

CJG



State of New Hampshire

Department of Labor

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Ken Merrifield
Commissioner

Danielle N. Albert
Deputy Commissioner

3B

MAR 04 2026

January 26, 2026

Her Excellency, Governor Kelly A. Ayotte
And the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Pursuant to RSA 273:10 and RSA 281-A:61, authorize the acceptance of the Department of Labor's Biennial Report for the period July 1, 2023 through June 30, 2025 effective upon Governor and Council approval.

EXPLANATION

Attached, please find copies of the 2024-2025 Biennial report for the Department of Labor as required by law.

Respectfully submitted,

Ken Merrifield
Commissioner
Department of Labor

State of New Hampshire

DEPARTMENT OF LABOR



66th Biennial Report

July 1, 2023 to June 30, 2025

As required by RSA 273:10 and

RSA 281-A:61

Mission Statement

*To serve and protect the interests
and dignity of the New Hampshire workforce*

Vision Statement

*Our vision is to be recognized by the public as
being a proactive and accessible resource to employees
and employers; ensuring fair and consistent labor practices;
utilizing progressive technologies; having efficient and
responsive processes; treating all individuals with respect
and courtesy; and being competent and professional*

Commissioner

Ken Merrifield

Deputy Commissioner

Danielle N. Albert

95 Pleasant Street

Concord New Hampshire 03301

**TO THE
GOVERNOR AND EXECUTIVE COUNCIL**

HER EXCELLENCY, GOVERNOR
KELLY A. AYOTTE

THE HONORABLE JOSEPH D. KENNEY
EXECUTIVE COUNCILOR - FIRST DISTRICT

THE HONORABLE KAREN LIOT HILL
EXECUTIVE COUNCILOR - SECOND DISTRICT

THE HONORABLE JANET STEVENS
EXECUTIVE COUNCILOR - THIRD DISTRICT

THE HONORABLE JOHN STEPHEN
EXECUTIVE COUNCILOR - FOURTH DISTRICT

THE HONORABLE DAVID K. WHEELER
EXECUTIVE COUNCILOR - FIFTH DISTRICT

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STATE OF NEW HAMPSHIRE—DEPARTMENT OF LABOR
66th Biennial Report

Special thanks to the NH Department of Business & Economic Affairs—Division of Travel & Tourism for our use of their New Hampshire photography in this publication.





State of New Hampshire

Department of Labor

Ken Merrifield
Commissioner of Labor

Danielle N. Albert
Deputy Commissioner

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October 1, 2025

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
State House
Concord, New Hampshire 03301

Dear Governor Ayotte and Members of the Executive Council:

Pursuant to RSA 273:10 and RSA 281:A:61, the employees of the New Hampshire Department of Labor are pleased to submit their 66th Biennial Report, for the period of July 1, 2023 through June 30, 2025. As such, our report reflects the efforts and activities of our department over the past two fiscal years.

We are honored to continue our mission of protecting New Hampshire workers and helping businesses and insurers to operate successfully in our state. As always, we will seek to increase our proactive contacts with employers in the future, as a safe and fair workplace is best achieved through positive educational efforts.

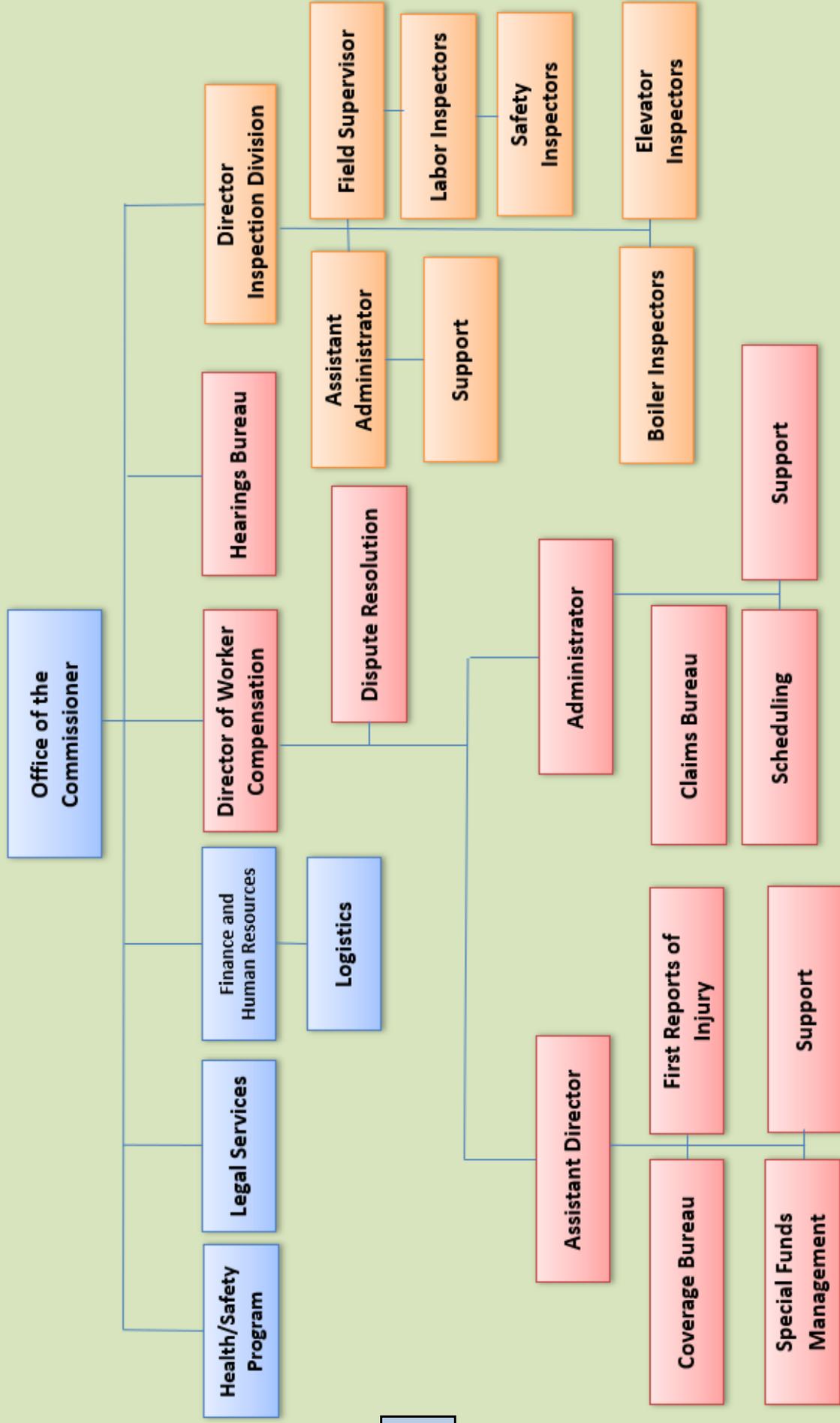
Thank you for your assistance as we strive to safeguard the interests of New Hampshire's workforce and economy.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Ken Merrifield".

Ken Merrifield
Commissioner of Labor

New Hampshire Department of Labor





Administration

The Commissioner's Office is pleased to report some of the progress being made at the Department of Labor during the last biennium:

- ◆ The Department is a General Fund contributor through its Restricted Fund, and is pleased to report end of fiscal year transfers of \$2.87M and \$2.54M in State Fiscal Years 24 and 25, respectively. These are among some of the highest transfers in our history.
- ◆ Restructuring of the Workers' Compensation Division has resulted in more timely processing of Memos of Payment, which had historically been a persistent lagging metric. The Claims Bureau is now current in its processing.
- ◆ The Department's Policy Team, established in 2017, has continued to meet monthly and has issued 37 active internal policies and procedures.
- ◆ As detailed in the Inspection Division report later in this publication, a wage and hour case management system has been launched in our new system of record, OnBase. The Inspection team has streamlined its processing of complaints and substantially increased response speed for our customers.
- ◆ In addition to the migration of wage and hour case management, it was also necessary to move the financial processing

associated with these cases into OnBase. While financial management is currently occurring in parallel in the legacy AS400 for other activities of the Department, it is our hope that all financial processing will migrate to OnBase in the coming biennium. As of this writing, the migration of special funds processing to OnBase has begun. The Administration Fund, for example, represents more than 85% of the Department's budgeted revenue and supports all Department activities associated with workers' compensation. The Second Injury Fund is a non-appropriated revolving fund, but has been as large as \$20M in recent years. Migration of these financial activities to OnBase is viewed as absolutely critical to the operation of the Department and the success of the overall project.

NH Healthcare Workplace Safety Commission

As part of the prior biennial budget, the Department of Labor was given oversight responsibility for the NH Healthcare Workplace Safety Commission. The Commission has enjoyed the participation of every hospital in the Granite State, and has been very active. As noted in its annual report, the Commission was determined to continue holding monthly meetings in Concord to avoid any loss of momentum in its efforts. The Commission is tasked with reporting incidents of workplace violence from each hospital, analyzing those events, and determining strategies for mitigation.

During Fiscal Year 2025, the Commission reported 3,358 workplace violence events. The Commission has discussed numerous mitigation strategies, inclusive of staff training, the hardening of physical assets, weapon detection technology, psychological assessment tools, patient codes of conduct, and active shooter drills. Other discussions have focused on phone de-escalation techniques, violence risk-assessment tools, hospital signage and messaging, and best practices for reporting of events to leadership.

