABOR EXCHANGE SERVICES	
Individual Virtual Recruiters Created	30,010
Resumes Added	19,509
Internal Job Orders Created	32,596
Internal Job Referrals Created	1,948
External Job Referrals Created	13,756
EMPLOYER SERVICES	
Services Provided Employers	42,543
WAGNER PEYSER PROGRAMS (WP) INFORMATION	
Completed WP applications	14,998

BRI / ERI WORKSHOP PROGRAM

Benefits Rights Interviews (BRI) are designed to provide individuals with an overview of their rights and obligations as claimants, as well as the services available for their reemployment. Claimants are scheduled for in-person BRIs, at their nearest local NH Works office, the week following the initiation

of their claim for benefits. For calendar year 2023, a total of 1,558 BRI sessions were held with 23,898 individuals scheduled for the BRI workshops. NHES also requires individuals filing for unemployment benefits to attend Eligibility Review workshops. These workshops are designed to provide individuals with an overview of all the services available through NHES and the NHWorks system.

FOREIGN LABOR CERTIFICATION

The Department of Labor, through the Employment and Training Administration, Office of Foreign Labor Certification’s national office (OFLC), in cooperation with NHES, administer various Foreign Labor Certification programs. Administration of the programs is mandated by the Immigration and Nationality Act and delineated by regulations in each program published in the Code of Federal Regulations (CFR). NHES oversees both the H-2A temporary agricultural program and the H-2B temporary non-agricultural program.

The H-2A temporary agricultural program allows agricultural employers who anticipate a shortage of domestic workers to bring nonimmigrant foreign workers to the U.S. to perform agricultural labor or services of a temporary or seasonal nature. Employment of a seasonal nature is tied to a certain time of year by an event or pattern, such as a short annual growing cycle, and requires labor levels above what is necessary for ongoing operations. Employment is of a temporary nature when the employer’s need to fill the position will last no longer than one year, except in extraordinary circumstances.

The H-2B temporary non-agricultural program permits employers who meet the program requirements to hire nonimmigrant workers to temporarily enter the U.S. and perform non-agricultural services or labor based on the employer’s temporary need. The employer applicant must establish that its need for non-agricultural services or labor is temporary in nature, regardless of whether the underlying job is permanent or temporary.

The Department must determine that there are insufficient able, willing, and qualified U.S. workers

available to perform the agricultural and non-agricultural labor requested by an employer. NHES must also determine that the employment of the H-2A and H-2B workers will not adversely affect the wages and working conditions of workers in the U.S. who are similarly employed.

In 2023 the Foreign Labor team at NHES began working with the New Hampshire Fire Marshals Office, New Hampshire Department of Environmental Services, and the Department of Labor, Federal Wage and Hour division to review and understand the state, local and federal regulations impacting labor camps in New Hampshire. The goal was to create a network to oversee and enforce the general obligations under the Migrant and Seasonal Agricultural Workers Protection Act and the H-2A program to ensure that employers comply with all applicable federal, state, and local standards for the safety and wellbeing of all workers.

Between January 2023 and December 2023, NHES received 66 clearance orders requesting a total of 271 temporary workers and inspected 34 Labor Camps through the H-2A Foreign Labor Certification program. For the H-2B Labor Certification program, NHES received 121 clearance orders requesting 1,346 temporary workers.

CAREER EXPLORATION

Career Exploration utilizing the tools within the Job Match System is a core Employment Service function which serves individuals who need assistance in the areas of occupational choice or a change in career path. A fully completed Self-Assessment Profile and Background Wizard will generate a score which allows the system to match job seekers to occupations. The system also shows how the profile matches information included in the job descriptions, skill requirements, and recommended traits of that occupation. Customers and their counselors can use these results in a combined effort to develop an employment or training plan.

TRADE ACT

The Trade Adjustment Assistance (TAA) Program is a federal program established under the Trade Adjustment Assistance Reauthorization Act of

2015. The TAA Program provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports. NHES provides a variety of benefits and reemployment services through the TAA Program to help unemployed workers prepare for, and obtain, suitable employment.

PROGRAM BENEFITS AND SERVICES

- **Trade Readjustment Allowances (TRA)** – Provides income support while participating in full-time training within 26 weeks of the trade-related layoff or certification, whichever is later. Available for up to 130 weeks.
- **Training** – Classroom/online training in occupational skills, Adult Basic Education, GED, or apprenticeship for up to 130 weeks. On-the-Job (OJT) training is available for up to 104 weeks.
- **Reemployment Trade Adjustment (RTAA)** – Wage supplement for individuals aged 50 or over who become reemployed full-time at a reduced salary and earn less than \$50,000 annually. Recipients may receive a 50 percent wage subsidy for up to \$10,000 within two years.
- **Job Search Allowance** – Reimbursement for costs of seeking employment outside of the worker's normal commuting area.
- **Relocation Allowance** – Reimbursement for relocation costs for employment outside of the worker's normal commuting area.
- **Health Coverage Tax Credit (HCTC)** – Covers 72.5 percent of qualifying health insurance premium costs. This benefit is administered by the Internal Revenue Service.

The Trade Adjustment Assistance for Workers Program has provided training, income support, employment, and case management services, as well as job search and relocation allowances since the establishment of the Trade Act in 1974. This program assists all eligible and certified worker groups that have suffered job losses or wage reductions resulting from global trade.

Since 2002, New Hampshire has assisted employees from 39 certified trade companies. This program allows NHES to provide a lifetime of TAA training to its petitioners regardless of the certification date.

NHES provided TAA case management and training to one individual and also offered RTAA to one worker. The total paid for TAA training for 2023 was \$24,230, and the total paid for RTAA in 2023 was \$992.

The Trade Adjustment Assistance for Workers Program expired on July 1, 2022. Under the termination provisions under Section 285(a) of the Trade Act of 1974, the Department of Labor, Employment and Training Administration (ETA) ceased making determinations on new petitions until the TAA is reauthorized by Congress. New Hampshire currently has five pending petitions since the termination date. ETA may continue to make determinations on requests to amend previously certified petitions. NHES continues to administer all TAA programs and performs outreach to workers covered by certified petitions. Fiscal funding and the administration of benefits and services for participants after June 30, 2022, are available through fiscal year 2025.

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 reemployment services available at the American Job Centers, while also ensuring they are complying with unemployment insurance requirements. Reemployment services begin with an RESEA program orientation presented by Employment Service staff. The orientation provides an overview of the program and serves as a gateway to all other reemployment services such as skills assessment, job search workshops, job referrals, job developments and referrals to other NHWorks partners. Following the orientation, participants in the RESEA program then participate in three one-on-one sessions with an ES staff member who provides individualized case management. During calendar year 2023, the RESEA program conducted 481 orientations and 2,608 RESEA claimants reported for reemployment services. A total of 6,475 RESEA one on one sessions were completed in 2023. Of those sessions completed, 2,893 were virtual and 3,582 were held in-person.

DISLOCATED WORKER

The Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker Program is designed to assist job seekers who have been laid off or terminated and who may need guided assistance for a return to the workforce. The Dislocated Worker Program offers participants one on one counseling, research tools for career investigation, on the job training opportunities, and classroom training leading to a certificate or credential.

The Dislocated Worker Program assists workers who have lost their jobs due to reasons such as mass layoffs or shifts in economic sectors. Program staff collaborate with organizations such as the Bureau of Economic Affairs and Southern New Hampshire Services to establish procedures and guidelines. These efforts ensure the effective facilitation of the program in assisting dislocated workers.

DISLOCATED WORKER PROGRAM FUNDING UTILIZED BY PROGRAM YEAR		
	PY 2022 (7/1/22 - 6/30/23)	PY 2023 (7/1/23 - 6/30/24*)
Individualized Training Account	\$753,447	\$824,260
Supportive Services	\$121,923	\$81,596
On The Job Training	\$31,322	\$680
Program Year Total	\$875,370	\$905,856
Total Participants	267	272

** Represents PY2023 funding utilized through April 12, 2024*

RETURN TO WORK

The Return to Work (RTW) initiative is a voluntary program that provides job seekers with structured, supervised training opportunities by qualified New Hampshire employers. Eligible unemployed individuals continue to collect their New Hampshire unemployment compensation benefits while in the program. Trainees may learn about the program during a visit to one of the twelve NHWorks locations, from the NHES web site, or during the

claimant's Benefits Rights Interview. The RTW initiative is an opportunity for a job seeker to get their foot in the door with a company and to learn new skills. It is also an opportunity for an employer to train workers without the accompanying costs, as they do not pay the trainee while in the program. The training program must be authorized through NHES prior to the beginning of the training.

The training program may be of a period up to six weeks in length, and a maximum of 24 hours per week. Claimants must continue to file weekly continued claims to receive benefits and conduct a work search during non-training time, unless otherwise exempted. Workers' Compensation coverage during the training is provided by NHES.

