



**State of New Hampshire
Department of Administrative Services
Division of Personnel
2014 Annual Report
Fiscal Year Ended June 30, 2014**

Pursuant to RSA 21-I:42

Linda M. Hodgdon, Commissioner
Sara J. Willingham, Director of Personnel
Kimberly D. France, Deputy Director

Margaret Wood Hassan, Governor
Joseph D. Kenney, Executive Councilor
Colin Van Ostern, Executive Councilor
Christopher T. Sununu, Executive Councilor
Christopher C. Pappas, Executive Councilor
Debora B. Pignatelli, Executive Councilor

State House Annex
28 School Street
Concord, New Hampshire 03301
www.nh.gov/hr/

TABLE OF CONTENTS

Page/Exhibit

General Summary	3
Organizational Chart	4
Division of Personnel – Overview.....	5
Employee Suggestion and Extraordinary Service Award Program	6
Bureau of Human Resources Administration	8
Recruitment and Certification Section	9
Hiring Freeze.....	10
Recruitment and Certification Activities	11
Personnel Actions	11
Employee Reduction in Force (RIF) List.....	12
10 Year History of Authorized Permanent Positions by Department	13
Authorized Positions	15
Authorized/Filled Positions -10 Year History	17
Map, State Employment by County	18
Demographics, New Hampshire State Employees.....	19
Total Number of Hires by Month	20
Total Number of New Hires by Agency	21
Employees by EEO Category/Workforce Participation Rates	22
Employees by Age Distribution	23
Employees by Gender and EEO Category.....	24
Overall Salary Distribution.....	25
Longevity in Classified Service.....	26
Average Salary by EEO Category	28
Turnover - Average Turnover Rate, Highest/Lowest Turnover Rate.....	29
Turnover Rates by Agency.....	30
Turnover Rates by Length of Service.....	32
Central HR Processing – Employee Transactions and Record Maintenance.....	33
Central HR Processing – Examinations	34
Classification Section	35
Bureau of Employee Relations.....	61
Health Insurance Premiums -Five Year Cost History	66
Bureau of Education and Training.....	67

GENERAL SUMMARY FY 2014

Authority

RSA Chapter 21-I:42-44, RSA Chapters 21-I:52
Federal Merit System Standards

Mission

To provide consistent leadership, guidance, and support in all aspects of human resource management and labor relations within State government by promoting equity and workforce excellence, assisting agencies in transacting their business efficiently, and protecting the rights of individuals.

Location

State House Annex
28 School Street
Concord, NH 03301
(Wheelchair accessible entrance - School Street)

Staff Composition

21	Full-time classified employees
6	Part-time employees
3	Unclassified employees

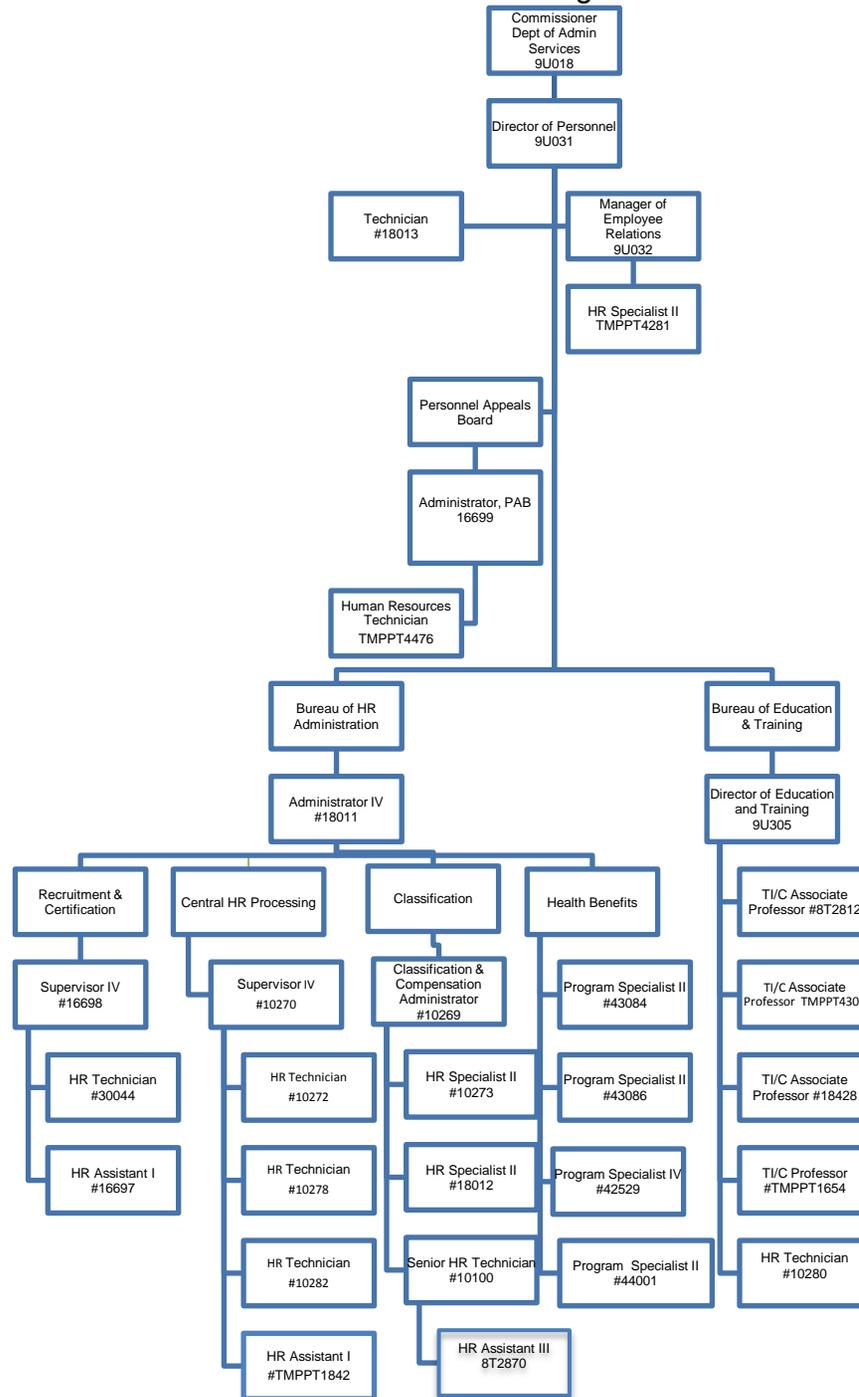
Fiscal Year Appropriation

\$2,277,043

Personnel Appeals Board

RSA 21-I:45 authorizes the Governor and Executive Council to appoint three members and two alternates to serve three (3) year terms on the New Hampshire Personnel Appeals Board. As in the past several years, one of those five seats remained vacant throughout Fiscal Year 2014. The four Commissioners serving on the Board during Fiscal Year 2014 were Joseph Casey, Chairman; Norman Patenaude; Charla Stevens; and David Goldstein.

Division of Personnel – Organizational Structure



Revised 6/23/14

DIVISION OF PERSONNEL

Overview

The Division of Personnel was created in 1989 to maintain a centralized State system of personnel administration based on merit principles. The Division is tasked with establishing and enforcing appropriate methods of recruitment, appointment, compensation, promotion, transfer, layoff, removal and discipline of classified state employees. It assists in procuring and administering employee benefit programs, including health benefits, group life insurance and flexible spending. The Division also provides employee testing services and is responsible for oversight of the State classification system, and many other areas as mandated by RSA 21:1:42-44. The Division's Bureau of Education and Training provides comprehensive management training through the auspices of the Certified Public Manager and Supervisors program. The Manager of Employee Relations conducts negotiations on behalf of the Governor and represents the State in grievance actions related to the Collective Bargaining Agreement. In addition, the Division serves a valuable function in overseeing a fair, equitable and comprehensive system of personnel and labor relations for the State and its employees.

Employee Suggestion and Extraordinary Service Award Program

Senate Bill 52 (Laws 2005, Chapter 258) became effective on September 14, 2005. This law reorganized the “Employee Incentive and Reward Program” of RSA 99-E and established a fund of \$10,000 in the Governor’s Office for implementation of the program. Drafted by members of the State Committee, the new law revitalized and streamlined the program for providing monetary and non-monetary recognition to classified executive branch employees who have performed extraordinary services or provided original suggestions of substantial value to the State. The new RSA 99-E integrates each Department into the process of reviewing employee suggestions and services. Chapter 99-E requires that each Department establish an award evaluation committee consisting of three (3) employees appointed by the agency. The agency committee completes the initial review of suggestions and services submitted for award. They are forwarded to the Director of Personnel who shares them with the State Committee, which then conducts its own review and makes award recommendations to the Governor and Executive Council. During state Fiscal Year 2014 one employee received two monetary awards totaling \$1,000.00.

Award Recipients

Michael Gilligan, Department of Information Technology – \$500 Award

As part of the NH FIRST Human Resource System implementation, all Supplemental Job Descriptions (SJD’s) for permanent/temporary positions needed to be loaded from a Word document into NH FIRST. NH FIRST has very specific parameters concerning the format that these documents must have relative to the Rich Text, so that when Rich Text characters are copied from a Word document they need to be deleted and then retyped into NH FIRST. This process can easily take over 20 minutes. Mr. Gilligan developed a web based tool for the Department of Transportation which allows a Word document, by clicking on one button, to be converted in the Rich Text character format required by NH FIRST. His efforts resulted in eliminating the cumbersome and time consuming manual process that was taking 20 minutes of time, creating a new process of approximately 5 minutes per transaction. His conversion reduced chances of errors being made by deleting a portion of the SJD when removing and retyping various symbols required by NH First. By using the new conversion, at least 473 employee work hours were saved. This results in savings of approximately \$17,867 for the Department of Transportation. Mr. Gilligan’s design of this improved process was also tested at DoIT and in December, 2013, FDM tested and released this process statewide. Potential direct labor savings for 17,867 statewide positions could result in \$140,837.

Michael Gilligan, Department of Information Technology – \$500 Award

The Department of Transportation was informed by the Department of Information Technology that the Oversize/Overweight permit program, OverHaul, had significant vulnerability issues regarding the permit applicant contact and permit information Identified by the State’s PCI Auditor. Overhaul is an old program that has been fixed many times over the years and was on the verge of being unusable. A knowledgeable hacker could create a new account and then access another user’s account providing

visibility to their contact and permit information stored in OverHaul, making it unacceptable from a business or PCI Credit Card Security Standpoint. Several individuals, including the vendor, attempted to resolve the issues without success. In order to reduce the risk of exposing DOT and the state to substantial penalties and fines estimated to be up to hundreds of thousands of dollars, the OverHaul program would have to be shut off to at least external users if these issues were not corrected. While DOT and DoIT management staff were in the process of identifying the required compensating controls, Michael Gilligan took it upon himself to initiate a research and information gathering process to determine possible coding options that would meet resource and time constraint requirements. His solution made use of an encryption process preventing the authentication from being reproduced correctly by an attacker. By doing this, every page of the application checks that the user id is valid and acts accordingly if it does not, thereby eliminating the users and hackers being able to access other user's information. Mr. Gilligan implemented this fix on a test platform which was provided to the PCI Auditors to determine if a hacker could successfully manipulate the program. His solution was found to be successful and the fix was then implemented in a production platform and again found to be successful. This resulted in the use of Overhaul being allowed to continue in an uninterrupted manner without any impact to permit applicants. The cost of a consultant to correct this issue would have been \$10,000 to \$20,000. Along with that amount, failure to provide a timely solution would have involved fines in the thousands of dollars due to the entire state being held accountable regardless of which agency had a breach in the system.

BUREAU OF HUMAN RESOURCES ADMINISTRATION

(1) Recruitment and Certification Section

Responsible for development and implementation of statewide recruitment and certification, including monitoring recruitment and referral activities of state agencies and providing career counseling services to employees and applicants.

(2) Central HR Processing Employee Section

Responsible for personnel records management policies and procedures, including monitoring recruitment, referral activities and applying final approval to personnel actions. This section is also responsible for development and administration of a comprehensive examination program designed to promote equitable competitive standards for applicants to classified positions in state government.

(3) Classification and Organizational Analysis Section

Responsible for implementation and monitoring of the statewide classification system for all classified employees, including allocating all positions to generic classifications and determining appropriate entry-level minimum qualifications. Review requests to establish new state positions and requests to reclassify existing positions, whether vacant or filled. Reviews and recommends changes to agency organizational structures.