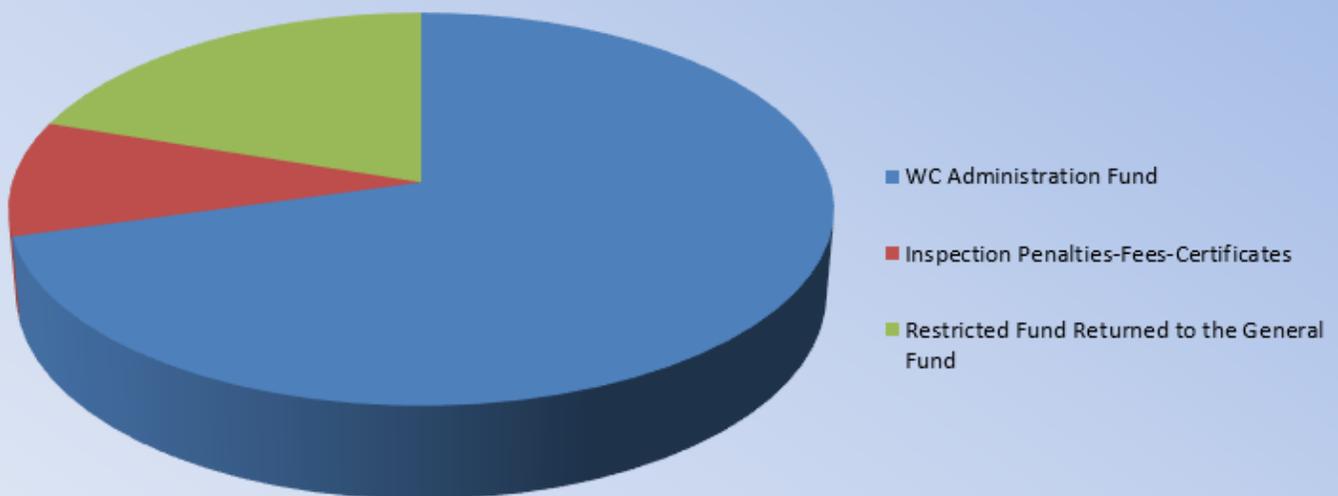
Farewell to Spaulding Building

With thanks to the Department of Administrative Services, the Spaulding Building, first constructed in 1933, has undergone significant renovation and improvements in recent years. Air conditioning had been provided by an aging cooling tower to the west of the building, and this has now been replaced with a state of the art cooling tower. Also replaced were console heating and cooling units located in each individual office and corridor in the building. In addition, the Spaulding Building roof was completely replaced. Nearby is Londergan Hall, formerly the home of the Department of Education. As of this writing, renovation of that building is nearly complete. Early in the new biennium, the Labor Department will move for the first time since the 1990s and share the Londergan Building with administrative offices of the Department of Safety. We look forward to the move to our new home.

Receipts for the Biennium by Class

	<u>SFY 2024</u>	<u>SFY 2025</u>
006 RESTRICTED FUND SUPPORTING OPERATIONS	1,153,970	1,217,245
009 WC ADMINISTRATION FUND SUPPORTING OPERATIONS	8,557,162	9,047,703
006 RESTRICTED FUND TRANSFER TO GENERAL FUND	2,868,434	2,543,888
TOTAL OPERATING REVENUES	12,579,566	12,808,836
003 REVOLVING FUNDS - WAGE CLAIM SETTLEMENTS	41,454	114,939
003 REVOLVING FUNDS - SPECIAL FUND FOR 2ND INJURY	16,366,653	16,748,405
TOTAL REVOLVING FUND RECEIPTS	16,408,107	16,863,344
<i>**non-appropriated, revolving accounts</i>		

Department of Labor SFY 2025 Actual Operating Revenue Source of Funds

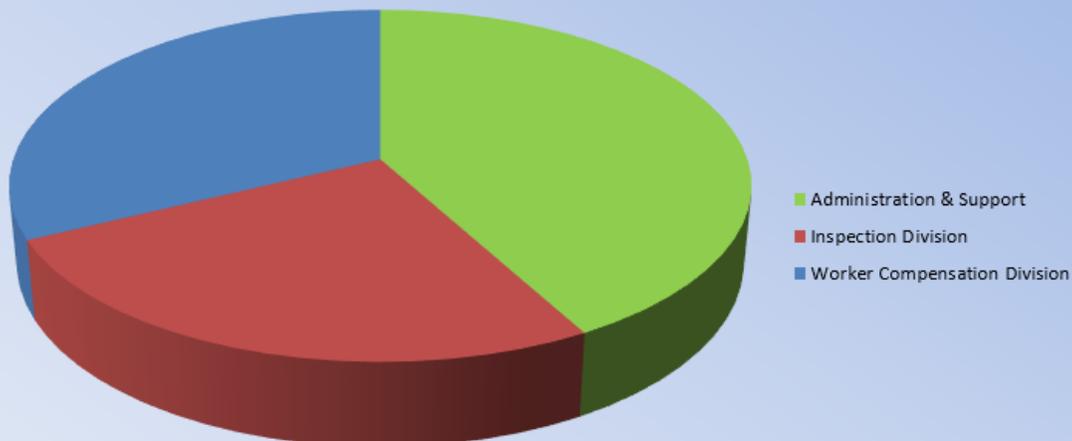


Expenditures for the Biennium by Class

	<u>SFY 2024</u>	<u>SFY 2025</u>
010 PERSONAL SERVICES PERM CLAS	\$3,924,626	\$4,158,882
011 PERSONAL SERVICES UNCLASSIF	\$252,015	\$269,606
017 FT EMPLOYEES SPECIAL PAYMEN	\$80,829	\$11,691
018 OVERTIME	\$2,074	\$260
020 CURRENT EXPENSES	\$110,026	\$109,311
022 RENTS-LEASES OTHER THAN STA	\$15,243	\$16,432
026 ORGANIZATIONAL DUES	\$4,459	\$4,381
027 TRANSFERS TO DOIT	\$1,336,411	\$1,246,485
028 TRANSFERS TO GENERAL SERVIC	\$258,591	\$238,786
030 EQUIPMENT NEW REPLACEMENT	\$78,686	\$110,914
039 TELECOMMUNICATIONS	\$60,372	\$59,847
040 INDIRECT COSTS	\$336,857	\$320,072
046 CONSULTANTS	\$0	\$0
049 TRANSFER TO OTHER STATE AGE	\$10,701	\$3,345
050 PERSONAL SERVICE TEMP APPOI	\$196,392	\$166,605
057 BOOKS PERIODICALS SUBSCRIPT	\$1,783	\$2,415
060 BENEFITS	\$2,226,206	\$2,392,205
061 UNEMPLOYMENT COMPENSATION	\$9,013	\$5,433
062 WORKERS COMPENSATION	\$11,177	\$9,117
064 RET PENSION BENE HEALTH INS	\$262,094	\$264,471
065 BOARD EXPENSES	\$280,548	\$292,696
066 EMPLOYEE TRAINING	\$31,144	\$20,517
070 IN STATE TRAVEL REIMBURSEME	\$29,579	\$28,736
080 OUT OF STATE TRAVEL REIMB	\$0	\$0
089 TRANSFER TO DAS MAINT FUND	\$18,750	\$18,750
103 CONTRACTS FOR OP SERVICES	\$28,956	\$23,934
211 CATASTROPHIC CASUALTY INS	\$6,963	\$7,027
TOTAL OPERATING EXPENSE	\$9,573,495	\$9,781,918
054 TRUST FUND EXPENDITURES	\$16,410,257	\$16,817,776

**non-appropriated, revolving accounts

Department of Labor SFY 2025 Actual Expenditures by Division



POSITION ROSTER

87 fulltime authorized positions as reflected in the now-approved 26-27 Budget Request.

ADMINISTRATION DIVISION

10977 13-1070 HUMAN RES WKRS-4
 10985 23-2010 PARALGLS-LGL ASSTS-3
 10995 43-4170 RECEPTIONISTS-3
 11002 11-1020 GENERAL-OPS MGRS-6
 18733 13-2090 MISC FINAN SPECS-5
 19278 23-1010 LAWYERS-2
 19287 43-5070 INVENTORY CLERKS-4
 40034 43-6010 ADMIN ASSTS-5
 40037 43-3030 ACCTNG-AUDIT CLERKS-3
 40040 23-1010 LAWYERS-4
 43214 23-2010 PARALGLS-LGL ASSTS-4
 43216 23-1010 LAWYERS-3
 43346 43-6010 ADMIN ASSTS-5
 45030 13-1040 COMPLIANCE OFFICERS-5
 9U074 DEPUTY COMMISSIONER (LABOR)
 9U075 COMMISSIONER (DEPT OF LABOR)

INSPECTION DIVISION

10973 47-1010 SUPS CONSTRUCT WKRS-7
 10976 13-1040 COMPLIANCE OFFICERS-5
 10981 47-4010 BLDG INSPECTORS-4
 10982 19-5010 OCC HLTH-SFTY SPECS-2
 10993 43-6010 ADMIN ASSTS-4
 10994 11-3010 ADMIN SVCS-FAC MGRS-5
 11000 11-1020 GENERAL-OPS MGRS-6
 11005 43-6010 ADMIN ASSTS-4
 16737 13-1040 COMPLIANCE OFFICERS-4
 18084 47-4010 BLDG INSPECTORS-4
 18090 43-6010 ADMIN ASSTS-4
 19285 43-6010 ADMIN ASSTS-4
 19334 13-1040 COMPLIANCE OFFICERS-4
 19872 13-1040 COMPLIANCE OFFICERS-4
 19876 19-5010 OCC HLTH-SFTY SPECS-3
 19877 13-1040 COMPLIANCE OFFICERS-4
 19878 43-6010 ADMIN ASSTS-4
 30090 13-1080 PROJECT MGMT SPECS-3
 40036 13-1040 COMPLIANCE OFFICERS-4
 41306 47-4010 BLDG INSPECTORS-4
 43059 47-1010 SUPS CONSTRUCT WKRS-7
 43060 47-4010 BLDG INSPECTORS-4
 43061 47-4010 BLDG INSPECTORS-4
 43215 13-1040 COMPLIANCE OFFICERS-4
 43217 13-1040 COMPLIANCE OFFICERS-4
 43218 13-1040 COMPLIANCE OFFICERS-4
 43354 13-1040 COMPLIANCE OFFICERS-4
 43423 13-1040 COMPLIANCE OFFICERS-4
 43424 13-1040 COMPLIANCE OFFICERS-4
 43425 13-1040 COMPLIANCE OFFICERS-4
 43610 19-5010 OCC HLTH-SFTY SPECS-2
 43611 13-1040 COMPLIANCE OFFICERS-4