PATHWAY TO WORK

The Pathway to Work Program is a voluntary program to assist unemployed claimants, who are interested in self-employment, in starting their own businesses. Pathway to Work allows eligible unemployed claimants to receive unemployment

benefits while working full time to start businesses in New Hampshire. The program provides financial support to the claimant while they access the resources, information, and training they need to get their businesses established, including referrals to the New Hampshire Small Business Development Center. From January 2023 to December 2023, a total of 14 individuals were approved to participate in the program.

FEDERAL BONDING

The Federal Bonding Program assists both employer and job seeker when the qualified job seeker's past creates a barrier to obtaining commercial bonding to gain full time employment. The Federal Bonding Program provides fidelity bonding insurance coverage to at-risk individuals. These applicants may have been denied commercial coverage due to a criminal record, history of alcohol or drug abuse, poor credit, lack of employment history, or dishonorable military discharge. From January 2023 to December 2023 the Federal Bonding Program had issued 15 bonds servicing three New Hampshire residents.

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.

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 2023, the average tax rate for New Hampshire employers was estimated at 0.89 percent. Due to continued low unemployment and recovery from the pandemic, the trust fund remains healthy and is maintaining a historically all-time high balance close to \$400 million.

The Trust Fund maintained a balance of at least \$250,000,000 through the first quarter 2023 resulting in a fund balance reduction of 0.50 percent for employers in good standing. The Trust Fund maintained a balance of at least \$350,000,000 for the second through fourth quarter 2023 resulting in a fund balance reduction of 1.00 percent for employers in good standing. Fund balance reductions are discounts off tax rates for those employers who are positive rated or for new employers. The Trust Fund balance at the end of December 2023 was \$396,486,455.80. This was up from the December 2022 balance of \$360,847,349.72 and the December 2021 balance of \$194,718,308.94. The number of registered employers

increased from 53,383 in 2022 to 55,459 in 2023. The number of registered employers was 50,083 in 2021.

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 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 2023, NHES reported 233,347 new hires to NHDHHS, compared with 248,888 in 2022.

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, Concord, Manchester and Nashua, as well as individual adjudicators integrated into NH Works Local Offices in Somersworth and Laconia. Statistical tables are provided elsewhere in this report illustrating the volume of eligibility determinations and payments issued in 2023.

The average monthly unemployment rate for 2023 was 2.2 percent, down from 2.3 percent in 2022. The total number of initial claims (excluding transitional claims) processed during 2023 was 24,208, an increase of 13.5 percent from the 21,337 initial claims processed in 2022. All initial, additional and reopened claims are filed via the Internet. Assistance

in filing is available in twelve NHWORKS local offices and two part-time itinerant offices throughout the state. The number of continued weeks claimed in 2023 (including UCX and UCFE) was 131,491 compared to 100,838 in 2022. The claims volume for 2023 was below pre-pandemic levels as New Hampshire's unemployment rate recorded historic lows.

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 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 Employees (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 2023, a total of 92 different WorkShare plans were filed by 25 employers and involved 1,364 employees. WorkShare proved itself a valuable resource for employers during the coronavirus pandemic. In 2020, a total of 727 WorkShare plans were filed by 233 employers with 8,281 employee participants.

SYSTEMATIC ALIEN VERIFICATION OF EMPLOYMENT (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 program. A total of 774 primary verifications were completed during the calendar year 2023.

NEW HAMPSHIRE UNEMPLOYMENT INSURANCE SYSTEM (NHUIS) BUSINESS TEAM

The computer system that accepts 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 and testing. All new or improved processes undergo testing for quality, accuracy and user-friendliness before they are released into production. The Business Team works 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 (ELMI) develops and disseminates workforce information promoting economic opportunity and efficient use of labor resources. Labor market information assists local and state officials, private employers, educators and the public in decision making processes which are essential to economic and career development. The Bureau analyzes employment and wage data from businesses in New Hampshire, Unemployment Insurance claims statistics, educational and training information, and a variety of additional data sources. Publications are produced periodically which examine New Hampshire's economic climate, population and labor market participants. The Bureau responds to inquiries from the public, the legislature, New Hampshire communities, educational entities, and other state agencies.

The U.S. Department of Labor's Bureau of Labor Statistics (BLS) contracts with New Hampshire Employment Security to manage state and local area statistical programs. In addition, the ELMI Bureau is the designated entity responsible for development, management, and delivery of workforce and labor market information, funded by the Workforce Information Grants to States. The grant is authorized by the federal Workforce Innovation and Opportunity Act (WIOA) and administered by the Employment and Training Administration (ETA) of the U.S. Department of Labor.

The ELMI Bureau also supports the New Hampshire Office of Workforce Opportunity and the State Workforce Innovation Board, providing workforce information and analysis. This includes preparation and publication of data and reports regarding targeted industry sectors related to the Sector Strategy Initiative.

The ELMI Bureau 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 through New Hampshire employers. Data are released quarterly and annually.

- **Current Employment Statistics (CES)** – estimates industry employment, hours, and earnings from a monthly establishment survey of New Hampshire employers. These estimates represent jobs located in New Hampshire, regardless of the residency of the workers. Data are released monthly.
- **Local Area Unemployment Statistics (LAUS)** – estimates the civilian labor force, employment, unemployment, and the unemployment rate of New Hampshire residents. These estimates reflect the employment status of New Hampshire residents regardless of work location. Unemployment estimates are not dependent on the receipt of unemployment insurance benefits. Labor force estimates are provided at the statewide, county, labor market area and city or town levels. Data are released monthly.
- **Occupational Employment and Wage Statistics (OEWS)** – produces occupational employment and wage estimates from a semi-annual employer survey. Data are released annually.
- **Research Unit** – responds to inquiries, conducts specialty surveys, produces publications on economic conditions in New Hampshire and regions within the state, and serves as a clearinghouse for labor market information.
- **Performance Accountability and Customer Information Agency (PACIA)** – evaluates the effectiveness of training programs and services provided in New Hampshire under WIOA. This unit prepares a variety of reports and performance evaluations under contract with the state's Office of Workforce Opportunity to meet WIOA obligations on a quarterly and annual basis.
- **Administrative Reporting** – prepares weekly, monthly, quarterly, and annual federal and administrative reports on New Hampshire

Employment Security unemployment insurance claims, payment activity, and workload measures.

- **Economic Analysis and Special Projects** – delivers a variety of workforce and labor market information through GraniteStats, a web-based LMI data system launched in June 2020. The unit prepares workforce data and reports, including employment projections by industry and occupation, an occupational licensure handbook, New Hampshire Community Profiles, New Hampshire County Profiles, as well as an annual economic analysis report. The unit also prepares economic impact reports using the Regional Economic Model Inc. (REMI) economic modeling software package; and is responsible for meeting the Bureau's obligations under the US Employment and Training Administration's Workforce Information Grant to States.

Among the online publications and information updates published by ELMI in 2023 were the following:

- Economic Conditions in New Hampshire – monthly
 - ~ "Unassigned" Establishments in New Hampshire Suggest an Increase in Remote Work
 - ~ The Housing Market in New Hampshire is Slowing Down
 - ~ Inflation is Slowing, But Heating Fuel Prices Remain High
 - ~ Employment Projections for New Hampshire Planning Regions
 - ~ Comparing New Hampshire and U.S. Employment Trends
 - ~ Changes in New Hampshire's Workforce Since the Pandemic
 - ~ Small Firms in New Hampshire
 - ~ Hours and Wages for New Hampshire Workers
 - ~ Post-Pandemic Trends in the Transportation and Warehousing Sector
 - ~ Nonemployer Statistics Show an Increase in Gig Work in 2020
 - ~ New Hampshire's Housing Shortage
 - ~ The Online Trend in Post-Secondary Education
- Labor Force and Unemployment Statistics -monthly
- Current Employment Statistics – monthly
- Registered Job Seekers by EEO Category and Occupational Title - monthly
- New Hampshire Economic Data Dashboard – (rolling updates)
- LMI Chartroom Slideshow – (rolling updates)
- GraniteStats – New Hampshire's Economic and Labor Market Information Data System (rolling updates)
- Alternative Measures of Labor Underutilization – quarterly
- Business Employment Dynamics – quarterly
- New Hampshire Online Job Ads Summary – quarterly
- Covered Employment and Wages – quarterly and annual
- New Hampshire Community Profiles and County Profiles – annual
- Industry and Occupational Employment Projections for New Hampshire's Planning Regions, 2020-2030 (January 2023)
- Short-term Industry and Occupational Employment Projections, 2022 Q2 – 2024 Q2 (March 2023)
- New Hampshire Employment Projections by County, 2020-2030 (May 2023)
- Vital Signs 2023, New Hampshire Social and Economic Indicators (June 2023)
- Annual Economic Analysis Report 2023 (September 2023)
- New Hampshire Occupational Employment and Wages 2023 (September 2023)
- Manufacturing in New Hampshire Fact Sheet (October 2023)
- Veterans in New Hampshire Fact Sheet (November 2023)
- Apprenticeship in New Hampshire Fact Sheet (November 2023)
- New Hampshire County Population (December 2023)

