

ANNUAL REPORT 2022



**New Hampshire
Employment Security**



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



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

December 5, 2023

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

Dear Governor Sununu:

New Hampshire Employment Security is pleased to present its *2022 Annual Report*, pursuant to RSA 282-A:112 I. This report summarizes the programs and achievements of the agency during the calendar year 2022.

Our Economic and Labor Market Information Bureau estimated that the New Hampshire average unemployment rate for 2022 was 2.5 percent, down from 3.4 percent in 2021. New Hampshire had the lowest rate in New England and was tied with Missouri for the fifth lowest rate among the fifty states. New Hampshire's annual average unemployment rate was 1.1 percentage points below the national annual average of 3.6 percent.

New Hampshire Employment Security staff processed 22,683 new and additional initial claims for Unemployment Compensation against New Hampshire employers in 2022, compared to 123,004 in 2021. This was an over-the-year decrease of 81.6 percent.

The number of weeks of Unemployment Compensation benefits paid decreased from 306,326 in 2021 to 77,400 in 2022. This was a decrease of 228,926 compensated weeks or 74.7 percent. The average number of weeks of benefits paid to each claimant in all programs, combined, decreased from 16.8 weeks in 2021 to 9.4 weeks in 2022.

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

Sincerely,

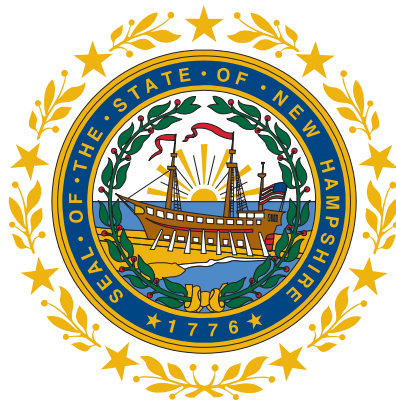
George N. Copadis
Commissioner

NHES is a proud member of America's Workforce Network and NH Works. NHES is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. Auxiliary Aids and Services are available on request of individuals with disabilities

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New Hampshire Employment Security

2022 ANNUAL REPORT



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

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

December 2023

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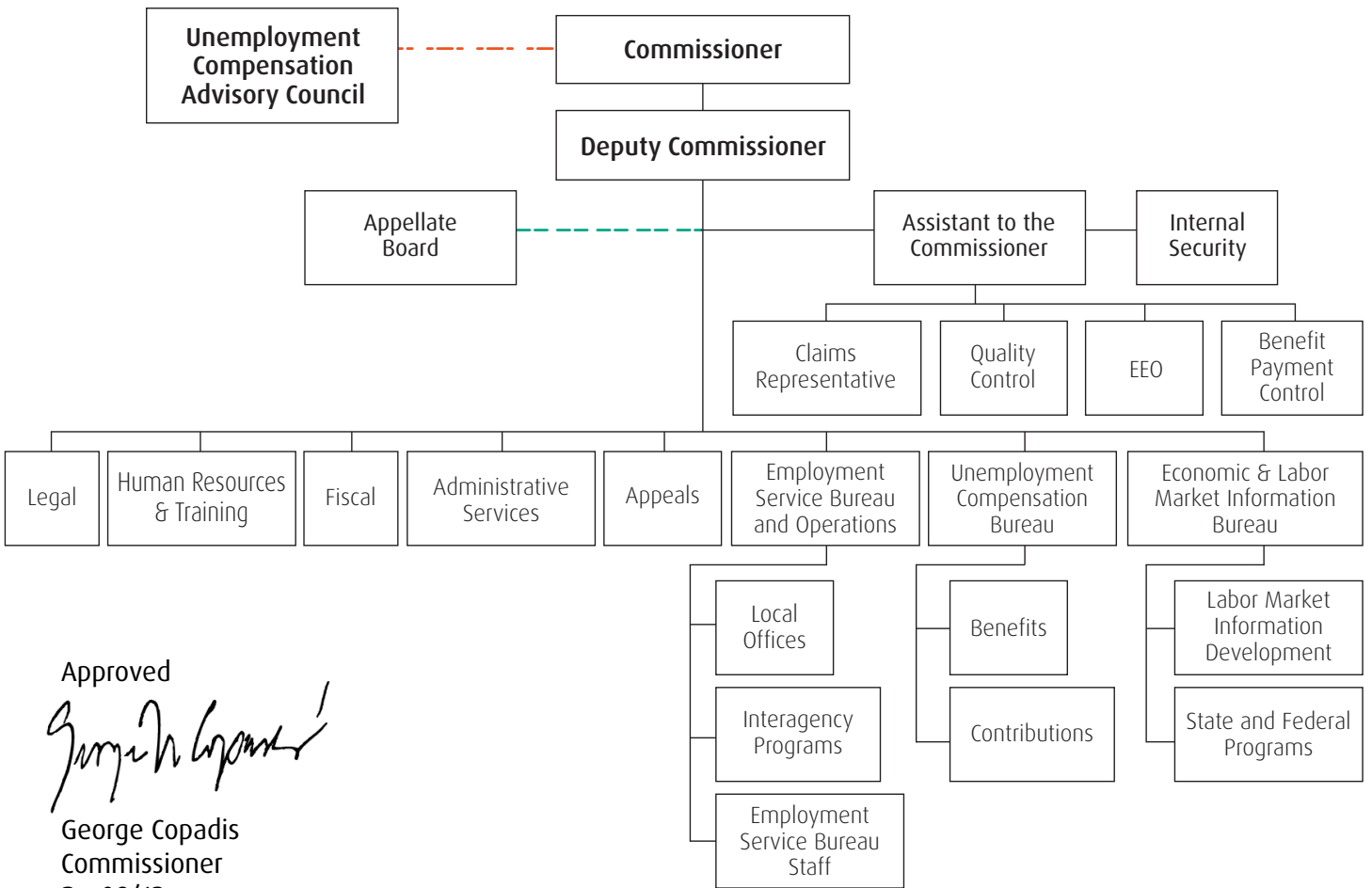
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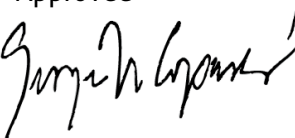
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**New Hampshire Employment Security
Organizational Chart
RSA 282-A:113**

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



Approved

 George Copadis
 Commissioner
 R - 09/12

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 HIGHLIGHTS ¹					
CALENDAR YEARS 2019 THROUGH 2022					
		2019	2020	2021	2022
1	Average monthly covered employment ²	657,511	616,386	641,033	661,914
	<i>- increased by 20,881 or 3.3% from 2021 to 2022</i>				
2	Insured unemployment rate	0.54	7.43	1.97	0.35
	<i>- decreased by 1.62 percentage points or 82.2% from 2021 to 2022</i>				
3	State UC Benefits paid ^{3,6}	\$44,411,287	\$288,249,801	\$60,120,738	\$27,145,833
	<i>- decreased by \$32,974,905 or 54.8% from 2021 to 2022</i>				
4	Benefits paid all programs ^{4,6}	\$45,059,080	\$1,510,887,484	\$436,582,911	\$30,709,437
	<i>- decreased by \$405,873,474 or 93.0% from 2021 to 2022</i>				
5	Average weekly benefit payment	\$334.52	\$259.07	\$284.90	\$335.47
	<i>- increased by \$50.57 or 17.8% from 2021 to 2022</i>				
6	Number of UC Benefit Recipients	11,104	134,447	18,287	8,224
	<i>- decreased by 10,063 or 55.0% from 2021 to 2022</i>				
7	Trust fund balance as of December 31 ⁶	\$307,272,915	\$118,564,336	\$194,718,309	\$360,847,350
	<i>- increased by \$166,129,041 or 85.3% from 2021 to 2022</i>				
8	Employer taxes to support the trust fund ⁶	\$36,616,825	\$45,377,286	\$133,283,547	\$129,370,563
	<i>- decreased by \$3,912,984 or 2.9% from 2021 to 2022</i>				
9	Number of people exhausting UC benefits	1,771	15,970	7,533	814
	<i>- decreased by 6,719 or 89.2% from 2021 to 2022</i>				
10	Average number of weeks of benefits paid to a claimant	12.1	10.6	16.8	9.4
	<i>- decreased by 7.4 weeks or 44.0% from 2021 to 2022</i>				
11	Employers subject to the state UC law	44,616	46,654	50,083	53,383
	<i>- increased by 3,300 employers or 6.6% from 2021 to 2022</i>				
12	Total initial claims processed for UC benefits ⁵	27,630	333,932	123,004	22,683
	<i>- decreased by 100,321 or 81.6% from 2021 to 2022</i>				
13	Weeks of UC benefits claimed ⁵	158,705	1,726,554	360,963	100,621
	<i>- decreased by 260,342 or 72.1% from 2021 to 2022</i>				
14	Weeks of UC benefits paid	133,805	1,419,228	306,326	77,400
	<i>- decreased by 228,926 or 74.7% from 2021 to 2022</i>				
15	Appeals Tribunal decisions ⁷	2,085	2,376	4,304	4,482
	<i>- increased by 178 or 4.1% from 2021 to 2022</i>				
16	Requests for reopening of Tribunal decisions ⁸	161	174	407	695
	<i>- increased by 288 or 70.8% from 2021 to 2022</i>				
17	Appellate Board cases brought by employers, disposed of	23	6	6	13
	<i>- increased by 7 or 116.7% from 2021 to 2022</i>				
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 Excludes decisions on appeals related to federal programs					
8 Includes Administrative Hearing Committee (AHC) Reconsiderations.					

Employment Service Bureau and Operations

New Hampshire Employment Security’s (NHES) 12 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 order 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 & RESOURCE FAIRS

In response to the coronavirus pandemic, NHES recognized the importance of connecting job seekers to employers in a safe and effective manner, and implemented virtual job and resource events. NHES conducted 63 Virtual job fairs in 2020 and 2021. Virtual Job and Resource Fairs provide job seekers access to multiple employers on a single platform, via video chat and messaging. These events also provide employers the opportunity to speak with job seekers and schedule appointments with those candidates who they choose to interview. Virtual Job and Resource Fairs were conducted regionally and statewide. Select virtual events were industry specific.

