



Employment **SECURITY**

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RICHARD S. BROTHERS, Commissioner
DARRELL L. GATES, Deputy Commissioner

September 14, 2006

Ms. Grace Kilbane, Regional Administrator
USDOL/ETA
Room E-350
JFK Federal Building
Boston MA 02203

Dear Ms. Kilbane,

During Program Year 2005 (7/1/05 – 6/30/06), New Hampshire Employment Security (NHES) received approximately \$266,825 for the Reemployment Services Program. As this money was once again intended for reemployment services for claimants, and as part of our fifth year plan, NHES continued our commitment to focus on quality services to our claimant population and assisting them with their reemployment efforts. During the majority of this time period, the economy in our state improved slightly from the previous year. With the state of NH's overall economy improving slightly, 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 2005 was 30,211. This was a seven percent decrease over the previous year. Also during this time the number of customers using the resources available in our Resource Centers increased by three percent over the previous year, 169,098 to 174,211. Even with the fluctuation 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 9,000 claimants for the Program Year 2005. Based on NHES' reporting procedure the Program Year ending June 30, 2006, NHES assisted 13,002 claimants in becoming reemployed. This number represented a forty-four percent increase over our goal and a six percent increase over the previous year. As the economy in NH improved slightly during Program Year 2005, the staff was able to assist slightly more than thirteen 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

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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 2005, 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 24,966 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 past years. 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.

The ETA 9002C for quarter ending 6/30/05 indicated NHES assisted 20,894 claimants in entering employment and for quarter ending 6/30/06 NHES assisted 14,497 claimants in entering employment. Our plan had indicated the primary outcome expected was a fifteen percent increase in the number of claimants entering employment from Program Year 2004, translating to an increase of 3,500 claimants entering employment. The methodology for many of the items on the ETA 9002 reports were changed during this time period, therefore comparing the results for the last quarter of these two program years is not feasible. Nonetheless, NHES staff was still instrumental in assisting thousands of claimants in their reemployment efforts.

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

Sincerely,



Doris Lachance
Employment Service Bureau Director