ELMI WEBSITE & PUBLICATIONS TRACKING	ANNUAL 2023		
	PAGE VIEWS	DOWNLOADS	TOTAL
BUREAU OF LABOR STATISTICS FEDERAL-STATE COOPERATIVE PROGRAMS			
Alternative Measures of Labor Underutilization (Quarterly)	567	3,844	4,411
Business Employment Dynamics (Quarterly)	470	805	1,275
Consumer Price Index (Monthly)	3,534	1,605	5,139
Current Employment Statistics (Monthly)	2,915	4,599	7,514
Unemployment Rate News Release (Monthly)	0	24,404	24,404
Local Area Unemployment Statistics (Monthly)	10,035	6,042	16,077
Mass Layoff Statistics	6	123	129
Occupational Employment & Wages Survey (Annual)	10,017	17,685	27,702
Quarterly Covered Employment and Wages (Quarterly and Annual)	3,488	5,104	8,592
MISCELLANEOUS DATA AND STATISTICS			
Affirmative Action/EEO Statistics (Monthly)	805	2,141	2,946
Pay Equity Data	362	311	673
Population Change by County Infographic	1,765	730	2,495
Unemployment Claims Statistics (Monthly)	1,681	666	2,347
Other Reports and Data	200	602	802
WORKFORCE INFORMATION GRANT PROJECTS			
Community Profiles (Updated Annually)	229,839	83,564	313,403
Commuting Patterns (Decennial)	502	6,079	6,581
County Profiles (Updated Annually)	0	11,927	11,927
Economic Analysis Reports (Annual)	1,355	2,002	3,357
Employment Projections by Industry and Occupation	3,091	4,006	7,097
Job Outlook and Locator	0	436	436
Labor Market Information Improvement Grant - Green Jobs Analysis	262	1,305	1,567
Licensed, Certified, and Registered Occupations (Biennial)	13,303	91,056	104,359
LMI Chartroom (Updated Monthly)	872	12,084	12,956
Local Employment Dynamics/Quarterly Workforce Indicators Analysis	424	0	424
Minimum Wage Analysis	0	819	819
Monadnock Region - On The Map 2022	0	378	378
NH Data Dashboard (Updated Monthly)	0	1,936	1,936
NH Sector Partnership Initiative (SPI) Studies	304	1,016	1,320
Real-Time LMI (Online Job Postings) Studies	189	1,572	1,761
Remote Work in NH - Labor Market Brief	0	291	291
The Upper Valley On-The-Map 2021	0	165	165
Workforce Information Users Guide	27,108	801	27,909
Other Reports and Analyses	0	1,278	1,278

ELMI WEBSITE & PUBLICATIONS TRACKING	ANNUAL 2023		
	PAGE VIEWS	DOWNLOADS	TOTAL
RESEARCH PAPERS AND PUBLICATIONS			
COVID-19 Unemployment Claims Analyses (Weekly 4/2020 - 4/2021)	224	1,478	1,702
Economic Conditions in New Hampshire (monthly)	4,116	34,908	39,024
Educational Attainment of NH's Workforce	0	541	541
Manufacturing Week Factsheet	0	742	742
Medical Assistants in NH	0	1,744	1,744
New Hampshire Benefits Surveys	336	493	829
Veterans in New Hampshire	0	1,907	1,907
Vital Signs: Economic and Social Indicators for NH	3,079	6,484	9,563
Other Reports and Analyses	486	1,846	2,332
REMI - ECONOMIC IMPACT ANALYSES			
Child Care in NH	0	285	285
Coös County Analyses	0	163	163
Hospital Construction	0	367	367
Portsmouth Naval Shipyard Closure Analysis	0	1,708	1,708
CAREER RESOURCES			
Apprenticeship Factsheets	4,402	1,520	5,922
Career Planning and Exploration Tools	35,848	15,600	51,448
New Hampshire Job Notes	429	1,900	2,329
TOOLS AND RESOURCES			
Geographic Area Definitions	482	8,554	9,036
Glossary	866	0	866
Other Pages and Site Activity	28,153	154	28,307
TOTAL WEB ACTIVITY (EXCLUDING HOME PAGE)	391,515	369,770	761,285

APPEAL TRIBUNAL

The Appeal Tribunal Unit (ATU) primarily holds unemployment benefit eligibility hearings for appeals filed by claimants and employers. The ATU also conducts administrative hearings on employer tax liability and benefit overpayment and tax debt compromise requests.

The benefit appeal workload for the ATU increased in 2023. Single claimant unemployment insurance benefit appeals filed in 2023 involved 2,675 claimants, an increase of 13.6 percent from the 2,355 claimants in 2022.

In addition to state unemployment compensation, the appeals included Unemployment Compensation for Federal Employees (UCFE) and Unemployment Compensation for Ex-Service Members (UCX). The ATU also heard appeals on periodic compensation programs: Extended Benefits (EB), Pandemic Unemployment Assistance (PUA), and Pandemic Emergency Unemployment Compensation (PEUC).

In 2023, the ATU met the federal core measures for quality and case aging. The ATU also met one of the two Secretary's Standards in Regulation for time lapse.

Quality Review measures the due process elements and scores a randomly selected sample of 20 cases in each quarter. A case passes the review if it earns a score of at least 85 percent. The Acceptable Level of Performance (ALP) requires that 80 percent of scored cases pass the review. In 2023, all of the scored cases passed the review, with an average score of 94.8 percent. Over 25 percent of the scored cases earned a 100 percent score in 2023.

Case aging is the average age of pending cases in days. The ALP for this measure is 30 days or fewer. During 2023, the ATU averaged 259 cases pending on a monthly basis. The percent of cases aged under 26 days was 65.2 percent for New Hampshire and 12.8 percent for the U.S. average.

Time lapse measures the number of days between the date the appeal was filed and the date the decision was issued. The ALP is 60 percent of the cases decided in 30 days or fewer, and 80 percent decided in 45 days or fewer.

Excluding the federal base pandemic programs (PUA or PEUC) and EB, New Hampshire averaged 46.0 percent for the year. New Hampshire met the 60 percent standard in three months of the year, and the 80 percent standard in eight months of the year. An average of 82.9 percent were completed in 45 days or fewer for 2023.

TIME LAPSE	2023		2022	
	NH	US	NH	US
≤30	46.0%	23.8%	10.5%	16.2%
≤45	82.9%	34.3%	18.5%	25.3%

Excluding pandemic cases, the Unit decided 2,682 state unemployment compensation (UI) cases, six UCFE cases, five UCX cases, and one EB case in 2023.

DECIDED BY DECISION	2023	2022	CHANGE
UI	2,682	4,482	-40.16%
UCFE Only	6	21	-71.43%
UCX Only	5	4	25.00%
EB	1	4	-75.00%
TOTALS	2,694	4,511	-40.28%

The ATU also issued 188 administrative hearing decisions in 2023, down 15.3 percent from the 222 issued in 2022.

DISTRIBUTION OF APPELLANT TYPE AND DECISION

APPELLANTS	2020	2021	2022	2023
Claimant Appellant	91.8%	97.7%	90.8%	89.3%
Employer Appellant	8.2%	2.3%	9.2%	10.7%
Appellant Prevailed	44.4%	32.7%	29.8%	37.0%
Claimant Appellant Prevailed	45.5%	32.8%	29.4%	38.4%
Employer Appellant Prevailed	32.6%	26.5%	33.7%	25.0%
Claimant Prevailed	47.3%	33.7%	32.8%	42.4%
Employer Prevailed	52.7%	66.3%	67.2%	57.6%

STATE UI DECISIONS BY TYPE

ISSUE TYPE	2020	2021	2022	2023
Voluntary Quit	20.3%	25.1%	19.5%	14.9%
Misconduct Discharge	14.0%	8.2%	13.2%	15.8%
Refusal of Suitable Work	4.2%	1.6%	0.8%	0.5%
Not Able / Available	18.1%	21.0%	16.7%	15.7%
Labor Dispute	0.0%	0.0%	0.0%	0.0%
Other (late filing, wages)	43.4%	44.3%	49.9%	53.1%
TOTAL ISSUES	2,376	4,304	4,482	2,682

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

2023 APPELLATE BOARD ACTIVITY

	APPELLATE APPEALS RECEIVED	MOTION FOR RECONSIDERATION RECEIVED	APPELLATE APPEALS DISPOSED	MOTION FOR RECONSIDERATION DISPOSED
January	3	0	0	0
February	0	0	1	0
March	1	0	3	0
April	3	0	1	0
May	1	0	2	0
June	1	0	1	0
July	5	0	2	0
August	4	3	5	0
September	3	0	1	2
October	2	0	2	1
November	2	0	1	0
December	1	0	2	0
TOTALS	26	3	21	3

	2020	2021	2022	2023
Total Appeals Received	4	5	11	26
Total MFR Received	2	1	4	3
Total Appeals Disposed	3	5	9	21
Total MFR Disposed	3	1	4	3
Total Appeals and Motions Received	6	6	15	29
Total Appeals and Motions Disposed	6	6	13	24

BENEFIT PAYMENT CONTROL

The Benefit Payment Control (BPC) Unit is responsible for the detection, investigation, and disposition of Unemployment Compensation fraud cases. The activities of the BPC Unit help to ensure that New Hampshire 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 continues to work in partnership with the New Hampshire Attorney General's Office

and Department of Justice on fraud prosecutions. During the year 2023, one case was referred for prosecution, with five active cases in the court process, and one pending grand jury indictment.

