



# Employment SECURITY

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November 15, 2004

JOHN A. RATOFF, Commissioner  
DARRELL L. GATES, Deputy Commissioner

Mr. Joseph Stoltz, Deputy Regional Administrator  
USDOL/ETA  
Room E-350  
JFK Federal Building  
Boston MA 02203

Dear Mr. Stoltz,

During Program Year 2003 (7/1/03 – 6/30/04), New Hampshire Employment Security (NHES) received approximately \$270,234 for the Reemployment Services Program. As this money was once again intended for reemployment services for claimants, and as part of our third year plan, NHES continued our commitment to focus on quality services to our claimant population and assisting them with their reemployment efforts. During this time period, the economy in our state stabilized from the previous year. With the state of NH's economy remaining relatively the same, the end result was continued success in assisting claimants in returning to the workforce.

The number of claimants registered in our Job Match System during Program Year 2003 was 36,805. This was a 0.5 percent decrease over the previous year. Also during this time the number of customers using the resources available in our Resource Centers increased by 0.1 percent over the previous year, increasing from 174,116 to 174,319. Even with the stabilization in the workload due to the improved economic conditions, the staff in the local offices continued to focus their efforts on the reemployment activities for claimants.

NHES continued to record and report timely, needed data in our Job Match System and, once again, established entered employment goals for each of the local offices. As a state, our goal was an entered employment of 6,984 claimants for the Program Year 2003. Based on NHES' new reporting procedure the Program Year ending June 30, 2004, indicated NHES had assisted 11,703 claimants in becoming reemployed. This number represented a sixty-eight percent increase over our goal and a twenty-one percent increase over the previous year. As the economy in NH stabilized during Program Year 2003, the staff was able to assist close to twelve thousand claimants in reentering the labor force.

As with the previous year, one of the reasons for our success was the focus placed on assisting claimants with their reemployment efforts. Staff diligently worked with the claimant population through assessment interviews, job referrals, job

developments, workshops, etc., to provide advice and guidance as these individuals were seeking new employment. Another reason for success was a more intensive focus placed on the Eligibility Review Interview process. This provided structure and guidance to the staff, as well as the claimants, as these interviews were held on a regular basis with as many claimants as was possible. During Program Year 2003, NHES continued to seriously track the number of reviews conducted, assisting claimants as often as was feasible with the number of staff allocated to each of the local offices. Through this tracking mechanism, staff conducted 28,343 Eligibility Review Interviews with claimants. The latter began to understand we were serious about assisting them in their reemployment efforts and as such we would examine what they had done in seeking reemployment. The staff was also able to make a connection to their claimant population as they worked with them on a more regular basis.

Another very important reason for our success was the continued employment service training established during the previous year. The staff continued to learn how to conduct effective and efficient interviews with claimants and also how to correctly report results in our Job Match System to ensure the data properly recorded their activities and successes. This allowed staff to have confidence in their abilities, and in turn, this confidence was passed on to the claimants receiving the reemployment services.

In conclusion, NHES was able to increase the number of claimants who achieved employment. Our plan had indicated the primary outcome expected was a twenty-five percent increase in the number of claimants entering employment from Program Year 2002, translating to an increase of 2,000 claimants entering employment. NHES had a twenty-one percent increase over the previous year, with slightly over 2,000 more claimants entering employment. Although the percent increase was not realized, the numeric increase was achieved as we focused on the claimant population and their reemployment needs.

If you require more information, please feel free to contact me.

Sincerely,



Doris Lachance  
Employment Service Bureau Director