RECRUITMENT AND CERTIFICATION SECTION

The Recruitment and Certification Section is responsible for performing the following functions:

- Coordinating statewide recruitment efforts, including approving and posting all advertisements and Opportunities Announcements for classified positions.
- Evaluating employment applications for certification (eligibility) purposes.

STATEWIDE HIRING FREEZE

Executive Order 2014-02

On May 22, 2014, Governor Margaret Wood Hassan issued Executive Order 2014-02, instituting a hiring freeze of Executive Branch hiring, purchasing equipment and out-of state travel to reduce state general fund expenditures. This freeze will remain in effect until June 30, 2015 or until terminated under the provisions of RSA 9:16-b. Specific to the hiring freeze, this includes all full-time positions, both classified and unclassified, funded in whole or in part by the general fund, with the exceptions of direct care, custodial care and law enforcement positions. The Executive Order provided that exceptions to the hiring freeze could be requested by any agency to the Governor, and that exceptions granted by the Governor shall be transmitted to the Fiscal Committee.

RECRUITMENT AND CERTIFICATION ACTIVITIES

During Fiscal Year 2014, the Recruitment and Certification Section posted 639 vacant positions for recruitment. The following table lists the work activities performed in the Recruitment and Certification Section during Fiscal Year 2014:

PERSONNEL ACTIONS FISCAL YEAR 2014

PERSONNEL ACTION	NUMBER
New Hires	1,581
Hires Above Minimum Step (both full-time & part-time)	330

Note: During Fiscal Year 2014 Recruitment and Certification activities changed to an online system. Tracking further activities will be processed and monitored for Fiscal Year 2015.

EMPLOYEE REDUCTION IN FORCE (RIF) LIST

Effective July 1, 2013, the Legislature passed Chapter 144:19 relative to the rehiring of laid-off state employees. This legislation extended the definition of "laid-off employee" to include any state employee laid off between July 1, 2013 and June 30, 2015, as a result of reorganization or downsizing in state government. This legislation mandates that any position that becomes available in a state department be filled, if possible, by a laid-off state employee if such person is not already employed by the State of New Hampshire and if he or she meets the minimum qualifications for the position. It also requires the appointing authority of each department or agency to submit names and classifications of individuals laid off to the Director of Personnel within 10 days of the layoff.

The following is a summary of the actions that took place in connection with the Reduction in Force (RIF) List during Fiscal Year 2014:

ACTION	NUMBER
Names Submitted to Personnel	3
Individual Removed from RIF List for "other" reasons	5
Individuals Placed to State Agencies from RIF List	6
Names Remaining on RIF List	24
Vacant Positions Released for Recruitment	636
Total Number of Vacant Positions Submitted by Agencies	639

Note: The total number of names on the RIF List may include employees who have been re-employed on a continuing part-time basis at the agency from which they were originally laid off. Other names remaining on the RIF List may include individuals who have retired, are on Workers' Compensation, or have set their own limitations to re-employment as a full-time employee due to location, salary requirements or other personal reasons.

TEN YEAR HISTORY OF AUTHORIZED PERMANENT POSITIONS BY DEPARTMENT
Number of Class 10 Positions Authorized

<u>Department</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Adjutant General Department	120	130	127	134	134	133	133	143	142	138
Administrative Services Dept.	250	260	289	302	304	302	302	261	308*	306
Public Works Design & Construction	0	26	27	29	29	26	26	24	*	*
Agriculture Department	33	33	33	33	33	35	35	28	28	29
Banking Department	41	42	45	48	48	52	52	53	53	53
Community College System of NH	707	753	753	785	785	823	823	0	0	0
Corrections Department	1,087	1,081	1,065	1,063	1,060	922	931	883	872	874
Cultural Resources Department	70	70	69	69	69	67	65	59	59	54
Development Disabilities Council				4	4	3	3	3	3	3
Education Department	305	316	297	302	302	300	302	296	295	299
Employment Security	367	372	338	329	328	338	338	338	337	289
Environmental Services Dept.	549	540	514	531	534	541	530	471	470	467
Executive Department	26	22	22	22	22	20	18	15	15	15
Fish and Game Department	164	200	194	194	194	191	190	188	186	187
Health & Human Services Dept.	3,040	3,282	3,205	3,233	3,236	3,145	3,160	2,794	2,786	2,782
Highway Safety Agency	6	6	6	6	6	6	6	5	5	5
Human Rights Commission	9	9	9	9	9	9	9	6	6	7
Information Technology	397	411	408	418	418	400	398	360	359	360
Insurance Department	70	70	70	70	67	67	67	66	66	68
Judicial Council	2	2	2	2	2	2	2	2	2	2
Justice Department	61	62	61	64	64	63	63	55	53	54
Labor Department	77	80	80	87	87	91	91	91	90	93
Liquor Commission	304	304	304	317	317	329	329	296	293	298
Lottery Commission	52	52	49	49	49	46	46	45	45	45
McAuliffe-Shepard Discovery Center	12	13	13	13	13	13	13	13	13	0
Pease Development Authority	5	5	5	6	6	6	6	6	6	6
Police Standards and Training										19
Postsecondary Education Commission	6	6	6	8	8	8	8	0	0	0
Public Utilities Commission	69	69	69	69	69	69	69	69	67	68
Racing and Gaming Commission	20	21	21	22	19	21	21	16	16	16
Real Estate Commission	8	8	8	8	8	8	8	7	7	6
Regulatory Boards										
Board of Accountancy	0	2	2	3	3	3	3	0	0	0
Electricians Licensing Board	7	0	0	0	0	0	0	0	0	0
Health & Human Services Boards	31	38	37	38	38	37	37	35	35	36
Joint Board of Licensing & Cert.	5	5	5	5	5	6	6	8	7	16
Plumbers Board	6	6	6	7	7	7	0	0	0	0
Pub. Empl. Labor Relations Bd.	4	4	4	5	5	5	5	4	4	4
Real Estate Appraisers Bd.	1	2	2	2	2	2	2	0	0	0
Tax & Land Appeals Board	10	8	8	8	7	7	7	5	5	5
Veterinarians Exam. Board	1	1	1	1	1	1	1	1	1	1
Resources & Econ. Dev. Dept.	177	185	177	179	179	178	184	198	197	201
Retirement System	54	0	0	0	0	0	0	0	0	0
Revenue Administration Dept.	174	181	180	190	190	192	192	127	119	125
Safety Department	1,036	1,092	1,085	1,131	1,138	1,134	1,134	1,073	1,049	1,074
State Department	41	41	40	40	40	71	72	67	69	72

**TEN YEAR HISTORY OF AUTHORIZED PERMANENT POSITIONS BY DEPARTMENT
Number of Class 10 Positions Authorized**

<u>Department</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Status of Women Commission	2	2	2	2	2	2	0	0	0	0
Transportation Department	1,868	1,841	1,824	1,815	1,817	1,779	1,779	1,650	1,642	1,642
Treasury Department	21	19	18	19	19	18	18	17	17	17
Veterans' Council	4	5	5	5	5	5	5	5	5	7
Veterans' Home	251	328	369	367	376	367	367	367	366	366
TOTALS	11,575	12,030	11,879	12,068	12,083	11,875	11,881	10,173	10,121	10,109

NH First Reporting - Number of permanent positions by Department no longer reflect individual Divisions

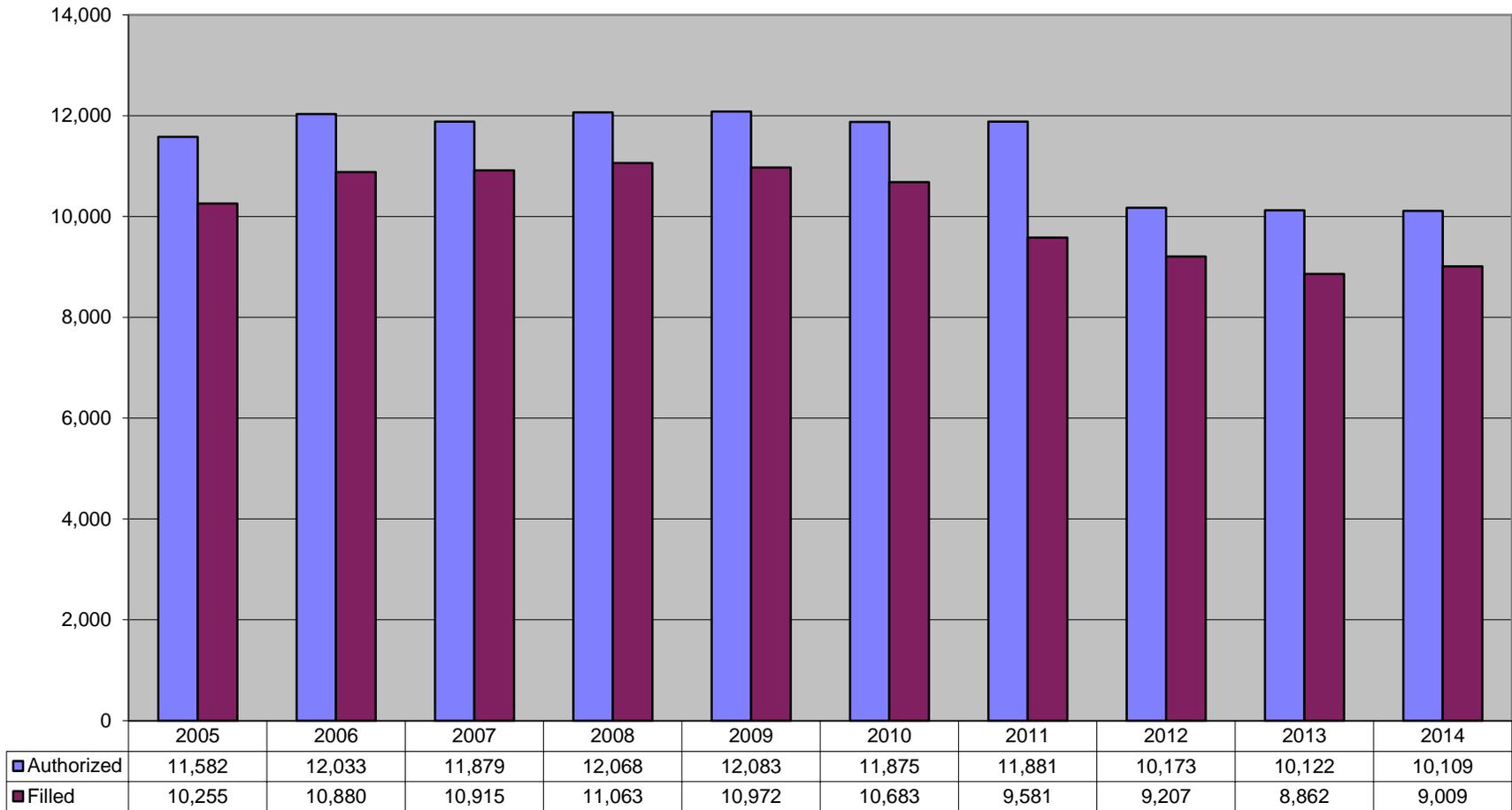
*Total positions for Department of Administrative Services now includes Public Works Design & Construction and the Shared Service Center

FY 2014 Authorized Positions

<u>Department & Components</u>	<u>CL 10 Filled</u>	<u>CL 10 Vacant</u>	<u>CL 59 Filled</u>	<u>CL 59 Vacant</u>	<u>Unclass. Filled</u>	<u>Unclass Vacant</u>	<u>Total Positions</u>
Adjutant General	114	24	0	0	2	0	140
Administrative Serv Dept Of	271	35	1	3	11	1	322
Agriculture Dept Of	26	3	1	0	3	0	33
Bank Commission	45	8	0	0	2	0	55
Boards	38	4	0	0	3	0	45
Auctioneers Board	0	0	0	0	0	0	0
Board Of Medicine	6	0	0	0	0	0	6
Board Of Tax - Land Appeals	4	1	0	0	3	0	8
Board Of Veterinary Medicine	1	0	0	0	0	0	1
Cosmetology/Barbers Board	5	0	0	0	0	0	5
Dental Board	2	0	0	0	0	0	2
Joint Board	15	1	0	0	0	0	16
Massage Therapy Advisory Board	0	1	0	0	0	0	1
Pharmacy Board	5	1	0	0	0	0	6
Corrections Dept Of	763	111	0	5	12	0	891
Cultural Resources Dept Of	44	10	0	0	3	1	58
Development Disabilities Council	3	0	0	0	0	0	3
DHHS Admin Attached Boards	16	0	0	0	0	0	16
Education Dept Of	230	69	2	5	5	0	311
Employment Security Dept Of	254	35	12	32	6	0	339
Environmental Serv Dept Of	386	81	0	0	6	0	473
Executive Council	0	0	0	0	6	0	6
Executive Office	12	3	0	0	2	0	17
Fish And Game Commission	171	16	0	0	1	0	188
Health and Human Svcs Dept Of	2,533	249	7	4	77	16	2,886
Highway Safety Agcy Of	4	1	0	0	1	0	6
Human Rights Commission	7	0	0	0	0	0	7