The BPC Unit closed or completed 6,635 cases during the year 2023. The results of BPC triage and investigative activities are as follows:

2023 BPC ACTIVITY SUMMARY – TOTALS				
ACTIVITY	TOTAL CASES FRAUD AND NON FRAUD 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)	3,754	\$351,361	\$47,786	\$399,147
Benefit-Wage Crossmatch	2,355	\$1,114,132	\$211,065	\$1,325,197
Other Controllables <i>(Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)</i>	526	\$313,192	\$57,389	\$370,581
Non-Controllables <i>(Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)</i>				
TOTAL	6,635	\$1,778,685	\$316,240	\$2,094,925

2023 BPC ACTIVITY SUMMARY – FRAUD			
ACTIVITY	NUMBER OF FRAUD CASES COMPLETED	AMOUNT OF FRAUD OVERPAYMENTS	AMOUNT OF 20% PENALTY CHARGES
New Hire (National and State)	29	\$255,731	\$47,786
Benefit-Wage Crossmatch	74	\$1,101,555	\$211,065
Other Controllables <i>(Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)</i>	17	\$309,296	\$57,389
Non-Controllables <i>(Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)</i>			
TOTAL	120	\$1,666,582	\$316,240

2023 BPC ACTIVITY SUMMARY – NON-FRAUD

ACTIVITY	NUMBER OF NON-FRAUD CASES COMPLETED	NUMBER OF NON-FRAUD CASES CLOSED	TOTAL NUMBER CLOSED AND COMPLETED FRAUD CASES	AMOUNT OF NON-FRAUD OVERPAYMENTS
New Hire (National and State)	560	3,165	3,725	\$95,630
Benefit-Wage Crossmatch	49	2,232	2,281	\$12,577
Other Controllables <i>(Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)</i>	5	504	509	\$3,896
Non-Controllables <i>(Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)</i>				
TOTAL	614	5,901	6,515	\$112,103

The Unit also adjudicates identity verification issues, which arise because of a crossmatch with the Social Security Administration when initial claims for unemployment compensation benefits are filed. From May 2020 to December 2022 the BPC Unit locked 23,691 claims, 176 of which had paid out a total of \$588,385. In 2023, the BPC Unit locked 477 claims, none of which were paid.

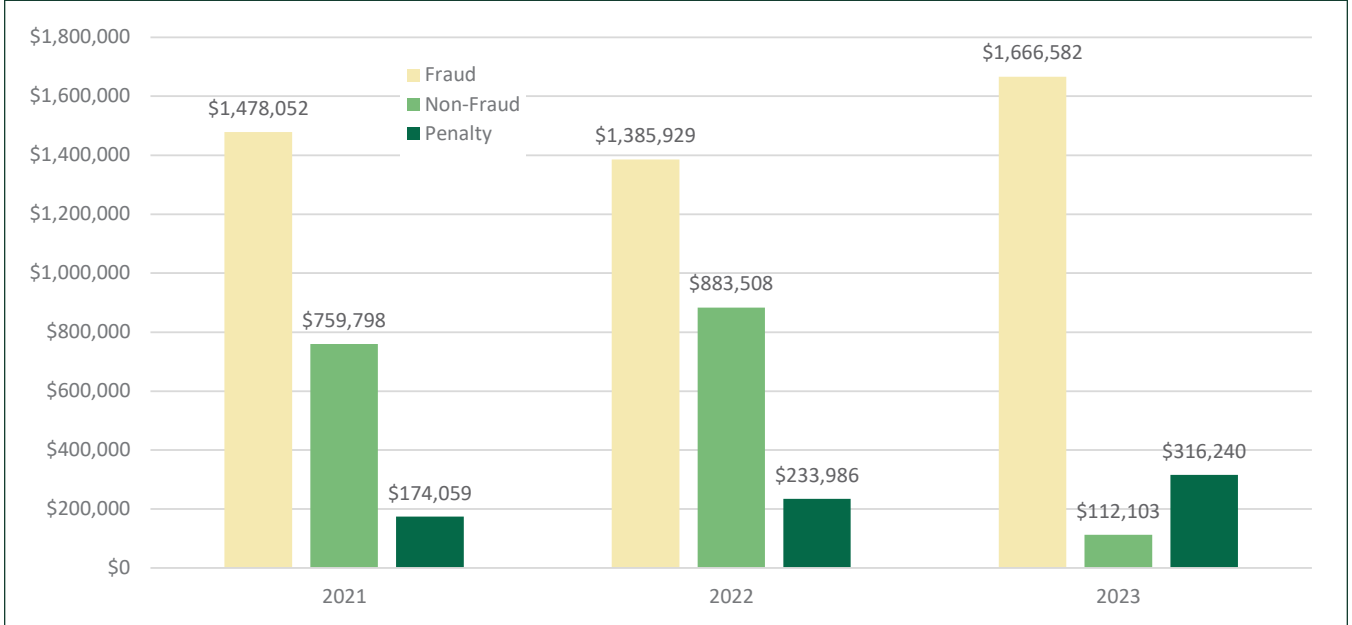
The BPC Unit implemented a IP Block Program in 2013 to detect and prevent claimants from filing claims from outside of the contiguous United States. During the year 2023, the BPC Unit handled 908 potential hits.

The BPC Unit implemented an enhancement to the New Hire Crossmatch on November 10, 2015

to proactively reduce improper payments. When a claimant files for a week of benefits, but they also appear on the New Hire report, the claimant receives a message to contact BPC before the claim can be paid. In 2023, the BPC Unit reviewed 665 potential Return to Work hits.

In addition to case work, the BPC Unit also supports the Department with two email boxes and a central intake call line. The main BPC email box for internal and external use averaged 262 initial requests per month during 2023. The second BPC email box is for employers to forward work and earnings information for claimants. This email box averaged 40 initial requests per month. The BPC intake call line received a total of 1,639 calls during 2023.

OVERPAYMENTS AND PENALTIES ESTABLISHED BY BPC



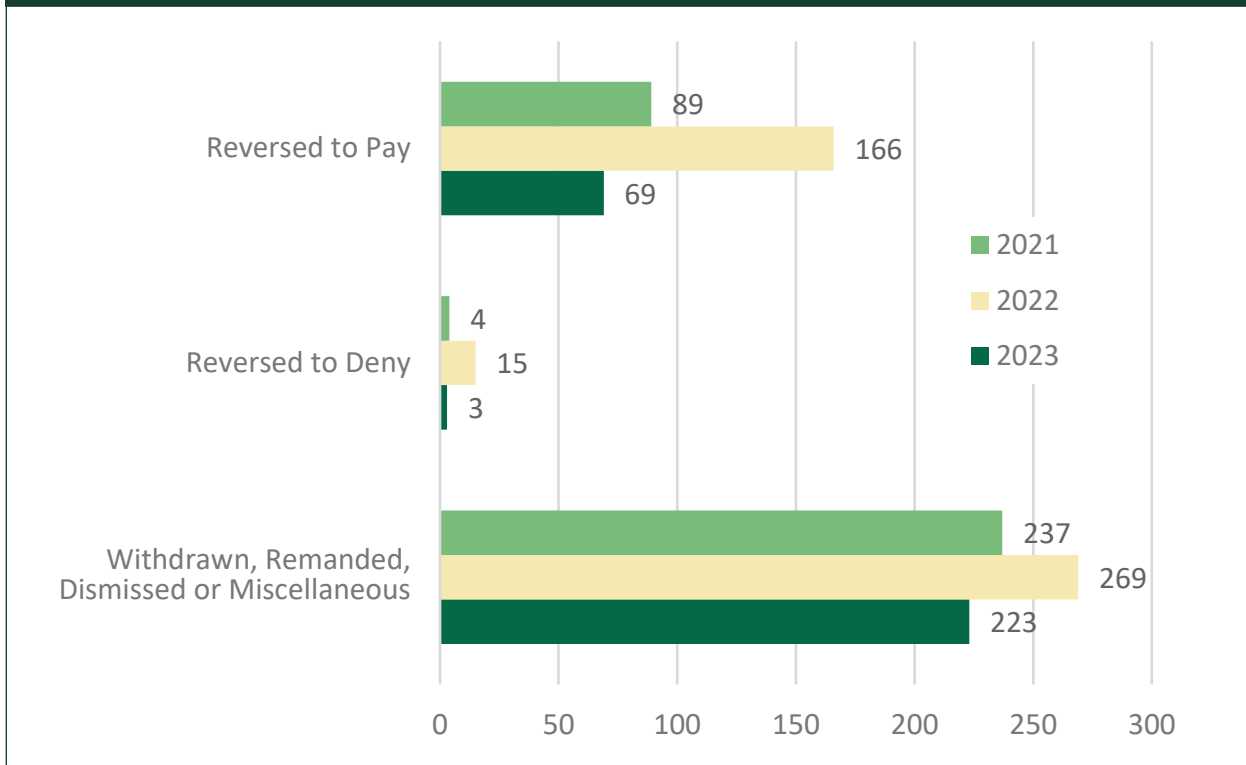
CLAIMS REPRESENTATIVE UNIT

The primary responsibility 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 to assist with any request to reopen a hearing. Claimants are interviewed either in person or by telephone. In order to prepare the claimant 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, most claimants are prepared to present the case on their own. However, a Claims Representative will attend the hearing if requested, and if their presence would benefit the claimant.

