



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

August 9, 2019

Ms. Donna Nobrega  
State Director, USDOL - VETS  
NHES Administrative Office, Room 336  
45 South Fruit Street  
Concord, NH 03301

**Re: NH JVSG FY 2020 Annual Funding Modification Request**

Dear Ms. Nobrega,

I, George N. Copadis, Commissioner of New Hampshire Employment Security, am authorized by the Governor of the State of New Hampshire to enter into this agreement with the United States Department of Labor.

New Hampshire Employment Security will comply with Title 38 U.S.C., Chapters 41 and 42.

New Hampshire Employment Security is aware of its responsibility for proper oversight of the DVOP Specialists to ensure that they provide Individualized Career Services to veterans with barriers to employment using a case management approach for veterans with significant barriers to employment (SBE), and will comply.

The allocated funds in the amount of \$705,962 will support 4 full-time Disabled Veterans' Outreach Program (DVOP) Specialists and 1 full-time Local Veterans' Employment Representative (LVER).

Comparing these numbers to those listed on the attached Staffing Directory, a difference of 2 half-time DVOP positions, and 1 full-time and 2 half-time LVER positions exists.

On June 27, 2019, NH submitted a third Interim Grant Modification in the amount of \$95,000. If approved, this funding will ensure our ability to maintain service levels across the state and ensure the continuation of both programs 45 days into the 1<sup>st</sup> quarter of 2020 at current staffing levels.

As noted above, NHES is carrying 3.0 FTE above what the allocation can support, including 2 half-time DVOP positions, and 1 full-time and 2 half time LVER positions. We feel that these positions are vital to the continued success of both programs. We will be submitting a grant modification for the 3 extra FTE in the near future. However, New Hampshire Employment Security assumes the risk for costs incurred in excess of the FY 2020 allocated funds if future grant modifications are not approved.

Also increasing on the 401 budget summary is the travel line for LVER. In order to provide assistance to employers and veterans statewide, LVER staff may be required to travel more. Outreach will be conducted by telephone whenever possible, but regular visits to the AJCs needs to occur to assist the DVOP and AJC staff with providing quality assistance to veterans. Employers statewide are seeking assistance with recruiting and looking to hire veterans. NHES has elected not to backfill an LVER position in the North Country at this time due to funding and a lack of quality candidates. Therefore, NHES has divided the state into three sections and has assigned a section to each of the three remaining LVERs to ensure coverage of the entire state.

NHES is working under a Workforce Innovation and Opportunity Act (WIOA) Combined State Plan and no changes are being proposed or requested in this FY 2020 funding modification request.

New Hampshire Employment Security has an approved provisional Negotiated Indirect Cost Rate of 1.88% for FY 2020.

New Hampshire Employment Security is tentatively planning to hold a one-day training session at Agency Headquarters in Concord sometime in the 1st or 2nd quarter of FY 2020. Such a training session would not require overnight lodging, but would require use of approximately \$500 in travel funds. We anticipate those funds would be covered by our projected travel budget for the year and would not require any additional funding from USDOL.

Sincerely,

George N. Copadis  
Commissioner

# Unemployment Insurance Portion of WIOA State Plan for the State of New Hampshire FY-2020

## Unemployment Insurance (UI)

The Unemployment Insurance (UI) program requires a State Quality Service Plan (SQSP) on a 2-year planning cycle that is a condition of receipt of administrative funding to administer the program. The SQSP is the State's UI performance management and planning process that allows for an exchange of information between Federal and State partners to enhance the UI program's ability to reflect their joint commitment to performance excellence and client-centered services. A formal two-year SQSP is submitted biennially. On the off years, States may be required to modify the SQSP with additional corrective action plans and narrative if they are failing any new performance measures, and they are required to provide updated budget documents, certifications, and assurances. ETA Handbook No. 336, 18th Edition provides detailed guidance for the preparation and submittal of the SQSP and supplemental guidance is provided in an annual UIPL, issued as UIPL 21-14 for the FY 2015 SQSP. The Social Security Act (SSA) sections 302 and 303 authorize the Secretary of Labor to provide funds to administer the UI program and govern the expenditure of those funds. States that choose the option to include UI in a WIOA Combined State Plan will be required to submit their SQSP through the Combined State Plan process. The SQSP must be prepared in accordance to the instructions in ET Handbook 336, 18th Edition and there are no changes to the established SQSP cycle if a State chose to submit their SQSP through the Combined State Plan process.

### a. Contents of a complete UI SQSP package

A complete UI SQSP package includes the following documents, as described in Chapter 1, ETA Handbook 336, 18th Edition:

#### 1. Transmittal Letter

A cover letter to the appropriate Regional Office (RO) transmitting all the required SQSP documents.

U.S. DEPARTMENT OF LABOR Employment and Training Administration

FEDERAL FISCAL YEAR 2019 New Hampshire UNEMPLOYMENT INSURANCE

STATE QUALITY SERVICE PLAN SIGNATURE PAGE

We are pleased to present New Hampshire's Alternate Year Unemployment Insurance State Quality Service Plan for FY 2020. We believe all areas identified in the ETA Handbook 336, 18<sup>th</sup> Edition, Change 4 and the State's individualized SQSP submittal letter, dated August 27, 2019, have been addressed.

Please do not hesitate to contact the Department's Unemployment Insurance Division Director, Michael Burke, at Michael.h.burke@nhes.nh.gov or 603-228-4031 with any questions, issues, or concerns.

TYPED NAME AND TITLE SIGNATURE DATE STATE ADMINISTRATOR 10/04/19 George N. Copadis, Commissioner DOL APPROVING OFFICIAL DOL APPROVING OFFICIAL

#### 2. Budget Worksheets/Forms

Budget worksheets/forms and plan for program administration based on projected allocations received from the Federal partner. These forms include Worksheet UI-1 and SF 424, SF 424A and SF 424B. The SF 424A is only required if the State vary the quarterly distribution of base claims activity staff years.

Application for Federal Assistance SF-424 \* 1. Type of Submission: Application \* 2. Type of Application: New • If Revision, select appropriate letter(s) Continuation \* Other (Specify): 0 Application Changed/Corrected Revision 1 \* 3. Date Received: 4. Applicant Identifier: 1 1 5a. Federal Entity Identifier: 5b. Federal Award Identifier: State Use Only: 6. Date Received by 7. State Application Identifier: State: 8. APPLICANT INFORMATION: \*a. Legal Name: NEW HAMPSHIRE EMPLOYMENT SECURITY \* b. Employer/Taxpayer Identification Number (EIN/TIN): " c. Organizational DUNS: 02-6000618 18085907560000 d. Address: " Street1: 45 SOUTH FRUIT STREET Street2: \* City: CONCORD County/Parish: "State: NH: New Hampshire Province: "Country: USA: UNITED STATES • Zip / Postal Code: 03301-4857 e. Organizational Unit: Department Name: NH EMPLOYMENT SECURITY

Division Name: UNEMPLOYMENT COMPENSATION BUREAU

f. Name and contact information of person to be contacted on matters involving this application: Prefix: First Name: Michael Middle Name: H \* Last Name: Burke Suffix: Title: UCB DIRECTOR Organizational Affiliation: \*Telephone Number: 603-228-4031 Fax Number: 603-229-4346 Email: Michael.H.Burke@nhes.nh.gov

Application for Federal Assistance SF-424 \* 9 Type of Applicant 1: Select Applicant Type: A: State Government Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

\* Other (specify): I

\* 10 Name of Federal Agency: UNITED STATES DEPARTMENT OF LABOR - ETA 11. Catalog of Federal Domestic Assistance Number: [17.225 I CFDA Title: UNEMPLOYMENT INSURANCE \* 12. Funding Opportunity Number: UIPL 16-19 \* Title: UNEMPLOYMENT INSURANCE ADMINISTRATION BASE GRANT FY 2020 13. Competition Identification Number: Title:

14. Areas Affected by Project (Cities, Counties, States, etc.): Add Attachment Delete Attachment I View Attachment I

\* 15. Descriptive Title of Applicant's Project: UNEMPLOYMENT INSURANCE ADMINISTRATION BASE GRANT FY 2020 Attach supporting documents as specified in agency instructions. Add Attachments Delete Attachments View Attachments I