<u>Department & Components</u>	<u>CL 10 Filled</u>	<u>CL 10 Vacant</u>	<u>CL 59 Filled</u>	<u>CL 59 Vacant</u>	<u>Unclass. Filled</u>	<u>Unclass. Vacant</u>	<u>Total Positions</u>
Information Technology Dept of	313	47	0	0	7	2	369
Insurance Dept Of	59	9	0	0	10	3	81
Judicial Council	2	0	0	0	0	0	2
Justice Department	48	6	1	0	73	2	130
Labor Dept Of	75	18	0	0	2	0	95
Liquor Commission	283	15	1	0	5	0	304
NH Lottery Commission	40	5	0	0	4	0	49
NH Office of Veterans Services	6	1	0	0	1	0	8
NH Veterans Home	309	57	0	0	1	0	367
Pease Development Authority	6	0	0	0	0	0	6
Police Stds - Training Council	17	2	0	0	1	0	20
Public Employees Labor Rltn Bd	4	0	0	0	0	0	4
Public Utilities Comm	65	3	0	0	7	0	75
Racing Charitable Gaming Comm	16	0	0	0	6	0	22
Real Estate Commission	6	0	0	0	1	0	7
Resources - Econ Devel Dept Of	176	25	17	15	5	1	239
Revenue Administration Dept Of	110	15	0	0	27	0	152
Safety Dept Of	998	76	1	0	12	0	1,087
Secretary Of State	54	18	0	7	12	0	92
Transportation Dept Of	1,489	153	0	21	8	0	1,671
Treasury Dept Of	16	1	0	0	5	0	22
TOTALS	9,009	1,100	43	92	327	27	10,598
TOTAL VACANCIES	1,219						
VACANCY RATE	11.50%						

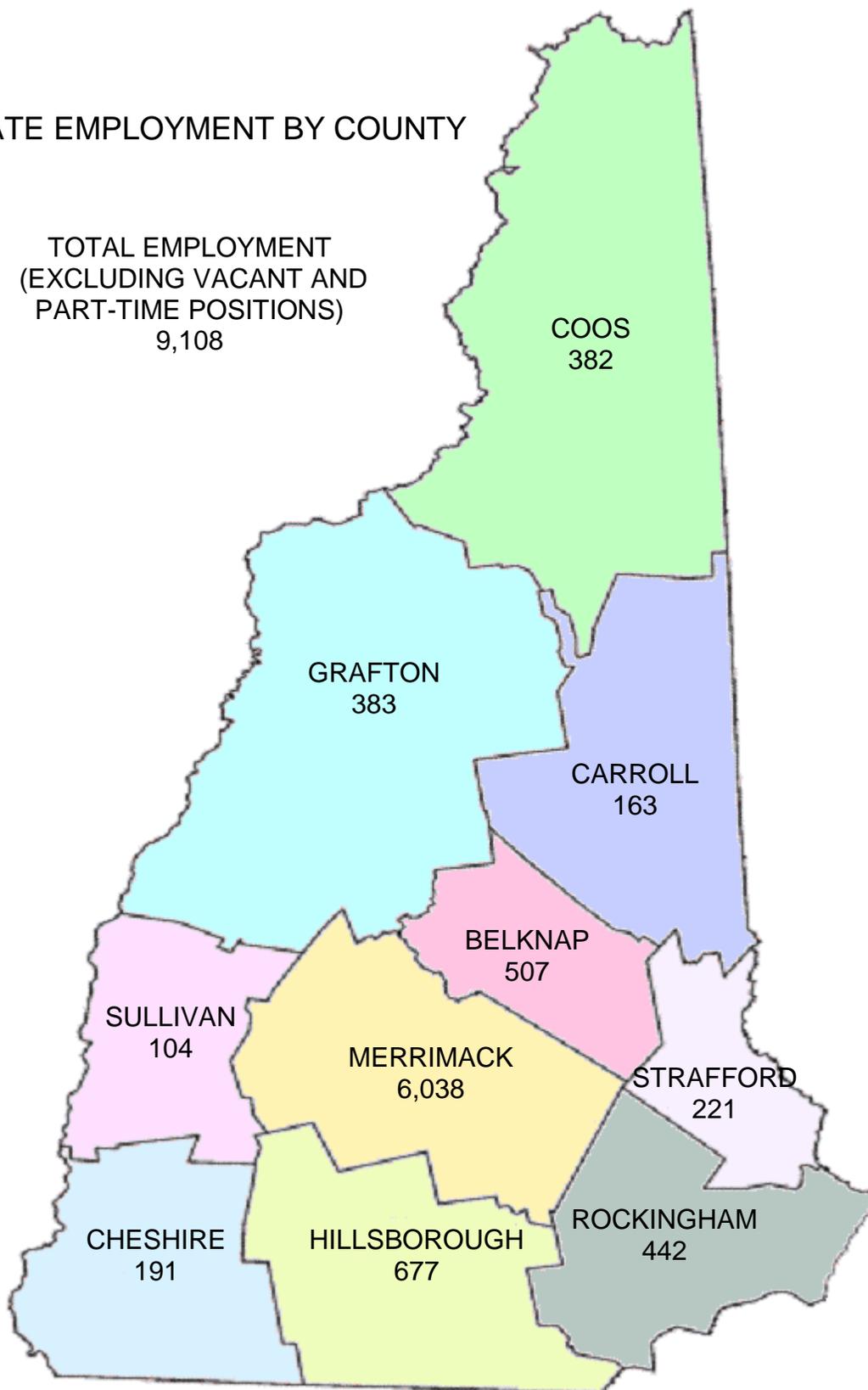
Authorized/Filled Positions 10 Year History



Note: Data does not include Class 59 full-time temporary positions.

STATE EMPLOYMENT BY COUNTY

TOTAL EMPLOYMENT
(EXCLUDING VACANT AND
PART-TIME POSITIONS)
9,108



Data from June 30, 2014 Report

DEMOGRAPHICS

New Hampshire State Employees

Fiscal Year 2014

2014

State Government Employees
Executive Branch

<u>Class Type</u>	<u>Number of Positions*</u>
Classified	10,244
Unclassified	354
TOTAL POSITIONS:	10,598

*Full Time Only - Includes vacancies

The Classified State Workforce
is made up of...

52% Female
48% Male

3% Minority
97% White (not of
Hispanic background)

The Average Full Time Classified Employee...

- Is 47 years old
- Has 12 years of service
- Earns \$46,849

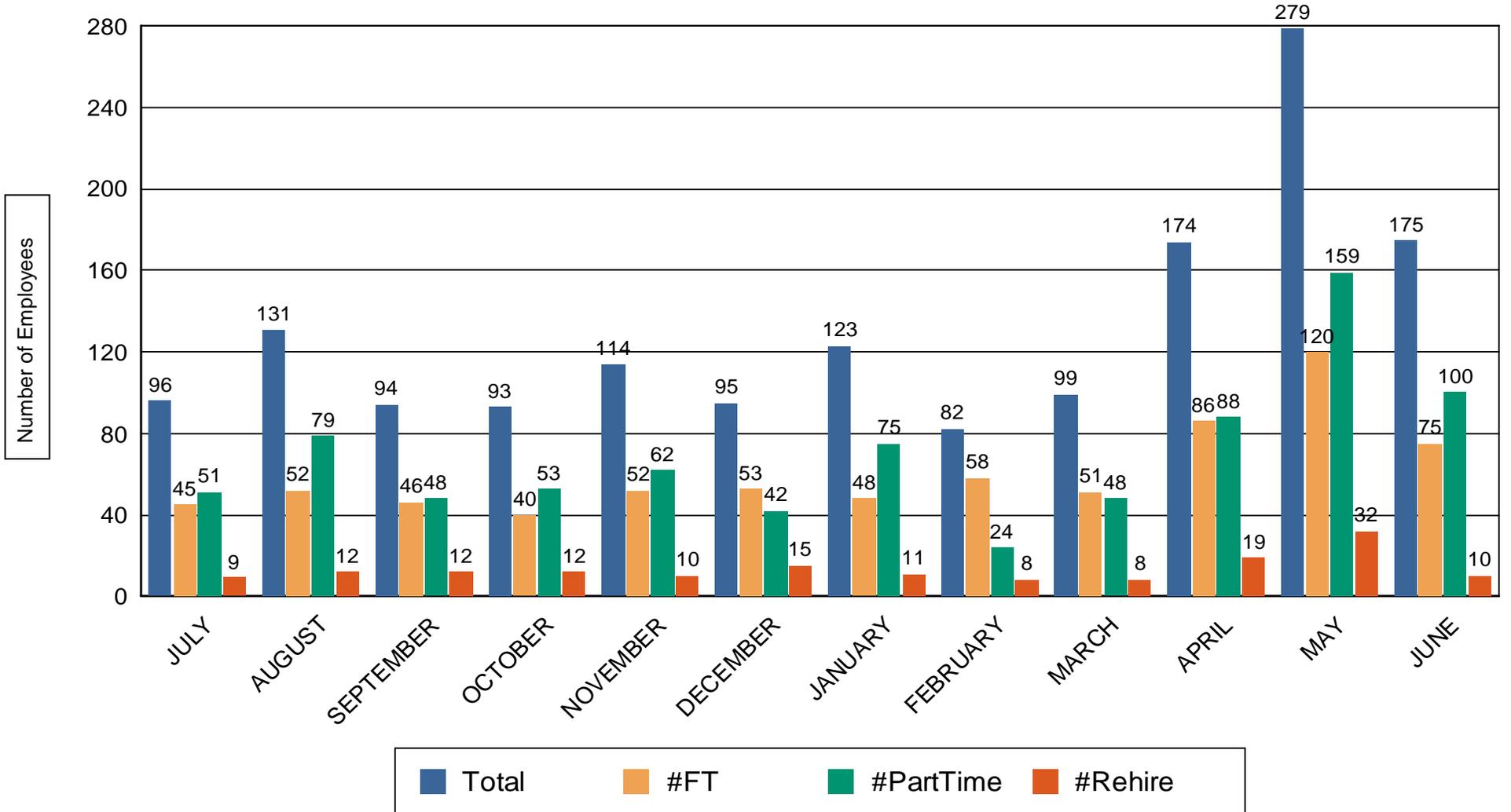
Classified State Employees
(filled positions only) that are ...

Full-time	9,108
Part-time	3,749

Classified Employees work in...