In 2023, of the 403 individuals assisted, 223 claimants withdrew their appeals, or their appeals were remanded, dismissed, or resolved through miscellaneous means. For those appeals that went to a hearing, 69 decisions were issued that resulted in the initial decision being reversed to pay benefits, and 3 resulted in the initial decision being reversed to deny benefits.

In addition to preparing claimants for their appeal hearings, the Claims Representative Unit also assisted claimants with a broad range of questions and concerns before the adjudication process.

RESULTS OF APPEAL HEARINGS WITH CLAIMS REPRESENTATIVE ASSISTANCE



FISCAL MANAGEMENT

The Fiscal Management Section manages the administrative funds for New Hampshire Employment Security. 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		
	7/1/21 - 6/30/22	7/1/22 - 6/30/23
1. Federal Funds*	38,615,346	18,193,509
2. Fees, Fines and Interest - Contingent**	17,590,280	18,461,335
3. All Other Sources	255,667	272,326
TOTAL	\$56,461,294	\$36,927,170
* Summer Stipend/ Transportation Recruitment	10,998,500	(8,523,000)
** Job Training Program	6,000,000	6,000,000

EXPENDITURES BY STATE APPROPRIATION CLASS		
	7/1/21 - 6/30/22	7/1/22 - 6/30/23
1. Permanent Personnel Services	15,018,274	13,948,493
2. Current Expense	1,954,176	2,157,439
3. Equipment	5,169,827	4,917,710
4. Contractual Services	3,372,541	824,648
5. Other Personnel Services	1,779,149	1,995,296
6. Benefits	9,276,269	9,813,081
7. Travel-In-State	36,458	93,660
8. Travel-Out-Of-State	32,240	45,689
9. Miscellaneous	360,209	371,856
10. Job Training, Dislocated Worker / Adult & NHEP OJT Programs	7,965,434	7,118,675

EXPENDITURES BY STATE APPROPRIATION CLASS		
	7/1/21 - 6/30/22	7/1/22 - 6/30/23
11. NH Dept of Information Technology (DoIT)	4,268,176	4,562,049
TOTAL	\$49,232,753	\$45,848,595

DISBURSEMENT TO STATE AGENCIES		
	7/1/21 - 6/30/22	7/1/22 - 6/30/23
NH Dept of Administrative Services		
Risk Management Unit (Bond/Producer Services)	INCL BELOW	INCL BELOW
Property/Fleet Insurance	56,472	55,860
Bureau of Accounts		
Audit Fee	34,271	27,771
SWCAP Indirect Cost	327,410	358,647
State Postage Billing	2,534	2,243
Post Retirement/ Revenue Maximization	578,704	1,150,383
Unemployment Compensation		
Workers' Compensation	50,337	7,886
Bureau of Graphic Services	315	2,017
Bureau of Education	1,200	4,550
Misc Administrative Services	6,859	7,669
NH Dept of Corrections	240	
NH Dept of Health and Human Services (EAP)	14,336	10,429

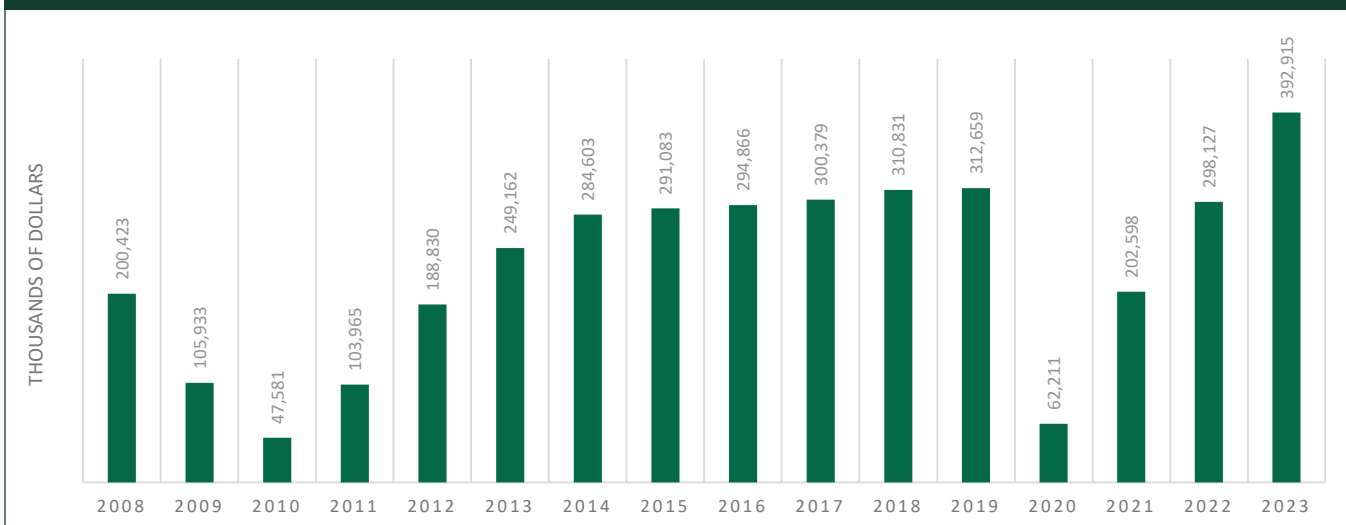
DISBURSEMENT TO STATE AGENCIES		
	7/1/21 - 6/30/22	7/1/22 - 6/30/23
NH Dept of Information Technology (DoIT)		
PS-PB/Shared NPS	4,517,231	4,841,494
Telecommunications	368,426	304,176
NH Dept of Labor	300	425
NH Dept of Safety		
Criminal Records Division	1,544	1,250
Police Detail		
NH Dept of Transportation	6,938	8,110
NH Secretary of State	60	
TOTAL	\$5,967,176	\$6,782,910

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, 2008 THROUGH 2023



UNEMPLOYMENT COMPENSATION TRUST FUND¹
STATEMENT OF REVENUE, EXPENDITURES AND CHANGE IN FUND EQUITY
FISCAL YEAR ENDED JUNE 30, 2023

FUND BALANCE, JULY 1, 2022	\$298,126,978
OPERATING REVENUES	
Reimbursing Employers	\$2,356,599
Employer Contributions	\$75,860,951
Total Operating Revenues	\$78,217,550
NON-OPERATING REVENUES	
Federal Employers	\$732,703
CARES Act Funds	\$46,950,026
Fees, Fines, Interest and Administrative Contributions	\$22,067,503
TAA Administrative	\$85,831
Interest	\$6,213,009
Total Non-Operating Revenues	\$76,049,072
TOTAL REVENUES	\$154,266,622
EXPENDITURES	
OPERATING EXPENSES	
Reimbursing Employers Benefit Payments	\$2,787,275
Federal Benefit Payments	\$675,627
Unemployment Insurance Benefit Payments	\$37,093,544
Provision for Doubtful Receivables	\$(3,230,708)
Total Operating Expenses	\$37,325,738
NON-OPERATING EXPENSES	
Fees, Fines, Interest and Administrative Contributions	\$22,067,503
TAA Administrative	\$85,831
Total Non-Operating Expenses	\$22,153,334
TOTAL EXPENSES	\$59,479,072
FUND BALANCE, JUNE 30, 2023	\$392,914,528
NET INCREASE IN FUND BALANCE FOR THE YEAR 2023	\$94,787,550