NHES continued to conduct job fairs using the virtual platform in 2022, and also held four in-person events in partnership with interested high schools.

JOB & RESOURCE FAIRS			
	2020	2021	2022
Virtual Job & Resource Fairs Conducted	7	56	70
Job Seekers Attended	881	20,071	11,015
Employers Participated	244	1,881	2,290
Resources Participated	47	261	249
Job Openings Available	9,597	98,980	132,838

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 two principal staff positions: Disabled Veterans’ Outreach Program Specialists (DVOP) and Local Veterans’ Employment Representatives (LVER). This 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 two positions. DVOP and LVER staff 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. LVER staff, in their rolls of advocating for the hiring of veterans with significant barriers to employment, reached out to 264 employers in 2020, 154 in 2021 and 396 in 2022. NHES staff provided employment services to 80 veterans with significant barriers to employment from 2020 through 2022.

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 WorkReadyNH.

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 2020 through December 2021, WINH awarded 94 grants totaling over \$1.55 million. With matching funds from employers, a total of over \$3.1 million for training programs has helped 2,272

workers gain new skills since the program was transferred to NHES in 2020. During 2022, WINH awarded 65 training grants totaling \$990,977. With match funds from employers, a total of over \$1.9 million for training programs helped 1,794 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 participant with funding for training, books, fees, supplies, travel and childcare registration, as well as on-the-job training funds for employers. During the year 2022, NHES enrolled 517 participants in the WorkNowNH Program.

WORKNOWNH			
	2020	2021	2022
Participants Enrolled	322	473	517
Funds Approved for Support Services			
Tuition	\$567,237.00	\$1,314,696.25	\$2,330,007.21
Books, Fees, Supplies	\$39,775.22	\$109,908.11	\$120,345.35
Travel Reimbursement	\$9,024.15	\$12,743.96	\$41,457.35
On-the-Job Training Contracts	7	5	5
On-the-Job Training Expenditures	\$17,219.32	\$5,839.15	\$17,021.50

EMPLOYER SERVICE REPRESENTATIVE PROGRAM (ESR)

The ESR program focuses on the business community by informing employers of the array of services and solutions available to meet their specific needs. One key role of the ESR program is to bring together individuals who are seeking employment with employers who are seeking workers. ESRs contact employers to provide assistance with posting job orders in the Job Match System (JMS), provide customized screening and referral of candidates, and



offer the use of a private interview space in NHES conference rooms. Information regarding available hiring incentives, employment and training programs, the labor market and economic conditions, the layoff process, and unemployment insurance is available to employers. Starting in 2020, due to the coronavirus pandemic, the strategy for employer outreach shifted towards a virtual platform where employers relied on JMS for recruitment rather than in-person outreach. This strategy was also used in 2021 and 2022, but in-person visits returned as well.

EMPLOYER SERVICES PROVIDED			
	2020	2021	2022
New Contacts	248	83	688
Repeat Contacts	216	40	686
Assisted Employers	796	354	986
Entered New Job Orders	653	949	4,069

RESOURCE CENTERS

Resource Centers are available in the 12 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. 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 Magnifier, 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.

In 2020, Resource Centers were open to the public until March 17th and NHES had 22,036 customer visits during that time. NHES closed the Resource Centers to the public due to the coronavirus pandemic, but they were reopened on May 10, 2021. NHES had a total of 22,907 visitors by the end of the year. During 2022, NHES had a total of 41,842 visitors to the Resource Centers.

During the time that the local offices and Resource

Centers were closed to in-person traffic, staff provided assistance through a call center system to serve the unprecedented numbers of customers filing for unemployment compensation and seeking services. The call center volume was managed with the help of a contract with Maximus Inc. for a period in 2020 and throughout 2021. NHES has continued to utilize the call center system to handle all incoming calls to the 12 NHES offices.

CALL CENTER VOLUME			
	2020	2021	2022
New Hampshire Employment Security	665,453	129,809	87,299
Maximus Inc.	804,846	417,353	n.a.
Total	1,470,299	547,162	87,299

NHWORKS JOB MATCH SYSTEM (JMS)

JMS is a powerful online job seeker/workforce services system, accessed as a web site on the internet or via an intranet connection at an American Job Center. It was specifically designed for job seekers, students, employers, workforce professionals, and others seeking benefits and services. JMS provides fast access to a complete set of employment tools in one web site. Job seekers can create and send résumés and cover letters to employers, assess their job skills, review and apply for jobs online, set up a Virtual Recruiter search agent to automatically review job postings and notify them of jobs that match their skills, and track their job search efforts and résumés sent in an online personal profile folder. 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.

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. NHES discontinued

all mandatory workshops for individuals filing for unemployment benefits beginning in March of 2020 due to the coronavirus pandemic and the closure of all NHWorks One-Stop Centers to in-person traffic. The BRI workshops were restarted on a virtual platform in November 2021. Claimants were scheduled for virtual meetings during the week following the initiation of each individual's claim for benefits. For calendar years 2020 and 2021 combined, a total of 8,462 individuals were scheduled for the BRI workshops. In 2022, BRI workshops were held in-person again and 16,195 individuals were scheduled for attendance. 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

Before the U.S. Citizenship and Immigration Service (USCIS) issues visas to admit certain foreign workers as permanent or temporary residents of the United States, the Secretary of Labor must certify that (a) there are not sufficient United States workers in the area where the foreign worker is to perform the work who are able, willing, qualified and available at the time of the foreign worker's application for a visa and (b) the employment of the foreign worker will not adversely affect the wages and working conditions of similarly employed U.S. workers. Many New Hampshire employers continue to request foreign workers to fill both permanent and temporary (seasonal and peak workload) positions when they are unable to find enough local workers to fill these positions.

The Foreign Labor Certification Program Manager is responsible for filing temporary agricultural (H-2A) labor certification applications, which begins at the state level. Responsibilities also include reviewing and approving all non-agricultural (H-2B) temporary labor, permanent labor and specialty occupation labor certification application job orders, prior to them being processed through the U.S. Department of Labor's National Processing Centers.

Between January 2022 and December 2022, NHES received 64 clearance orders requesting a total of 292 temporary workers through the H-2A Foreign Labor Certification program. In 2021, NHES received 71 clearance orders requesting a total of 325 temporary workers. NHES did not receive requests for logging workers in either year. In 2022, NHES received 71

filings for 704 workers for the non-agricultural (H-2B) temporary, permanent, and specialty occupation Foreign Labor Certification programs. In 2021, NHES received 110 filings for 1,175 workers in these Foreign Labor Certification programs.

CAREER EXPLORATION

Career Exploration is the basic Employment Service function which serves individuals who need assistance in the areas of occupational choice or a change in career path. Information regarding job descriptions, skill requirements and recommended traits are matched with the interests and skills of the customer. The counselor and customer use these results in a combined effort to develop a realistic employment 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

- Training - up to 130 weeks of classroom/online training in occupational skills, Adult Basic Education, GED, apprenticeship or up to 104 weeks of On-the-Job (OJT) training.
- Trade Readjustment Allowances (TRA) - up to 130 weeks of income support for workers enrolled in full-time training within 26 weeks of their trade-related layoff or certification, whichever is later.
- 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.
- Reemployment Trade Adjustment Assistance (RTAA) - Workers aged 50 or over who become reemployed full-time at a reduced salary and earn \$50,000 or less each year may receive a 50 percent wage subsidy for up to \$10,000 over two years.
- Health Coverage Tax Credit (HCTC) - covers 72.5 percent of qualifying health insurance premium costs, administered by the Internal Revenue Service.

Since it was first established by the Trade Act of 1974, the Trade Adjustment Assistance for Workers Program has provided training, income support, employment and case management services, job search allowances and relocation allowances to eligible and certified worker groups due to job losses or wage reductions resulting from global trade.

New Hampshire currently holds 39 Certified Trade Companies going back to 2002, allowing NHES the unique ability to provide a lifetime of TAA training to its petitioners regardless of the certification date. NHES provided TAA case management and training to four individuals and offered RTAA to three workers. The total paid for TAA training for 2022 was \$74,536.

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. ETA may continue to make determinations on requests to amend previously certified petitions. As an agency, 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 the unemployment insurance requirements. Claimants selected for the RESEA program are profiled as more likely to exhaust their unemployment insurance benefits or not return to work within the average duration time frame. Reemployment services begin with a 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. During calendar year 2022, the RESEA program conducted 216 orientations and 3,424 RESEA claimants reported

for reemployment services. A total of 6,088 RESEA one on one sessions were completed in 2022. Of those sessions completed, 5,313 were virtual and 775 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. Over the years 2021 and 2022 a total of 264 participants were enrolled in the Dislocated Worker program and eight participants received on-the-job training. Funding included \$668,320 for tuition, \$85,635 for support services and \$20,807 for on-the-job training.

The NHES Dislocated Worker team has gained extensive knowledge over the program year through collaborative efforts with Southern New Hampshire Services and the New Hampshire Department of Business and Economic Affairs. NHES assumed responsibility for the Dislocated Worker Program as of January 1, 2021, mid-way through the program year. With the Dislocated Worker Program came fresh staff and management, along with an adaptation of the established procedures to the NHES environment. Continued training and a dedicated team allowed NHES to incorporate the Dislocated Worker Program while maintaining excellent participant service. The program was able to meet or exceed the negotiated metrics for 2022, achieving increased participation and enrollment by focusing on outreach, participating in NHES job fairs, the use of Job Match System messaging, distribution of program informational flyers and from RESEA referrals.

RETURN TO WORK

The Return to Work (RTW) initiative is a voluntary program that provides structured, supervised training opportunities by qualified New Hampshire employers. Eligible unemployed individuals continue to collect their New Hampshire unemployment compensation benefits. Trainees learn about the program in one of several ways, such as during a visit to one of the 12 NHWorks locations, from the NHES web site, or during a claimant's Benefits Rights Interview. The RTW initiative is an opportunity

for a trainee to get their foot in the door and learn new skills, and an opportunity for an employer to train workers without the accompanying costs. 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. Considering the low unemployment rate in 2022, the usage rate for the RTW program remained low due to employers hiring directly rather than going through the RTW program and risk losing the candidate to another employer. The Department considers the RTW program to be a valuable option for both job seekers and employers.