Belknap County.....	6%
Carroll County.....	2%
Cheshire County.....	2%
Coos County.....	4%
Grafton County.....	4%
Hillsborough County.....	8%
Merrimack County.....	66%
Rockingham County.....	5%
Strafford County.....	2%
Sullivan County.....	1%

TOTAL NEW HIRES BY MONTH Fiscal Year 2014

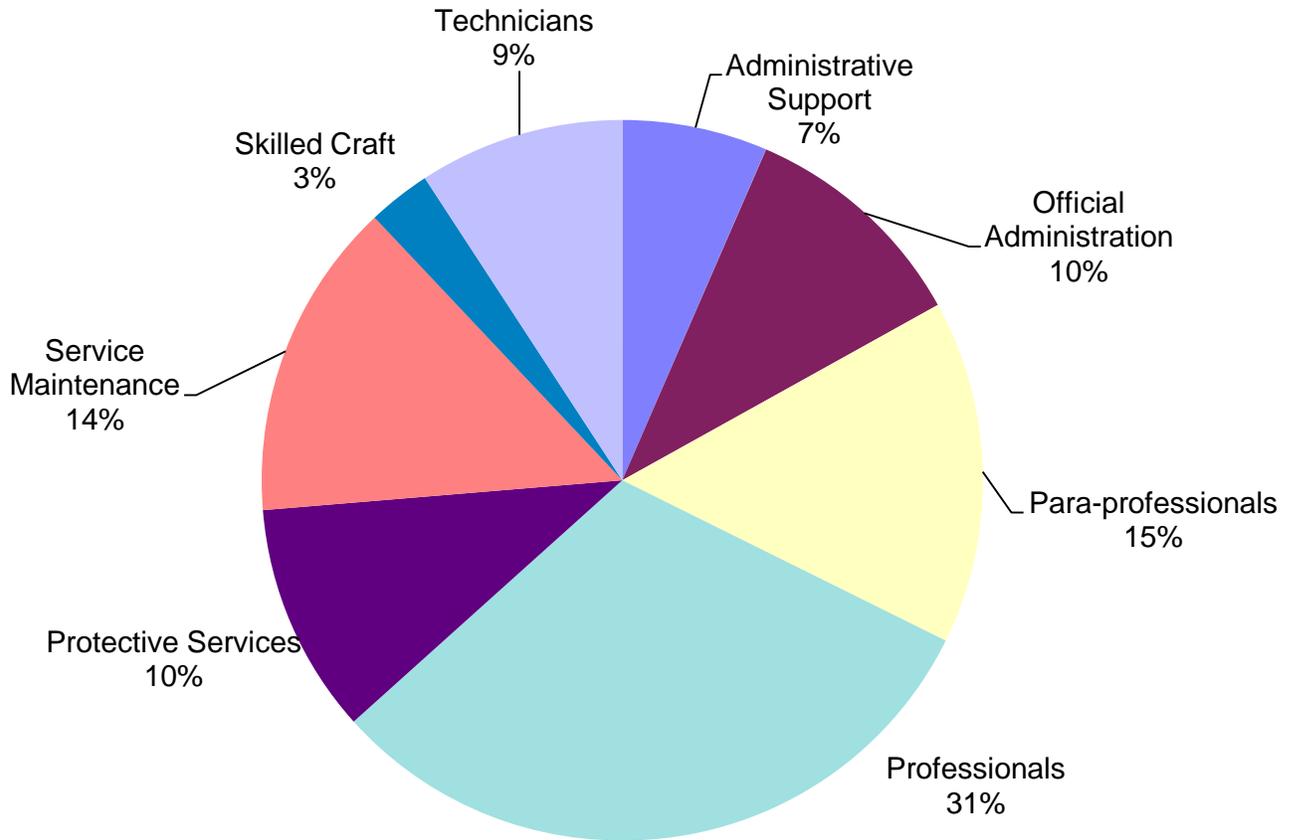


TOTAL NUMBER OF NEW HIRES BY AGENCY

AGENCY	NEW HIRES	HIRES above min.	% HIRED above min.
Adjutant General Department	29	2	7%
Administrative Services Department	81	24	30%
Agriculture Department	2	1	50%
Banking Department	2	1	50%
Board of Veterinary Medicine	1	0	0%
Corrections Department	54	22	41%
Cultural Resources	1	0	0%
Education Department	20	8	40%
Employment Security	19	4	21%
Environmental Services Department	37	8	22%
Executive Council	1	0	0%
Executive Department	9	2	22%
Fish and Game Department	19	2	11%
Health and Human Services Department			
Attached Boards	36	4	11%
Behavioral Health	2	1	50%
Human Services	69	23	33%
Commissioner's Office	31	17	55%
Division of Developmental Services	9	6	67%
Medicaid & Business Policy	3	2	67%
Elderly and Adult Services	3	3	100%
Glenclyff Home for the Elderly	18	3	17%
Community Based Care	1	1	100%
Juvenile Justice Services	1	0	0%
New Hampshire Hospital	136	69	51%
Office of Health Management	15	7	47%
Transitional Assistance	95	13	14%
Highway Safety	1	1	100%
Human Rights Commission	2	1	50%
Insurance Department	4	4	100%
Joint Board of Licensure and Certification	12	1	8%
Judicial Council	1	1	100%
Justice Department	11	5	45%
Labor Department	9	3	33%
Liquor Commission	370	10	3%
NH Lottery Commission	11	2	18%
Office of Information Technology	27	14	52%
Office of Veterans Service	3	2	67%
Public Employee Labor Relations	1	0	0%
Public Utilities Commission	6	6	100%
Real Estate Commission	1	0	0%
Resources & Economic Development Dept.	343	12	3.5%
Revenue Administration Department	17	5	29%
Safety Department	155	26	17%
Secretary of State Department	3	1	33%
Transportation Department	172	52	30%
Treasury	2	0	0%
Veterans Home	81	36	44%

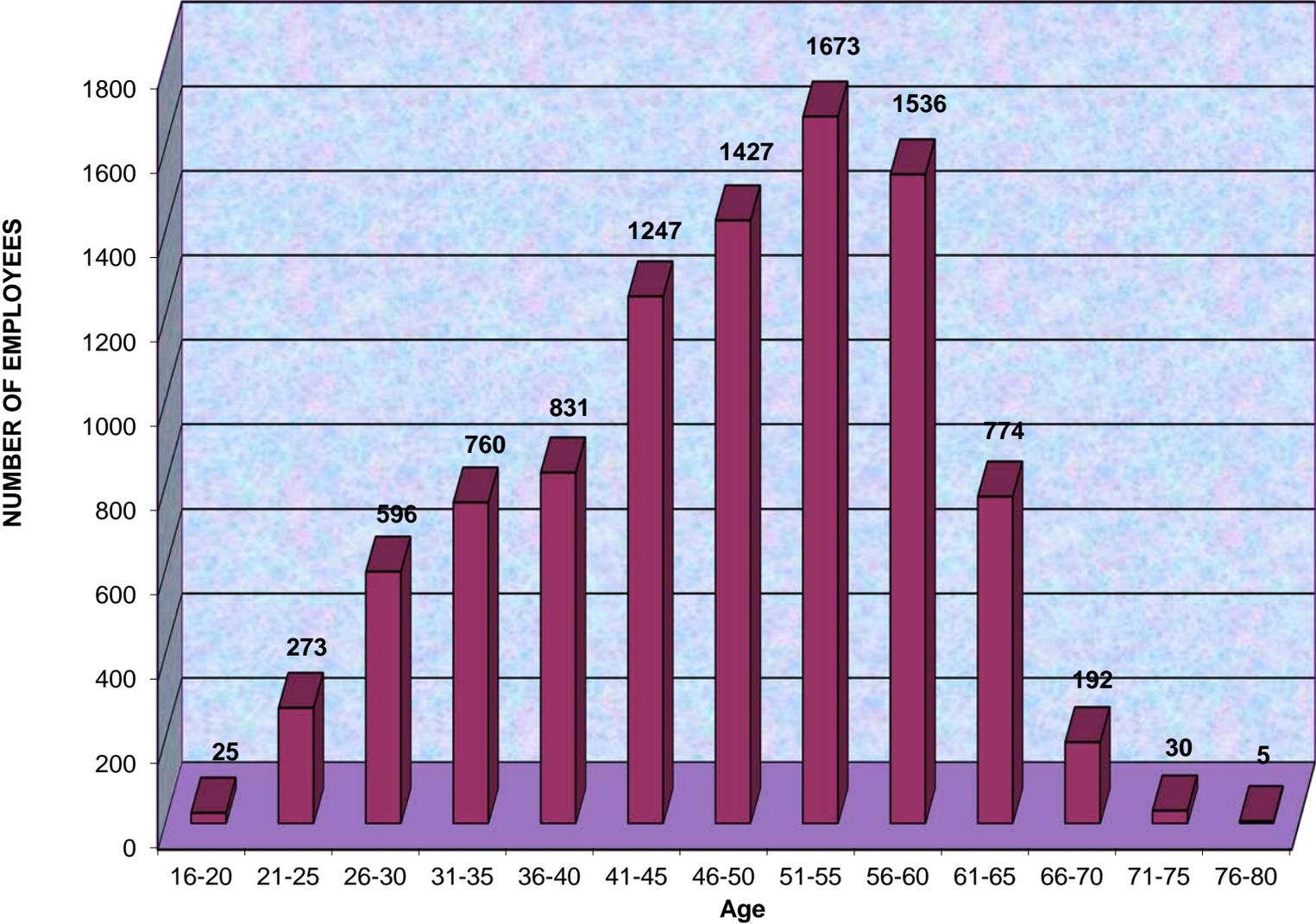
**Note: Includes all full-time and part-time hires, rehires and reinstatements.
Total new hires for FY 2014 = 1,926. Total hires above minimum = 405**