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

**BALANCE SHEET: RESERVE FOR UNEMPLOYMENT
COMPENSATION TRUST FUND¹**

JUNE 30, 2023

Assets		Liabilities and Fund Balances	
Trust Fund Cash	\$396,497,468	Payment Due Other Jurisdictions/ Overpayments (Total Liabilities)	\$21,593,524
Non Trust Fund Cash	\$835,428	Reserve for Unemployment Compensation Benefits (Fund Balance)	\$392,914,529
Receivables	\$17,175,157		
Total Assets	\$414,508,053	Total Liabilities & Fund Balances	\$414,508,053

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

**COMPARATIVE STATEMENT OF STATE REVENUES
UNEMPLOYMENT COMPENSATION TRUST FUND**

Year ¹	Contributions ²	Fines, Penalties & Interest	Trust Fund Interest	Total Collections
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
2017	57,263,327.83	13,293,871.54	6,551,709.08	77,108,908.45
2018	59,145,557.11	13,804,651.09	6,728,158.12	79,678,366.32
2019	45,628,449.85	13,454,264.49	7,309,183.92	66,391,898.26
2020	29,382,186.31	17,588,489.43	6,783,145.25	53,753,820.99
2021	114,831,600.02	29,240,361.30	2,680,319.42	146,752,280.74
2022	134,146,381.82	33,657,014.39	3,282,407.71	171,085,803.92
2023	95,570,244.99	31,517,282.44	6,213,008.75	133,300,536.18

¹ Year ending 6/30

² Includes reimbursing employers

³ Includes UI Modernization Distribution of \$20,934,147.00

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	CARES Act	Trust Fund CASH Balance	% of Benefits to Receipts
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	133.1%
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%
2017	77,108,908.45	13,296,198.23	63,812,710.22	59,211,439.69	0.00		298,663,135.84	92.8%
2018	79,678,366.32	13,804,679.37	65,873,686.95	55,410,384.04	0.00		309,126,438.75	84.1%
2019	66,391,898.26	13,429,324.16	52,962,574.10	49,160,758.42	0.00		312,928,254.43	92.8%
2020	53,753,820.99	17,597,294.66	36,156,526.33	280,363,708.71	0.00		68,721,072.05	775.4%
2021	146,752,280.74	29,247,201.65	117,505,079.09	84,128,488.93	0.00	50,000,000.00	152,097,662.21	71.6%
2022	171,085,803.92	33,655,993.29	137,429,810.63	19,782,045.54	0.00	12,500,000.00	282,245,427.30	14.4%
2023	133,300,536.18	31,482,448.23	101,818,087.95	34,516,073.50	0.00	46,950,026.16	396,497,467.91	33.9%

1 Year ending 6/30

2 Includes reimbursing employers

3 \$19,946,422.53 of Reed Act used to pay Benefits

**2023 ANNUAL REPORT - NEW HAMPSHIRE EMPLOYMENT SECURITY
STATE EMPLOYMENT SECURITY AGENCY (SESA) PROGRAMS,
CATEGORIZED BY SOURCE OF FUNDS**

07/01/22 – 06/30/23

Unemployment Insurance

Unemployment Insurance Grants
Reemployment Services & Eligibility Assessment (RESEA)

Bureau of Labor Statistics

Current Employment Statistics
Local Area Unemployment Statistics
Occupational Employment and Wage Statistics
Quarterly Census of Employment and Wages

Department of Business & Economic Affairs

Adult Program
Dislocated Worker Program

Department of Health & Human Services

Child Support Intercept Program
New Heights Crossmatch
New Hire (State/Federal)
Parent Locator Inquiry
Title IV-F & Home Care Worker On-The-Job Training
Wage and Benefit Inquiry

Job Training Programs

Reentry NH
Work Invest NH
Work Now NH
Work Ready NH

Miscellaneous

CCSNH/USNH Wage Record Data Match Agreements
DoIT-Server Room Agreement
Mass Layoff Statistics - State
Miscellaneous Program Income
Pathway to Work
Railroad Retirement Crossmatch

Pandemic Unemployment Programs

Extended Benefit (EB)
Federal Pandemic Unemployment Compensation (FPUC)
Long Term Care Stabilization (LTCS)
Mixed Earner Unemployment Compensation (MEUC)
Pandemic Emergency Unemployment Compensation (PEUC)
Pandemic Unemployment Assistance (PUA)
Short Term Compensation (STC)

Recovery Act

Federal Additional Unemployment Compensation Administration
Transportation Recruitment & Retention
Emergency Medical Technician Training
Summer Stipend

Trade

Trade Adjustment Assistance

Veterans

Disabled Veterans' Outreach Program
Local Veterans' Employment Representative

Wagner/Peyser

Alien Labor Certification
Employment Service Grants
Governor's 10% Discretionary
Work Opportunities Tax Credit (WOTC)
Workforce Information Grant

Workforce Innovation and Opportunity Act

One-Stop Partners:
Community Action Association
NH Department of Education - Division of Adult Learning
and Rehabilitation
NH Department of Education - Division of Learner Support
NH Department of Business and Economic Affairs
Office of Workforce Opportunity
NH Job Corps
Operation A.B.L.E Inc
Second Start
Department of Health and Human Services
Performance Accountability and Customer Information
Agency (PACIA)

HUMAN RESOURCES

New Hampshire Employment Security's Human Resources Office is responsible for providing services to all employees of the department in accordance with laws, directives, personnel rules and the collective bargaining agreement. Human Resources utilizes established state and department processes to efficiently maintain records of personnel transactions, payroll auditing, federal cost accounting and travel reimbursements. The office coordinates and monitors recruitment, hiring, employee orientation, training, retention, performance evaluations, promotions, transfers, salary changes, job classifications and reclassifications, terminations, and retirements. The Human Resources Office manages all personnel files and leave records, and assists with employee benefits including, but not limited to, the Family Medical Leave Act (FMLA), workers compensation claims, health and dental benefits, life insurance,

income protection eligibility and reasonable accommodation consideration in accordance with the American Disability Act (ADA).

The Human Resources Office is responsible for upholding the Collective Bargaining Agreement and New Hampshire Division of Personnel Rules and Regulations. The office coordinates processes involving grievances, discharges, disciplinary action and any informal settlement and appeal processes to ensure consistent application of the articles and rules. The Human Resources Office works closely with the Fiscal Management Office to align funding for position management with the approved budget. The office also manages multiple part time temporary and full time temporary funded positions in accordance with rules and laws of establishing temporarily funded positions.

POSITIONS	2021		2022		2023	
	FUNDED	UNFUNDED	FUNDED	UNFUNDED	FUNDED	UNFUNDED
Unclassified	7	0	7	0	7	0
Classified	253	33	271	15	271	15
TOTALS	260	33	278	15	278	15
	293		293		293	

LEGAL AND COLLECTIONS UNIT

New Hampshire Employment Security has a combined Legal and Collections Unit. The Unit’s staffing consists of an unclassified General Counsel, three unclassified Counsel, three Attorneys, a Legal Coordinator for Legislation and Rules, a Collections Supervisor, six Collections Staff members and one Paralegal II.

General Counsel, Counsel and the Attorneys advise the Commissioner, Deputy Commissioner, and Agency Administrators on matters arising under RSA Chapter 282-A, the NH Unemployment Compensation law, and associated administrative rules. Counsel respond to inquiries by members of the NHES Advisory Council, officials and the public, as well as counterparts in other States, on matters relating to the Unemployment Compensation Law, including programs and services, as well as unemployment taxes and benefits. Legal staff also respond to Right-to-Know and general records requests.

Counsel and the Attorneys represent the Department in higher level appeals of Unemployment Compensation determinations and prepare Decisions in second level appeals pursuant to RSA 282-A:60, as designated by the Commissioner. They assist the New Hampshire Department of Justice (Attorney General’s Office) in defending appeals of Department decisions filed with the New Hampshire Supreme Court and with other civil actions brought against the Department in State Courts.

HIGHER LEVEL APPEALS	
	2023
Requests To Reopen Appeal Tribunal (AT) and AHC Decisions Received	255
Determinations Issued - AT and AHC	370
Appeals to the Appellate Board	26
Appeals to the Supreme Court	3

Counsel issue Requests for Proposal (RFP) and draft, negotiate and review contracts and other agreements as necessary to enable and support the operations and functions of the Department. They handle matters relating to the purchase and sale of real estate, and also prepare and review lease agreements for the Department’s Local Offices for presentation to the Governor and Executive Council.

Counsel and the attorneys prepare, review and monitor proposed legislation on issues related to or stemming from the New Hampshire Unemployment Compensation law and draft responses to Fiscal Note inquiries from the Legislative Budget Assistant’s Office. They appear before the New Hampshire General Court and various legislative committees to provide testimony and information relative to the effects of proposed laws and rules. Responsibilities include promulgating administrative rules, amending existing rules and removing expired rules.

Counsel participate and assist in the investigation of complaints received by the Administrative Office in matters relating to the personnel functions of the Department, as well as grievances filed by employees pursuant to the Collective Bargaining Agreement and represent the Department in appeals filed with the New Hampshire Division of Personnel.

