



STATE OF NEW HAMPSHIRE
OFFICE OF THE GOVERNOR

CHRISTOPHER T. SUNUNU
Governor

August 18, 2020

Gerald Little
Director
Governor's Office of Emergency Relief and Recovery
100 North Main Street, Suite 100
Concord, N.H. 03301

Dear Director Little,

Pursuant to my authority under RSA 21-P:43; RSA 4:45; RSA 4:47; and Executive Order 2020-04, as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, 2020-14, 2020-15, and 2020-16 I have approved your written request, in attachment, to take the following actions related to the CARES Act Coronavirus Relief Funds:

1. Authority to transfer \$4,317,395 in Coronavirus Aid, Relief, and Economic Security (CARES) Act Funding to the New Hampshire Employment Security (NHES) to provide call center delivery and support services for individuals calling the unemployment compensation hotline. Budgeted consistent with the information in the request in attachment, effective through December 30, 2020. (100% Federal Funds)
2. Authorize NHES to accept and expend \$4,317,395 from the GOFERR to provide call center delivery and support services for individuals calling the unemployment compensation hotline. Budgeted consistent with the information in the request in attachment, effective through December 30, 2020. (100% Federal Funds)

The Department of Administrative Services is authorized to take the actions necessary to effectuate this authorization.

Sincerely,

Christopher T. Sununu
Governor

CC Charles Arlinghaus, Commissioner, Department of Administrative Services
George Copadis, Commissioner, Department of Employment Security



STATE OF NEW HAMPSHIRE



GOVERNOR'S OFFICE

for

EMERGENCY RELIEF AND RECOVERY

August 18, 2020

His Excellency, Governor Christopher T. Sununu
State House
Concord, NH 03301

**REQUESTED ACTION UNDER RSA 21-P:43, RSA 4:45, RSA 4:47, EXECUTIVE ORDER 2020-04, AS
EXTENDED BY EXECUTIVE ORDER 2020-05, 2020-08, 2020-09, 2020-10, 2020-14
2020-15 AND 2020-16**

Dear Governor Sununu,

1. The Governor's Office For Emergency Relief and Recovery (GOFERR) requests authority to transfer \$4,317,395 in Coronavirus Aid, Relief, and Economic Security (CARES) Act Funding to the New Hampshire Employment Security (NHES) to provide call center delivery and support services for individuals calling the unemployment compensation hotline. Effective upon your approval through December 30, 2020. 100% Federal Funds.

Funds for the transfer payment are available in 01-02-002-020210 - Governor's Office for Emergency Relief & Recovery, 19110000 - Office of the Director, as follows:

	<u>FY 2021</u>
085-588527 - Inter-Agency Transfer of Federal Funds	\$4,317,395

1. Contingent on Requested Action #1, authorize NHES to accept and expend \$4,317,395 from the GOFERR to provide call center delivery and support services for individuals calling the unemployment compensation hotline. Effective upon your approval through December 30, 2020. 100% Other Funds.

Funds will be budgeted in FY2021 as follows:

02-27-27-270010-80410000 CONTINGENCY FUND		
CLASS	ACCOUNT	REQUESTED BUDGET
102 - CONTRACTS FOR PROGRAM SERVICES	500731	\$ 4,317,395
	TOTAL EXPENSES	\$ 4,317,395
SOURCE OF FUNDS		
00D - CONTRACTS FOR PROGRAM SERVICES	488502	\$ 4,317,395
	TOTAL FUNDS	\$ 4,317,395

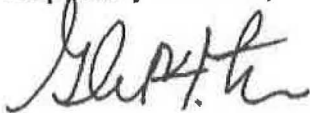
EXPLANATION

NHES is requesting these funds to enter into a contract for call center support services for New Hampshire's unemployment compensation call center, in the interest of continuing to deliver essential customer service in connection with the delivery of critical financial assistance through expanded unemployment compensation benefits.

Due to the drastic spike in unemployment caused by the COVID-19 pandemic, volume of unemployment compensation calls have skyrocketed. The department has received over 460,000 telephone calls during these past three months. Fortunately, during this time the department has received assistance from the New Hampshire National Guard together with volunteers from other state agencies. Due to the need to provide attention to other critical missions by the National Guard and the need for staff from other state agencies to return to their primary duties at those agencies, the department now must transition to an outside private vendor for support. Considering the timing and logistical challenges around the staffing of a congregated call center fully staffed by state employees, the department decided to seek outside support.

The amount in this request is for call center support through December 30, 2020. The vendor will provide the telecommunications infrastructure and up to 80 customer service agents to be the first line of communication for calls received on the Unemployment Hotline. Calls unable to be resolved at the first tier by the vendor and calls where the customer selects an option only capable of being handled by department staff will then be escalated to the department.

Respectfully submitted,



Gerald H. Little
Director, GOFERR