WORKFORCE PARTICIPATION RATES Fiscal Year 2014



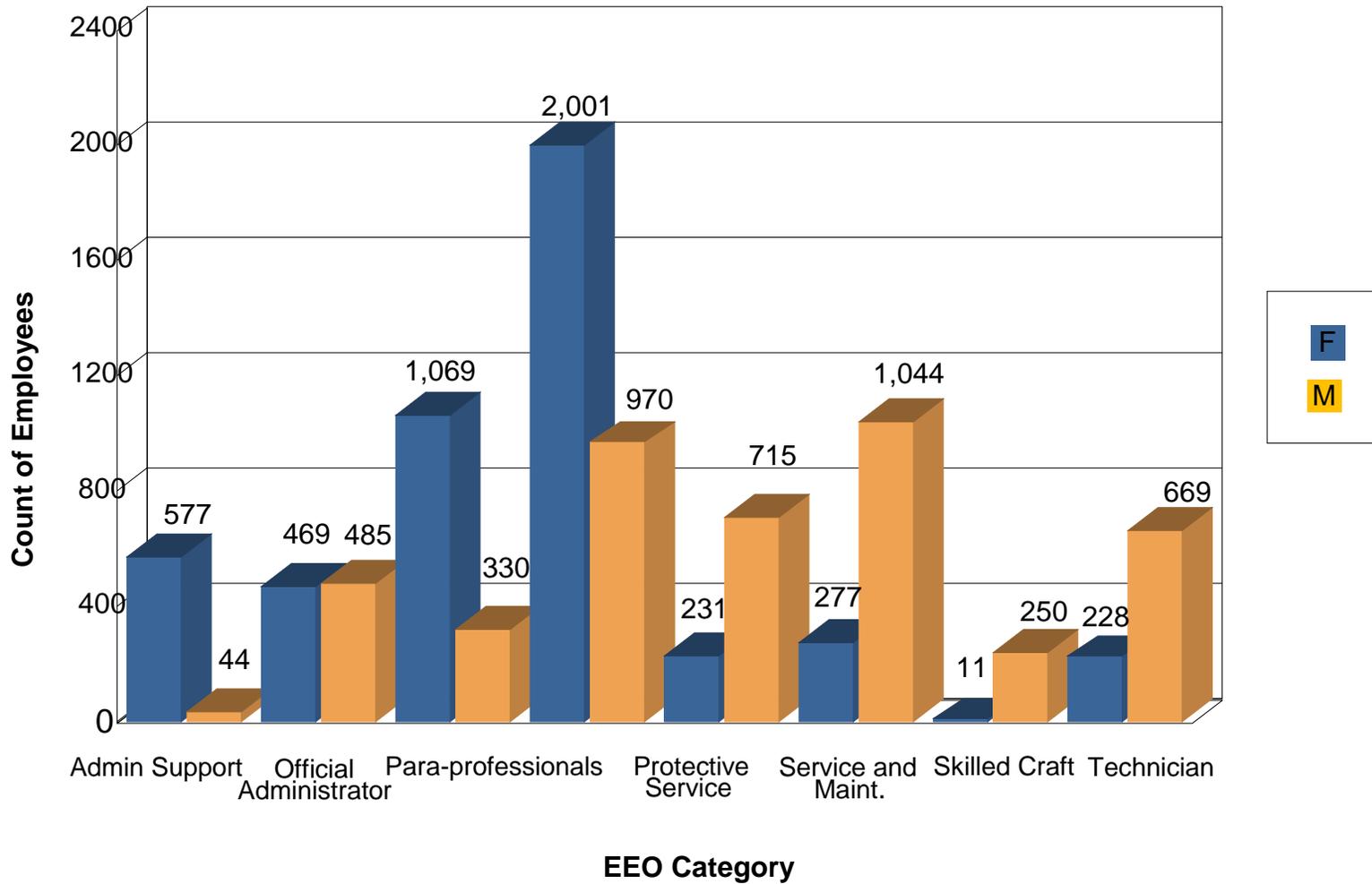
Note: Data from 6-30-14

EMPLOYEES BY AGE DISTRIBUTION Fiscal Year 2014



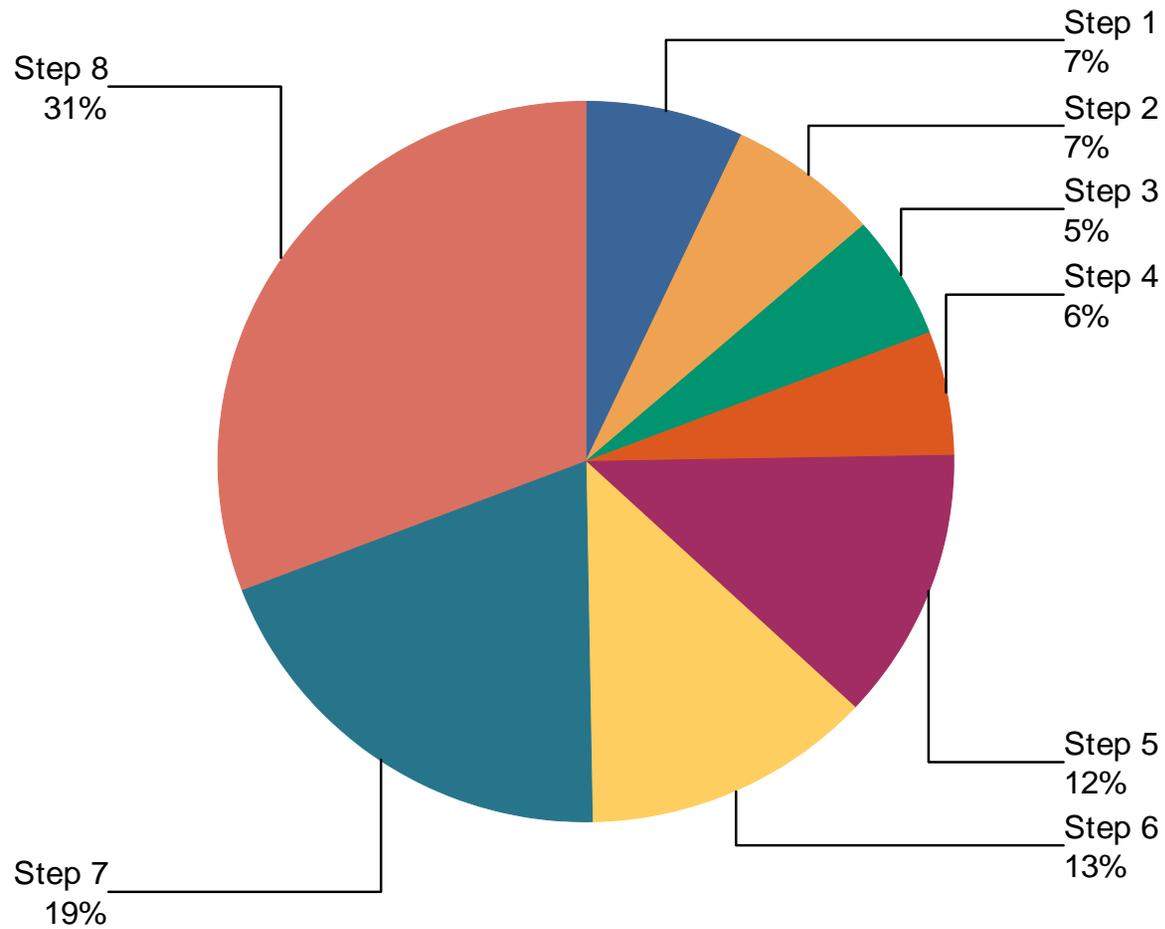
Average Employee Age = 47

Employees by Gender and EEO Category



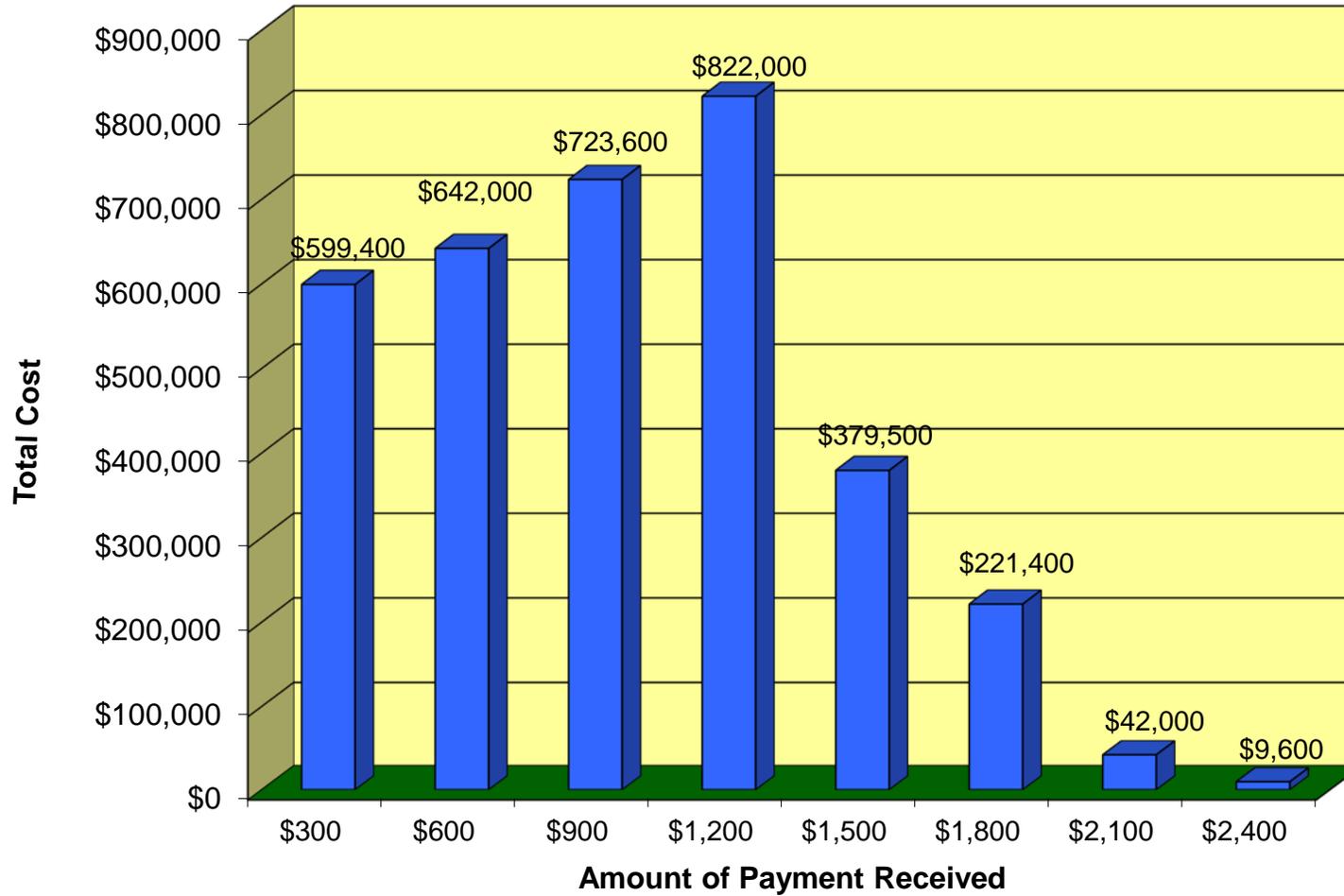
Note: Includes all full-time classified employees as of 06-30-14

OVERALL SALARY DISTRIBUTION
Fiscal Year 2014



Includes all full-time classified employees as of 6/30/14

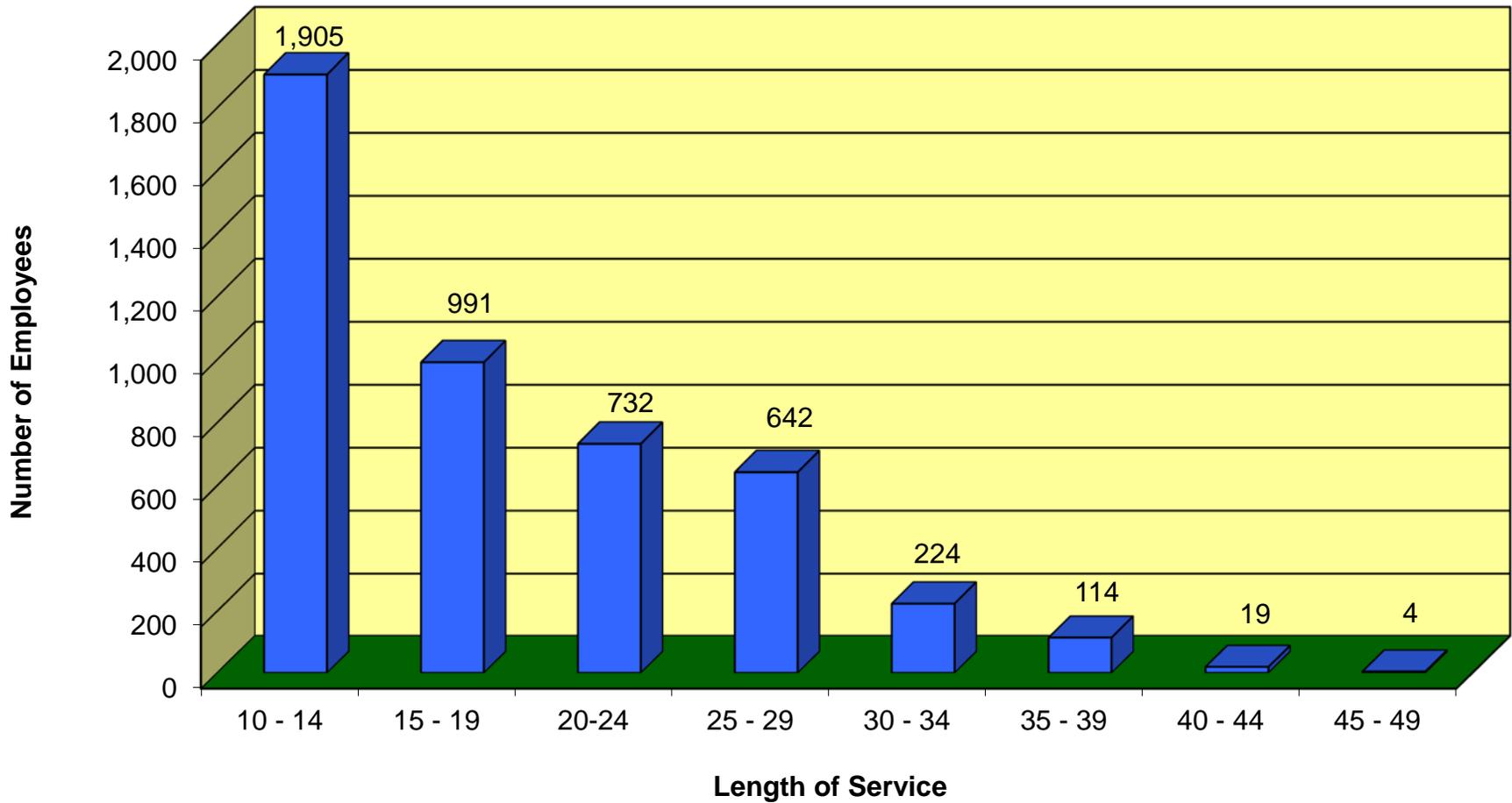
LONGEVITY IN CLASSIFIED SERVICE Cost of Longevity



Note: Employees receive \$300 for 10 years of service and an additional \$300 for each 5 years of service beyond 10 years. 49% of the state workforce received a longevity payment in Fiscal Year 2014.