PATHWAY TO WORK

The Pathway to Work Program is a voluntary program to assist unemployed claimants, who are interested in self-employment, start 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. From January 2020 to December 2021, a total of ten individuals were approved to participate in the program, and six individuals were approved to participate in the program during 2022.

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 2020 to December 2021 the Federal Bonding Program had issued ten bonds servicing two New Hampshire residents. During the year 2022, the Federal Bonding Program issued five bonds servicing one New Hampshire resident.

ESB COVID-19 RESPONSE

NHES closed all NH Works One-Stop Centers to the public in March 2020 due to the coronavirus pandemic emergency and ended interoffice travel by ESB staff. NHES established multiple call center locations to manage the influx of new Unemployment Insurance claims and questions regarding available services. These call centers were located at: the NHES Toby Building, the New Hampshire Department of Transportation John O. Morton Building, the New Hampshire National Guard Edward Cross Training Complex, and the Richard M. Flynn Fire Academy. These call centers operated until July 2020 with the assistance of the National Guard and volunteers from other New Hampshire state agencies and civic organizations. Following the closing of these call center locations, incoming calls continued to be handled by ESB staff, while many NHES staff members also assisted the NHEASY 2-1-1 call center as needed. NHES established a virtual job fair platform to help employers and job seekers connect to address hiring needs beginning in August 2020. The New Hampshire Job Search Portal was established as a way to quickly post in-demand jobs for New Hampshire employers, allowing for a great deal of flexibility as the needs of employers changed during the pandemic.

From 2020 through 2022, ESB staff continued to assist customers contacting the Agency with questions about filing for Unemployment Insurance or looking for assistance with the process. Early in the year 2021, Employment Services resumed activities in a virtual format. RESEA orientations began in March 2021 and the Benefits Rights Interview workshops resumed in November 2021. All NH Works One-Stop Centers reopened from 12:00PM to 4:00PM in May 2021, and ESB staff conducted voluntary, virtual work search workshops to inform claimants of their re-introduced work search requirements while filing for unemployment insurance. All NH Works One-Stop Centers were reopened to the normal business hours of 8:00AM to 4:30PM in May 2022.

The ESB worked with the Long Term Care Stabilization program to provide stipends to qualifying front line workers of qualifying Medicaid providers, as well as the New Hampshire Veterans Home and the John H. Sununu Youth Services Center. This program was created in response to the coronavirus pandemic public health emergency in order to help ensure that providers of long term services in facility-based



settings, as well as in the home and community, were able to provide continued services to some of New Hampshire's most vulnerable persons. The program provided temporary stabilization funding to incentivize frontline workers to remain or rejoin this critical workforce during the pandemic emergency. NHES worked with the NH Department of Health and Human Services to process applications for this program and determine eligibility. ESB staff processed weekly payment request forms from all of

the approved providers participating in the program. NHES distributed \$300 per week in stipends to qualifying full time frontline workers and \$150 per week to qualifying part time frontline workers. This program was in place from April 19, 2020 through July 31, 2020 and then again from November 16, 2020 through December 30, 2020. During this time, NHES worked with over 290 providers and paid out Long Term Care Stabilization funds in the amount of \$98,145,900.

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 2022, the average tax rate for New Hampshire employers was estimated at 1.6 percent. Due to the pandemic and the significant increase in UI benefit claims, there was no fund balance reduction in 2021. The Trust Fund maintained a balance of at least \$250,000,000 throughout the third quarter of 2022, resulting in a fund balance reduction of 0.50 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 2022 was \$360,847,349.72. This was up from the December 2021 balance of \$194,718,308.94 and the December 2020 balance of \$118,564,336.32. The number of registered employers increased from 50,083 in 2021 to 53,383 in 2022. The number of registered employers was 46,654 in 2020.

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 2022, NHES reported 248,888 new hires to NHDHHS, compared with 253,683 in 2021.

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 2022.

The average monthly unemployment rate for 2022 was 2.5 percent, down from 3.4 percent in 2021 and down from 6.7 percent in 2020. The total number of initial claims (excluding transitional claims) processed during 2022 was 21,337, a decrease of 79% from the 100,724 initial claims filed in 2021. The total number of initial claims was a record 330,455 filed in 2020, compared with 25,973 initial claims filed in 2019. All initial, additional and reopened claims are filed via the Internet. Assistance in filing is available in 12 NHWORKS local offices and two part-time itinerant offices throughout the state. The number of continued weeks claimed in 2022 (including UCX and UCFE) was 100,838 compared to 361,915 in 2021. It is important to note that pandemic programs remained in effect through June 19, 2021. Pandemic Emergency Unemployment Compensation (PEUC) and Pandemic Unemployment Assistance (PUA) programs accounted for an additional 385,706 continued weeks claimed in 2021. The claims volume for 2022 was below pre-pandemic levels as New Hampshire's unemployment rate approached 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 2022, 16 employers filed a total of 52 different WorkShare plans involving 1,037 employees. WorkShare proved itself a valuable resource for employers during the coronavirus pandemic. In 2020, 233 employers filed a total of 727 WorkShare plans involving 8,281 participants, while 62 employers filed a total of 183 different WorkShare plans involving 2,028 employees in 2021.

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 664 primary verifications were completed during the calendar year 2022.

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 the 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 publications and information updated or published by ELMI were the following:

- *Economic Conditions in New Hampshire* monthly (online only)
- New Hampshire Economic Data Dashboard (online only)
- LMI Chartroom Slideshow (online only)
- Business Employment Dynamics quarterly (online only)
- New Hampshire Community Profiles and County Profiles annual (online only)
- *GraniteStats* – New Hampshire's Economic and Labor Market Information Data System (rolling updates)
- *New Hampshire Online Job Ads Summary* quarterly (online only)
- Short-term Industry and Occupational Employment Projections, 2019 Q2 – 2021 Q2 (January 2020)
- *Licensed, Certified, and Registered Occupations in New Hampshire* (March 2020)
- *Community and Industry Breakdown of New Unemployment Claims*, an analysis of COVID-19 affected unemployment rates (issued weekly from April 2020 to April 2021)
- State of the Sector Analyses:
 - › Manufacturing Sector (April 2020)
 - › Transportation, Distribution, and Logistics Sector (May 2020)
 - › Tech Talent Sector (June 2020)
 - › Infrastructure Sector (June 2020)
 - › Healthcare Sector (July 2020)
- *New Hampshire Workforce & Career Information User's Guide* (updated June 2020)
- *Vital Signs 2020, New Hampshire Social and Economic Indicators* (August 2020)
- *New Hampshire Occupational Employment and Wages 2020* (September 2020)
- *New Hampshire Economic Analysis, 2020* (September 2020)
- *Job Outlook and Locator by Industry and Occupation, 2018-2028* (October 2020)
- Industry and Occupational Employment Projections for New Hampshire's Planning Regions, 2018-2028 (November 2020)
- *Apprenticeship in New Hampshire Fact Sheet* (November 2020)
- *Manufacturing in New Hampshire Fact Sheet* (November 2020)
- *Veterans in New Hampshire Fact Sheet* (November 2020)
- New Hampshire Employment Projections by County, 2018-2028 (January 2021)
- Short-term Industry and Occupational Employment Projections, 2020 Q2 – 2022 Q2 (March 2021)
- *The Impact on the New Hampshire Economy of a \$15.00 Minimum Wage* (April 2021)
- *Vital Signs 2021, New Hampshire Social and Economic Indicators* (June 2021)
- *Reviving New Hampshire's Workforce – Annual Economic Analysis Report 2021* (June 2021)
- *The Upper Valley On-The-Map Analysis: A Profile of the Lebanon NH-VT and Claremont NH Micropolitan NECTAs* (September 2021)
- *Manufacturing in New Hampshire Fact Sheet* (November 2021)
- *Apprenticeship Week in New Hampshire Fact Sheet* (November 2021)
- *Remote Work – A look at the emerging trend in New Hampshire* (December 2021)
- *New Hampshire Employment Projections by Industry and Occupation, 2020-2030* (January 2022)
- *New Hampshire Licensed, Certified, and Registered Occupations 2021* (May 2022)
- *The Great Resignation – Annual Economic Analysis Report 2022* (June 2022)
- *Vital Signs 2022, New Hampshire Social and Economic Indicators* (June 2022)
- *New Hampshire Occupational Employment and Wages 2022* (September 2022)
- *Monadnock On-The-Map Analysis* (September 2022)
- *Manufacturing in New Hampshire Fact Sheet* (October 2022)
- New Hampshire County Population (November 2022)
- *Veterans in New Hampshire Fact Sheet* (November 2022)
- *Apprenticeship in New Hampshire Fact Sheet* (November 2022)
- *New Hampshire Job Outlook and Locator, 2020-2030* (December 2022)