WORKER COMPENSATION DIVISION

10974 13-1080 PROJECT MGMT SPECS-5
 10978 43-6010 ADMIN ASSTS-3
 10979 43-6010 ADMIN ASSTS-3
 10980 43-6010 ADMIN ASSTS-3
 10983 11-1020 GENERAL-OPS MGRS-6
 10986 43-6010 ADMIN ASSTS-5
 10988 43-9040 INS CLMS PROC CLRKS-2
 10989 43-9040 INS CLMS PROC CLRKS-2
 10990 43-4070 FILE CLERKS-1
 10991 23-1020 ADMIN LAW JUDGES-3
 10996 43-4070 FILE CLERKS-2
 10997 43-6010 ADMIN ASSTS-4
 10999 43-1010 SUPS OFC-ADMIN SUPP-5
 11001 43-6010 ADMIN ASSTS-4
 11003 43-6010 ADMIN ASSTS-4
 16738 11-9190 MISC MGRS-6
 16739 43-6010 ADMIN ASSTS-4
 16740 43-6010 ADMIN ASSTS-6
 18085 23-1020 ADMIN LAW JUDGES-3
 18086 23-1020 ADMIN LAW JUDGES-3
 18087 43-9040 INS CLMS PROC CLRKS-2
 18088 43-6010 ADMIN ASSTS-3
 18089 43-4070 FILE CLERKS-2
 18091 43-1010 SUPS OFC-ADMIN SUPP-3
 18735 43-6010 ADMIN ASSTS-5
 18736 23-1020 ADMIN LAW JUDGES-3
 19279 23-1020 ADMIN LAW JUDGES-3
 19280 43-6010 ADMIN ASSTS-3
 19281 43-6010 ADMIN ASSTS-2
 19284 43-6010 ADMIN ASSTS-5
 19286 43-9040 INS CLMS PROC CLRKS-3
 19332 11-3010 ADMIN SVCS-FAC MGRS-3
 19333 13-1110 MANAGEMENT ANALYSTS-3
 19865 11-3010 ADMIN SVCS-FAC MGRS-5
 40035 43-4070 FILE CLERKS-2
 41194 43-6010 ADMIN ASSTS-4
 41195 43-6010 ADMIN ASSTS-5
 41255 43-6010 ADMIN ASSTS-5
 42002 13-1110 MANAGEMENT ANALYSTS-6

Statutes Administered by the Department

The New Hampshire Department of Labor was established by Chapter 48 of the Laws of 1893.

RSA 273 Department of Labor Principally provides for the operation and organization of the Department of Labor.

RSA 157-A Boiler and Pressure Vessel Inspection Law Establishes that the Department of Labor certifies boilers and pressure vessels for safe operation and issues licenses for all boiler inspectors active within the state.

RSA 157-B Elevator & Accessibility Lift Law Establishes that the Department of Labor certifies elevators and accessibility lifts for safe operation and issues licenses for all elevator and accessibility lift inspectors and mechanics active within the state.

RSA 275 Protective Legislation Governs the conditions of employment such as the prompt and proper payment of wages. Additionally this chapter provides a platform for the recovery of unpaid wages.

RSA 275-A Citizens Job Protection This law addresses labor strikes and employment of undocumented workers.

RSA 275-E Whistleblowers' Protection Act This act provides protection against retaliation for an employee reporting violations of law or for refusing to execute illegal directives

RSA 275-F WARN Act The Worker Adjustment and Retraining Notification Act protects workers by requiring advance notice of significant employment losses at employers numbering one hundred or more employees.

RSA 276-A Youth Employment Sets forth the requisite standards and safeguards relative to the engagement of workers under the age of 18.

RSA 277 Safety and Health of Employees Establishes that the Department of Labor is responsible for addressing workplace safety issues and incidents in the public sphere.

RSA 277-A Workers' Right to Know Law Sets forth notice requirements for public employers that have a workforce that is exposed to toxic substances in the workplace.

RSA 277-B Employee Leasing Companies Establishes that the Department of Labor regulates Employee Leasing Companies in order to protect employers' and employees' payroll and benefits including tax payments

RSA 279 Minimum Wage Law Provides for the Enforcement of minimum wage and overtime payments

RSA 281-A Workers' Compensation Law Provides that the Department of Labor administers the workers' compensation system in New Hampshire, inclusive of processing claims, adjudicating benefits and enforcing coverage requirements.

Legislative Items of Note 2024 & 2025

SB 588 (2024)

Title: Relative to employer notice of veterans' benefits and services.

This bill created a new mandatory workplace poster that provides employees information about veterans benefits and services including substance abuse and mental health resources, educational and workforce training resources, tax benefit information, legal services resources, and contact information for the US Department of Veterans Affairs veterans crisis line.

HB 2 (2025)

Title: Leave of Absence to Attend Medical Appointments for Childbirth, Postpartum Care, and Infant Pediatric Medical Appointments.

This bill created a new requirement that employers with more than 20 employees must permit an employee up to 25 hours of leave from work to attend the employee's own medical appointments for childbirth, postpartum care, or the employee's child's pediatric medical appointments within the first year of the child's birth or adoption.

HB 225 (2025)

Title: Relative to the employment of military spouses in the event of involuntary deployment of service member.

This bill provides new employment protections for the spouses of mobilized military members.

HB 282 (2025)

Title: Increasing the maximum benefits for first responders critically injured in the line of duty.

This bill increased the total aggregate amount available to pay qualifying first responders' critical injury benefits from \$500,000 per biennium to \$1 million per biennium. Individual benefit limits remained at \$125,000.



WORKERS' COMPENSATION DIVISION

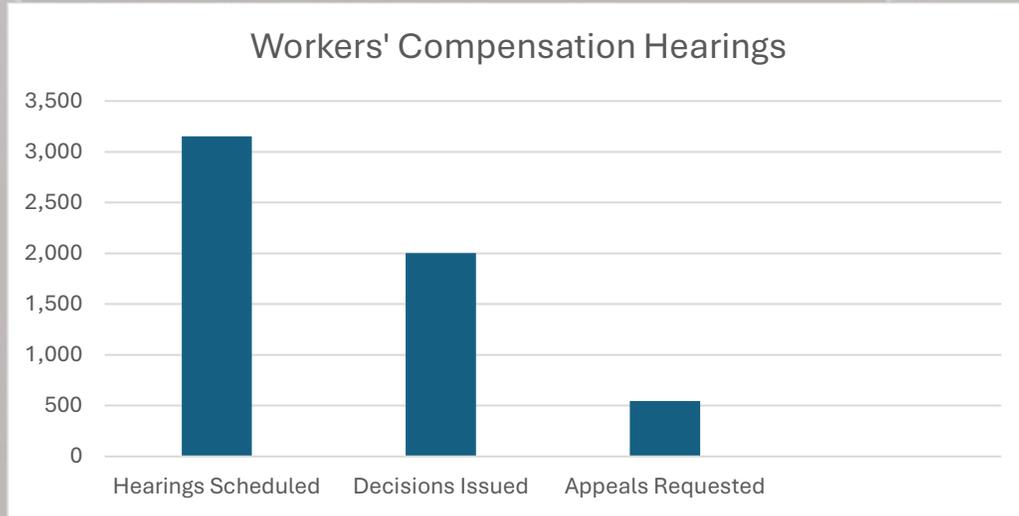
The workers' compensation division is established under RSA 273:4-a. The division primarily administers and enforces the provisions of RSA 281-A. It also is responsible for administering and enforcing the provisions of RSA 277-B relative to employee leasing companies.

RSA 281-A is also known as the State's workers' compensation law. Generally, this chapter requires any employer operating in the State of New Hampshire to secure workers' compensation coverage and report injuries to the Department. The chapter also requires employers and carriers to make payment of compensation in accordance with the provisions. Notably, New Hampshire is considered a "no fault" jurisdiction, meaning compensation must be provided to workers injured in the course of employment in the form of wage replacement, medical payments, and/or disability benefits.

A key function of the division is monitoring compliance with all rules and regulations connected with the chapter. The division additionally strives to ensure that all parties and participants within the workers' compensation platform understand their rights and responsibilities. The division does so through multiple units detailed within this report. Further, the division does so by working with other agencies, both State and Federal, as well as with private entities in conducting trainings and outreach. During the biennium, the division conducted and/or participated in numerous trainings, panels, and informational sessions in furtherance of this purpose.



WORKERS' COMPENSATION BY THE NUMBERS

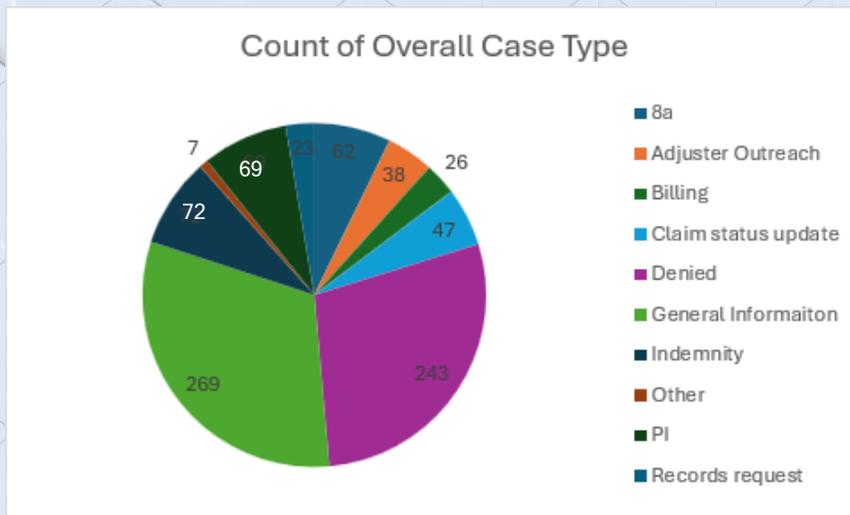


PRO SE DISPUTE RESOLUTION

RSA 281-A:42-c, entitled “Position Established for Assisting Unrepresented Injured Employees” created a full-time position within the workers’ compensation division. The goal of the position is two-fold. First, the position is intended to assist unrepresented injured employees in understanding, asserting, and protecting their rights under the workers’ compensation law. Second, the position is intended to resolve claims or concerns without the need for litigation. Notably, the assistance provided under this statute does not include representation of employees. Given this, the position refers employees to the New Hampshire Bar Association if they wish to seek representation.