The Legal Collections staff and Collections Counsel pursue collection of benefit overpayments and delinquent employer tax contributions through a variety of methods, including wage garnishment, liens and distrains. They represent the Department in collections matters before the U.S. Bankruptcy Court for the District of New Hampshire, and the State Circuit and Superior Courts.

In 2023, the Collections Unit’s collections activities resulted in the recovery of a total of \$4,969,741.78 in claimant overpayments, employer tax contributions, bankruptcy collections and back-pay settlements as shown in the Table on the following page.

COLLECTIONS ACTIVITY	
	2023
Overpayment Collections - Claimants	\$3,201,640.39
Employer Tax Accounts Collections	\$1,621,120.14
Backpay Settlements Collections	\$144,753.40
Bankruptcy Collections	\$2,227.85
Total Collections	\$4,969,741.78

In addition to civil matters, NHES also pursues criminal charges in Unemployment Insurance fraud cases. The cases are handled by a Fraud Prosecutor (Counsel) who works for both NHES and the Attorney General's Office. Most often, the cases involve individuals who either keep working or return to employment, file for unemployment benefits while working, and fail to report their work and earnings. In 2023, there were five active fraud cases in process in court. The Collections Unit handles collections in cases that are successfully prosecuted.

OFFICE OF INFORMATION TECHNOLOGY

The mission of the Department of Information Technology is to support the strategic business objectives of State agencies; to create and sustain a secure and reliable information technology environment; and to ensure careful and responsible management of the State's information technology resources.

The Department of Information Technology staff located at New Hampshire Employment Security (NHES) is made up of six operational divisions under the Chief Information Officer: Business Relationship Management, Infrastructure and Operations, User Services, Governance and Strategic Planning, User Experience, and Cybersecurity. The DoIT staff embedded within NHES 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. DoIT staff modernize and enhance systems that deliver innovated internet-based solutions for New Hampshire Employment Security and its customers.

DoIT has 19 technical positions that are currently embedded within the NHES environment. In addition, there are staff off-site that also assist in supporting multiple NHES programs and systems. The staff work in the following divisions with the associated position responsibilities:

BUSINESS RELATIONSHIP MANAGEMENT (BRMD)

Business Relationship Management, formerly the Agency Software Division, has nine positions located at NHES who create positive, collaborative, and trusted business relationships with state agency leaders and employees, while delivering technology solutions required for delivering services to claimants, employers, and the citizens of New Hampshire.

BRMD staff embedded at NHES develop and support systems in all areas including Unemployment

Insurance, Employment Services, Economic Labor Market Information, Human Resources, Administrative Services, Fiscal Management, Legal Counsel, Data Prep, Benefit Payment Control, the Security Office, the Deputy Commissioners Office, and the Commissioner's Office.

BRMD staff are responsible for over 40 existing computer applications utilized at NHES as well as designing and developing new applications required by the agency and/or federal agencies that NHES serves.

INFRASTRUCTURE AND OPERATIONS (IOD)

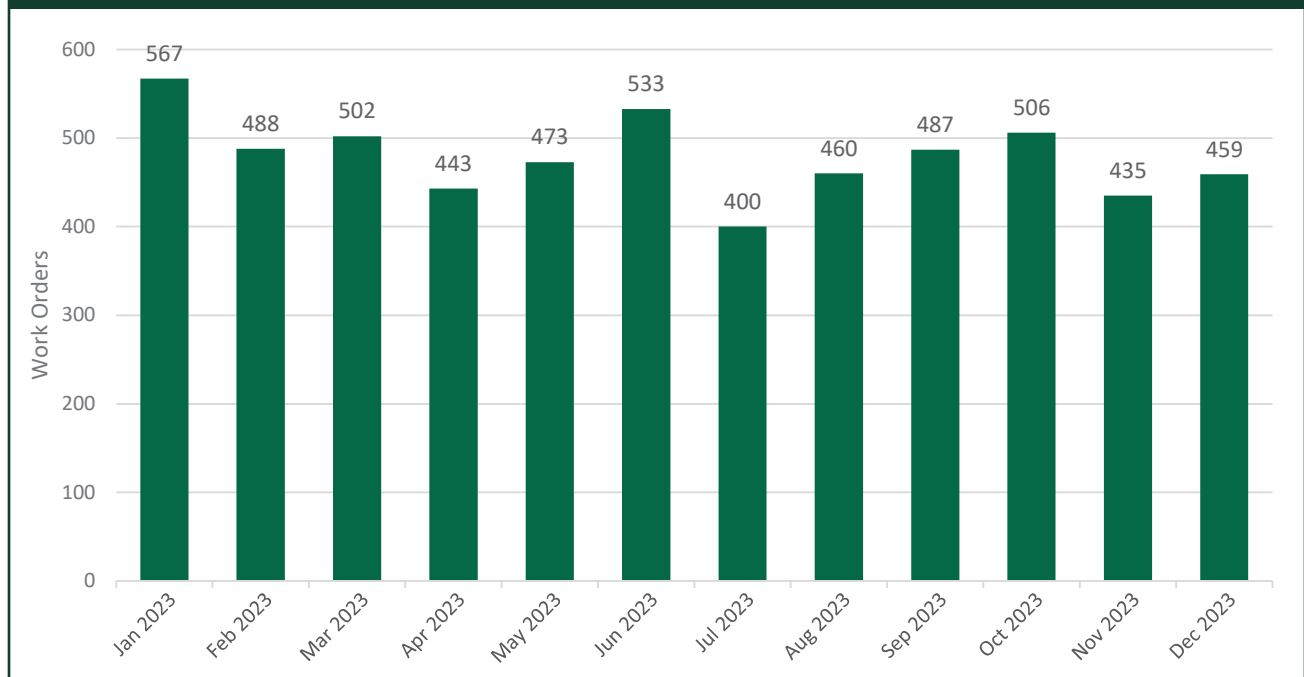
The eight Infrastructure and Operations Division positions located at NHES have a goal to provide the best possible technology infrastructure and services to our agency partners enabling and facilitating the fulfillment of their core missions.

IOD provides sustainable, scalable, efficient, secure, and cost-effective IT infrastructure and services to agency customers that are administering the essential and continually evolving state government programs.

IOD staff responsibilities include: Maximize Enterprise Architecture opportunities for integration among all information resources at NHES; promote standardization and consolidation of Informational Technology infrastructure; provide reliable and secure access to all information systems and data; provide strategic leadership and innovative solutions to align with NHES in the delivery of services; establish standards and policies for efficient, transparent, and consistent operations; provide technology expertise to improve NHES business, and to maintain and nurture a cohesive operating environment within all areas of NHES and DoIT.

The NHES IOD staff ensures that the NHES Information Technology infrastructure is ready to "go" and ready to "grow" to support the needs of NHES.

NHES – COUNT OF 5,753 WORK ORDERS RECEIVED IN 2023



USER SERVICES (USD)

The User Services Division, formerly the Technical Support Services Division, includes three staff positions located at NHES. These USD staff assist NHES in meeting their goals by providing enterprise technology IT services, such as computer hardware, and software licenses with Enterprise Desktop Services (EDS), mobile device management, Help Desk Services (HDS), as well as messaging, email and data security, identity management and endpoint security with Messaging, Collaboration and Security (MCS).

USD staff perform these tasks in the 14 NHES locations statewide, covering the 12 full-service locations and the two satellite office locations for all NHES claimants, employers, and the citizens of New Hampshire. These services are provided to approximately 380 NHES end users with more than 500 workstations.

GOVERNANCE AND STRATEGIC PLANNING (GSPG)

In service to the people of New Hampshire, the Governance and Strategic Planning Group provides guidance and leadership on technology strategic planning, governance, and contracting initiatives

that foster innovative thinking, definition and achievement of key state objectives and organizational process improvements that will benefit the Department of Information Technology and its agency partners.

The following groups are part of GSPG:

- Contracts and Procurement
- Digital Transformation Program
- Policies and Standards
- Project Management Office

USER EXPERIENCE (UEX)

The goal of the User Experience Division is to improve digital government in New Hampshire through a more unified web presence, more intuitive navigation and increased accessibility.

There are currently two groups within UEX:

SharePoint Support - helps agencies with building out Intranet sites using SharePoint Online.

Web Content Management - supports public-facing websites and the migration onto the Drupal web platform.