ELMI WEBSITE & PUBLICATIONS TRACKING	ANNUAL 2019	ANNUAL 2020	ANNUAL 2021	ANNUAL 2022
	Total Page Views & Downloads	Total Page Views & Downloads	Total Page Views & Downloads	Total Page Views & Downloads
BUREAU OF LABOR STATISTICS FEDERAL-STATE COOPERATIVE PROGRAMS				
Alternative Measures of Labor Underutilization (Quarterly)	1,481	1,472	1,737	2,801
Business Employment Dynamics (Quarterly)	663	676	738	985
Consumer Price Index (Monthly)	3,674	3,068	4,562	7,722
Current Employment Statistics (Monthly)	12,052	14,134	7,942	10,949
Unemployment Rate News Release (Monthly)	6,047	40,010	29,084	17,273
Local Area Unemployment Statistics (Monthly)	36,182	48,250	31,819	22,936
Mass Layoff Statistics	591	466	148	193
Occupational Employment & Wages Survey (Annual)	67,406	29,636	35,485	43,702
Quarterly Covered Employment and Wages (Quarterly and Annual)	7,826	11,019	9,472	9,301
MISCELLANEOUS DATA AND STATISTICS				
Affirmative Action/EEO Statistics (Monthly)	2,218	2,021	1,550	1,446
Pay Equity Data	720	658	558	700
Population Change by County Infographic	1,483	1,435	1,170	1,704
Unemployment Claims Statistics (Monthly)	2,579	15,764	5,481	2,868
Other Reports and Data	5,048	1,178	1,624	2,602
WORKFORCE INFORMATION GRANT PROJECTS				
Community Profiles (Updated Annually)	266,985	197,538	208,208	225,168
Commuting Patterns (Decennial)	2,423	3,738	4,409	4,064
County Profiles (Updated Annually)	14,181	12,307	10,746	9,379
Economic Analysis Reports (Annual)	9,154	4,140	3,016	3,678
Employment Projections by Industry and Occupation	13,732	8,026	6,352	6,093
Job Outlook and Locator	4,369	3,823	3,140	1,510
Labor Market Information Improvement Grant - Green Jobs Analysis	2,465	2,158	1,554	1,401
Licensed, Certified, and Registered Occupations (Biennial)	96,217	56,251	65,752	64,741
LMI Chartroom (Updated Monthly)	5,503	12,449	10,038	8,954
Local Employment Dynamics/Quarterly Workforce Indicators Analysis	5,546	3,835	2,041	2,257
Minimum Wage Analysis (New in 2021)	--	--	1,839	632
NH Data Dashboard (Updated Monthly)	2,634	14,630	5,966	3,402
NH Sector Partnership Initiative (SPI) Studies	2,265	2,573	1,738	1,014
Real-Time LMI (Online Job Postings) Studies	2,608	1,809	1,594	1,368
Remote Work in NH - Labor Market Brief (New in 2021)	--	--	81	466
The Upper Valley On-The-Map 2021 (New in 2021)	--	--	138	292

ELMI WEBSITE & PUBLICATIONS TRACKING	ANNUAL 2019	ANNUAL 2020	ANNUAL 2021	ANNUAL 2022
	Total Page Views & Downloads	Total Page Views & Downloads	Total Page Views & Downloads	Total Page Views & Downloads
RESEARCH PAPERS AND PUBLICATIONS				
COVID-19 Unemployment Claims Analyses (Weekly 4/2020 - 4/2021)	--	68,733	21,068	7,083
Economic Conditions in New Hampshire (monthly)	64,640	59,636	34,354	36,071
Educational Attainment of NH's Workforce	524	786	612	472
New Hampshire Benefits Surveys	341	757	622	698
Vital Signs: Economic and Social Indicators for NH	5,557	17,048	5,570	9,328
Other Reports and Analyses	11,039	7,609	7,157	4,478
REMI - ECONOMIC IMPACT ANALYSES				
Child Care in NH	416	641	438	315
Coös County Analyses	837	478	472	214
Hospital Construction	997	686	475	396
Portsmouth Naval Shipyard Closure Analysis	1,641	1,185	957	828
CAREER RESOURCES				
Apprenticeship Factsheets (Updated in 2020 and 2021)	3,093	2,372	3,678	4,006
Career Planning and Exploration Tools (Updated in 2020)	17,862	16,441	16,462	25,848
New Hampshire Job Notes	13,957	8,829	7,068	5,243
TOOLS AND RESOURCES				
Geographic Area Definitions	7,211	5,610	6,451	5,888
Glossary	426	672	643	911
Other Pages and Site Activity	17,539	27,236	19,499	32,262
TOTAL WEB ACTIVITY (EXCLUDING HOME PAGE)	722,132	711,783	583,508	593,642

Appeals Tribunal

The Appeal Tribunal Unit primarily conducts administrative hearings related to appeal applications filed on unemployment benefit eligibility determinations by claimants or their employers. State unemployment compensation and Extended Benefits (EB), usually a federal-state shared program, are the base programs for which benefit eligibility requirements must be determined. Appeals for the pandemic-related base programs such as Pandemic Unemployment Assistance (PUA) and Pandemic Emergency Unemployment Compensation (PEUC) continued to be addressed in 2022. The pandemic "add-on" programs of Federal Pandemic Unemployment Compensation (FPUC) and Lost Wages Assistance (LWA) were only payable for a week in which a base program was payable, and therefore not independently eligible for appeal.

Case aging is the average age of pending cases in days. The Acceptable Level of Performance (ALP) is 30 days or fewer. During the first half of 2022, the Unit averaged 1,826 cases pending, while during the last six months, the Unit averaged only 251 cases pending. The percentage of cases with an average age under 26 days ranged from a high of 70.3 percent in October to a low of 5.4 percent in April. The U.S. average ranged from a high of 12.8 percent in July to a low of 10.2 percent in December.

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 met the 60 percent standard in two of the three months in the fourth quarter of 2022 and met the 80 percent standard in all three months.

TIME LAPSE	4th QTR 2022		4th QTR 2021	
	NH	US	NH	US
≤30	55.4%	22.7%	1.1%	11.7%
≤60	91.5%	36.7%	1.8%	25.2%

Overall, the Unit did not meet federal core measures for case aging or the Secretary’s Standards in Regulation for time lapse measure.

TIME LAPSE	2022		2021	
	NH	US	NH	US
≤30	10.5%	16.2%	1.0%	11.1%
≤60	23.5%	31.6%	1.8%	27.1%

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 85 percent. The ALP requires that 80 percent of scored cases pass the review. In 2022, 89 percent passed with an average score of 92 percent.

Excluding pandemic cases, the Unit decided 4,482 state unemployment compensation (UI) cases, 21 Unemployment Compensation for Federal Employees (UCFE) cases, four Unemployment Compensation for Ex-Service Members (UCX) cases, and four EB cases by decision. This compares to 4,304 UI, 12 UCFE, three UCX, and 14 EB cases in 2021.

BY DECISION	2022	2021	CHANGE
UI	4,482	4,304	4.14%
UCFE ONLY	21	12	75.00%
UCX ONLY	4	3	33.33%
EB	4	14	-71.43%
TOTALS	4,511	4,333	4.11%

Claimants who were involved in appeals filed under UI only (not including UCFE, UCX, PUA, PEUC, and EB) decreased from 5,318 in 2021 to 2,355 in 2022, which was similar to the pre-pandemic workload.

DISTRIBUTION OF APPELLANT TYPE AND DECISION				
APPELLANTS	2019	2020	2021	2022
Claimant Appellant	88.2%	91.8%	97.7%	90.8%
Employer Appellant	11.8%	8.2%	2.3%	9.2%
Appellant Prevailed	40.4%	44.4%	32.7%	29.8%
Claimant Appellant Prevailed	42.6%	45.5%	32.8%	29.4%
Employer Appellant Prevailed	23.5%	32.6%	26.5%	33.7%
Claimant Prevailed	46.6%	47.3%	33.7%	32.8%
Employer Prevailed	53.4%	52.7%	66.3%	67.2%

STATE UI DECISIONS BY TYPE				
APPELLANTS	2019	2020	2021	2022
Voluntary Quit	16.8%	20.3%	25.1%	19.5%
Misconduct Discharge	25.8%	14.0%	8.2%	13.2%
Refusal of Suitable Work	1.2%	4.2%	1.6%	0.8%
Not Able / Available	13.7%	18.1%	21.0%	16.7%
Labor Dispute	0.0%	0.0%	0.0%	0.0%
Other (late filing, wages)	42.5%	43.4%	44.3%	49.9%
Total Issues	2,085	2,376	4,304	4,482

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.

2022 APPELLATE BOARD ACTIVITY				
	Appellate Appeals Received	Motion for Reconsideration Received	Appellate Appeals Disposed	Motion for Reconsideration Disposed
January	0	0	0	0
February	2	0	0	0
March	1	1	3	1
April	0	1	1	1
May	1	0	0	0
June	1	0	0	0
July	1	0	0	0
August	2	0	2	0
September	1	1	1	1
October	0	1	2	1
November	1	0	0	0
December	1	0	0	0
TOTALS	11	4	9	4

	2019	2020	2021	2022
Total Appeals Received	17	4	5	11
Total MFR Received	6	2	1	4
Total Appeals Disposed	18	3	5	9
Total MFR Disposed	5	3	1	4
Total Appeals and Motions Received	23	6	6	15
Total Appeals and Motions Disposed	23	6	6	13

Benefit Payment Control

The Benefit Payment Control Unit (BPC) is responsible for the detection, investigation, and disposition of Unemployment Compensation fraud. The activities of the BPC Unit help to ensure that 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.

During the coronavirus pandemic period, New Hampshire Employment Security (NHES) was presented with challenges, unprecedented in the Department's history. These challenges included not only the volume of claims, with more than 175,000 workers being assisted by unemployment programs, but also a historic level of fraud, including complex schemes involving international organizations utilizing stolen identities to file fraudulent claims.

While the U.S. Department of Labor, Office of the Inspector General estimates that billions of dollars were lost to Unemployment Insurance fraud nationwide, New Hampshire was able to effectively detect identity theft-related claims prior to payment. The decision was made to focus investigation resources on preventing identity theft fraud to safeguard the state's unemployment trust fund. Identity theft

fraud leads to non-recoverable overpayments, as these dollars typically leave the United States almost immediately. Identity theft fraud also diverts resources from the Department's efforts to investigate and prosecute earnings-related fraud, which are more easily recoverable through the administrative and judicial process. During the years 2020 through 2022, the BPC Unit detected and locked down more than 32,000 identity theft claims.

NHES continues to work in partnership with the Department of Justice on fraud prosecutions. Ten unemployment compensation fraud cases were referred for prosecution between 2020 and 2022. Three cases resulted in a Class-A felony conviction, one case resulted in a Class-B felony, and one case resulted in a Class-A misdemeanor. These cases resulted in overpayments in the amount of \$45,858 plus 20 percent penalties of \$9,172 for total overpayments in the amount of \$55,030. No cases were returned for civil decisions.