In carrying out the overall mission, the position works with injured employees who do not have representation and may investigate potential claims or concerns employees have regarding their claims. The position does so through outreach to employers, carriers, self-insurers, and health care providers, where appropriate, on behalf of the employee. This can include potential missing payments, how to request a hearing, contact information for relevant parties, or general questions, among other items. While the position does not represent individuals at hearings, a key aspect is helping unrepresented litigants understand their rights and responsibilities as it relates to any hearing.

The position had contact with a total of 856 individuals between July 1, 2023 and July 1, 2025. The position assisted individuals with a variety of issues with the primary issues being identified below.



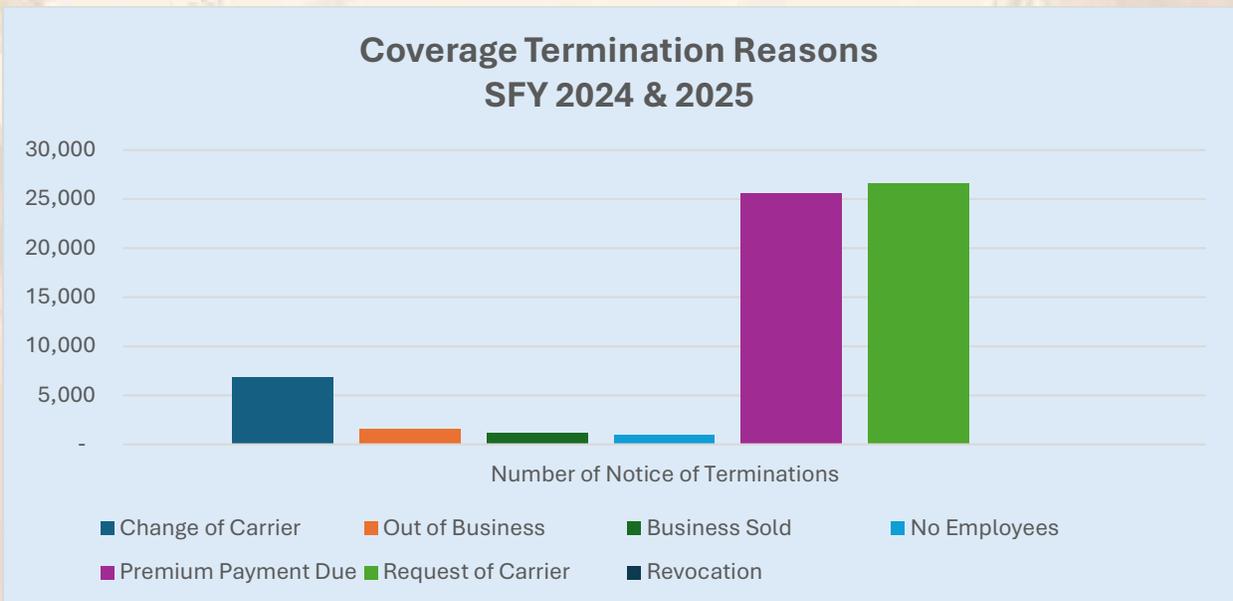
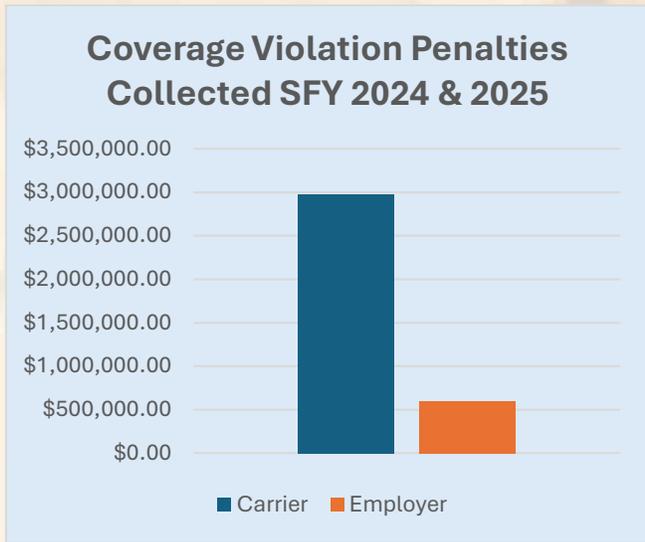
Cases above that proceeded to hearing resulted in the following determinations as of the date of this report:

- Case accepted: 16
- Case denied: 35
- Case pending appeal: 5
- Case dismissed: 2
- Case withdrawn: 22
- Case settled: 1

Note, for the figures above, many initial contacts also proceeded to hearing. However, many obtained counsel or did not require assistance beyond general questions and were thus not tracked for ultimate resolution.

COVERAGE UNIT

Housed within the Workers' Compensation Division, the Coverage Unit's mission is to ensure employer and carrier compliance with New Hampshire Workers' Compensation Laws and Labor Department Rules while providing support via information and education. The Coverage Unit is responsible for monitoring employers to ensure they maintain coverage for all employees operating in New Hampshire as well as carriers to ensure they provide accurate and timely filings for proof of coverage. The Coverage Unit actively monitors employer and carrier compliance and acts against those who violate requirements of RSA 281-A. The charts below provide a visual representation of the coverage area's activities.



SELF-INSURANCE

RSA 281-A:5-a provides that any qualifying private employer, or homogeneous group of employers, may apply to self-insure for workers' compensation insurance coverage if the outlined criteria is met and subsequently approved by the commissioner. The Special Funds Coordinator facilitates the initial application process as well as annual filing requirements for all self-insurers licensed to operate in New Hampshire. There are currently 42 active self-insurers and 41 former self-insurers currently in run-off status.

MANAGED CARE ORGANIZATIONS

Employers may satisfy the requirements of RSA 281-A:23 to provide injured workers with reasonable, necessary, causally related medical treatment through participation in an approved Managed Care Organization (MCO). Specified criteria and certification through the Workers' Compensation Advisory Council must be met to operate as an MCO for workers' compensation. There are currently six MCOs approved in New Hampshire.

Managed Care Organization	Recertification Date
Corvel Corp Bedford, NH	September 2025 (Awaiting ratification by the WCAC)
Coventry Healthcare Workers' Compensation Inc. Stratham, NH	October 2030
Liberty Mutual Managed Care Dover, NH	October 2027
Tandem Injury Management LLC Manchester, NH	May 2030
Travelers Insurance Managed Care Program Bedford, NH	May 2028
Windham Group Manchester, NH	September 2026

VOCATIONAL REHABILITATION

The Workers' Compensation law, through RSA 281-A:25, provides vocational rehabilitation benefits to injured workers with compensable work-related injuries. Vocational Rehabilitation benefits include retraining and job placement services to injured workers who, as a result of a work-related injury, are unable to return to the work for which they have training and experience. The purpose of the benefit is to restore injured workers to, or as close as possible to, their previous earning capacity.

ELIGIBILITY AND SERVICES

Injured workers who are disabled from performing work for which they have training or experience may be eligible for vocational rehabilitation services. Once an eligibility determination is made, a referral for services is filed with the Department of Labor, and an Individualized Written Rehabilitation Plan (IWRP) is developed. IWRPs detail the specific vocational services provided to the injured worker, as approved by the Department. A closure report is submitted to the Department once services have concluded.

CERTIFIED VOCATIONAL REHABILITATION PROVIDERS

Vocational Rehabilitation services are provided by Certified Vocational Rehabilitation Providers (CVRP). CVRPs are employed by private rehabilitation companies and paid for by the employer or the employers' insurance carrier. Any CVRP providing services to an injured worker is certified through the New Hampshire Department of Labor and VR Provider Advisory Board, as required by RSA 281-A:68. CVRP's are required to be recertified on a biennial basis.

FIRST REPORTS OF INJURY UNIT

The First Report of Injury Unit initiates the review process of an injured worker's claim. This step must be completed before the claim can be reviewed for potential indemnity benefits through the employer's insurance carrier.

The First Report of Injury Unit is responsible for ensuring these reports are filed completely, accurately, and in a timely manner. Employers are required to file this report with the Department of Labor within five days of being notified by the employee of an occupational injury or illness. Failure to file timely can result in delayed payments to injured workers and medical providers. Accordingly, through education and enforcement, the Department works to ensure that employers adhere to filing requirements.