Application for Federal Assistance SF-424 16. Congressional \* a. Applicant Districts Of: NH-002 \* b. Program/Project NH-ALL Attach an additional list of Program/Project Congressional Districts if needed. Add Attachment I Delete Attachment I View Attachment I 17. Proposed \* a. Start Date: Project: 10/01/2019 \*b. End Date: 10/30/2020 18. Estimated Funding (\$): \*a. Federal " b Applicant " c State \* d Local \* e Other \* f Program Income \*g. TOTAL 10,359,854.00 10,359,854.00 \* 19. Application a. This application b. Program Subject to Review By State Under Executive Order 12372 Process? was made available to the State under the Executive Order 12372 Process for review on is subject to E.O. 12372 but has not been selected by the State for review. is not covered by E.O. 12372. \* ? c. Program \* 20. Is the Applicant Yes If "Yee, provide Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.) L No explanation and attach Add Attachment Delete Attachment I View Attachment I 21. \*By signing herein are true, comply with any subject me to this application, I certify (1) to the statements contained in the list of certifications\*\* and (2) that the statements complete and accurate to the best of my knowledge. I also provide the required assurances\*\* and agree to resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001) and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency 8 \*\* I AGREE \*\* The list of certifications specific instructions. Authorized Representative: Prefix: Middle Name: \* Last Name: Suffix: I' Mr. \* First Name: George N. I Copadis "Title: Commissioner I \*Telephone Number: 603-228-4000 Fax Number: 603-229-4346 I 'Email: George.N.Copadis@nhes.nh.gov I

"Signature of Authorized Representative: V/(1/1 tie,y7 "Date Signed: 08/27/2019 ASSURANCES - NON-CONSTRUCTION PROGRAMS Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this

collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0040), Washington, DC 20503. PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET. SEND IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.

NOTE: Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the awarding agency. Further, certain Federal awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified. As the duly authorized representative of the applicant, I certify that the applicant: Has the legal authority to apply for Federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project cost) to ensure proper planning, management and completion of the project described in this application. 2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives. 3. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain. 4. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency. 5. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F). 6. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681- 1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee- 3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and, (j) the requirements of any other nondiscrimination statute(s) which may apply to the application. 7. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases. 8. Will comply, as applicable, with provisions of the Hatch Act (5 U.S.C. H1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds. 9. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327- 333), regarding labor standards for federally-assisted construction subagreements. 10. Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more. 11. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93- 205). 12. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system. 13. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.). 14. Will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance. 15. Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. §§2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance. 16. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures. 17. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations." 18. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program. 19. Will comply with the requirements of Section 106(g) of the Trafficking Victims Protection Act (TVPA) of 2000, as amended (22 U.S.C. 7104) which prohibits grant award recipients or a sub-recipient from (1) Engaging in severe forms of trafficking in persons during the period of time that the award is in effect (2) Procuring a commercial sex act during the period of time that the award is in effect or (3) Using forced labor in the performance of the award or subawards under the award.

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL TITLE L , (commissioner I APPLICANT ORGANIZATION DATE SUBMITTED New Hampshire Department of Employment Security 08/27/2020

Standard Form 424B (Rev. 7-97) Back

### 3. The State Plan Narrative

The State Plan Narrative is a vital element of the SQSP that provides a vehicle for sharing with the Federal partner State-specific efforts that affect the administration of the UI Program. The State Plan Narrative allows the State to describe in a single narrative: a) State performance in comparison to the Government Performance Review Act goals; b) actions planned to correct deficiencies regarding UI programs, UI program reviews and reporting requirements; and c) results of customer satisfaction surveys (optional).

#### State Quality Service Plan Narrative FY 2020 New Hampshire Employment Security

##### A. Overview

##### Improving State Capacity to Administer and Operate the UI Program Effectively

New Hampshire's unemployment rate remains low and consistent year over year, August 2018 (2.5%) to August 2019 (2.5%). The August 2019 rate was 1.2 points below the national average of 3.7% for the same period. The number of claims filed remains lower than pre-recession levels. Calendar year 2018 averaged just over 2200 claims per month and for the first seven months of calendar year 2019, the average is just under 2100.

While a lower unemployment rate and lower claims volume is good news for the New Hampshire economy, it presents a funding challenge with the Department. To continue the high level of services New Hampshire prides itself on providing, we maintained twelve (12) full-time and five (5) part-time Local Office locations that provided both UI and ES services. New Hampshire employers pay a two-tenths of one-percent administrative contribution. The strength of our Trust Fund has caused an implementation of the Fund Balance Reduction provision of our statute resulting in employers receiving a 1.5% reduction in their tax rate. While this reduces the burden of taxes on employers it also sets the tax rate for the majority of our employers to below the two-tenths of one percent administration contribution level. This is partially offset with churn in the employment market, as taxes are collected on the first \$14,000 of wages.

With no major software upgrades underway, NH has focused its energies on updating its hardware and underlying software components. After fourteen months in development, we are set to go live on October 2, 2019. As a result of these upgrades we will see significant performance enhancements, increased security and the ability to effectively fail over our benefit payment system to an alternate location in the event of a disaster. Our tests have proven our new system will be able to switch over in

minutes and completely fail over in less than two hours. This means, in the event our Concord Office experiences a disaster we would be able to take claims and issue payments within two hours of onset, out of our Nashua, NH location. Our long term goal in this area is for a complete “hot” fail-over, meaning immediate. Upon completion of our hardware upgrade project we will begin a rewrite of our multi-claimant program within our benefit payment system. We have had issues in both managing and reporting multi-claimants effectively. This has resulted in us continually failing population 5 in data validation. Our goal is to complete this rewrite by June 30, 2020. NH has initiated the process of integrating the NASWA Data Hub into its benefit payment system. This will likely be a lengthy process as NH will need to modify existing statute in order to participate. Also, planned for fiscal 2020 is the implementation of the SIDES modules Earnings Verification, Determinations and Additional Information.

New Hampshire is not a siloed state. UI and ES work closely together, collaborate on policy and process, and serve side-by-side in the Local Offices, thus already meet the WIOA requirement to provide meaningful assistance to UI claimants in the Career Centers. The structure of the department has changed over the years due to budgeting constraints, with fewer clear career paths. Thanks to being a relatively small state, however, some duties are shared and individuals with the desire to learn are given the opportunity to do so.

Improving Prevention, Detection, and Recovery of UI Improper Payments

New Hampshire’s 12-month improper payment rate ending 3/31/2019 is 9.39%. While the rate is below the 10% threshold, it is still significant and efforts continue to reduce this number and protect the Trust Fund.

New Hampshire has 100% of available TPA’s utilizing SIDES file exchange and has been aggressively marketing SIDES E-Response to non-TPA employers. New Hampshire made the choice to automatically sign up all non-TPA employers for E-Response in September 2016. While the use of E-Response is not mandatory by law, language is included on all Notice of Claim correspondence to encourage the employer to use this method of response. IN addition, with our employer rewrite launched in 2018, all electronic employer request for information responses are routed through the SIDES system. The agency continues to participate in Employer Seminars and provide promotional materials to educate employers about the benefits of using SIDES.

The Collections Unit takes advantage of Lexis-Nexis locator software as well as Wage Records to find debtors and aggressively pursues collection. As stated earlier, NH is looking to implement the SIDES earnings verification module this fiscal year, which should also assist in these operations. New Hampshire utilizes TOP for both claimant and employer debt. The department utilizes wage garnishment and distraints when attempts to set up voluntary repayment plans are not successful.

SBR funding allowed New Hampshire to hire an Attorney dedicated to the prosecution of unemployment program fraud and part-time staff whose focus is random worksearch contact audits. The department has garnered multiple indictments and prosecuted several criminal cases, including one in which the court found the claimant guilty of perjury for falsifying evidence in the course of an Appeal hearing regarding unreported earnings. Several individuals have been ordered to serve jail time. The SBR funding expired September 2016 and the part-time staffer was laid off. The Department chose to keep the prosecution attorney due to the success she has had in court and the resulting publicity that is surely a deterrent to others considering fraud.