CYBER SECURITY GROUP (CSG)

The mission of the Cybersecurity Group is to work collaboratively to develop short and long-term layered security strategies, develop robust security architectures, provide proactive and innovative security services, create security policies and standards, and ingrain security awareness in the State's IT environment.

systems, improve the technology infrastructure, provide system code enhancements, and increase user knowledge at NHES. Some of the projects completed or in progress over this past year were:

- New Hampshire Unemployment Insurance System (NHUIS) – Upgrade Software Modules
 - ~ Multi Factor Authentication
 - ~ Integration with an external Identity Verification service provider
 - ~ Enhancements to InvestiCase which incorporate lessons learned from the pandemic period
 - ~ Enhancements to Spidering which incorporate lessons learned from the pandemic period.
 - ~ Enhancements to safeguard victims of identity thefts (via special authentication, ID proofing, etc.)
 - ~ Implement Waiver Requests: Intake and processing of waiver applications related to Equity & Good Conscience (E&GC)
 - ~ Work Search enhancements to reduce eligibility fraud
 - ~ Integration with NASWA's IDH (identity datahub) for fraud detection, identity verification and Bank Account
 - ~ Data Analytics for PUA, PEUC and other UI programs
 - ~ Enhanced methods to detect and prevent new types of benefit year earnings fraud
 - ~ Enhancements to CollectiCase that strengthen collections while not initiating collections against identity theft victims
 - ~ RESEA Rewrite
- NH ACTS System migrated to vendor support
- LDAP upgrade and migration of employers and staff
- Crystal Reports upgraded to the latest version
- FCAS developed in a web based system
- Wages database purge
- WOTC system rewrite
- GraniteStats upgrades and modifications
- Dollar Universe upgrade
- SpendMap software upgrade and enhancements
- EDMS system upgrade
- PB First and Planet Press upgrades

TYPES OF CYBER THREAT ACTORS

NATION-STATE (most dangerous)

Motivations: Political, Military, Economic

Targets: Government, Industry, Critical Infrastructure

Capability: High

THREAT TO NEW HAMPSHIRE: Moderate

CYBERCRIME ORGS (most likely)

Motivations: Financial

Targets: Government, Industry, Critical Infrastructure

Capability: High

THREAT TO NEW HAMPSHIRE: High

CYBER TERRORISTS

Motivations: Ideology, Fear, Violence

Targets: Government, Industry, Critical Infrastructure, Individuals

Capability: Low

THREAT TO NEW HAMPSHIRE: Low

HACKTIVISTS

Motivations: Ideology, Causes

Targets: Government, Industry, Critical Infrastructure

Capability: Low-Moderate

THREAT TO NEW HAMPSHIRE: Moderate

INSIDE / OTHERS

Motivations: Financial, Fame, Retribution

Targets: Government, Industry, Critical Infrastructure, Education, Individuals

Capability: Moderate-High

THREAT TO NEW HAMPSHIRE: Moderate

MAJOR AGENCY PROJECTS

Over the past year in addition to the day-to-day IT support activities DoIT has worked to develop new

- NHES Resource Centers workstations upgraded
- AcuCobol upgrade completed
- Oracle Cloud migration of NHUIS System
- NHES security camera system completed
- NH Web Tax system enhancements
- Placed over 100 laptop computers into service
- Oracle to Linux conversion of eight NHES systems completed
- IRS, KPMG and Social Security Administration audits

The Department of Information Technology and embedded staff located at NHES continue to work closely with NHES staff and their federal partners, using information technology to optimize the effectiveness of day-to-day operations.

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)

- **Paid Claims Accuracy (PCA)**
An in-depth review of a random sample of benefit payments, selected weekly.
- **Denied Claims Accuracy (DCA)**
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 categories

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 fifteen (15) benefit and five (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 PCA RESULTS

RESULTS	2020*	2021	2022	2023
Total Dollars Paid (UI)	\$132,231,689	\$74,161,065	\$29,259,628	\$26,924,233
Sample Size	277	363	361	371
Percent of Dollars Paid Properly	80.8%	82.6%	86.8%	92.7%
Percent of Dollars Overpaid	19.2%	17.4%	13.2%	9.3%
Combined Total	100.0%	100.0%	100.0%	100.0%
Percent of Dollars Underpaid	0.3%	0.7%	0.9%	0.4%

CAUSES FOR OVERPAYMENTS
 (SHOWN AS PERCENT OF DOLLARS OVERPAID)

RESULTS	2020*	2021	2022	2023
Work Search	0.6%	2.2%	3.7%	21.6%
Benefit Year Earnings	20.3%	17.3%	31.4%	40.0%
Separation Issues	51.1%	29.5%	15.9%	11.8%
Base Period Wages	4.4%	2.5%	5.2%	1.0%
Other Eligibility Issues	20.7%	44.4%	35.7%	15.1%
Other Causes	2.9%	4.1%	8.1%	10.5%

RESPONSIBILITY FOR OVERPAYMENTS
 (SHOWN AS PERCENT OF DOLLARS PAID)

RESULTS	2020*	2021	2022	2023
Claimant only	41.2%	51.2%	47.3%	61.4%
Agency only	30.6%	14.9%	7.9%	4.4%
Employer only	0.0%	0.0%	0.0%	0.0%
Other (Includes Combined)	28.2%	33.9%	44.8%	34.2%

* 2020 data represents a less than complete year of UI payments. New Hampshire did not pull a sample for 12 weeks due to COVID-19 pandemic and the shifting responsibilities of Quality Control staff.

STATISTICAL TABLES

UNEMPLOYMENT COMPENSATION BY CALENDAR YEAR

SOURCE	INITIAL CLAIMS FILED FOR UNEMPLOYMENT COMPENSATION		CONTINUED WEEKS CLAIMED FOR UNEMPLOYMENT COMPENSATION	
	2022	2023	2022	2023
Unemployment Insurance (UI)	13,141	15,442	92,936	121,483
Interstate Claims (UI)	982	1,252	7,685	9,817
Agent State Claims (Initial only)	955	1,087	NA	NA
Additional UI (Initial only)	6,259	6,427	NA	NA
Transitional Claims (Initial only)	1,346	1,244	NA	NA
Total Initial and Continued claims processed for UC Benefits	22,683	25,452	100,621	131,300
Pandemic Emergency Unemployment Compensation (PEUC)	203	50	11	1
Pandemic Unemployment Assistance (PUA)	295	22	178	50
Extended Benefits (EB)	12	3	21	0
Unemployment Compensation for Federal Employees (UCFE)	23	7	137	148
Unemployment Compensation for Ex-Military (UCX)	12	9	80	43
Additional UCFE (Initial only)	1	0	NA	NA
Additional UCX (Initial only)	0	2	NA	NA
ICON Claims	962	1,094	14,676	16,853
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, PEUC and PUA 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 5/10/2020 and ended on 12/5/2020. 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)	
	2022	2023	2022	2023	2022	2023	2022	2023
	Weeks	77,857	99,960	77,400	99,644	312	225	145
Payments	\$25,412,760	\$35,411,277	\$25,253,655	\$35,286,902	\$100,372	\$87,070	\$58,733	\$37,305

Source: ETA 5159 - Claims and Payment Activities

In 2023, Covered Employment in New Hampshire reached an annual average of 674,371 representing an increase of 1.9 percent from the 2022 level of 661,914. Federal Government is not included in employment or wages. A display of wages paid to covered workers 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
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%
2017	645,883	35,435.7	7,487.5	27,948.2	78.9%
2018	651,008	36,768.8	7,651.3	29,117.5	79.2%
2019	657,511	38,391.7	7,770.4	30,621.3	79.8%
2020	616,386	39,859.7	7,555.4	32,304.3	81.0%
2021	641,033	46,084.6	8,051.7	38,032.9	82.5%
2022	661,914	47,623.7	8,541.9	39,081.8	82.1%
2023	674,371	49,940.6	8,627.0	41,313.6	82.7%

**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
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
2017	22,242	20,639	13,222	2,474
2018	20,229	18,362	11,945	2,139
2019	18,640	17,365	11,249	1,781
2020	245,570	166,330	134,651	16,015
2021	86,020	43,686	18,372	7,584
2022	16,513	14,646	8,265	819
2023	18,364	16,923	9,738	1,063

**NONMONETARY DETERMINATION DISQUALIFICATIONS BY ISSUE
CALENDAR YEAR (UI DENIALS ONLY - UCX AND UCFE NOT INCLUDED)**

ISSUE	2022		2023	
	NUMBER	PERCENT	NUMBER	PERCENT
Voluntary Leave	2,131	9.8%	1,769	8.3%
Misconduct	1,134	5.2%	1,072	5.0%
Not Unemployed	2,764	12.7%	3,592	16.9%
Not Able and Not Available	11,282	51.9%	9,508	44.6%
Labor Dispute	0	0.0%	0	0.0%
Reporting Requirements	4,151	19.1%	5,175	24.3%
Failure to Accept or Apply	86	0.4%	48	0.2%
Refusal Profile Referrals	0	0.0%	0	0.0%
Other	202	0.9%	139	0.7%
Total	21,750	100.0%	21,303	100.0%

The number of determinations for eligibility for unemployment insurance decreased during the 2023 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	2022	2023
Total Determinations and Re-determinations	28,316	28,211
Determinations for Eligibility	28,191	28,045
Involving Separations	8,243	7,788
Involving No Separations	19,948	20,257
Re-determinations for Eligibility	125	166

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