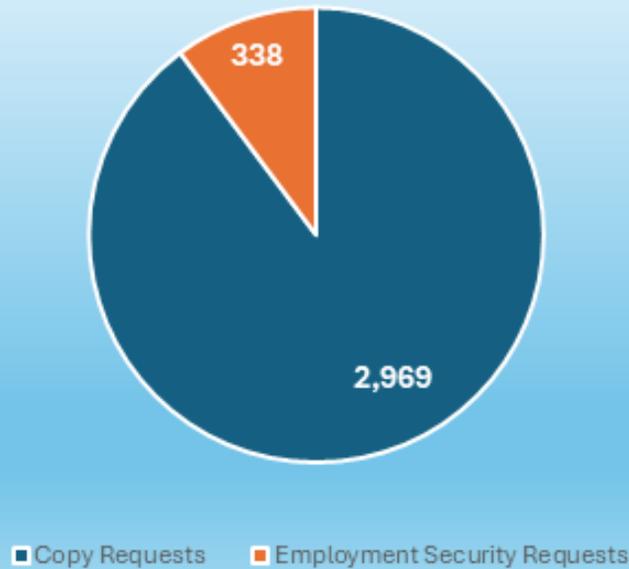
Body Part	# of Injuries	FIRST REPORTS OF INJURY Workplace Injury Statistics for SFY 2024 & 2025		Outcome	# of Injuries
Ankle	3,374			Allergic Reaction	26
Arm	4,067			Amputation	61
Back	1,715			Bites and/or Scratches	604
Back & Leg	8			Body Fluid Exposure	117
Brain	385			Broken or Fractured Bone	2,708
Buttocks	392			Bruise	16,673
Ear	300			Burn	2,273
Elbow	1,392			Cancer or Exposure (Asbestos)	24
Eye	3,271			Carpal Tunnel	93
Fatal	19			COVID19 Coronavirus	433
Finger	9,474			Cut or Puncture	18,299
Foot	2,510			Death	22
Foot & Ankle	9			Electrical Shock	170
Hand	6,958	Cause	# of Injuries	Foreign Body	1,845
Hand & Wrist	362	Airborne Particle(s)	1,429	Frost Bite	22
Head	5,887	Animal	2,165	Fumes, Dust and/or Smoke Inhalation	37
Heart	123	Chemical	485	Hearing Aid	63
Hip	843	COVID19	390	Hearing Loss	59
Hip & Leg	11	Criminal Act	222	Heart Attack	132
Knee	5,924	Electricity	167	Heat Exhaustion	107
Leg	786	Hit by Object	10,494	Hepatitis Exposure	8
Lower Back	5,299	Hot Liquid / Object	1,913	Hernia	193
Lower Leg	1,635	Insect	104	Muscle Pull / Strain / Sprain	24,594
Lungs	423	Lifting Action	13,884	Nonapplicable	7,238
Mouth	616	Machinery	822	Occupational Disease (Other)	1,158
Neck	82	Motor Vehicle Accident	1,650	Other Respiratory	168
Neck & Back	13	Needle	94	Rash or Dermatitis	335
Neck & Head	22	Nonapplicable	3,343	Stress	249
Neck & Shoulders	14	Other	12,530	Stroke or Seizure	8
Nonapplicable	1,444	Person	4,776	Tendonitis	1
Nose	425	Pinch / Squeeze	1,589	Unknown	9,196
Other	6,050	Plant	822	Vision	120
Other Multiples	12,519	Quality of Air	220	Total:	87,036
Shoulder	4,182	Repetitious	1,857	<i>The data presented here demonstrates the variety and quantity of these first reports of injury which are categorized upon receipt by the Department. These categories include outcome, cause, and nature.</i>	
Thumb	2,373	Sharp Object	4,949		
Toe	679	Slip or Fall	16,666		
Unknown - Spaces	346	Tool	4,243		
Unknown - Zeros	247	Twist	1,595		
Upper Leg	41	Unknown - UK	608		
Wrist	2,816	Weather	19		
Total:	87,036	Total:	87,036		

INTAKE UNIT

The Intake Unit processes incoming mail, faxes, and email correspondence. Incoming correspondence is sorted, delivered, and scanned to the proper work area for further action. This includes submissions for pending hearings. In doing so, the Intake Unit also maintains records of the Department.

In addition to the above, the Intake Unit is also responsible for monitoring and responding to requests for workers' compensation records requests for copies of files. The requests must be reviewed to ensure compliance with RSA 281-A:21-b. In conducting this review, the Intake Unit must determine if the requestor is authorized to receive the information or if a signed release from the claimant is included. These copies can be emailed or added to a CD and mailed to the requester.

Copy & Employment Security Requests



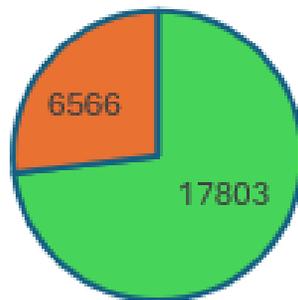
CLAIMS UNIT

The Claims Unit serves as the initial point of contact for injured workers, attorneys, employers, and insurance companies. This unit is responsible for providing basic technical guidance on Workers' Compensation laws and completing state forms.

The primary function of the Claims Unit is reviewing and processing Memo of Payment (MOP) forms filed by insurance carriers pursuant to RSA 281-A:15. MOP forms show the disability periods, the average weekly wage, and the compensation rate being paid to the injured worker. The claims unit reviews and processes MOPs for accuracy. In doing so, it provides insurance carriers guidance where appropriate and will reject submissions that do not conform to requirements under statute and rule.

During the current biennium, the Department introduced a new email box for filing of MOPs. The Claims Unit monitors and processes submissions from this email.

MOP Totals

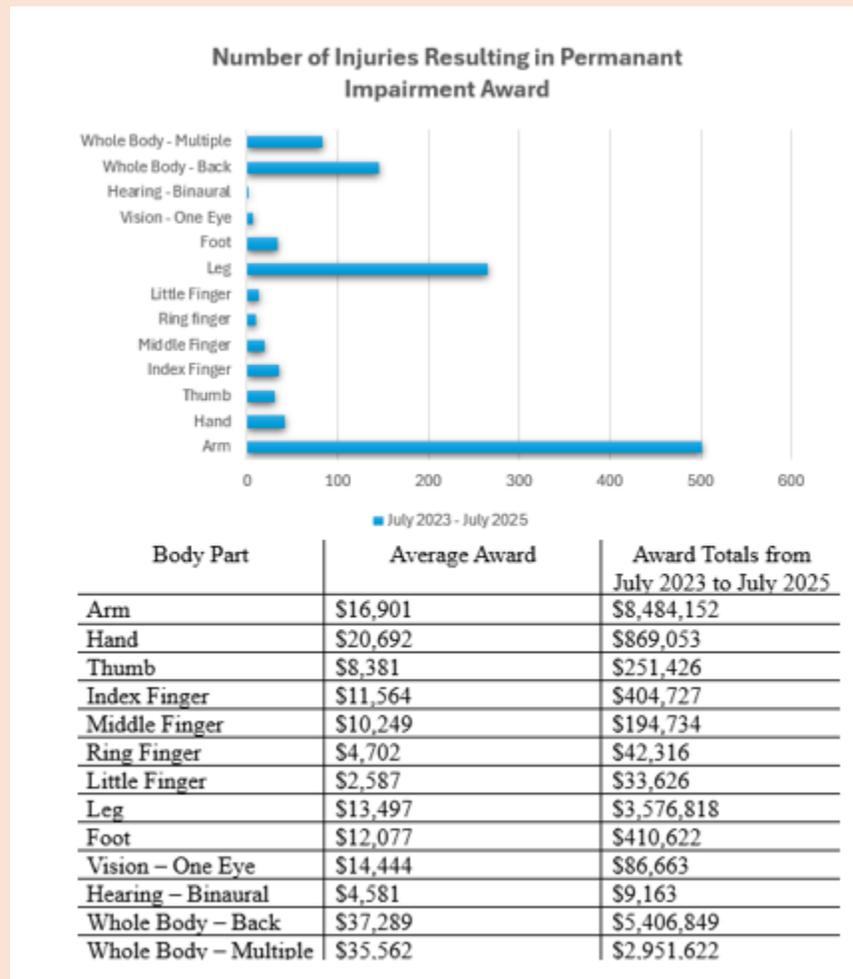


■ Accepted ■ Rejected

PERMANENT IMPAIRMENT

The Workers' Compensation Law, RSA 281-A, section 32, allows for a monetary award called a permanent impairment award. A permanent impairment is appropriate in instances when a work-related injury or illness causes permanent loss or use of certain compensable body parts as scheduled by statute. An award may be paid when an injured worker has had a permanency evaluation performed by a medical provider to determine whether the injured worker has reached maximum medical improvement and then assesses the percentage of permanency. The amount of the award is calculated based on the number of total weeks of bodily loss multiplied by the percentage of the permanency. That total will then be multiplied by the injured worker's compensation rate at the time of injury.

The tables below represent the number of injuries resulting in permanent impairments as well as the average and total amounts paid in permanency benefits.





Inspection Division

The Inspection Division is responsible for administering and enforcing the Protective Legislation Law, Citizens Job Protection Law, Whistleblowers' Protection Act, Minimum Wage Law, WARN Act (Worker Adjustment and Retraining Notification Act), Boiler and Pressure Vessel Law, Elevator and Accessibility Lift Law, Safety & Health Laws, and the Worker's Right to Know Law. Division staff process and investigate alleged violations of labor laws. When a violation is found, cases are resolved through an informal settlement conference or formal hearing, with inspectors participating in both processes to ensure compliance and fairness.

In response to complaints, the Division conducts business inspections to verify employer compliance with state labor laws, which may result in payment of wages due and assessment of civil penalties. The Division's informal settlement process continues to serve as an effective tool for encouraging voluntary compliance and reducing civil penalties where employers demonstrate corrective action without requiring a formal hearing.

Over the past biennium, the Division has experienced a notable increase in complaints and inspection requests, reflecting both heightened awareness among workers and the complexity of labor issues across industries. To maintain efficiency and uphold the Division's commitment to timely enforcement, staffing capacity has been expanded through targeted hiring of additional inspectors.

This strategic enhancement ensures the appropriate allocation of resources, enabling staff to respond quickly, manage higher caseloads, and sustain consistent enforcement and education efforts statewide.

The Division also continues to ensure compliance with elevator, accessibility lift, boiler, and pressure vessel safety codes adopted by the State of New Hampshire.

These responsibilities are carried out through inspection, enforcement, administration, and licensing processes that safeguard workers and members of the public in facilities where these systems operate.

In addition to its enforcement work, the Division conducts safety and compliance webinars for employers and provides technical assistance to help businesses develop workplace safety programs that meet state standards.