SBR funding supported our project, casually referred to as “Spidering”, which incorporates cross matches and suspect data such as IP addresses into a complex scoring methodology to proactively identify situations that could lead to fraudulent payments. The Spidering program was deployed in September of 2017. Functionality that is included in the deployment to production included:

- Random identity proofing – random requirement for claimant to answer questions to verify their identity before filing a claim
- Selected identity proofing – an individual with a blocked attribute (such as a suspect address or bank account information) will be required to answer questions to verify their identity before filing a claim
- Failed identity proofing send individual down a parallel path for filing. If an individual fails the identity proofing questions, they will be allowed to proceed and file a claim so that we can collect all data points and mark them as “suspect”. The individual will be presented with a message at the end of the claims process advising them to report to a Local Office with identification. The claim is not processed until that time.
- Manual attribute marking – assign a score to various attributes whereby any individual filing a claim with a matching attribute is flagged for review or blocking.
- Automatic attribute marking – the deceased flag received from SSA will be used to automatically make the SSN. Other attributes will be marked or the score increased dependent on circumstances or the number of claimants filing with the same attribute.
- Pro-active messaging. For example, an individual who has been previously found overpaid due to misreported or unreported wages will receive a message when filing their next claim that we are aware of the challenges they have experienced in the past and staff are available to assist if they need help accurately reporting work and earnings.

Improving Program Performance Nationally

New Hampshire takes accurate and timely reporting and payments seriously. Considerable efforts have been levied on first payment timeliness, non-monetary determination timeliness and quality, reporting accuracy and data validation.

New Hampshire has exceeded USDOL’s desired levels of achievement for First Payment Timeliness, Non-monetary Timeliness and Non-Monetary Quality, both separations and non-separations, and is not required to submit a Corrective Action Plan for any of these measurements.

Category	DLA	CY 2018	QE 3/31/19	QE 6/31/19
First Payment	87%	87.45%	86.31%	90.48%
Non-monetary Determinations	80%	85.24%	78.31%	90.3%
Separation Quality	75%	80.83%	83.33%	93.33%
Non-separation Quality	75%	80.81%	70.97%	80.33%

Since being removed from the “marginally at risk” designation for first payment timeliness, New Hampshire has maintained first payment timeliness within GPRa guidelines. New Hampshire continues with its proactive approach to reviewing for timeliness. Adjudication Unit supervisors are required to review every single issue assigned to their unit to determine its impact on first payment. They then educated each Certifying Officer individually on the process and required an explanation for each and every late payment. This is an incredibly time-consuming and tedious task but is successful and serves multiple purposes. Not only has it enabled New Hampshire to meet expectations, but it has served to educate the supervisors and adjudicators in the intricacies of determining which issues impact the first payment timeliness measure better than any previous training has ever done.

New Hampshire participated in the UI Benefits Operations Self-Assessment Tool which afforded an in depth view into the functional operation of the Department. With no additional funding and staffing at New Hampshire Employment Security at a 40-year low, there were challenges in implementation. Nevertheless, New Hampshire was able to complete this project by deadline. Unfortunately, staffing remains at a level too low for us to fully benefit from the results of the survey. We simply do not have the staff to review the results for possible operational improvements. The suggested approach of separating this project into several modules such that a smaller portion of this would occur each year, over a period of several years, would be a much better approach as this may afford us the opportunity to better analyze and utilize the results.

Workforce Innovation and Opportunity Act (WIOA)

New Hampshire’s UI and ES Directors work closely together and have a common goal of serving the UI claimant in a cohesive and collaborative manner. UI and ES staff work side-by-side in the Local Offices and are cross-trained in many areas. Each Local Office has staff available to assist claimants to file claims, answer questions regarding eligibility and explain department correspondence. An adjudicator is co-located in the larger offices.

While NHES does not manage WIOA funds, we partner with DED/BEA and our State Workforce Investment Board, as well as partners in our Local Offices such as the Community Action Programs, Community College System and Vocational Rehab, to focus all available resources on reemployment and training.

The implementation of Workforce Connect will be completed in 2019. New Hampshire received a grant to pursue this functionality and the partners are meeting regularly to determine the configuration and functionality to benefit all partners.

New Hampshire submitted a Combined Plan and the SQSP is included and updates supplied as part of that plan.

### Reemployment of UI Claimants

New Hampshire achieved 64.9% for the FY 2019 (QE 6/30/19) Facilitation of Reemployment Measure.

New Hampshire's efforts around reemployment of UI claimants is extensive.

- Every claimant that is not returning to work within 2 weeks of their last day of work is required to attend a Benefit Rights Interview (BRI) in person at their Local Office.
- Every claimant who attends a BRI is then required to attend several group Eligibility Review Interview workshops at regular intervals. These workshops focus on work search methods, resume preparation and interviewing. The last workshop, on or about week 13, is about reenergizing work search and finance assistance.
- RESEA – Group orientation and one-on-one appointments to ensure that claimants are aware of the services available to assist them to return to work as well as understand and meet all eligibility requirements.
- Pathway to Work self-employment program – an opportunity for a claimant to work with the Small Business Administration and become self-employed and self-sustaining.
- Return to Work program – an opportunity to match a claimant to an employer in a structured, supervised training program with the end result being full-time employment.
- Ready to Work program – certificate training program that offers the individual an opportunity to learn or hone soft skills and certify to a basic understanding of expectations in the workplace
- Career Exploration – serves individuals who need assistance in the areas of vocational choice, change or adjustment.
- Job Fairs – NH holds numerous job fairs across the state each year, providing an in-person opportunity for the employers with the jobs to connect with the individuals seeking them. In program year 2018, NH held 21 job fairs involving 1646 employers and resources with 20,566 job openings and attended by 3678 job seekers. In program year 2019, NH has held 16 job fairs involving 1354 employers and resources with 19,517 job openings and attended by 3493 job seekers. The significant increase in attendance is a result of aggressive advertising including TV coverage, social media announcements, newspaper ads and sticky notes, flyers at schools and local businesses, road signs at heavily trafficked intersections, and an email blast to all claimants in the labor market area.
- Claimants filing against New Hampshire but living in another state are sent an Unemployment Compensation Quick Tips booklet and a targeted insert advising them of the requirement that they register for work in their state of residence. Claimants living in New Hampshire but filing against another state are also sent a mailing advising them of the requirement to register for work in New Hampshire. While currently a manual process, every claimant is tracked and if not registered within two weeks of this mailing, sent a Registration Warning with a deadline for response. If no response is received by the deadline and the claimant is filing against NH, an issue is entered on their claim. If filing against another state, the IPC in that state is notified of non-compliance.

New Hampshire piloted the Granite Workforce program from January 2019 through June 30, 2019, with a close out period of July 1, 2019 through September 30, 2109. The program was conducted in collaboration with the Department of Health and Human Services. The program provided intensive case management services to participants receiving Expanded Medicaid (Granite Advantage). These services included reemployment services, referrals to supportive services for barrier mitigation, transportation reimbursement, childcare registration fees, housing assistance, basic education and tuition assistance. Also, the program provided a wage subsidy for those employers hiring from this participant pool. The chart below indicates the outcomes for the pilot.

New Participants Enrolled	114
Referrals to Contracted Barrier Case Management	21
<b>Support Services Utilization</b>	
Fees and Supplies	8
Child Care Registration	2
Housing	8
Tuition	50
Basic Education	2
Employer Subsidy	0
Transportation	22
Participants Starting New Employment	15

### Improving Data Validation and Federal Reporting

Per UIPL 16-15, New Hampshire was awarded additional funds to enable staff and time to be dedicated to the accuracy of reporting and data validation. This project was completed in December of 2018. Unfortunately, a couple of small errors in programming resulted in NH continuing to fail Data Validation as well as BAM. One error effected our 227 reporting. We had originally programmed the system to record the date the decision was written as the date of decision, however, upon review of our statute, it was determined that we need to utilize the mail date of the decision. This was an easy programming change and has been completed but not before we failed DV for the period. The second error had to do with the method by which we were extracting data. We were extracting separation data utilizing a comma separated value approach. While this approach is a valid approach, we failed to recognize one potential problem. Some employer names are separated by commas. This most commonly involves those companies named after individuals. When we tested this we, unfortunately, did not have any employers with commas in their names so did not catch this error. The DV sample did, however, pick up numerous employers that fit this scenario. As a result, we failed almost all populations as well as BAM pulls. This was also an easy fix as we simply had to program the system to ignore commas in employer's names. We now believe we are in a good position to pass all populations with the exception of population 5. We are currently in the planning stages of a multi-claimant rewrite which will also serve to correct population 5 results.