During the years 2020 through 2022, the BPC Unit completed or closed a total of 83,898 cases. Due to the coronavirus pandemic, the majority of these cases were completed or closed in 2022. The results of BPC triage and investigative activities are as follows:

2022 BPC ACTIVITY SUMMARY – TOTALS						
Activity	Total Fraud and Non-fraud Cases Completed	Total Cases Closed	Total Cases Completed or Closed	Amount of Fraud and Non-Fraud Overpayment	20% Penalty Totals	Total Fraud, Non-fraud and Penalty Overpayments
New Hire (National and State)	16,963	2,020	18,983	\$1,102,487	\$89,152	\$1,191,639
Benefit-Wage Crossmatch	12,583	11,956	24,539	\$700,060	\$99,242	\$799,302
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	1,066	1,087	2,153	\$239,889	\$23,845	\$263,734
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	64	46	110	\$227,001	\$21,747	\$248,748
Total	30,676	15,109	45,785	\$2,269,437	\$233,986	\$2,503,423

2022 BPC ACTIVITY SUMMARY – NON-FRAUD		
Activity	Number of Non-fraud Cases Completed	Amount of Non-fraud Overpayments
New Hire (National and State)	16,904	\$548,442
Benefit-Wage Crossmatch	12,546	\$164,575
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	1,050	\$78,471
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	52	\$92,020
Total	30,552	\$883,508

2022 BPC ACTIVITY SUMMARY – FRAUD				
Activity	Number of Fraud Cases Completed	Amount of Fraud Overpayments	Amount of Penalty (20%)	Total Fraud Overpayment and Penalty
New Hire (National and State)	59	\$554,045	\$89,152	\$643,197
Benefit-Wage Crossmatch	37	\$535,485	\$99,242	\$634,727
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	16	\$161,418	\$23,845	\$185,263
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	12	\$134,981	\$21,747	\$156,728
Total	124	\$1,385,929	\$233,986	\$1,619,915

2021 BPC ACTIVITY SUMMARY – TOTALS						
Activity	Total Fraud and Non-fraud Cases Completed	Total Cases Closed	Total Cases Completed or Closed	Amount of Fraud and Non-fraud Overpayment	20% Penalty Totals	Total Fraud, Non-fraud and Penalty Overpayments
New Hire (National and State)	594	3,842	4,436	\$699,730	\$51,343	\$751,073
Benefit-Wage Crossmatch	104	852	956	\$770,364	\$70,888	\$841,252
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	63	18,599	18,662	\$309,827	\$18,326	\$328,153
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	89	43	132	\$457,929	\$33,502	\$491,431
Total	850	23,336	24,186	\$2,237,850	\$174,059	\$2,411,909



2021 BPC ACTIVITY SUMMARY – NONFRAUD

Activity	Number of Non-fraud Cases Completed	Amount of Non-fraud Overpayments
New Hire (National and State)	539	\$215,883
Benefit-Wage Crossmatch	68	\$184,717
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	46	\$174,992
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	63	\$184,206
Total	716	\$759,798

2021 BPC ACTIVITY SUMMARY – FRAUD

Activity	Number of Fraud Cases Completed	Amount of Fraud Overpayments	Amount of Penalty (20%)	Total Fraud Overpayment and Penalty
New Hire (National and State)	55	\$483,847	\$51,343	\$535,190
Benefit-Wage Crossmatch	36	\$585,647	\$70,888	\$656,535
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	17	\$134,835	\$18,326	\$153,161
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	26	\$273,723	\$33,502	\$307,225
Total	134	\$1,478,052	\$174,059	\$1,652,111

2020 BPC ACTIVITY SUMMARY – TOTALS

Activity	Total Fraud and Non-fraud Cases Completed	Total Cases Closed	Total Cases Completed or Closed	Amount of Fraud and Non-fraud Overpayment	20% Penalty Totals	Total Fraud, Non-fraud and Penalty Overpayments
New Hire (National and State)	365	3,298	3,663	\$197,754	\$13,349	\$211,103
Benefit-Wage Crossmatch	14	298	312	\$34,866	\$6,612	\$41,478
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	38	9,860	9,898	\$102,198	\$10,647	\$112,845
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	20	34	54	\$41,688	\$4,085	\$45,773
Total	437	13,490	13,927	\$376,506	\$34,693	\$411,199

2020 BPC ACTIVITY SUMMARY – NONFRAUD		
Activity	Number of Non-fraud Cases Completed	Amount of Non-fraud Overpayments
New Hire (National and State)	338	\$119,244
Benefit-Wage Crossmatch	8	\$1,805
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	23	\$40,716
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	14	\$16,134
Total	383	\$177,899

2020 BPC ACTIVITY SUMMARY – FRAUD				
Activity	Number of Fraud Cases Completed	Amount of Fraud Overpayments	Amount of Penalty (20%)	Total Fraud Overpayment and Penalty
New Hire (National and State)	27	\$78,510	\$13,349	\$91,859
Benefit-Wage Crossmatch	6	\$33,061	\$6,612	\$39,673
Other Controllables (Tips & Leads - internal, IP Blocks, Quality Control, State Prison Cross Matches, and State Employee Cross Matches)	15	\$61,482	\$10,647	\$72,129
Noncontrollables (Employer Protests of Benefit Charges and Tips and Leads from Outside Sources)	6	\$25,554	\$4,085	\$29,639
Total	54	\$198,607	\$34,693	\$233,300

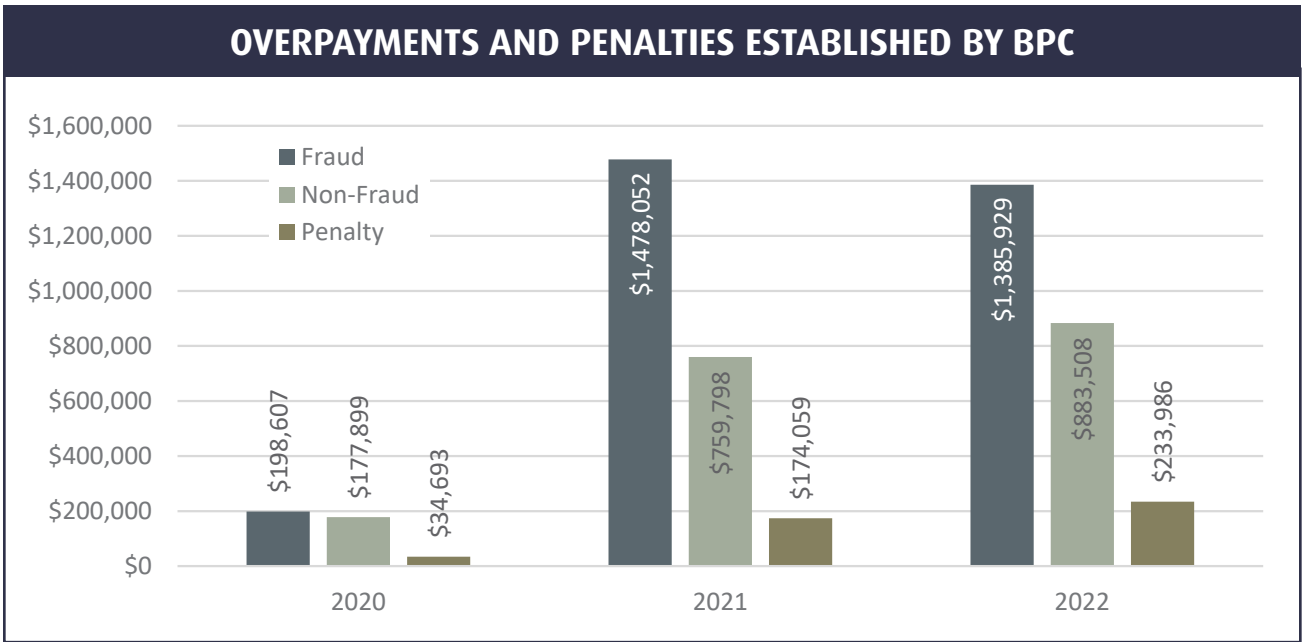
Effective August 10, 2012, legislation was passed to apply a 20 percent penalty to all fraud overpayments. During the years 2020 through 2022, the total fraud penalty amount assessed was \$442,738. Penalties were suspended for all programs during the pandemic.

The BPC Unit also adjudicates identity verification issues, which result from a crossmatch with the Social Security Administration when initial claims for unemployment compensation benefits are filed. From 2020 through 2022, the BPC Unit adjudicated 6,648 identity verification issues. To detect and prevent claimants from filing claims from outside of the United

States, the BPC Unit implemented an IP Block Program in 2013. During the years 2020 through 2022, the BPC Unit reviewed 9,636 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 a claim and a New Hire Crossmatch is indicated, the claimant receives a message to contact BPC before the claim can be paid. Over the years 2020 through 2022, the BPC Unit reviewed 11,142 potential New Hire Crossmatches.