Find more helpful information about the Division at:

<https://www.dol.nh.gov/inspections>

Inspection Timeframes

Through comprehensive process review and targeted staffing enhancements, the Inspection Division has significantly improved efficiency and timeliness in case handling. In FY 2024, the Division conducted 726 inspections - including 223 complaint-based and 503 coverage inspection - a substantial increase from 398 inspections in the prior year. Streamlined procedures, refined case management practices, and focused backlog reduction efforts have reduced the age of pending inspections from more than two years old to no older than one year. These improvements ensure that complaints are reviewed promptly, investigations are initiated without unnecessary delay, and both employers and complainants receive timely communication throughout the inspection process

Our Mission:

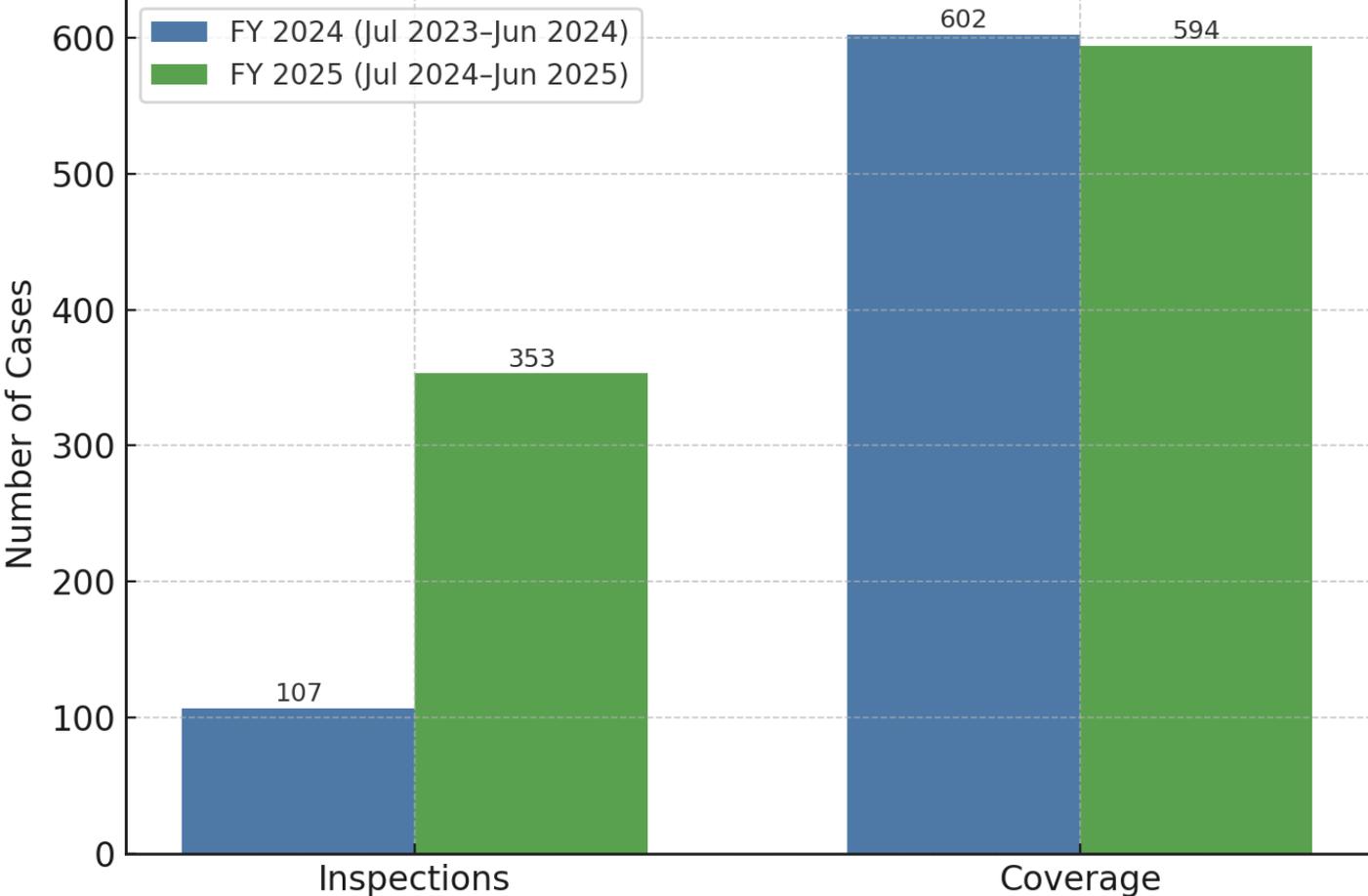
"To protect public safety and the economic well-being of New Hampshire's workforce through enforcement and education."

Education

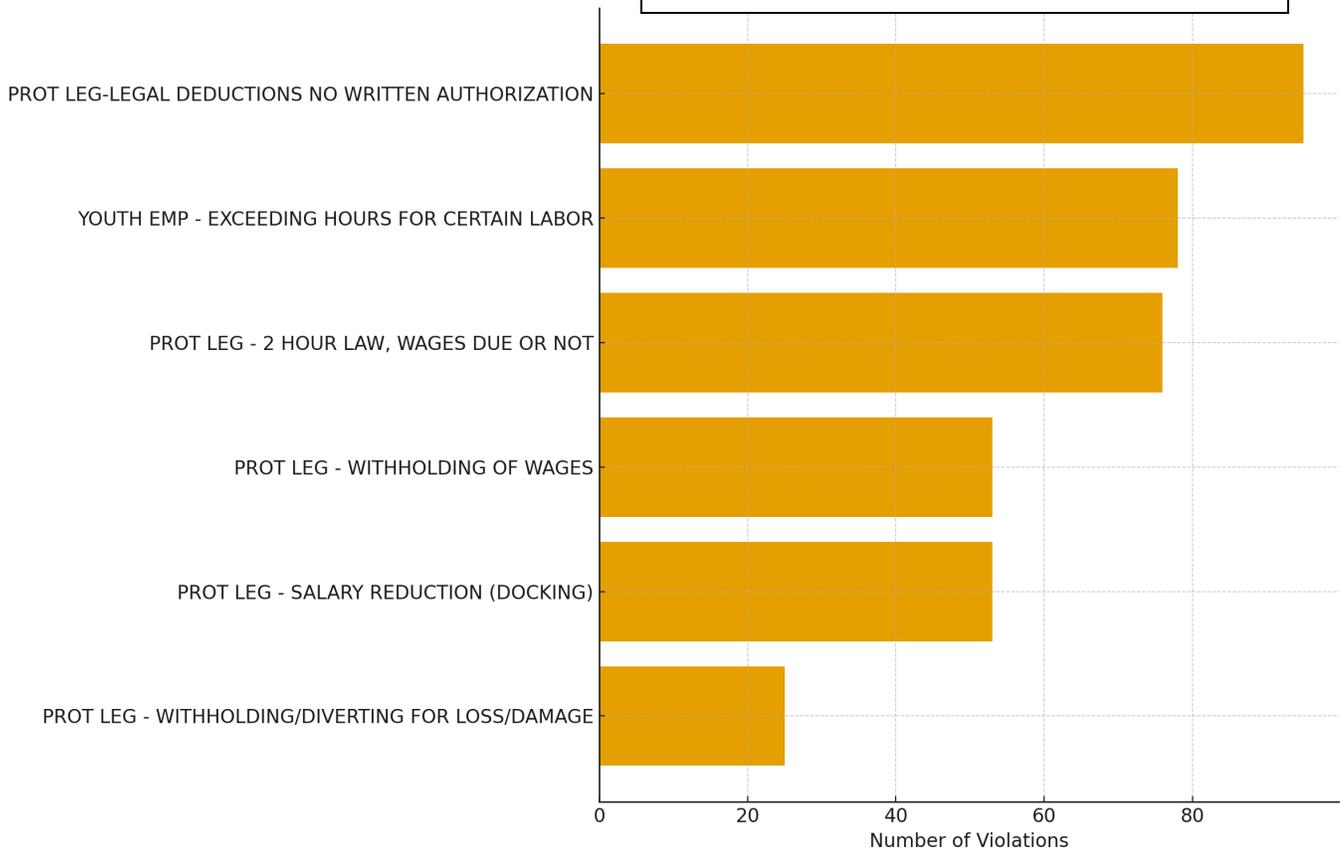
Learning Opportunities

Over the past biennium, the Department has placed a strong emphasis on building collaborative relationships with educational institutions, service providers, and employers involved in Educational Learning Opportunities (ELOs) approved under the sub-minimum wage provisions of New Hampshire labor law. These programs provide valuable work-based learning for practical experiences for students and individuals with disabilities, while ensuring that participants are treated fairly and that all legal standards are met. The Department has worked closely with program administrators to ensure consistency in application and oversight, fostering a streamlined approach that aligns educational objectives with statutory compliance. Meetings with stakeholders including schools, employers, and advocacy organizations have been instrumental in clarifying program expectations and identifying areas where additional guidance or rule revisions were needed. Throughout this biennium, stakeholder engagement has been a key focus, with numerous groups proactively requesting meetings to share their perspectives and provide feedback on the new rules currently under development. This input has been essential in shaping policies that balance program flexibility with worker protections, ensuring clarity, consistency, and transparency in the approval and monitoring process.