### Addressing Worker Misclassification

Misclassification of workers is a significant national and state focus. The State of New Hampshire has an established Task Force on the Misclassification of NH Workers that includes members from the Departments of Employment Security, Labor, Revenue Administration, Insurance and the Governor's office.

New Hampshire receives the 1099 file from IRS and utilizes that to target audits to employers with multiple 1099 workers. This has proven to be a successful method of identifying unregistered employers and misclassified workers. Tips from the Task Force website are also investigated. Blocked claims are also a source of identifying unregistered employers and/or misclassified workers. (Claims where the claimant has listed an employer that is not registered in New Hampshire are referred to as "blocked" and sent to a Field Auditor to investigate. The Field Auditor determines whether the listed employment is subject to New Hampshire unemployment tax law and whether wages paid are properly reported as taxable or not.)

New Hampshire passed the Effective Audit Measure for FY 2019. Audit results are carefully monitored and adjustments made as needed to ensure these measures continue to be met.

### **B. Federal emphasis (GPRA goals 2017)**

#### **1. Make Timely Benefit Payments: 87% of intrastate first payments for full weeks of unemployment will be made within 14/21 days from the week ending date of the first compensable week.**

Since being removed from the marginally at risk designation for first payment timeliness in 2016, NH has continued to meet GPRA goals in this area, finishing the fiscal year at 87.35%. Given record low staffing levels, we are pleased to be able to maintain both first payment and non-monetary timeliness at above GPRA levels. New Hampshire continues its approach of reviewing all assigned grids for timeliness and requests Certifying Officers to explain any and every claim that may be late. Timeliness is also measured as part of QCRP (Quality Control Review Program) and AQUIP (Adjudication Quality Improvement Program).

**2. Detect Benefit Overpayments: Overpayments established will be at least 61.9% of the estimated detectable, recoverable overpayments.**

New Hampshire continues to meet goals for this standard with 83.34% as of the issuance of the FY2019 SQSP Call Letter.

**3. Establish Tax Accounts Promptly: 89.0% of status determinations for new employers will be made within 90 days of the end of the first quarter in which liability occurred.**

New Hampshire continues to meet goals for this standard with 91.41% as of the issuance of the FY2019 SQSP Call Letter.

**4. Facilitate the Reemployment of Claimant: No target set for FY 2016.**

New Hampshire's reemployment rate was 64.9% for the reemployment period of measurement 7/1/2018 to 6/30/2019.

As previously discussed in Section A, New Hampshire has numerous initiatives in place that focus on keeping people employed and/or finding those unemployed new jobs, including WorkShare, WorkReady, Return to Work and Pathway to Work.

New Hampshire continues to operate BRI, ERI, Profiling and RESEA programs where individuals are seen in all twelve (12) local offices and three (3) satellite offices each week.

The Employer Service Representatives in the local offices have an excellent rapport with the employers in their labor market area. They attend Chamber of Commerce meetings and other employer gatherings, disseminating information and informing members of what NH Employment Security offers to assist employers in finding employees. Representatives of Employment Security presented information on services available to 14,001 employers in New Hampshire, including 2839 employers new to our system. Thousands of job orders are listed in our Job Match System and numerous large and small job fairs are coordinated all over the state. The charts below indicate Job Fair activity in the period July 2017 through June 2018 and July 2018 to June 2019.

Job Fairs July 17-June 18		Job Fairs July 18-June 19	
Job Fairs Conducted	16	Job Fairs Conducted	21
Job Seekers Attended	3493	Job Seekers Attended	3678
Employers Participated	1354	Employers Participated	1646
Job Openings Available	19,517	Job Openings Available	20,566

**C. Program review deficiencies**

No narrative required in this area.

**D. Program deficiencies**

Improper Recording of Detection Dates (89.9%)

New Hampshire has levied considerable resources to the accuracy of detection dates. The importance of detection dates is included in new staff training and reminders are sent regularly. The Quality Control Unit provides feedback about any claim picked for BAM or BTQ for which the detection date is incorrect and the error is reviewed with the individual adjudicator. Checking the accuracy of the detection date is part of the QCRP and AQUIP quality programs that the training unit and supervisors use to assess staff performance and provide direction and training.

New Hampshire has worked closely with the Regional Office on numerous occasions to request technical assistance and discuss what detection date should be used in various circumstances. No feedback has been received from the inquiry in 2015 regarding if/when the detection date criteria would be reviewed and updated to more closely match today's claims filing methods. Claims filed on-line 24-7 and automated systems requiring batch processes before issues are available to staff impact timeliness.

**E. Reporting requirements**

All Federal reports have been filed timely. The UI Reporting and Data Validation Project was completed in December of 2018, however, some errors in our initial assessment resulted in most populations failing. This has been explained in greater detail above. We believe we have corrected these programming errors and expect to pass all populations with the exception of population 5 which we are planning to address with our rewrite of our multi-claimant program within our benefit payment system. We are still investigating an issue with the reporting of our Higher Authority Appeals claims. Under certain circumstances a claim is not coming off of our 9054 when the HAA issues a remand back to the first Appeal level. We are now manually moving these claims as they arise so that our 9054 reporting will be accurate. We hope to find the common thread in these claims so that we can again automate this process.

**F. Customer Service Surveys**

Optional section. No customer service surveys were conducted in FY 2019 or planned for FY 2020.

**G. Other (approach to maintaining solvency, requests for technical assistance)**

New Hampshire's trust fund is solvent and no monies are owed for funds borrowed.

**H. Assurances**



New Hampshire's UI IT Contingency Plan was reviewed and updated in August 2018. A review and update is currently underway to include extensive upgrades to the hardware (e.g., workstations, servers) and software of the systems used to process and store the information supporting New Hampshire's Unemployment Insurance System (NHUIS), staffing changes on critical disaster response teams, information regarding recent disaster recovery tests completed and updates to disaster recovery policy and procedure.

The NHES Unemployment Insurance Operational Security Plan is also being reviewed and updated to include the recent hardware and software upgrades as well as changes to the department's disaster recovery procedures.

While NH did not conduct a formal in-house Risk Assessment this year, an IRS On-Site Compliance Review was completed in August 2019 and a Social Security Administration On-Site Security Compliance Review was conducted in December 2018. Both on-site reviews required providing extensive documentation, interviews, demonstrations, testing and Data Center tours to demonstrate the effectiveness of the physical and logical controls established by NHES to protect sensitive FTI and SSA provided information from unauthorized disclosure, inspection, or misuse.

The NHES Information Security Officer (ISO) is currently conducting another round of Internal Inspections of the NHES Data Center and NHES Administrative Building housing IRS Federal Tax Information (FTI) as required by IRS Publication 1075.

**New Hampshire Cyber Incident Response Exercise Program**

In 2017, the State of New Hampshire kicked off the **New Hampshire Cyber Incident Response Exercise Program**. The program consists of a progressive series of events including workshops, tabletops, and functional exercises to review, test, update, and enhance (the state's) Cyber incident response plans and procedures. The NHES Information Security Officer/COOP Coordinator and DOIT IT Manager participated in a series of events (State Government training; planning workshops; table top exercises and full day functional exercise) beginning in September 2017 through May 2018. Additionally, the NHES Information Security Officer (ISO) regularly participates in quarterly State of New Hampshire Cybersecurity Advisory Committee (CAC) and Continuity of Operations Planning (COOP) Coordinator meetings to stay current on Cybersecurity and Disaster Recovery policy and procedure.

**IRS 2019 Safeguard Security Report (SSR)**

NHES submitted the **2019 IRS Safeguard Security Report (SSR) and CAP to the IRS Office of Safeguards** in July 2019. The Safeguard Security Report is the primary document agencies use to report to the IRS on the processes, procedures, and security controls in place to protect Federal Tax Information (FTI) in accordance with the Internal Revenue Code (IRC 6103 (p) (4)). All agencies executing data exchange agreements involving access to FTI and subject to safeguarding requirements must have an approved SSR in place to continue their access to this protected information. This report must be updated annually to reflect any changes to our safeguarding procedures that may that impact the protection of FTI.