Claims Representative Unit

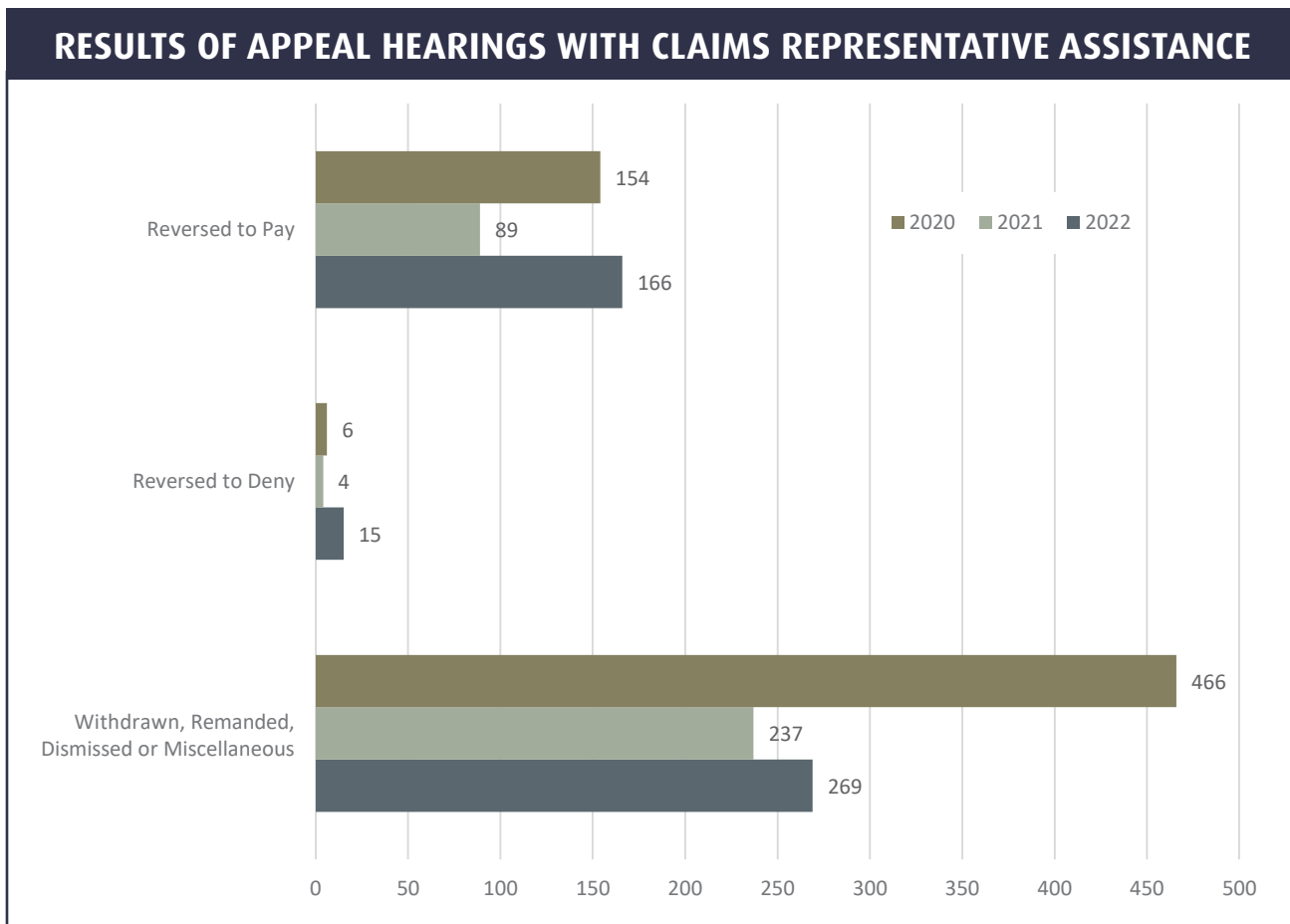
The primary responsibility of the Claims Representative Unit, per RSA 282-A:134, is to assist claimants in the presentation of their best case before an appeal tribunal, and to assist with any request to reopen a hearing. Claimants are interviewed either in person or by telephone. In order to prepare 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.

The Claims Representative Unit assisted 780 claimants during 2020, 529 claimants in 2021, and 753 claimants in 2022. The Claims Representative

Unit did not represent any claimants at their appeal hearings during the coronavirus pandemic due to health and safety protocols.

In 2022, of the 753 individuals assisted, 269 claimants withdrew their appeals, or their appeals were remanded, dismissed, or resolved through miscellaneous means. For those appeals that went to a hearing, 166 decisions were issued that resulted in the initial decision being reversed to allow benefits, and 15 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.



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		
	7/1/20 - 6/30/21	7/1/21 - 6/30/22
1. Federal Funds*	\$108,414,839.82	\$38,615,346.08
2. Fees, Fines and Interest - Contingent**	\$23,158,977.35	\$17,590,280.12
3. All Other Sources	\$940,346.30	\$255,667.31
Total	\$132,514,163.47	\$56,461,293.51
* Long Term Care Stabilization Program (LTCSF)	\$66,133,500.00	
** Job Training Program	\$7,573,911.76	\$6,000,000.00

EXPENDITURES BY STATE APPROPRIATION CLASS		
	7/1/20 - 6/30/21	7/1/21 - 6/30/22
1. Permanent Personnel Services	\$16,430,614.35	\$15,018,273.64
2. Current Expense*	\$74,850,952.86	\$1,954,176.01
3. Equipment	\$6,100,204.32	\$5,169,826.84
4. Contractual Services	\$3,033,781.79	\$3,372,540.68
5. Other Personnel Services	\$1,319,911.35	\$1,779,149.30
6. Benefits	\$7,901,026.71	\$9,276,269.47
7. Travel-In-State	\$8,918.25	\$36,457.74
8. Travel-Out-Of-State	\$499.80	\$32,239.84
9. Miscellaneous	\$232,580.80	\$360,209.39
10. Job Training Program Payments	\$2,040,533.72	\$7,965,434.17
11. NH Dept of Information Technology (DoIT)	\$3,950,136.65	\$4,268,175.95
Total	\$115,869,160.60	\$49,232,753.03
* Long Term Care Stabilization Program (LTCSF)	\$65,839,650.00	

DISBURSEMENT TO STATE AGENCIES		
	7/1/20 - 6/30/21	7/1/21 - 6/30/22
NH Dept of Administrative Services		
Risk Management Unit (Bond/Producer Services)	\$2,520.00	INCL BELOW
Property/Fleet Insurance	\$55,443.36	\$56,472.11
Bureau of Accounts		
Audit Fee	\$36,350.80	\$34,270.91

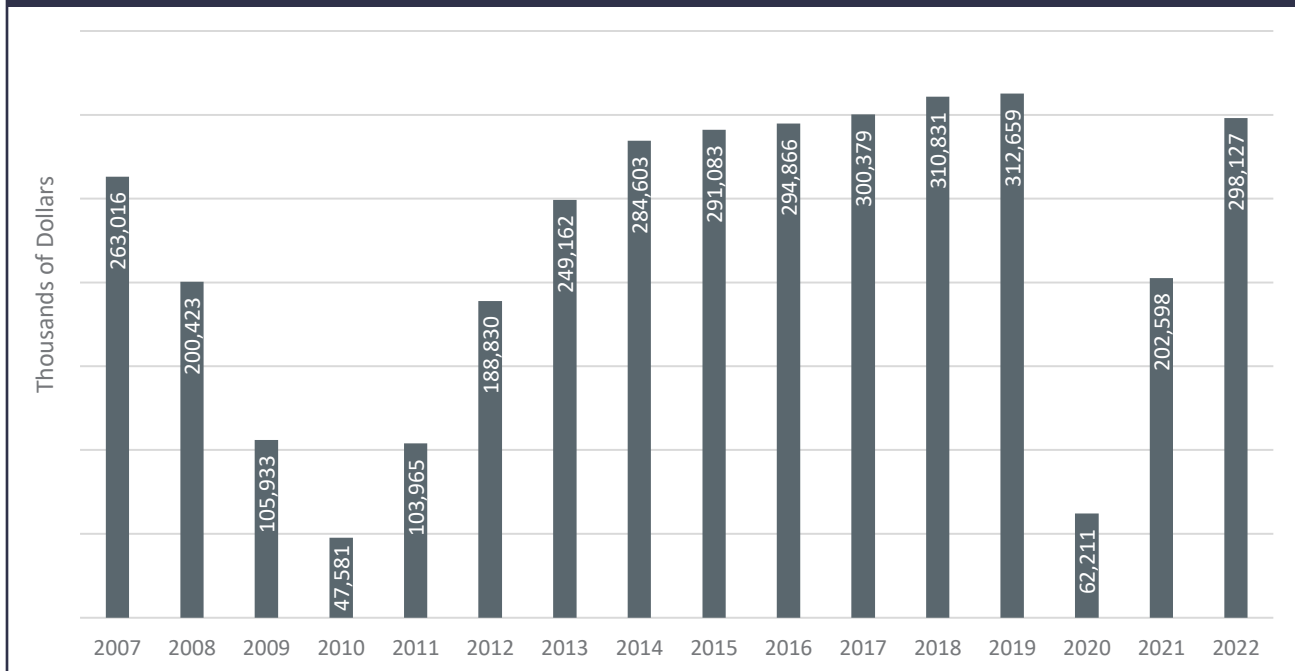
DISBURSEMENT TO STATE AGENCIES		
	7/1/20 - 6/30/21	7/1/21 - 6/30/22
SWCAP Indirect Cost	\$196,230.00	\$327,409.84
State Postage Billing	\$3,789.77	\$2,533.65
Post Retirement/Revenue Maximization	\$626,647.58	\$578,704.07
Unemployment Compensation		
Workers' Compensation	\$5,974.82	\$50,336.59
Bureau of Graphic Services		\$315.00
Bureau of Education	\$1,615.00	\$1,200.00
Bureau of Public Works		
Misc Administrative Services		\$6,858.59
Glenclyff Home for the Elderly - LTCSF	\$433,200.00	
NH Dept of Corrections	\$120.00	\$240.00
NH Dept of Environmental Services	\$1,500.00	
NH Dept of Health and Human Services (EAP)	\$9,104.00	
Sununu Youth - LTCSF	\$224,700.00	
Payroll - Call Center	\$14,470.44	\$14,335.81
NH Dept of Information Technology (DoIT)		
PS-PB/Shared NPS	\$3,978,193.43	\$4,517,231.17
Telecommunications	\$508,684.51	\$368,425.60
NH Dept of Labor	\$525.00	\$300.00
NH Dept of Military Affairs & Veteran Services	\$372,859.76	
NH Dept of Revenue	\$12,753.17	
NH Dept of Safety		
Criminal Records Division	\$600.00	\$1,544.25
Police Detail	\$8,424.00	
NH Dept of Transportation	\$5,280.03	\$6,938.48
NH Secretary of State	\$500.00	\$60.00
NH Veterans Home - LTCSF	\$963,000.00	
Total	\$7,462,485.67	\$5,967,176.07

