Ken Merrifield
Commissioner of Labor

Rudolph W. Ogden III
Deputy Labor Commissioner

State of New Hampshire

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Department of Labor

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42

October 3, 2022

The Honorable Karen Umberger, Chairman
Fiscal Committee of the General Court
State House
Concord, New Hampshire 03301

His Excellency, Governor Christopher T. Sununu
And the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Pursuant to RSA 14:30-a, VI, authorize the Department of Labor (DOL) to accept and expend $495,000 in American Rescue Plan Act (ARPA) State Fiscal Recovery Funds (SFRF) to fund an expansion of DOL's OnBase System, effective upon Fiscal Committee and Governor and Council approval through June 30, 2023. This is an allowable use of ARPA SFRF funds under Section 602 (c)(1)(C) for provision of government services to the extent of the reduction in revenue. **100% Federal Funds**

Funds are to be budgeted in FY2023 in the following new account:

02-26-26-260010 – Department of Labor Admin – Support
60XX0000 – ARP OnBase Project as follows:[1]

02-26-26-260010-60XX0000		**FY2023**
CLASS	**DESCRIPTION**	**BUDGET REQUEST**
040 - 501587	Indirect Cost	$2,500
041 - 500801	Audit Fund Set Aside	$495
027 - 582703	Transfers to DoIT	$492,005
	TOTAL EXPENSES	**$495,000**
SOURCE OF FUNDS		
000 - 400338-16	Federal Funds	$495,000
	TOTAL REVENUE	**$495,000**

[1] All direct program costs will be accounted for using activity 00FRF602GS2601A and all administrative and indirect costs will be accounted for using activity 00FRF602GS2601Z. Accounting classifications may be subject to technical changes at the discretion of the Department of Administrative Services' Division of Accounting Services.

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EXPLANATION

The State has experienced unprecedented pressure on its existing workforce, seeing staff shortages across agencies and increased wage competition with the private sector, as the negative effects of the COVID-19 health crisis continue to unfold. This reality has forced State agencies to attempt to operate with a high number of vacancies and find other means to adapt in order to achieve core responsibilities and required outcomes or deliverables.

This has resulted in the development of the State Workforce Efficiency Enhancement Program (SWEEP), an initiative focused on one-time investments in technology, systems, or other tools that will make it easier for State agencies to perform required functions over the long term as they adjust their roles and needs to the realities brought on by the pandemic and move toward a more sustainable staffing model that helps avoid burnout and encourages retention. This request is part of the overarching SWEEP effort.

The New Hampshire Department of Labor is tasked with two primary missions: Management and regulation of the worker compensation system and the enforcement of various provisions of employment law. The Department currently employs an aging AS400 IBM mainframe computer system as its primary system of record for all activities. As the state's designated supervisor of the worker compensation system, the Department receives and maintains a great deal of personal health information in the execution of that duty. As the primary enforcer of employment law in the state, the Department also conducts investigations into complaints against employers, inclusive of confidential employee wage information and interviews.

The Department has long recognized the need for modernization of its systems to better protect confidential information, ensure continuity of operations, prepare for the potential of emergency remote work, and facilitate customer interactions. The impacts of COVID-19 have exacerbated the limitations of the AS400 for customers and staff.

In addition to the operational frustrations presented by the outdated AS400, the Department's legacy document management and workflow system, ViewStar, was recently replaced with a cloud-based solution in the form of Hyland's "OnBase". This recent launch does not replace the AS400 mainframe, but capabilities do exist to migrate the AS400 functionality into OnBase, through the use of Hyland's integrated relational database, "Workview".

To enhance the existing project and the benefits to the state, these funds will expand the use of the OnBase product to include seamless integration between the state's accounting ERP (NH FIRST), facilitating payment options and remote processing capabilities in emergent situations. The funds will also allow for the design of additional ImageForms, allowing the public to submit information directly into the Labor Department's database, removing paper forms and easing processing time. Finally, this request would support the launch of a document and knowledge transfer module for use by both Labor Department employees and the public, obviating the need for in-person interactions and improving the efficiency of service delivery.

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In the event that Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,

Ken Merrifield
Commissioner
Department of Labor