**Internal Revenue Service (IRS) On-Site Safeguard Review**

An IRS On-site Safeguard Review was conducted in August 2018. The purpose of the review was to verify agency compliance with Internal Revenue Code safeguard requirements. The review was conducted by an IRS Disclosure Enforcement Specialists and a team of Computer Security Specialists (Booz Allen Hamilton) who were responsible for conducting the computer security portion of the review. An on-site compliance review is required every three years.

**Social Security Administration (SSA) On-Site Security Compliance Review**

The Social Security Administration (SSA) conducted an On-Site Security Compliance Review in accordance with the Information Exchange Agreement (IEA) between our agencies On December 11, 2018. The purpose of the review is to verify that appropriate security safeguards remain in place to protect the confidentiality of the information provided by the Social Security Administration. An on-site compliance review is required every three (3) years.

**Cybersecurity Awareness Training**

The State of New Hampshire implemented an annual state-wide Cybersecurity Awareness Training Program requirement on April 3, 2017. The program is designed to ensure state employees have an awareness of the potential cyber threats that could put their organizations and the sensitive data they work with at risk and provide the information needed to ensure employees understand their individual responsibilities and how to consistently apply best practices with regard to cybersecurity. Maintaining ongoing security awareness training is required to maintain compliance with the security requirements outlined in the information exchange agreements between NHES and a number of federal partners including the Social Security Administration, the Internal Revenue Service and the Office of Child Support Enforcement. The training is provided through a web-based application, called "Securing the Human" which was developed by the SANS Institute. The program consists of (23) mandatory modules that have been designated as baseline training needed by all state employees.

**NHES kicked off its 2019 agency-wide Cybersecurity training program in July 2019.** A total of (276) NHES employees, partner-agency staff co-located in the Job Centers, and contract staff supporting the NH Unemployment Insurance System (NHUIS) completed the program.

In addition to the initial and annual security awareness training required for all NHES employees and contractors, designated employees and contractors with access to FTI, NDNH, and SSA provided information must maintain their authorization to access this sensitive information through specific role-based annual training and recertification. Prior to granting an agency employee or contractor access to this information, each authorized employee or contractor must certify his or her understanding of the agency's security policy and procedures for safeguarding IRS information. The training provided (before the initial certification and annually thereafter) also includes the department's incident response policy and procedure for reporting any unauthorized disclosures and data breaches. For both the initial certification and annual recertification, the employee or contractor must sign a confidentiality statement certifying his or her understanding of the penalty provisions and security requirements as well as the obligation to report the improper inspection, disclosure or misuse of the restricted data.

**4. Corrective Action Plans (CAPs)**

Corrective Action Plans (CAPs): CAPs are expected as a part of the SQSP when State's annual performance does not meet the established criteria for core measures, Secretary's Standards, UI program, assurances, and other program deficiencies identified in the annual SQSP guidance provided by the Department. The CAP must list both specific milestones for key corrective actions or improvement activities, and the completion date for each milestone.

New Hampshire						
MEASURES/PROGRAMS TO BE ADDRESSED FOR ALTERNATE SQSP 2020						
	Measures/Programs to be Addressed (Each Measure Below is Hyperlinked to the CAP Worksheet)	Acceptable Level of Performance (ALP)	Corrective Action Plan (CAP)		Narrative Required (In Word Doc.)	Performance Level
			N	E		
B E N E F I T S	<a href="#">First Payment Promptness</a>	≥ 87%				87.34%
	<a href="#">First Payment Promptness (IntraState 14/21 Days)</a>	≥ 87%				88.15%
	<a href="#">First Payment Promptness (InterState 14/21 Days)</a>	≥ 70%				83.87%
	<a href="#">First Payment Promptness (IntraState 35 Days)</a>	≥ 93%				97.15%
	<a href="#">First Payment Promptness (InterState 35 Days)</a>	≥ 78%				94.84%
	<a href="#">Nonmonetary Determination Timeliness</a>	≥ 80%				86.17%
	<a href="#">Nonmonetary Determination Quality - Separations</a>	≥ 75%				83.49%
	<a href="#">Nonmonetary Determination Quality - Nonseps</a>	≥ 75%				86.34%
	<a href="#">Lower Authority Appeals (30 Days)</a>	≥ 60%				89.77%
A P						



P E A L S	<u>Lower Authority Appeals (45 Days)</u>	≥ 80%			96.86%
	<u>Average Age of Pending Lower Authority Appeals</u>	≤ 30 days			14.20
	<u>Average Age of Pending Higher Authority Appeals</u>	≤ 40 days			16.10
	<u>Lower Authority Appeals Quality</u>	≥ 80%			98.72%
T A X	<u>New Employer Status Determinations Timelapse</u>	≥ 70%			90.80%
	<u>Tax Quality (Part A)</u>	No more than 3 tax functions failing TPS in a year	X		Failed: Status Determination – New Field Audit Debits/Billings Contributory Debits/Billings Reimbursing
	<u>Tax Quality (Part B)</u>	The same tax function cannot fail for 3 consecutive years			Pass
	<u>TPS Sample Reviews</u>	Pass	X		Failed: Debits/Billings Reimbursing
	<u>Effective Audit Measure</u>	Pass 4 factors/score ≥ 7			Pass
	I N T E G R I T Y	<u>Improper Payments Measure</u>	< 10%		X
<u>Detection of Overpayments - 3 Year Measure</u>		≥ 50% & ≤ 95%			83.34%
<u>Overpayment Recovery Measure</u>		≥ 68%			118.30%
<u>Data Validation - Benefits (All Submitted &amp; Passing)</u>		All Benefit Pops Submitted & Passing		X	Failed: Populations (3, 3a, 5, 8, 12-15) Mod 4 (Seps, Non-Seeps, Appeals)
<u>Data Validation - Tax (All Submitted &amp; Passing)</u>		All Tax Pops Submitted & Passing		X	Failed: Populations (3, 4) Mod 4 (New, Inactive)
B A M		<u>NDNH BAM Compliance</u>	Pass		
	<u>BAM Operations Compliant</u>	Pass All M&P		X	Fail: PCA population variances; DCA population comparison variances (Monetary, Separation and Non-Separation populations)
O T H E R	<u>Incorrect Recording of Issue Detection Date</u>	95%		X	Fail
	<u>Incorrect Recording of Determination Date</u>	95%			Pass
	<u>UI Reporting Requirements</u>	Pass			Pass
G P R A	<u>First Payment Promptness (IntraState 14/21 Days)</u>	87%			88.15%
	<u>Detect Benefit Overpayments</u>	54.5%			103.26%
	<u>Establish Tax Accounts Promptly</u>	89%			91.41%

State: New Hampshire Federal Fiscal Year: 2019-2020 SQSP Corrective Action Plan & Progress Report

<a href="#">Back to Biennial Overview 2019</a>	<a href="#">Back to Alternate Overview 2020</a>				<a href="#">Instructions</a>						
Performance Measure	ALP	CAP Based on SQSP 2019 Performance Level	CAP Based on SQSP 2020 Performance Level	State's Target/Actual Performance	12/31/2018 Quarter 1	3/31/2019 Quarter 2	6/30/2019 Quarter 3	9/30/2019 Quarter 4	12/31/2019 Quarter 5	3/31/2020 Quarter 6	6, 9
Improper Payments Measure	< 10%	10.37%	12.55%	Target	10.00%	10.00%	9.80%	9.80%	9.50%	9.50%	9.
				Actual	11.01%	12.55%	9.39%				

Regional Office Comments in cell below:

**Corrective Action Plan Summary:**

The Summary must provide:

Alternate Year Plan Updates

A. The Reason for the deficiency.

NH has improved greatly in reducing improper payments as a result of misreported earnings through its recently implemented Claimant view rewrite. That being said, the increase in income due to unacceptable work searches. In the most recent fiscal year, in NH, 44% of all improper payments are the result of unverifiable work searches. NH lost resources in 2016 with the funds to support a part time position dedicated to work search verification. Due to lack of resources NH has been unable to conduct work search verifications.