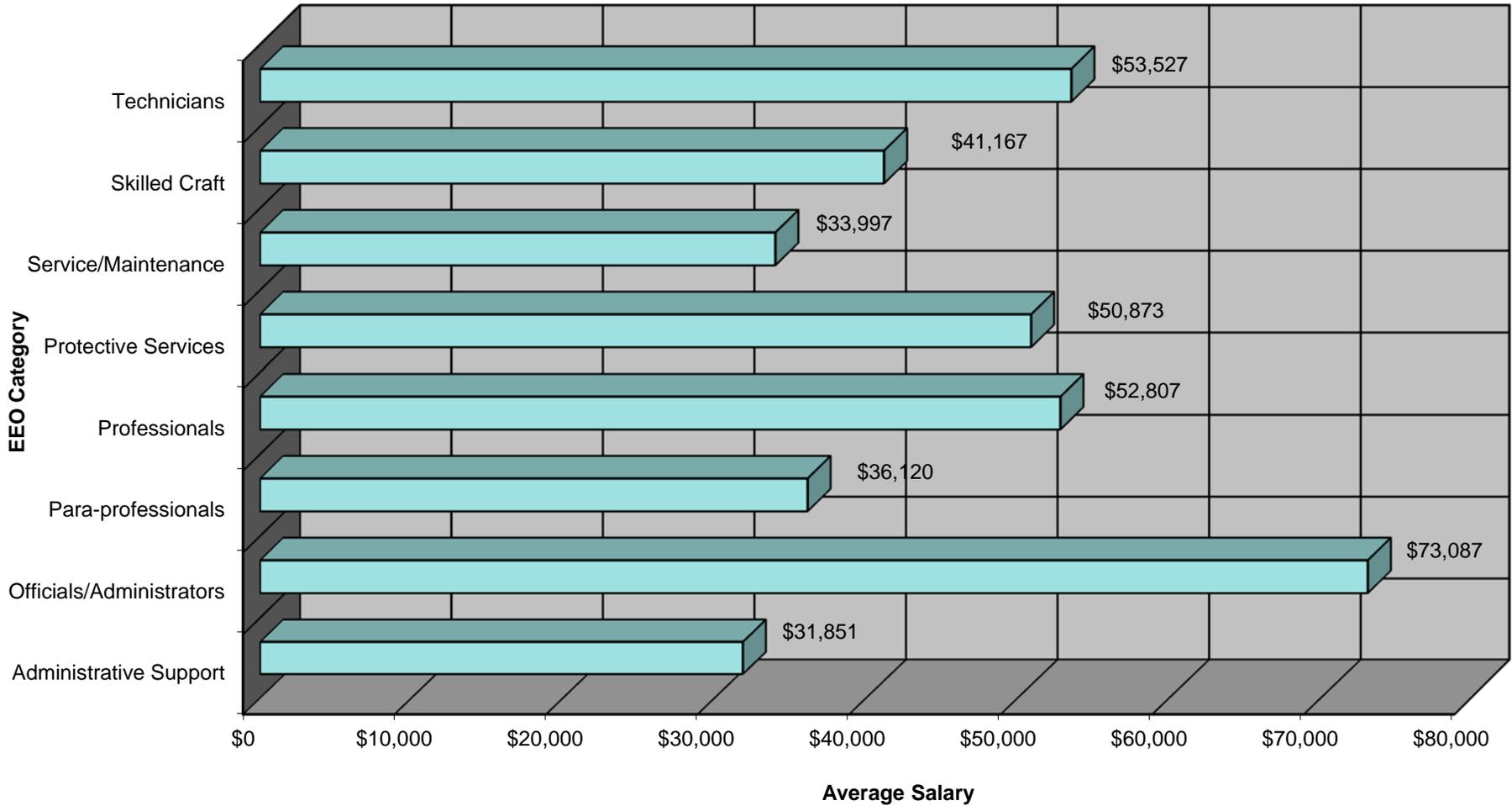
LONGEVITY IN CLASSIFIED SERVICE

Number of Employees by Length of Service



Note: Number of Employees Under 10 Years of Longevity = 4,784

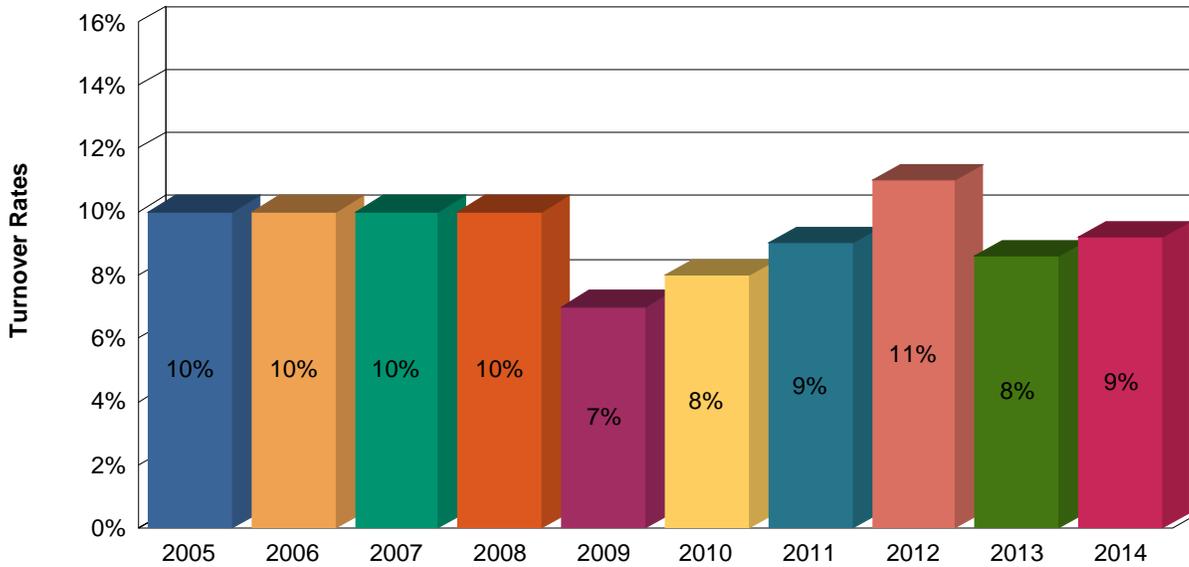
AVERAGE SALARY BY EEO CATEGORY Classified Positions



**Note: Includes all full-time permanent and full-time temporary employees as of 06-30-14
Average Salary Statewide = \$47,330**

TURNOVER

Separations from Classified Service 10 Year History and Highest Classes



Highest Turnover Classes With 50 or More Full-time Employees	Percent Turnover
Registered Nurse II	23%
Licensed Nursing Assistant III	21%
Child Protective Service Wkr III	17%
Highway Maintainer II	17%
Licensed Nursing Assistant II	16%
Mental Health Worker II	16%
Probation-Parole Officer II	15%
Program Specialist IV	15%
Secretary II	14%
Accounting Technician	13%
Administrator IV	13%
Food Service Worker II	13%
Retail Store Clerk II	13%
Toll Attendant I	13%
Child Protective Service Wkr IV	12%

Note: Turnover is calculated by using the actual number of separations from state government divided by the number of positions. Movement between state agencies is not considered turnover for the purposes of this report.

TURNOVER RATES BY AGENCY – FY 2014

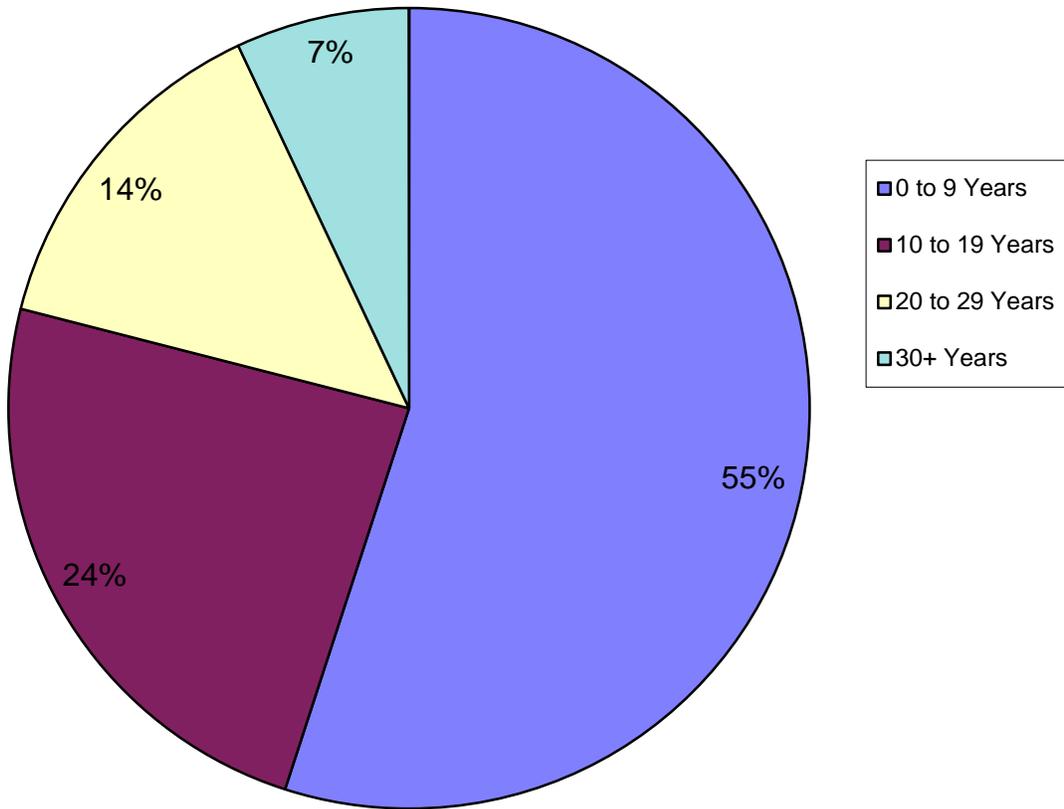
<u>AGENCY NAME</u>	<u>POSITIONS</u>	<u>TERMINATED/ TRANSFERRED</u>	<u>TURNOVER RATE %</u>
ADJUTANT GENERAL	140	11	7.86
ADMINISTRATIVE SERV DEPT OF	313	23	7.35
AGRICULTURE DEPT OF	32	1	3.13
BANK COMMISSION	54	4	7.41
CORRECTIONS DEPT OF	854	65	7.61
CULTURAL RESOURCES DEPT OF	48	0	0.00
DEVELOPMENT DISABILITIES COUNC	3	1	33.33
EDUCATION DEPT OF	261	21	8.05
EMPLOYMENT SECURITY DEPT OF	309	21	6.80
ENVIRONMENTAL SERV DEPT OF	472	42	8.90
EXECUTIVE BRANCH	46	12	26.09
EXECUTIVE COUNCIL	1	0	0.00
FISH AND GAME COMMISSION	190	15	7.89
HHS: ADMIN ATTACHED BOARDS	36	3	8.33
HHS: BEHAVIORAL HEALTH DIV OF	28	7	25.00
HHS: CHILDREN AND YOUTH	1	0	0.00
HHS: COMMISSIONER	344	36	10.47
HHS: DEVELOPMENTAL SERV DIV OF	52	6	11.54
HHS: ELDERLY - ADULT SERVICES	112	11	9.82
HHS: GLENCLIFF HOME FOR ELDER	169	13	7.69
HHS: HEALTH MGMT OFFICE OF	246	17	6.91
HHS: HUMAN SERVICES	759	68	8.96
HHS: JUVENILE JUSTICE SERV	7	2	28.57
HHS: NEW HAMPSHIRE HOSPITAL	574	54	9.41
HHS: TRANSITIONAL ASSISTANCE	468	49	10.47
HHS:DIV OF COMM BASED CARE SVC	32	5	15.63
HHS:OFC OF MEDICAID & BUS PLCY	45	6	13.33
HIGHWAY SAFETY AGCY OF	6	2	33.33
HUMAN RIGHTS COMMISSION	7	0	0.00
INFORMATION TECHNOLOGY DEPT OF	344	33	9.59
INSURANCE DEPT OF	75	5	6.67
JOINT BOARD OF LICENSUR - CERT	22	3	13.64
JUDICIAL COUNCIL	3	1	33.33
JUSTICE DEPT OF	131	11	8.40
LABOR DEPT OF	84	12	14.29
LIQUOR COMMISSION	315	38	12.06
NH LOTTERY COMMISSION	43	3	6.98
NH OFFICE OF VETERANS SERVICES	7	1	14.29
PEASE DEVELOPMENT AUTHORITY	6	0	0.00
POLICE STANDARDS & TRAINING	20	2	10.00
PUBLIC EMPLOYEES LABOR RLTN BD	4	0	0.00
PUBLIC UTILITIES COMM	75	4	5.33
RACING CHARITABLE GAMING COMM	16	1	6.25
REAL ESTATE COMMISSION	8	0	0.00
RESOURCES-ECON DEVEL DEPT OF	223	15	6.73
REVENUE ADMINISTRATION DEPT OF	144	6	4.17
SAFETY DEPT OF	1074	76	7.08

TURNOVER RATES BY AGENCY – FY 2014

<u>AGENCY NAME</u>	<u>POSITIONS</u>	<u>TERMINATED/ TRANSFERRED</u>	<u>TURNOVER RATE %</u>
SECRETARAY OF STATE	82	3	3.66
TAX – LAND APPEALS BOARD OF	7	0	0.00
TRANSPORTATION DEPT OF	1606	126	7.85
TREASURY DEPT OF	22	3	13.64
VETERANS HOME	347	49	14.12
TOTAL*	10,267	887	8.64%

Note: Includes all classified full-time permanent and full-time temporary positions.