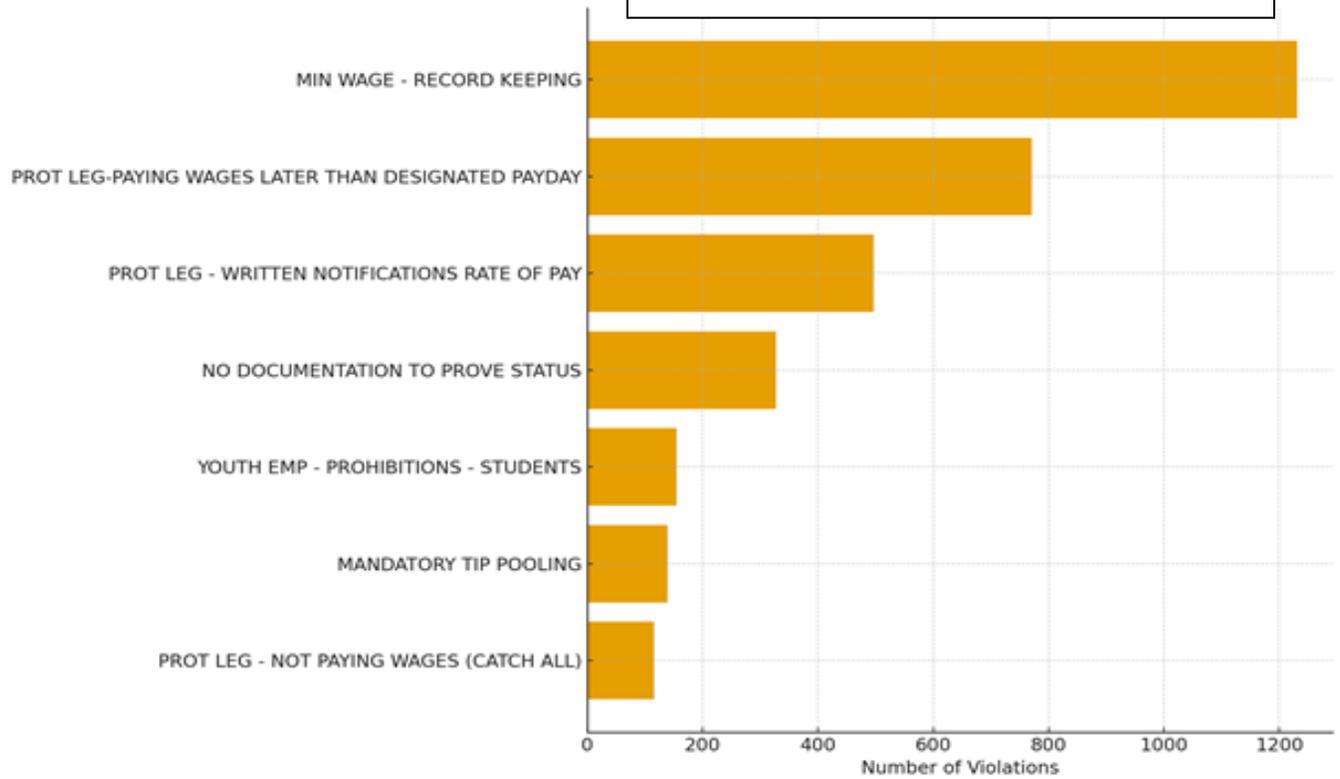
Inspection and Coverage Cases



LEAST COMMON VIOLATIONS



MOST COMMON VIOLATIONS

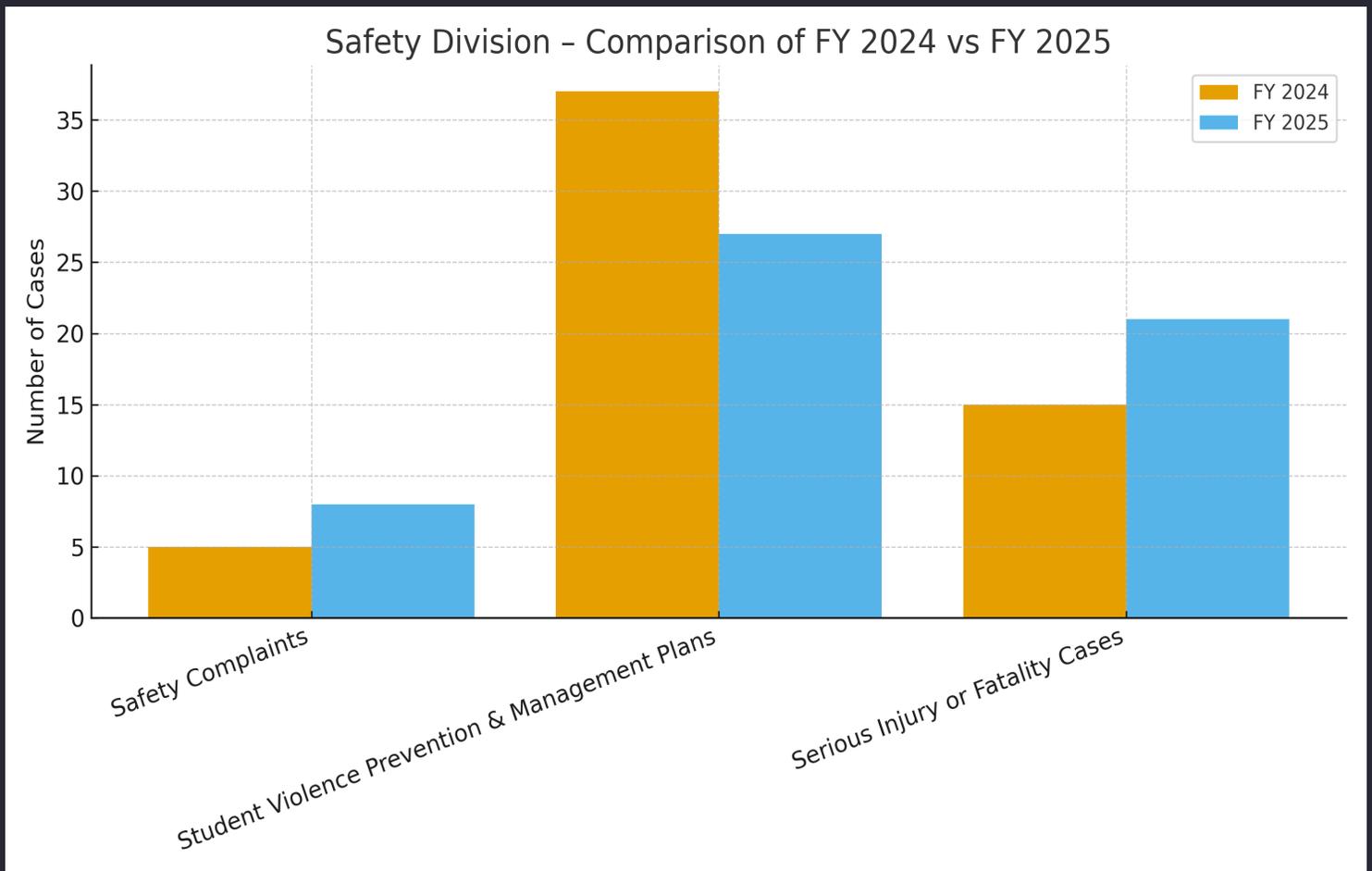


DATABASE UPGRADES

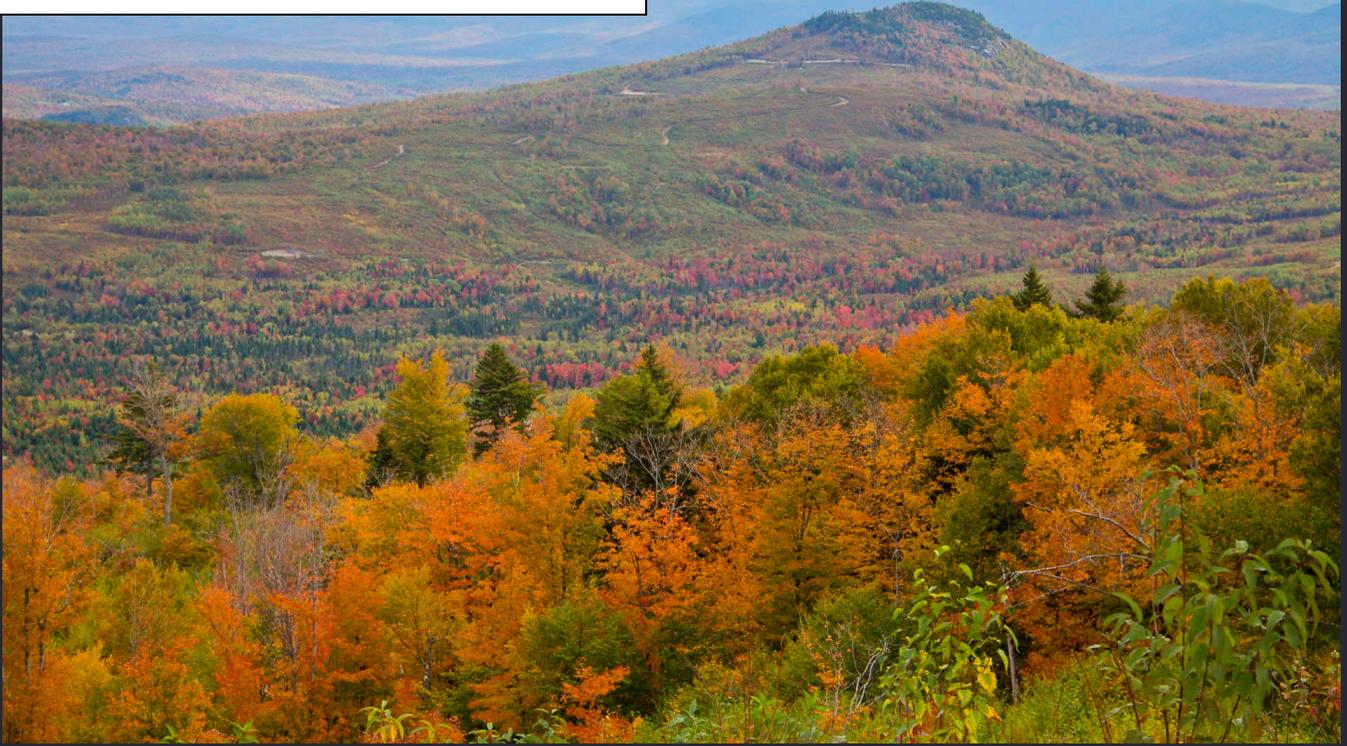
Over the biennium, the Division implemented a centralized case management database in the Department's new OnBase system to modernize complaint and inspection tracking across all program areas. Developed in 2023 and launched in August 2024, the system represents a major step forward in how the Department monitors, manages, and reports on enforcement activities.