Alternate Year Plan Updates

B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and act Milestones, include IT requirements, business process analysis, training, implementing process improvements, measuring effectiveness, etc. Please include a description of these action stage of your "Plan-Do-Check-Act" corrective action plan.

NH will focus available resources toward work search review and verification, especially during slower adjudication times of year. We will also establish monthly meetings between our Director, Benefit Payment Control Supervisor and our ES Director to both identify specific indicators as well as to identify available resources to assist with this project.

Alternate Year Plan Updates

C. If a plan was in place the previous year, an explanation of why the actions contained in that plan were not successful in improving performance; and, an explanation of why the action more successful.

Alternate Year Plan Updates

D. A brief description of plans for monitoring and assessing accomplishment of planned actions and for controlling quality after achieving performance goals.

Monthly meetings as stated above, to remain up to date with current performance as well as to identify indicators of poor work searches and develop plans to focus our energy toward indicators.

Alternate Year Plan Updates

**NOTE:** Enter an "X" in the box to the right if the desired improvements will not be accomplished by the end of the current fiscal years (the two consecutive fiscal years for which the plan effect). Summarize, below, the major actions remaining to be taken in subsequent fiscal years and include a projected completion date as to when the performance goal will be achieved (Remaining Major Actions in this cell.)

**Milestones**

1. Re-write of work search program within our benefits payment system - C  
6,

**Quarter 1 status report (12/31/2018):**

Business requirements have been developed and a Business Requirements Document has been produced. Next step is to bring team members together to review and provide input.

**Quarter 2 status report (3/31/2019):**

While the improper payment rate has risen slightly over previous results - NH has made some changes to work search requirements and verification which should improve results slightly. The rewrite of our work search program is on schedule to go into production by September 30, 2019.

**Quarter 3 status report (6/30/2019):**

While the improper payment rate is not yet available for the period ended June 30, 2019, The one-year period ended March 31, 2019 shows NH with an improper payment rate of 9.39% (Cathy Lovely regarding Imp rates). NH is currently meeting standards for Imp payments. NH is continuing with an update to the system's ability to process accurate work search records to encourage better quality work searches. This project is being delayed due to a hardware upgrade. Work search is expected to be completed by October 31, 2019.

**Quarter 4 status report (9/30/2019):**

**Quarter 5 status report (12/31/2019):**

**Quarter 6 status report (3/31/2020):**

**Quarter 7 status report (6/30/2020):**

**Quarter 8 status report (9/30/2020):**

**Benefits Data Validation**

State: **New Hampshire** Federal Fiscal Year: 2019-2020 SQSP Corrective Action Plan

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Performance Measure	ALP	CAP Based on SQSP 2019 Performance Level	CAP Based on SQSP 2020 Performance Level	State's Target/Actual Performance	12/31/2018 Quarter 1	3/31/2019 Quarter 2	6/30/2019 Quarter 3	9/30/2019 Quarter 4	12/31/2019 Quarter 5
Data Validation Benefits - All Submitted and Passing	Submitted & Passing	Population 3	Population 3	Target	Pass	Pass	Pass	Pass	Pass
				Actual		pass			
		Population 3a	Population 3a	Target					
				Actual					
		Population 5	Population 5	Target	Pass	Pass	Pass	Pass	Pass
				Actual		fail			
		Population 8	Population 8	Target	Pass	Pass	Pass	Pass	Pass
				Actual		fail			
		Population 9	Population 9	Target	Pass	Pass	Pass	Pass	Pass
				Actual		pass			
		Population 12	Population 12	Target	Pass	Pass	Pass	Pass	Pass
				Actual		fail			
		Population 13	Population 13	Target	Pass	Pass	Pass	Pass	Pass
				Actual		fail			
		Population 14	Population 14	Target	Pass	Pass	Pass	Pass	Pass
				Actual		fail			
		Population 15	Population 15	Target	Pass	Pass	Pass	Pass	Pass
		Actual		Fail					
Mod 4 Seps	Mod 4 Seps	Target	Pass	Pass	Pass	Pass	Pass		
		Actual		Fail					
Mod 4 Nonseps	Mod 4 Nonseps	Target	Pass	Pass	Pass	Pass	Pass		
		Actual		Fail					
Mod 4 Appeals	Mod 4 Appeals	Target	Pass	Pass	Pass	Pass	Pass		
		Actual		Fail					

Regional Office Comments in cell below:

**Corrective Action Plan Summary:**

The Summary must provide:

**Alternate Year Plan Updates**

A. The Reason for the deficiency.

NH has long had issues with reporting within our benefit payment system. NH completed an SBR funded project to rewrite all Federal Reports. This was implemented in June of this year validation measures beginning with quarter four of this year.

**Alternate Year Plan Updates**

B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and act

requirements, business process analysis, training, implementing process improvements, measuring effectiveness, etc. Please include a description of these actions/activities in each st action plan.

NH will continue to monitor its reporting and correct any possible system defects resulting from the recent rewrite as they arise.

Alternate Year Plan Updates

C. If a plan was in place the previous year, an explanation of why the actions contained in that plan were not successful in improving performance; and, an explanation of why the action is believed actions have been successful, quarter four of this year will be the best indicator of our results.

Alternate Year Plan Updates

D. A brief description of plans for monitoring and assessing accomplishment of planned actions and for controlling quality after achieving performance goals.

In some cases, comparison of manual reports with system generated reports, in other cases, through data validation exercises.

Alternate Year Plan Updates

**NOTE:** Enter an "X" in the box to the right if the desired improvements will not be accomplished by the end of the current fiscal years (the two consecutive fiscal years for which the plan the major actions remaining to be taken in subsequent fiscal years and include a projected completion date as to when the performance goal will be achieved.

*(Remaining Major Actions in this cell.)*

**Milestones**

Federal Reporting Re-write went into production on 6/28/2018

**Quarter 1 status report (12/31/2018):**

DV passed all validations

**Quarter 2 status report (3/31/2019):**

NH had a difficult time with Dv this year. Some programming errors resulted in failing populations 8 and pops 12-15 along with mod 4. Two primary errors resulted in these fails. The error. When testing was done for mod 4 we did not have any employers whose name was separated by a comma - when the sample was run we did have employers with names separated incorrectly and populated part of the employers name where the separation should have been indicated. This has been corrected and tested - mod 4 should be correct next year. Pop programming the date of the overpayment. We initially programmed it to be the date the overpayment decision was created. In reviewing our law, an overpayment cannot exist until date of creation of the overpayment should be the mail date of the decision and not the date the decision was created - this rendered the whole sample incorrect. This has been corrected. Population 5 will not pass until we rewrite our mass layoff program. The system does not correctly identify and count mass layoff claims. We have a rewrite scheduled for fourth 12/31/19.

**Quarter 3 status report (6/30/2019):**

We believe we have corrected all but population 5. Unfortunately, we currently do not have staff availability to verify our results. We are hoping to have our QC supervisor hired within a high priority once this person is brought on board.

**Quarter 4 status report (9/30/2019):**

**Quarter 5 status report (12/31/2019):**

**Quarter 6 status report (3/31/2020):**

**Quarter 7 status report (6/30/2020):**

**Quarter 8 status report (9/30/2020):**

**Tax Data Validation**

State: New Hampshire

Federal Fiscal Year: 2019-2020 SQSP Corrective Action Plan & F

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Performance Measure	ALP	CAP Based on SQSP 2019 Performance Level	CAP Based on SQSP 2020 Performance Level	State's Target/Actual Performance	12/31/2018 Quarter 1	3/31/2019 Quarter 2	6/30/2019 Quarter 3	9/30/2019 Quarter 4	12/31/2020 Quarter 1
Data Validation Tax - All Submitted and Passing	Submitted & Passing	Population 3	Population 3	Target		Pass			
				<b>Actual</b>		<b>Fail</b>			
		Population 4	Population 4	Target		Pass			
				<b>Actual</b>		<b>Fail</b>			
		Mod 4 Status New	Mod 4 Status New	Target					
		<b>Actual</b>							
Mod 4 Terminate	Mod 4 Terminate	Target							
		<b>Actual</b>							

**Regional Office Comments in cell below:**

**Corrective Action Plan Summary:**

The Summary must provide:

Alternate Year Plan Updates

A. The Reason for the deficiency.

NH has long had issues with reporting within our benefit payment system. NH completed an SBR funded project to rewrite all Federal Reports. This was implemented in June of this year validation measures beginning with quarter four of this year.