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, 2007 THROUGH 2022



UNEMPLOYMENT COMPENSATION TRUST FUND¹
STATEMENT OF REVENUE, EXPENDITURES AND CHANGE IN FUND EQUITY

Fiscal Year Ended June 30, 2022

OPERATING REVENUES	
Reimbursing Employers	\$1,677,935
Employer Contributions	\$132,647,009
Total Operating Revenues	\$134,324,945
NON-OPERATING REVENUES	
Federal Programs	\$13,501,551
Lost Wages Award	(\$569,903)
Emergency US Relief Fund	\$1,259,019
CARES ACT Funds	\$2,300,929
Summer Stipend Advance	\$2,465,500
Fees, Fines, Int., Court Costs and Admin. Contributions	\$16,912,799
Due to GF Contingent Fee Accrual Revenue	\$7,193,943
Interest	\$3,282,408
Total Non-Operating Revenues	\$46,346,246
TOTAL REVENUES	\$180,671,190
OPERATING EXPENSES	
Reimbursing Employers Benefits Payments	\$1,677,935
Federal Program Payments	\$13,501,551
CARES ACT portion of Reimbursable charges	\$266,308
Lost Wages Award Payments	(\$569,903)
Emergency US Relief Fund	\$1,268,190
UI Benefit Payments	\$22,983,284
Provision for Doubtful Receivables	\$4,667,195
Total Operating Expenses	\$43,794,560
NON-OPERATING EXPENSES	
Summer Stipend Payments	\$2,465,500
Fees, Fines, Int., Court Costs and Admin. Contributions	\$16,912,799
Due to GF Contingent Fee Accrual Expense	\$7,193,943
Total Non-Operating Expenses	\$26,572,243
TOTAL EXPENSES	\$70,366,803
CHANGE IN OPERATING ASSETS	\$90,530,384
CHANGE IN NONOPERATING ASSETS	\$19,774,003
TOTAL CHANGE IN ASSETS	\$110,304,387
TOTAL NET ASSETS, BEGINNING OF YEAR	\$187,822,591
TOTAL NET ASSETS, END OF YEAR	\$298,126,978
1 UCTF Financial Statements include State & Federal Funds Payable & Receivable Amounts	

BALANCE SHEET: RESERVE FOR UNEMPLOYMENT COMPENSATION TRUST FUND¹

June 30, 2022

Assets		Liabilities and Fund Balances	
Trust Fund Cash	\$282,245,427	Payment Due Other Jurisdictions/ Overpayments (Total Liabilities)	\$22,765,790
Non Trust Fund Cash	\$733,856	Reserve for Unemployment Compensation Benefits (Fund Balance)	\$298,126,978
Receivables	\$37,913,485		
Total Assets	\$320,892,768	Total Liabilities & Fund Balances	\$320,892,768

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

BALANCE SHEET: RESERVE FOR UNEMPLOYMENT COMPENSATION TRUST FUND¹

June 30, 2021

Assets		Liabilities and Fund Balances	
Trust Fund Cash	\$152,097,662	Payment Due Other Jurisdictions/ Overpayments (Total Liabilities)	\$29,900,904
Non Trust Fund Cash	\$13,436,538	Reserve for Unemployment Compensation Benefits (Fund Balance)	\$202,598,343
Receivables	\$66,965,047		
Total Assets	\$232,499,247	Total Liabilities & Fund Balances	\$232,499,247

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

BALANCE SHEET: RESERVE FOR UNEMPLOYMENT COMPENSATION TRUST FUND¹

June 30, 2020

Assets		Liabilities and Fund Balances	
Trust Fund Cash	\$68,721,072	Payment Due Other Jurisdictions/ Overpayments (Total Liabilities)	\$107,098,272
Non Trust Fund Cash	-\$39,054,181	Reserve for Unemployment Compensation Benefits (Fund Balance)	\$62,211,144
Receivables	\$139,642,525		
Total Assets	\$169,309,416	Total Liabilities & Fund Balances	\$169,309,416

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

BALANCE SHEET: RESERVE FOR UNEMPLOYMENT COMPENSATION TRUST FUND¹

June 30, 2019

Assets		Liabilities and Fund Balances	
Trust Fund Cash	\$312,928,254	Payment Due Other Jurisdictions/ Overpayments (Total Liabilities)	\$14,065,342
Non Trust Fund Cash	\$148,325	Reserve for Unemployment Compensation Benefits (Fund Balance)	\$312,658,553
Receivables	\$13,647,316		
Total Assets	\$326,723,895	Total Liabilities & Fund Balances	\$326,723,895

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



**2021-22 ANNUAL REPORT
NEW HAMPSHIRE EMPLOYMENT SECURITY
STATE EMPLOYMENT SECURITY AGENCY (SESA) PROGRAMS,
CATEGORIZED BY SOURCE OF FUNDS
07/01/20 – 06/30/22**

Unemployment Insurance

Unemployment Insurance Grants
Reemployment Services & Eligibility Assessment (RESEA)

Bureau of Labor Statistics

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

Department of Business & Economic Affairs

Adult Program
Dislocated Worker Program
Mature 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,
New Hampshire Department of Education - Division of
Adult Learning and Rehabilitation and Division of Learner Support,
New Hampshire 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 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	2020		2021		2022	
	Funded	Unfunded	Funded	Unfunded	Funded	Unfunded
Unclassified	7	0	7	0	7	0
Classified	250	36	253	33	271	15
TOTALS	257	36	260	33	278	15
	293		293		293	

Office of Information Technology

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

The Department of Information Technology staff located at New Hampshire Employment Security (NHES) is made up of four operational divisions under the Chief Information Officer: Agency Software Division, Operations Division, Technical Support Services and Web Support Division. The mission of the DoIT staff embedded within NHES is to provide technology support for the agencies business objectives via Custom Application Development and Support, Systems Administration, Data Base Administration, Computer Support, Network Support and Data Center Operations. DoIT will 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:

AGENCY SOFTWARE DIVISION (ASD)

The nine Agency Software Division positions located at New Hampshire Employment Security have a mission to create positive, collaborative, and trusted business relationships with the agency leaders and NHES employees while delivering technology solutions that meet department's business requirements for delivering services for claimants, employers, and citizens of New Hampshire.

ASD 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.

ASD 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.

OPERATIONS DIVISION (OPS)

The seven Operations Division positions located at NHES have a mission to provide sustainable, scalable, efficient, secure, and cost-effective IT infrastructure essential for state government programs so that NHES can deliver required services to citizens and employers of New Hampshire.

OPS 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.

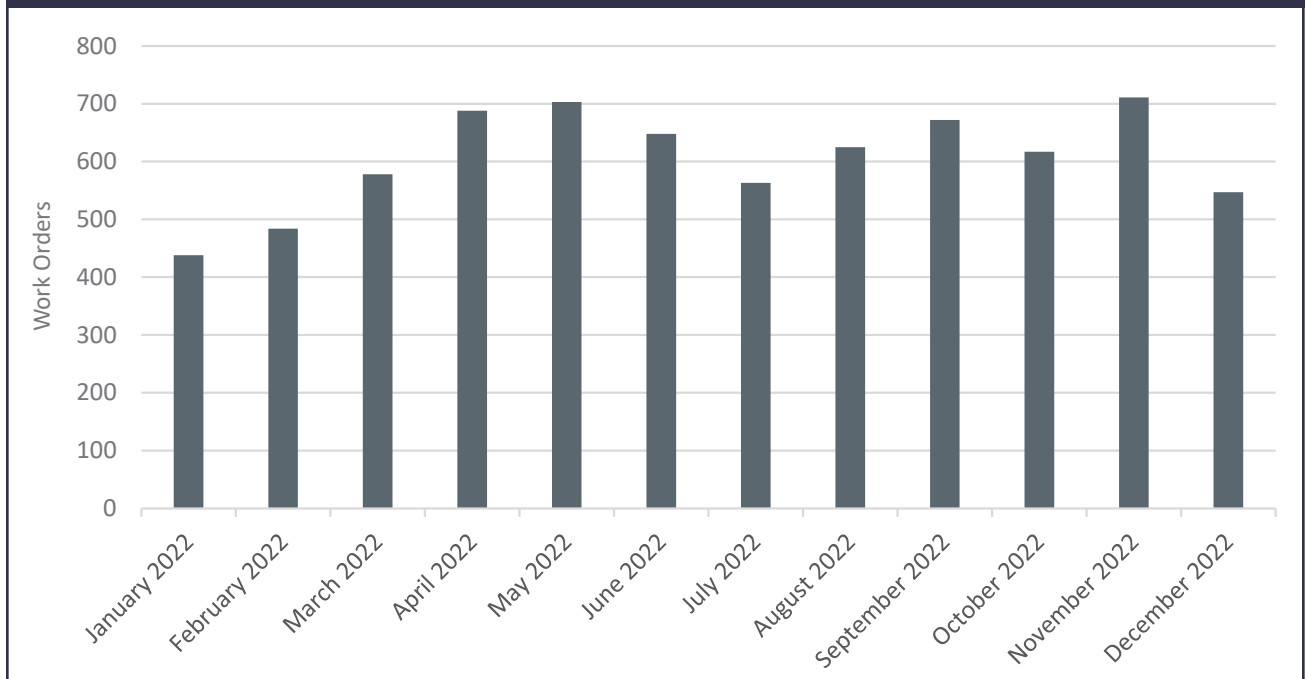
The NHES OPS staff ensures that the NHES Information Technology infrastructure is ready to "go" and ready to "grow" to support the needs of NHES and its customers.

TECHNICAL SUPPORT SERVICES (TSS)

The three Technical Support Services staff positions located at New Hampshire Employment Security, which are responsible to assist NHES staff, customers, and employers in meeting their goals by providing superior end-to-end Information Technology help desk and program services. Staff provides installation, maintenance and support of the Information Technology hardware and software utilized by the department and its customers.

TSS 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,

NHES – COUNT OF 7,237 WORK ORDERS RECEIVED IN 2022



employers, and the citizens of New Hampshire. These services are provided to approximately 380 NHES end users with more than 500 workstations.