This enhanced platform allows staff to log and process complaints, review cases for inspection or warning eligibility, assign and monitor cases in real time, and track each matter through to resolution, including informal conferences and civil penalties. The system's integrated dashboard provides real-time visibility into case status, inspector workload, and Division performance metrics.

The new database also enables the automated generation of customized reports, improving internal oversight, data accuracy, and overall accountability. By streamlining case workflows and providing reliable performance data, the Department can now more effectively allocate resources, identify trends, and ensure timely and consistent responses to complaints.



Safety & Public Employers



In addition to broad outreach across state and municipal agencies, the Division has worked closely with School Administrative Units (SAUs) to ensure compliance with Joint Loss Management Committee (JLMC) standards and to support the development and implementation of Student Violence Prevention & Management Plans.

The Division also responds to fatalities and serious injuries occurring within public-sector workplaces, providing guidance and oversight to ensure that root causes are identified and corrective actions are implemented.

This process includes collaboration with agency leadership and JLMCs to develop mitigation strategies that strengthen overall safety practices. Through these efforts, the Department continues to advance compliance, promote prevention, and reinforce its commitment to protecting the health and safety of New Hampshire's public employees.

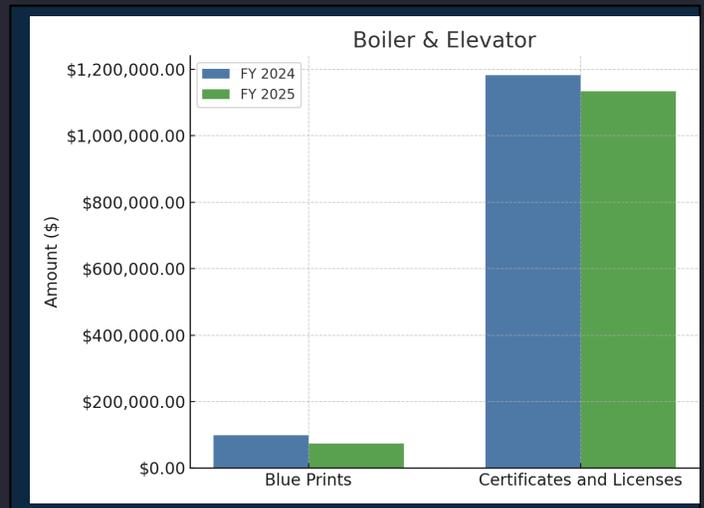


Boiler & Elevator Inspection

The Inspection Division continues to uphold its statutory responsibility to ensure the safe installation and operation of boilers, pressure vessels, elevators, and accessibility lifts in accordance with RSA 157-A and RSA 157-B. The Division's trained inspectors conduct installation inspections of all new units to verify compliance with applicable safety codes and standards prior to operation, safeguarding both workers and the public.

During the biennium, the Division has undertaken a comprehensive review and update of the administrative rules governing these programs to strengthen enforcement authority, clarify inspection requirements, and align regulatory provisions with current industry standards. These updates support a more consistent and transparent inspection process while enhancing the Division's ability to respond to emerging technologies and evolving safety needs.

With these efforts, the Department reinforces its commitment to public safety and ensures that NH's regulatory framework continues to promote compliance, accountability, and confidence in the safe operation of these critical systems.



DEPARTMENT OF LABOR HEARINGS BUREAU



The New Hampshire Department of Labor Hearings Bureau, established by RSA 273:4-b, is responsible for scheduling and adjudication of disputed labor law cases regulated by the Department. This includes workers' compensation, wage claim, and whistleblower disputes, as well as labor law enforcement actions. The Hearings Bureau is comprised of five hearing officers, two schedulers, and two support staff, and is overseen by an administrator of hearings. The Hearings Bureau is independent of the Department's regulatory Divisions in order to assure that decisions are made in a fair and impartial manner. Cases are scheduled within six weeks from the

date of receipt of a hearing request. Participants in Department of Labor hearings may appear pro se, meaning without legal representation, or with an attorney. Hearings are presided over by hearing officers, and decided in accordance with applicable statute and regulatory law, and are based on a "preponderance of the evidence" legal standard. All parties to a hearing are held to the same legal standard regardless of whether or not the party is represented. Hearing decisions are issued within 30 days from the close of a hearing record and may be appealed in accordance with applicable law

"The Department of Labor helps employers and insurance carriers to operate successfully within New Hampshire's labor laws. We encourage a successful, fair, and safe workplace throughout the Granite State."

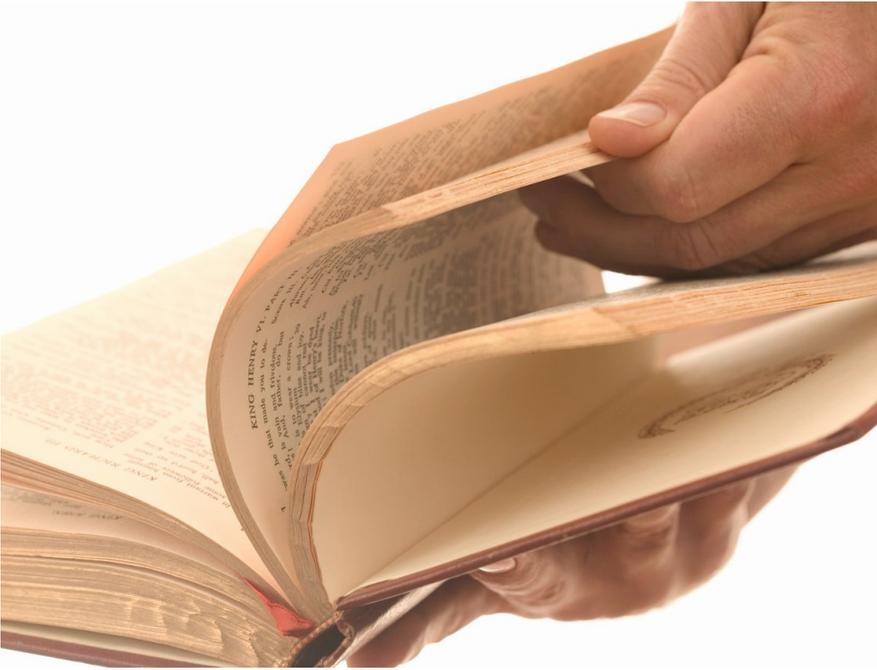


TYPES OF HEARINGS

The Department of Labor Hearings Bureau schedules and adjudicates cases regarding workers' compensation claim disputes, wage claim disputes, whistleblower protection act claims, workers' compensation premium audit disputes, and a variety of labor law enforcement actions relative to compliance with New Hampshire's labor laws.

The majority of cases heard by the Hearings Bureau in FY 2024 and FY 2025 were disputed workers compensation benefit cases. In FY 2024, the Hearings Bureau heard approximately 1,487 cases, 1,070 of which were workers' compensation claim disputes. In FY 2025, the Hearings Bureau heard approximately 1,203 cases, 930 of which were workers' compensation benefit cases.

Relative to workers' compensation lump sum settlements, the Hearings Bureau approved approximately 517 settlements in FY 2024, and approximately 442 settlements in FY 2025.



APPEAL PROCESS

Any party aggrieved by the outcome of a hearing decision rendered by the Department has a right to appeal as authorized by law.

Any party aggrieved by a workers' compensation hearing case may appeal the decision to the Workers' Compensation Appeals Board (CAB) for a de novo hearing, in accordance with RSA 281-A. A party aggrieved by a decision assessing a civil penalty may appeal the decision to the Civil Penalty Appeals Board for a de novo hearing, in accordance with RSA 273. "De novo" means a new hearing that is not bound by the findings and rulings of a previous hearing before a hearing officer and which allows the parties to introduce new evidence or evidence not considered by the hearing officer at a hearing, subject to applicable administrative rule.

Parties aggrieved by a wage claim decision or wage adjustment action may appeal to the Superior Court in accordance with RSA 275:51. The Superior Court does not conduct a new hearing and will only review the matter for errors of law.



The Department of Labor places a strong emphasis on public education, striving to ensure that employers, workers and insurance carriers are well-informed about their rights and responsibilities under various labor laws through comprehensive outreach and educational initiatives. Over the past Biennium the Department has participated in the following trainings:



- ❖ 2023 Ski NH Labor Law Training
- ❖ 2023 ELO Coordinator Meeting – Youth Labor Law training
- ❖ 2023 Workers’ Compensation Adjuster Training – Memos of Payment
- ❖ 2024 Winter Workers’ Compensation CVRP Training
- ❖ 2024 Labor Laws - NH Parks/Recreations
- ❖ 2024 Labor law training - Seacoast HR Association
- ❖ 2024 Youth Labor - NH Lodging & Restaurant Association
- ❖ 2024 Workers’ Compensation Adjuster Training
- ❖ 2024 Labor Law Employer Spring Seminar
- ❖ 2024 Blue Lion Group – Labor Laws
- ❖ 2024 Fall Workers’ Compensation CVRP Training
- ❖ 2024 NH Bar Association Workers Compensation Section – Department Updates
- ❖ 2024 NH College and University Council - School to Work/Experiential Learning Opportunities training
- ❖ 2024 NH Association of School Business Officials – Labor Law
- ❖ 2024 Arch Expo – Labor Law
- ❖ 2024 23rd Annual Labor & Employment Law Update , CLE
- ❖ 2024 Healthcare Workplace Safety Commission – Workers’ Compensation Injury Reporting Requirements
- ❖ 2024 NHWPCA/NHDOL – Workplace Safety
- ❖ 2025 Educational Learning Opportunities presentation for State employee's
- ❖ 2025 NH Camps Board – Labor Law training
- ❖ 2025 Spring Workers’ Compensation CVRP Training
- ❖ 2025- NH Grocers Assoc. Annual Conference – Labor Law
- ❖ 2025- Current trends in school ops.- Joint loss management procedures
- ❖ SNHRM – Labor Law
- ❖ 2025 NH Adjusters conference
- ❖ 2025 Legislative Conference
- ❖ 2025 NH Bar Association Workers’ Compensation Section

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