Alternate Year Plan Updates

B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and requirements, business process analysis, training, implementing process improvements, measuring effectiveness, etc. Please include a description of these actions/activities in each st

action plan.  
 NH will continue to monitor its reporting and correct any possible system defects resulting from the recent rewrite as they arise.

Alternate Year Plan Updates  
 C. If a plan was in place the previous year, an explanation of why the actions contained in that plan were not successful in improving performance; and, an explanation of why the action

It is believed actions have been successful, quarter four of this year will be the best indicator of our results.

Alternate Year Plan Updates  
 D. A brief description of plans for monitoring and assessing accomplishment of planned actions and for controlling quality after achieving performance goals.  
 In some cases, comparison of manual reports with system generated reports, in other cases, through data validation exercises.

Alternate Year Plan Updates  
**NOTE:** Enter an "X" in the box to the right if the desired improvements will not be accomplished by the end of the current fiscal years (the two consecutive fiscal years for which the plan below, the major actions remaining to be taken in subsequent fiscal years and include a projected completion date as to when the performance goal will be achieved.  
*(Remaining Major Actions in this cell.)*

**Milestones**  
 Federeal Reporting Re-write went into production on 6/28/2018

**Quarter 1 status report (12/31/2018):**  
 DV passed all validations

**Quarter 2 status report (3/31/2019):**  
 2019 Tax Items due Accounts Receivable (Population 4) and Status Determination (Population 3) Overall Population scores failed. Our Information Technology programmer and TPS Rev timing, actual location and programming within our management information system. Some programming adjustments have been planned and scheduled. NH anticipates that the initial testing extract files our Tax Data Validation Results should improve for Validation Year 2020.

**Quarter 3 status report (6/30/2019):**  
 Programming changes have been made which should provide accurate Tax DV results. We have not yet had the opportunity to verify the results. We are currently in the process of a any programming changes and could impact any validations through October 15, 2019.

**Quarter 4 status report (9/30/2019):**

**Quarter 5 status report (12/31/2019):**

**Quarter 6 status report (3/31/2020):**

**Quarter 7 status report (6/30/2020):**

**Quarter 8 status report (9/30/2020):**

**Benefit Accuracy Measurement (BAM)**

State: **New Hampshire** Federal Fiscal Year: **2019-2020 SQSP Corrective Action Plan**

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Performance Measures	ALP	CAP Based on SQSP 2019 Performance Level	CAP Based on SQSP 2020 Performance Level	State's Target/Actual Performance	12/31/2018 Quarter 1	3/31/2019 Quarter 2	6/30/2019 Quarter 3	9/30/2019 Quarter 4	12/31/2019 Quarter 5
BAM Operations Compliant - Paid Comparison Reports	< -10 & > 5%		-13.77%	Target					
				Actual					
BAM Operations Compliant - Monetary Comparison Reports	± 15%		-42.71%	Target					
				Actual					
BAM Operations Compliant - Separation Comparison Reports	± 15%	-15.24%	-17.97%	Target	-15.24%				
				Actual					
BAM Operations Compliant - Nonseparation Comparison Reports	± 15%	-17.88%	-19.77%	Target	-17.88%				
				Actual					

**Regional Office Comments in cell below:**

**Corrective Action Plan Summary:**

The Summary must provide:

Alternate Year Plan Updates

A. The Reason for the deficiency.

BAM Comparison reports had been generated off of other system reports which were known to be inaccurate. NH has completed a rewrite of all of its Federal Reports and is now work reports so that they pull from the new, revised data.

Alternate Year Plan Updates

B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and requirements, business process analysis, training, implementing process improvements, measuring effectiveness, etc. Please include a description of these actions/activities in each step action plan.

We are in the process of developing a system enhancement to draw BAM comparisons from the newly created federal Reports within our system. Target completion for this is 12/31/2020

Alternate Year Plan Updates

C. If a plan was in place the previous year, an explanation of why the actions contained in that plan were not successful in improving performance; and, an explanation of why the action

BAM comparison reports are dependent upon other Federal Reports being accurate. The rewrite of Federal Reports was completed in June of this year. BAM comparison reports are in production of 12/31/2018.

Alternate Year Plan Updates

D. A brief description of plans for monitoring and assessing accomplishment of planned actions and for controlling quality after achieving performance goals.

Ongoing meetings with QC Supervisor, Developers and UI Director to ensure task stays on schedule.

Alternate Year Plan Updates

**NOTE:** Enter an "X" in the box to the right if the desired improvements will not be accomplished by the end of the current fiscal years (the two consecutive fiscal years for which the plan below, the major actions remaining to be taken in subsequent fiscal years and include a projected completion date as to when the performance goal will be achieved.

*(Remaining Major Actions in this cell.)*

**Milestones**

Federal Reporting Re-write went into production on 6/28/2018

**Quarter 1 status report (12/31/2018):**

DV passed all validations

**Quarter 2 status report (3/31/2019):**

This measure failed due to an error in programming for comma separated values. This also resulted in failures in our DV populations. This has since been corrected.

**Quarter 3 status report (6/30/2019):**

We have not yet had the opportunity to validate our results - we are awaiting the hiring of our new QC supervisor.

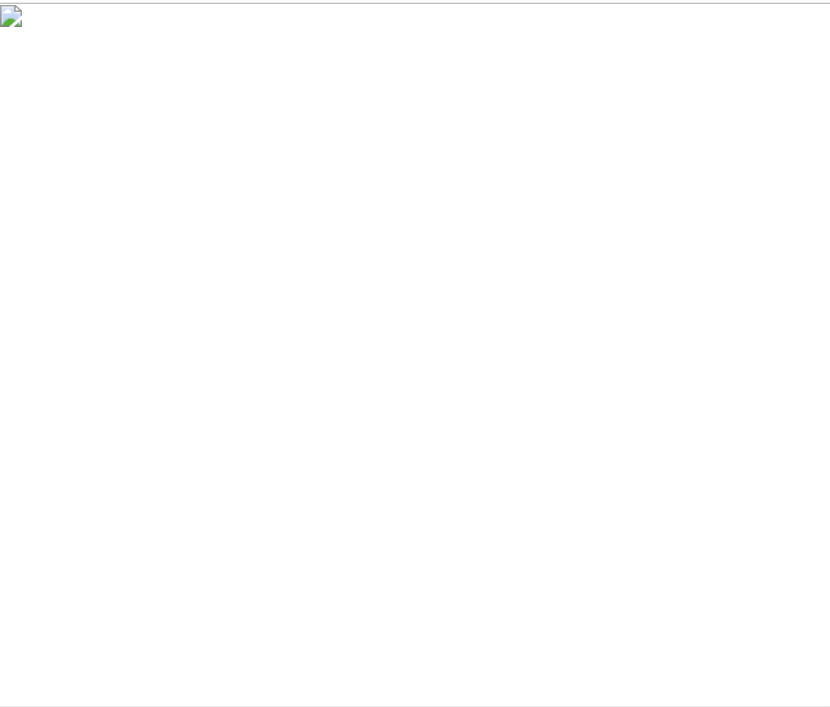
**Quarter 4 status report (9/30/2019):**

**Quarter 5 status report (12/31/2019):**

**Quarter 6 status report (3/31/2020):**

**Quarter 7 status report (6/30/2020):**

**Quarter 8 status report (9/30/2020):**



**5. UI Program Integrity Action Plan (UI IAP)**

The UI IAP outlines the strategies the State will undertake during the planning period regarding the prevention reduction and recovery of UI improper payments.