WEB SUPPORT DIVISION (WSD)

The Web Support Division staff are centralized within DoIT and support the entire State of New Hampshire, including NHES. WSD assists New Hampshire citizens, business partners, students, and other interested parties in locating and utilizing State resources interactively. The Division works with state agencies to create an improved and unified online presence. WSD establishes standards and guidelines, and promotes e-government in the delivery of goods and services in an effective, efficient and user-friendly environment.

Tasks include:

- Creating a State of New Hampshire Government identity online.
- Working with NHES to create an online presence with a common web page identity.
- Establishing web site standards and guidelines.
- Increasing the number of services provided online.

The primary reason people visit NHES websites is to locate up-to-date, reliable information. Through nhes.nh.gov, the state is providing a 24-hour per day access to government resources.

CYBER SECURITY RESPONSIBILITIES

The Department of Information Technology takes Cyber security very seriously. DoIT has a Cyber Security group and web page located at <https://www.nh.gov/doit/cybersecurity/index.htm>. The mission of the IT Security 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. In addition, DoIT belongs to national security groups such as the Internet Storm Center and the Multi-State Information Sharing & Analysis Center. These groups share information to help combat cybercrimes.

Cyber Security at NHES and DoIT encompasses technologies such as broadband, local and wireless networks, as well as standards and processes which help protect networks, computers, systems and information from attack, damage or unauthorized access. A reliance on computers and the internet necessitates a shared responsibility in protecting information. DoIT strives to promote cyber security awareness by providing this one-stop site for computer and internet safety including security updates, alerts, and resources for New Hampshire citizens, businesses, academic institutions, and government.

Cyber Security Alert Level
Wednesday, August 30, 2023

GUARDED

The State of New Hampshire, in partnership with the Multi-State Information Sharing and Analysis Center (MS-ISAC), participates in State cybersecurity alert determinations. Listed below are alert level protocols as established by the MS-ISAC. The current cyber alert designation, as determined by the evaluation of cyber threats and attacks to State’s technology resources, is noted above.

- SEVERE** The alert level is set jointly by the Department of Safety, NH Information and Analysis Center (NH-IAC) and the Department of Information Technology, IT Security Group.
- HIGH**
- ELEVATED**
- GUARDED**
- LOW**

MAJOR AGENCY PROJECTS

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

- New Hampshire Unemployment Insurance System (NHUIS) – Upgrade Software Modules
 - ▶ Multi Factor Authentication
 - ▶ Integration with an external Identity Verification service provider.
 - ▶ Enhancements to InvestiCase to incorporate lessons learned from the pandemic period.
 - ▶ Enhancements to Spidering to incorporate lessons learned from the pandemic period.
 - ▶ Enhancements to safeguard victims of identity thefts (via special authentication).
 - ▶ 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 to strengthen collections while not initiating it against identity theft victims.
- ▶ RESEA rewrite
- Dollar Universe upgrade
- AcuCobol upgrade
- Replacement of all NHES outdated workstations (over 200).
- Local Office Call List Application
- Field Agent and Appeals Dashboard
- NH Unemployment Insurance System (NHUIS) – hardware and OS upgrade
- NHES Resource Center workstations replaced (over 180) at all 12 Local Offices.
- Cost Accounting (FCAS) – upgrade from mainframe to UNIX and Oracle
- New Hampshire Works Job Match System (JMS) – moved to external servers.
- EDMS servers required to be replaced with fully supported and modernized.
- FileNet and Data Cap software upgrading
- NHES Security Camera System in 14 Offices will be replaced.
- NH Web Tax System enhancements
- Placed into service over 100 Laptops during the pandemic.
- Major DoIT Infrastructure – Windows 10, Exchange 2016 and MS Office 2016
- Oracle to Linux conversion of eight NHES systems
- ForgeRock LDAP Security
- NH ACTS Web base and system upgrades
- SpendMap system upgrade
- IRS, KPMG and Social Security Administration audits
- Work Force Opportunity Tax Credit (WOTC) - new system

The Department of Information Technology and embedded staff located at NHES will continue to work hand and hand with NHES staff and their federal partners to use 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 15 benefit and five tax populations. There are populations in both the Benefits and Tax areas that must be validated every year due to Federal requirements. Any population that failed to pass is validated again in the current year. Once a population passes validation, it is moved into a three-year validation cycle.

SUMMARY OF PCA RESULTS

Results	2019	2020*	2021	2022
Total Dollars Paid (UI)	\$39,207,914	\$132,231,689	\$74,161,065	\$29,259,628
Sample Size	360	277	363	361
Percent of Dollars Paid Properly	92.8%	80.8%	82.6%	86.8%
Percent of Dollars Overpaid	7.2%	19.2%	17.4%	13.2%
Combined Total	100.0%	100.0%	100.0%	100.0%
Percent of Dollars Underpaid	0.5%	0.3%	0.7%	0.9%

CAUSES FOR OVERPAYMENTS (SHOWN AS PERCENT OF DOLLARS OVERPAID)

Results	2019	2020*	2021	2022
Work Search	21.7%	0.6%	2.2%	3.7%
Benefit Year Earnings	25.5%	20.3%	17.3%	31.4%
Separation Issues	21.3%	51.1%	29.5%	15.9%
Base Period Wages	10.4%	4.4%	2.5%	5.2%
Other Eligibility Issues	9.1%	20.7%	44.4%	35.7%
Other Causes	12.2%	2.9%	4.1%	8.1%

RESPONSIBILITY FOR OVERPAYMENTS (SHOWN AS PERCENT OF DOLLARS OVERPAID)

Results	2019	2020*	2021	2022
Claimant only	41.1%	41.2%	51.2%	47.3%
Agency only	7.0%	30.6%	14.9%	7.9%
Employer only	6.4%	0.0%	0.0%	0.0%
Other (Includes Combined)	45.5%	28.2%	33.9%	44.8%

* 2020 data represents a less than complete year of UI payments. New Hampshire did not pull a sample for 12 weeks due to the coronavirus pandemic's impact on Quality Control staff responsibilities.

Statistical Tables

UNEMPLOYMENT COMPENSATION BY CALENDAR YEAR								
Source	Initial Claims Filed for Unemployment Compensation				Continued Weeks Claimed for Unemployment Compensation			
	2019	2020	2021	2022	2019	2020	2021	2022
Unemployment Insurance (UI)	15,879	236,086	66,323	13,141	143,534	1,655,362	339,698	92,936
Interstate Claims (UI)	1,536	12,233	3,802	982	15,171	71,192	21,265	7,685
Agent State Claims (Initial only)	1,401	6,649	3,130	955	NA	NA	NA	NA
Additional UI (Initial only)	7,157	75,487	27,469	6,259	NA	NA	NA	NA
Transitional Claims (Initial only)	1,657	3,477	22,280	1,346	NA	NA	NA	NA
Total Initial and Continued claims processed for UC Benefits	27,630	333,932	123,004	22,683	158,705	1,726,554	360,963	100,621
Pandemic Emergency Unemployment Compensation (PEUC)	0	10,267	7,788	203	0	83,854	186,374	11
Pandemic Unemployment Assistance (PUA)	0	86,380	4,876	295	0	308,866	199,332	178
Extended Benefits (EB)	0	1,458	115	12	0	11,178	16	21
Unemployment Compensation for Federal Employees (UCFE)	12	191	52	23	192	820	638	137
Unemployment Compensation for Ex-Military (UCX)	7	81	47	12	222	975	314	80
Additional UCFE (Initial only)	0	32	16	1	NA	NA	NA	NA
Additional UCX (Initial only)	3	8	5	0	NA	NA	NA	NA
ICON Claims	1,419	6,671	3,142	962	24,952	99,062	31,857	14,676
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)	
	WEEKS	Payments	Weeks	Payments	Weeks	Payments	Weeks	Payments
2019	134,653	\$43,572,810	133,805	\$43,251,705	549	\$198,314	299	\$122,791
2020	1,422,110	\$350,930,357	1,419,228	\$349,923,104	1,485	\$434,685	1,397	\$572,568
2021	308,224	\$81,969,622	306,326	\$81,396,226	1,314	\$333,033	584	\$240,363
2022	77,857	\$25,412,760	77,400	\$25,253,655	312	\$100,372	145	\$58,733

Source: ETA 5159 - Claims and Payment Activities

In 2022, Covered Employment in New Hampshire reached an annual average of 661,914 representing an increase of 3.3 percent from the 2021 level of 641,033. 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%

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

NONMONETARY DETERMINATION DISQUALIFICATIONS BY ISSUE CALENDAR YEAR (UI DENIALS ONLY - UCX AND UCFE NOT INCLUDED)								
Issue	2019		2020		2021		2022	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Voluntary Leave	1,522	12.0%	4,089	12.3%	9,271	21.3%	2,131	9.8%
Misconduct	1,173	9.2%	898	2.7%	2,251	5.2%	1,134	5.2%
Not Unemployed	3,682	28.9%	16,586	50.0%	4,389	10.1%	2,764	12.7%
Not Able and Not Available	3,653	28.7%	5,834	17.6%	19,996	45.9%	11,282	51.9%
Labor Dispute	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Reporting Requirements	2,498	19.6%	4,266	12.9%	7,132	16.4%	4,151	19.1%
Failure to Accept or Apply	53	0.4%	527	1.6%	259	0.6%	86	0.4%
Refusal Profile Referrals	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other	152	1.2%	957	2.9%	223	0.5%	202	0.9%
Total	12,733	100.0%	33,157	100.0%	43,521	100.0%	21,750	100.0%



The number of determinations for eligibility for unemployment insurance decreased during the 2022 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	2019	2020	2021	2022
Total Determinations and Re-determinations	19,841	41,412	54,288	28,316
Determinations for Eligibility	19,804	41,355	54,180	28,191
Involving Separations	8,005	11,715	21,212	8,243
Involving No Separations	11,799	29,640	32,968	19,948
Re-determinations for Eligibility	37	57	108	125

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