**TURNOVER
LENGTH OF SERVICE
Fiscal Year 2014**



**CENTRAL HUMAN RESOURCE PROCESSING UNIT –
EMPLOYEE HR TRANSACTIONS AND RECORD MAINTENANCE**

The Central HR Processing Unit – Employee HR Transactions and Record Maintenance Section at the Division of Personnel continues to process all human resource transactions affecting the pay and status of Classified, Unclassified and Non-Classified employees. These transactions include, but are not limited to, new hires, rehires, promotions, lateral assignment changes, demotions, increments, leave of absences, date adjustments, termination and retirements. We have processed 22,298 transactions during this fiscal year as follows:

New Hires	1,819
Rehires	235
Promotions	226
Change Pay Rates	4,615
Transfers	2,143
Change Relationship to Organizations	8,929
Terminations	4,331
TOTAL	22,298

The data indicates that this section processes approximately 430 transactions every week. In addition to processing these transactions this section is responsible for documenting and bringing process flow issues that are not working properly to the attention of other Bureaus within Administrative Services for troubleshooting to determine the root cause of the problem and for getting it fixed in a timely manner so that the Portal/Payroll side of NH FIRST updates correctly with the payroll change from the Rich Client side of the system. This section also provides technical assistance and support to state agency Human Resource staff on the proper way to utilize the NH FIRST System to process all HR employee transactions.

This Unit continues to work with the state agencies, Bureau of Accounts and Financial Data Management to identify process improvements within the NH FIRST system. As we identify process improvements, we document the new process, create training material and communicate these updates to state agency Human Resource staff as appropriate using email, Sunspot, meetings and step by step instructions.

This Unit currently has three full-time positions and two part-time positions along with one full time position that is cross training as a back-up from the Examination Section. One of the part-time positions is dedicated to and funded by the NH State Liquor Commission. We are always looking for ways to lean down our processes and to make the work that we do more timely and efficient.

CENTRAL HUMAN RESOURCE PROCESSING UNIT - EXAMINATION SECTION

The Central HR Processing Unit – Examination Section at the Division of Personnel continues to administer written and computerized multiple-choice and fill-in-the-blank question examinations along with secretarial keyboarding examinations to determine internal and external applicants' competency for appointment consideration to job vacancies within New Hampshire State Government. We also continue to provide technical assistance to state agency Human Resource Departments along with hiring managers in the preparation and administration of structured interviews. We formulate questions and continue to train and educate agency staff on the Structure Interview process.

The Examination Section operates with nine (9) workstations and candidates continue to indicate a preference for the present computerized environment. Our staff work with agency staff from both Department of Safety and Fish and Game who administer specific examinations in a large quantity at one time for such titles as State Police Troopers, Conservation Officers and Marine Patrol Officers. We also offer field-testing of candidates through the use of New Hampshire Employment Security local offices as alternative examination sites throughout the State.

The total testing activity resulted in 2,223 applicants being tested or scored for structured interviews during this fiscal year.

Tested	1,784
Scheduled - No Show	291
Scheduled – Withdrawn	87
Structured Interview Pending	50
Testing – Requirement Changed	10
Waived	1
TOTAL	2,223

The Examination Section has one dedicated full-time person, along with one other section full-time staff member that serves as a back up to insure that there is no interruption of service throughout the year. We have begun cross training the dedicated full-time examination person with the other section within the Central HR Processing Unit to allow us to become more efficient and timely with our services.

In closing, NH Division of Personnel – Examinations Section has gone through some changes in this fiscal year that will continue into the following year. The Examination Section continues to look for process improvements within the NH FIRST system. As we identify process improvements, we document the new process and communicate these updates to state agency Human Resource staff as appropriate. In November 2013 we stopped using US Mail to send out “Notice of Examinations” and “Result” letters to each candidate, all correspondence is now sent out via email. This has not only reduced the turnaround time of candidates being tested, but has also expedited the process of notifying candidates of their test results. However, most importantly this change has saved our Division approximately \$1800 in postage and does not include the money saved for letterhead, envelopes, toner, and work time.

CLASSIFICATION SECTION

Responsibilities: The Classification Section's mission is to ensure equity of salary and job functions and to review reporting relationships for consistency across the state system. The Section carries out a variety of responsibilities including, but not limited to, approving new and revised supplemental job descriptions, initiating and responding to requests from state agencies and boards to reclassify existing filled and vacant positions, establishing full-time and part-time temporary positions, reallocating labor grades, revising job class specification standards, and reviewing and facilitating the movement of positions within agencies. Importantly, the Section also provides assistance to agency human resource staff and administrators in a variety of areas.

Fiscal Year 2014 Highlights:

In the NH FIRST system, position transactions must be completed first, before certain payroll and recruitment transactions can be submitted. This makes it critical that position changes are submitted correctly by agencies, and that they be reviewed and approved promptly by Section staff. This year, the Section's scope of responsibility and work volume continued to expand, and in some cases the number of requests processed greatly exceeded last year's totals. Overall, the Section processed a total of **9,281** Request Position Update work units this year in order to implement multiple changes to existing positions. The Section also approved **719** Request New Position work units to establish new positions, and established **281** additional positions via mass upload, for a total of **1,000** new positions created.

This year, the Classification Section continued to review and approve other transactions that are new since the implementation of NH FIRST in February of 2013, such as supervisor changes, system conversion corrections, promotional class series up/down, non-classified position changes, and unclassified position changes. This is shown by the increased number of transactions as well as the variety of transactions reported on this year. In addition, new processes developed since the implementation of the NH FIRST system were put to greater use this year, including the use of mass upload spreadsheets and the creation of mass recruitment position numbers. Despite the increase in work, Section staffing continued to be maintained at the same level, making it a challenge to keep pace with the additional transaction workload, while continuing to address agency needs and provide technical assistance. For this reason, agency wait time for completion of Classification requests requiring more extensive review continues to increase.

More detailed information on the responsibilities and accomplishments of the Section this year is presented on the following pages.

MASS UPLOADS:

This year, the Section increasingly used the mass upload method which was developed to load multiple position changes into the NH FIRST system by use of Excel spreadsheets, preventing the need for individual work unit requests to be submitted by agencies. Mass uploads were also used to reclassify and reallocate the labor grade of large groups of positions of the same title, to establish positions, and to abolish positions. They were also used to correct and revise position data, such as union assignments, job/position titles, and location codes. Mass uploads, while they save time when effecting multiple changes, are a labor-intensive process for the Classification Office

Supervisor, who must produce the spreadsheet for agency use, verify all of the information in conjunction with other Section staff, and test the upload before it is launched. This year, **24** mass upload spreadsheets were created, a number that is doubled when the testing process is added. Via these mass uploads, **1,925** changes were entered in the NH FIRST system this year. Some changes entered via mass upload are detailed in the information which follows.

SUPPLEMENTAL JOB DESCRIPTIONS (SJDs):

Supplemental job descriptions describe individual positions and are used to inform position occupants of their duties, to post/recruit for positions, to list special position requirements, and to do annual performance evaluations. Having an accurate SJD on file is also crucial to the placement of laid off state employees in positions via the RIF [Reduction In Force] list.

This year, the number of SJDs reviewed and approved by the Section nearly doubled. Much of this increase is due to the necessity for state agencies to update SJD information in the position record in NH FIRST prior to recruitment. This became a requirement last year because the recruitment function in the system draws directly from the information in the position record. Requests were received daily to upload previously approved SJDs and to review revised SJDs, many of them a priority due to recruitment needs.

Specifically, this year, **2,033** individual SJDs were reviewed, approved, and returned to the agencies by the Section’s Classification Analysts in Fiscal Year 2014. **This is an increase of over 1,058 from last fiscal year, during which 975 SJDs were processed.** Of the total number of 2,033 this year, 573 were SJD revisions, requiring detailed comparison and analysis by the Classification Analysts. 1,460 of the requests were SJD uploads to load previously approved SJDs into the system, not requiring as much review; however, each of these requests had to be compared with what the Section had on file, and Section staff also reviewed all of the data submitted with each request in order to insure accuracy and prevent erroneous changes to data which could have affected employee pay.

A chart summarizing the number of SJDs processed by the Section in comparison with the Fiscal Year 2013 total is shown below:

SJDS Reviewed

Revisions (FY 14): 573	Uploads (FY 14): 1,460	<u>Total (FY 14):</u> 2,033
		<u>Total (FY 13):</u> 975

NEW POSITIONS & 7-D Activity:

New Positions Established (Full-time Temporary, Part-time, and Seasonal): During Fiscal Year 2014, a total of **568** full-time temporary, part-time temporary, and seasonal positions were established in **22** different agencies, compared with the establishment of 474 such positions in 15 different agencies in Fiscal Year 2013. This year, the vast majority of the positions established, totaling 485, were part-time temporary. This exceeds the Fiscal Year 2013 total of 409 part-time temporary positions established, which was an increase of 76 over the previous year. Therefore, the trend of increase in requests for part-time positions continues. The chart on page 46 details these requests. There were actually more positions established than what these numbers reflect, due to **mass uploads**. Through the mass upload process, **281** additional part-time and full-time temporary positions were created for the Department of Health and Human Services relating to Medicaid expansion, to include Ward Clerks, Registered Nurses, and Mental Health Workers.

The largest numbers of positions were established in the following agencies: Department of Health and Human Services (44 positions, plus the 281 reported in the previous paragraph); Liquor Commission (150 positions); Department of Transportation (150 positions); NH Veteran's Home (37 positions); Department of Resources and Economic Development (28 positions); and Department of Administrative Services (27 positions).

New Positions Established (Unclassified, Non-Classified):

This year, data was obtained on the numbers of unclassified and non-classified positions established, a new function for the Section since the implementation of NH FIRST. This fiscal year, **19** unclassified positions and **44** non-classified positions were established, each type established in **8** different agencies. The largest numbers of unclassified positions were established in the following agencies: Department of Revenue (6 positions); and Department of Justice (6 positions). The largest numbers of Non-Classified positions were established in the following agencies: Department of Health and Human Services (18 positions); Department of Transportation (14 positions); and the Joint Board (6 positions)

New Positions Established (Mass Recruit): This year, **30** mass recruit position numbers were created. Mass recruit positions are a new initiative in the Division of Personnel, and have been developed to facilitate recruitment for positions in multiple locations which takes place on an ongoing basis. This method enables the creation of one mass recruit position number and thus one recruitment ad, rather than multiple ads representing individual position numbers. Mass recruitment position numbers, once established, can be used more than once. This collaborative effort between the Classification Section and the Recruitment & Certification Section has saved time and increased efficiency for both the Division of Personnel and state agencies.

New Positions & Other Activity via 7-D Process: This Fiscal Year was the first year of the 7-D process, in which the Section receives, tracks, reviews, and distributes requests from agencies to establish new full-time permanent positions and to convert existing full-time temporary positions to permanent position numbers. The 7-D process is now also used to fund positions which were unfunded in the previous budget. This year, the Section worked with the Department of Administrative Services Budget Office to revise the 7-D form, and to create an electronic process for receiving and approving the 7-D forms and sharing the information with the Budget Office electronically via a work folder on the Department of Administrative Services' shared drive, which replaced the former process of distributing hard copies.

This year, the Section gave preliminary approval for **248** new permanent position numbers, and **72** conversions from full-time temporary to permanent position numbers. The Section also reviewed 7-D forms and attachments to fund **53** positions. Next Fiscal Year will be the second year in the process, in which the Section assigns position numbers in coordination with the Department of Administrative Services Budget office and finalizes the SJDs of the new permanent positions and position conversions that have been approved by the Legislature.

New Positions Established - Permanent Non-7-D:

This year, the Section also reviewed and approved **5** permanent positions which were either established in the budget or via Legislation, rather than through 7-Ds.

Positions Unfunded/Abolished:

This year, the Section processed requests to unfund or abolish **102** positions via mass upload.