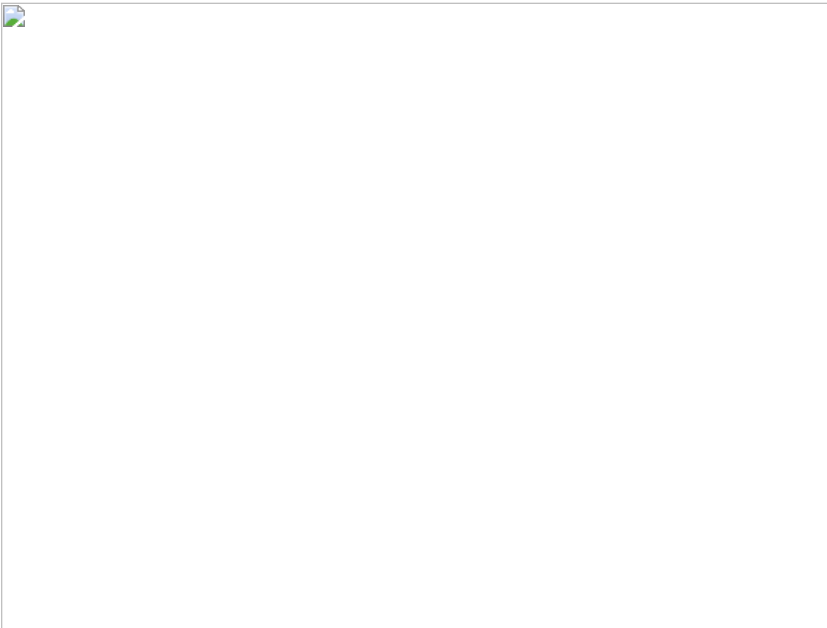
Integrity Action Plan New Hampshire Strategic Action Plan 2020 Unemployment Insurance Program October 4, 2019

New Hampshire Employment Security



### 6. Organizational Chart

The organization chart must conform to the requirement for delivery of service through public employment offices, or such other designated providers as the Secretary may authorize; show the State's configuration from the Governor of the State down to the point of Employment Service and UI customer service delivery; and provide sufficient detail to show each organizational unit involved and the title of the unit manager.



### 7. SQSP Signature Page

The State administrator must sign and date the SQSP Signature Page. By signing the Signature Page, the State administrator certifies that the State will comply with all the assurances and activities contained in the SQSP guidelines.

**U.S. Department of Labor  
SQSP SIGNATURE PAGE**

OMB Control No.: 1205-0132

Expiration Date: 02/28/2021

<b>U.S. DEPARTMENT OF LABOR Employment and Training Administration</b>	<b>FEDERAL FISCAL YEAR STATE 2020 NH</b>
<b>UNEMPLOYMENT INSURANCE STATE QUALITY SERVICE PLAN SIGNATURE PAGE</b>	



This Unemployment Insurance State Quality Service Plan (SQSP) is entered into between the department of Labor, Employment and Training Administration, and

**New Hampshire Employment Security**

**(NAME OF STATE AGENCY)**

The Unemployment Insurance SQSP is part of the State's overall operating plan and during this Federal fiscal year, the State agency will adhere to and carry out the standards set forth in Federal Law-as interpreted by the DOL, and adhere to the Federal requirements related to the use of granted funds.

All work performed under this agreement will be in accordance with the assurances and descriptions of activities as identified in the SQSP Handbook and will be subject to its terms.

<p><b><u>George N. Coparis</u></b>  <b>STATE ADMINISTRATOR (print name)</b></p>		<p>08/27/2019</p>
<p>OL - REGIONAL OFFICE APPROVING OFFICIAL (print name)</p>		
<p>OL - NATIONAL OFFICE APPROVING OFFICIAL (print name) (if required)</p>		

**b. Requirements for States electing to include UI in the Combined State Plan**

States that elect to include UI in the Combined State Plan must:

**1. Submit an SQSP in the following manner depending on their timing in the SQSP cycle:**

**A. If a State is in the first year of their 2-year cycle, a complete SQSP package must be submitted. A complete SQSP package will include the Transmittal Letter, Budget Worksheets/Forms, State Plan Narrative, CAPs (including the milestones and the completion date for each milestone), the UI IAP, Organizational Chart, and the SQSP Signature Page. One of the key goals for the UI program is to ensure that claimants are able to successfully return to work. As such, the SQSP State Plan Narrative must provide a discussion of the plan coordination with other WIOA Combined Plan programs to ensure a coordinated effort and integrated service delivery.**

**B. If a State is in the second year of the 2-year cycle, the State is required to submit the most recently approved complete SQSP package with a modification that must include the Transmittal Letter, Budget Worksheets/Forms, Organizational Chart, and the SQSP Signature page. The modification may also include CAPs for new identified performance deficiencies, and any required modifications to existing CAPs. The CAP must list both specific milestones for key corrective actions or improvement activities, and the completion date for each milestone.**

**2. Submit the required off-year SQSP components as a modification to the Combined State Plan on the same cycle as the regular SQSP process which must be approved by September 30th each year.**



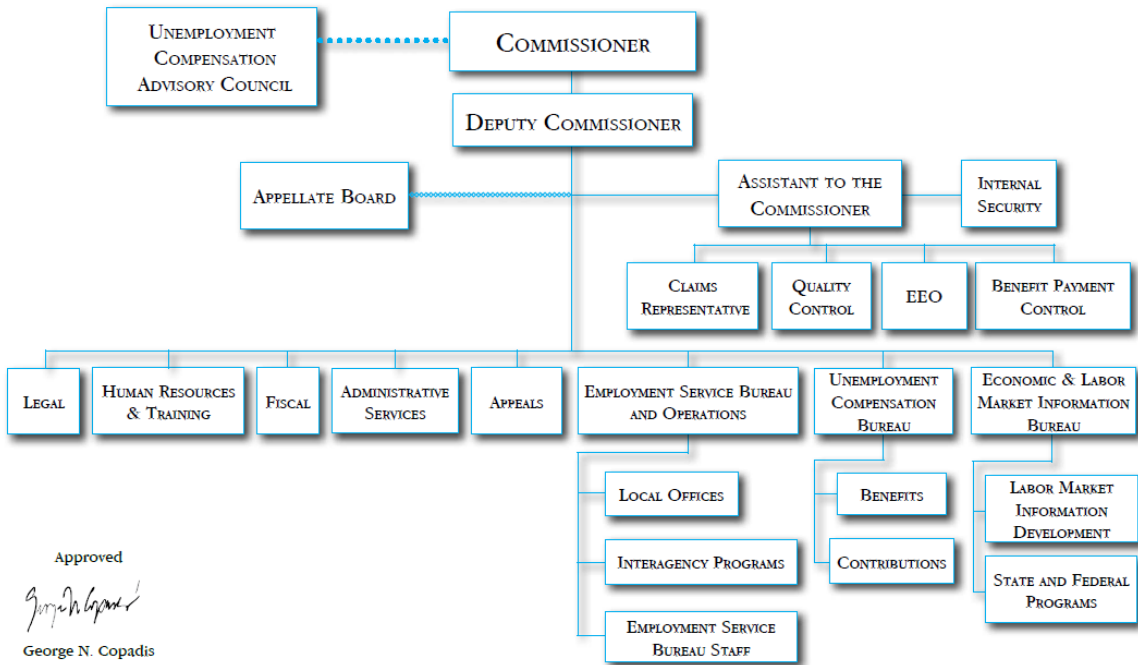






# New Hampshire Employment Security Organizational Chart RSA 282-A:113

ADVISORY .....  
ADMINISTRATIVE .....



Approved  
  
 George N. Copadis  
 Commissioner  
 R-09.12





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



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

October 4, 2019

Leo Miller  
Regional Administrator  
Boston/Philadelphia Regional Offices  
U.S. Department of Labor  
Employment and Training Administration  
170 S. Independence Mall West  
Suite 825 East  
Philadelphia, PA 19106-3315

Dear Mr. Miller,

We are pleased to present New Hampshire's Alternate Year Unemployment Insurance State Quality Service Plan for FY 2020. We believe all areas identified in the ETA Handbook 336, 18<sup>th</sup> Edition, Change 4 and the State's individualized SQSP submittal letter, dated August 27, 2019, have been addressed.

Please do not hesitate to contact the Department's Unemployment Insurance Division Director, Michael Burke, at Michael.h.burke@nhes.nh.gov or 603-228-4031 with any questions, issues, or concerns.

Sincerely,

George N. Copadis, Commissioner  
New Hampshire Department of  
Employment Security

cc: Jenifer Lavin  
Richard Lavers  
Michael Burke