The chart on the next page summarizes the types and numbers of positions established in Fiscal Year 2014:

New Positions Established – All Categories

FT Temp	PT Temp	Seasonal	Fund Positions 7-D	Permanent Non-7-D	
59	485	24	53	5	
Mass Upload	Unclass	Non-Class	Mass Recruit	Requests Returned/ Rejected	<u>Total Established:</u>
281	19	44	30	126	1,000

**POSITION REVIEWS
(Reclassifications and Labor Grade Reallocations):**

The Classification Section reviews requests to reclassify positions from one job class title to another, which usually involves a change in labor grade. Some reclassification requests are combined with requests to transfer positions, and some requests are for temporary reclassifications lasting 6 months or less. The Section also reviews requests to reallocate the labor grade of job classifications and job classification series to determine if the labor grades should be changed. Reallocation normally impacts all positions assigned that title in each agency. During this Fiscal Year, **493** positions were reviewed for reclassification or reallocation by the Classification Section, as compared with **366** positions reviewed in Fiscal Year 2013.

Position reclassification requests were received from 27 different agencies. The agencies with the highest numbers of position reclassification reviews for Fiscal Year 2014 were: Department of

Health and Human Services (51 reviews, in addition to 89 additional reclassifications done via mass upload); Department of Safety (57 reviews); Department of Revenue Administration (29 reviews); Department of Transportation (24 reviews); Department of Information Technology (23 reviews); and Department of Corrections (21 reviews).

Out of Class Series Reclassifications:

Position reclassifications which are considered “out of class series” per the existing RSA 21-I:56, whether or not they result in a higher salary, continued to be brought before Governor & Council (G & C) by the Director of the Division of Personnel for approval. This Fiscal Year, **161** of the 383 position reclassifications required G & C approval, as compared with 224 of the 366 position reclassifications that went to G & C for out of class series last fiscal year. The chart on page 40 provides more detailed information.

The following chart summarizes the total number of position reviews and the breakdown for each type of review in Fiscal Year 2014:

Positions Reclassified/Reallocated

Filled	Vacant	Reclass/ Transfer	Temp Reclass- 6 mo's or less	Reallocation
100	102	20	9	12
Mass Upload-Vacant	Required G & C Approval-Vacant & Filled			<u>Total Reclassified/ Reallocated:</u>
89	161			493

POSITION TRANSFERS AND AGENCY REORGANIZATIONS:

This Fiscal Year, the Section continued to play an active role in reviewing and confirming proposed changes to agency organizational charts, reviewing position transfers, and providing guidance to agencies concerning the potential impact of those changes. In addition, the Section provided technical assistance to many agencies this year regarding reorganizations in the planning stages and those submitted to the Division of Personnel for review. Reorganizations and position transfers can impact the classification of positions, and involve reviewing revised SJDs, organizational charts, and surrounding positions. This year, the Section reviewed and approved **152** transfers, as well as **85** position work units to effect agency reorganizations in **7** different agencies. Transfers and reorganizations are summarized in the chart on the next page.

Positions Transferred/Reorganized

Position Transfers	Position Reorganizations	
152	85	
		<u>Total Transfers/Reorgs:</u> 237

CLASS SPECIFICATION REVISIONS:

Job class specifications set and maintain the statewide standard for characteristic duties and minimum qualification requirements for all state classified positions. This year the Section continued to receive requests from agencies to revise class specifications, such as to revise minimum qualification requirements in order to correct outdated language and/or to enhance and improve recruitment for state positions. Section staff also proactively identified needed changes. In setting and revising minimum qualification, licensure, and special requirements, staff worked in consultation with the Recruitment and Certification Section.

This Fiscal Year, the Section received upwards of **39** class specifications for revision, and many more many more revisions were in process when the year ended. This is a decrease from 113 class specification revisions completed last year; however, there were actually more revisions than the 39 which were logged. For example, any time there was a request to reallocate the labor grade of a job title or job class series, of which there were **12** this year, multiple changes to the class specifications were required. This included changes to factor level definitions and minimum qualification requirements. In addition, many of the 12 reallocations involved multiple levels in the same series, meaning that each level needed to be reviewed and compared with the others to ensure there would be no conflict in job expectations, factor levels, or minimum qualification requirements. Also, minor revisions and corrections to class specifications were done informally throughout the year by various Section staff.

TECHNICAL ASSISTANCE:

The technical assistance provided by Section staff continued to be a daily function. The Classification Analysts provided advice and assistance to agency human resource staff in compiling classification requests. In addition, the Analysts and Administrator provided information, met with the agencies to discuss alternative classification titles, and sought further clarification, which required additional staff time in completing reviews. In this process, opportunities for further training of human resource staff were identified. One of the future goals of the Section is to provide additional training on classification-related topics to staff responsible for their agency's classification requests, both one-on-one and in small groups.

In addition, as part of a Division-wide effort, the Classification Office Supervisor and Administrator began working on updates to the Classification page on Sunspot, (the agency intranet), posting helpful training instructions with screen shots for agency use, as well as other information helpful in understanding the Classification system, legal authority, and procedures. Other training tools will be provided as they are developed, with the goal of assisting agencies in reviewing classification requests submitted by managers and employees before they are submitted to the Division of Personnel, and to assist agencies in submitting their requests in NH FIRST accurately. These training tools would be used in conjunction with the goal of in-person training mentioned in the previous paragraph.

Classification Office staff continued to assist agencies via phone and email in submitting transactions in the NH FIRST system. In addition, the Office Supervisor continued to have a central role in work groups and meetings with Division and Departmental staff which took place in order to troubleshoot errors and develop improved process flows. In addition, this year the Classification Office became responsible to receive and respond to NH FIRST Help Desk tickets submitted by state agencies regarding position data in order to troubleshoot errors.

Summary:

The amount of work increased during Fiscal Year 2014 in almost all of the areas for which the Classification Section is responsible. In addition, new areas of responsibility relating to the NH FIRST system and new procedures to expedite requests and implement multiple changes more efficiently were added.

POSITIONS RECLASSIFIED – APPROVED BY GOVERNOR & COUNCIL – OUT OF CLASS SERIES
JULY 1, 2013 – JUNE 30, 2014

<u>DEPARTMENT</u>	<u>FROM (TITLE & SALARY GRADE)</u>		<u>TO (TITLE & SALARY GRADE)</u>		<u>G & C</u>
HHS	Food Service Worker II	5	Program Specialist III	23	5/21/14
HHS	Food Service Worker II	5	Program Assistant I	12	6/18/14
HHS	Food Service Worker II	5	Program Assistant I	12	6/18/14
DRED	Information Ctr Attendant I	6	Maintenance Mechanic III	14	7/10/13
REVENUE	Clerk III	8	Data Control Clerk II	10	7/24/13
REVENUE	Clerk III	8	Data Control Clerk II	10	7/24/13
REVENUE	Clerk III	8	Data Control Clerk II	10	7/24/13
REVENUE	Clerk III	8	Data Control Clerk II	10	7/24/13
REVENUE	Clerk III	8	Data Control Clerk III	12	7/24/13
REVENUE	Clerk III	8	Data Control Clerk III	12	7/24/13
HHS	Health Facilities Cleaner III	8	Program Specialist IV	25	3/26/14
REVENUE	Account Clerk III	9	Data Control Clerk II	10	7/24/13
REVENUE	Account Clerk III	9	Tax Forms Examiner	12	5/7/14
REVENUE	Cashier	9	Data Control Clerk II	12	7/24/13
HHS	Clerk Interviewer	9	Family Service Specialist Trainee	13	11/20/13
HHS	Clerk Interviewer	9	Family Services Specialist I	15	6/18/14
HHS	Secretary II	9	Administrator IV	33	2/12/14
HHS	Secretary II	9	Business Systems Analyst I	28	3/26/14
HHS	Secretary II	9	Program Specialist I	19	6/4/14
HHS	Secretary II	9	Program Planning & Review Specialist	28	6/18/14
HHS	Secretary II	9	Program Planning & Review Specialist	28	6/18/14
HHS	Secretary II	9	Family Services Specialist I	15	6/18/14
HHS	Secretary II	9	Family Services Specialist I	15	6/18/14
HHS	Secretary II	9	Family Services Specialist I	15	6/18/14
DOT	Toll Attendant I	9	Program Assistant II	15	11/6/13
DOT	Toll Attendant I	9	Accountant II	18	11/20/13
DOT	Toll Attendant I	9	Business System Analyst I	28	2/28/14
DOT	Toll Attendant I	9	Accountant I	16	2/28/14
HHS	Word Processor Operator I	9	Psychological Associate I	24	3/26/14
HHS	Automotive Service Tech	10	Prog Plang & Review Specialist	28	7/24/14

<u>DEPARTMENT</u>	<u>FROM (TITLE & SALARY GRADE)</u>		<u>TO (TITLE & SALARY GRADE)</u>		<u>G & C</u>
HHS	Data Control Clerk II	10	Family Services Specialist I	15	6/18/14
HHS	Medical Typist II	10	Family Services Specialist I	15	6/18/14
HHS	Program Planning & Review Coordinator	10	Family Services Specialist I	15	6/18/14
HHS	Ward Clerk	10	Medical Records Supervisor	15	7/10/13
LOTTERY	Warehouseman	10	Retail Store Clerk II	12	10/2/13
HHS	Executive Secretary	11	Family Service Specialist Trainee	13	3/26/14
HHS	Executive Secretary	11	Family Service Specialist Trainee	13	3/26/14
HHS	Executive Secretary	11	Family Service Specialist Trainee	13	3/26/14
HHS	Executive Secretary	11	Family Service Specialist Trainee	13	3/26/14
HHS	Executive Secretary	11	Family Services Specialist I	15	6/18/14
SAFETY	Executive Secretary	11	Program Assistant II	15	5/7/14
INSURANCE	Insurance License Clerk	11	Supervisor V	26	11/6/13
JOINT BOARD OF LICENSURE	License Clerk	11	Program Assistant I	12	10/16/13
HHS	Licensed Nursing Assistant II	11	Business System Analyst I	28	7/24/13
HHS	Licensed Nursing Assistant II	11	Program Assistant I	12	6/18/14
HHS	Mental Health Worker II	11	Family Services Specialist I	15	6/18/14
DOT	Toll Attendant II	11	Program Assistant II	15	11/6/13
DOT	Toll Attendant II	11	Accountant III	21	2/28/14
DOT	Toll Attendant II	11	Audit Technician	11	2/28/14
HHS	Claims Processor II	12	Family Service Specialist Trainee-1	13	11/20/13
REVENUE	Clerk IV	12	Data Processing Supervisor II	18	7/24/13
REVENUE	Clerk IV	12	Data Processing Supervisor II	18	7/24/13
REVENUE	Clerk IV	12	Tax Forms Examiner	12	11/20/13
SAFETY	Control Clerk III	12	Program Specialist I	19	1/29/14
REVENUE	Data Control Clerk Iii	12	Data Processing Supervisor II	18	7/24/13
SAFETY	Human Resources Assistant II	12	Payroll Officer I	14	1/15/14
HHS	Program Assistant I	12	Technical Support Spec I	17	3/12/14
REVENUE	Tax Forms Examiner	12	Data Control Clerk III	12	7/24/13
SAFETY	Cash Terminal Operator II	13	Supervisor II	21	3/12/14
HHS	Medical Records Technician	13	Family Services Specialist I	15	6/18/14
CORRECTIONS	Corrections Officer	14	Medical Secretary II	11	12/4/13

<u>DEPARTMENT</u>	<u>FROM (TITLE & SALARY GRADE)</u>		<u>TO (TITLE & SALARY GRADE)</u>		<u>G & C</u>
SAFETY	Inventory Control Supervisor	14	Plant maintenance Engineer I	17	11/6/13
EDUCATION	Payroll Officer I	14	Human Resources Coordinator II	21	2/12/14
HHS	Program Specialist I	14	Family Services Specialist I	15	6/18/14
HHS	Data Processing Supervisor I	15	Case Technician I	14	7/10/13
DOT	District Supervisor Highway Signing	15	Carriage Operator	14	12/4/13
HHS	Fiscal Specialist I	15	Program Specialist I	19	5/7/14
JUSTICE	Program Assistant II	15	Program Specialist II	21	7/24/13
HHS	Case Technician II	16	Supervisor III	23	7/10/13
DOIT	Computer Operator III	16	Technical Support Spec V	29	7/24/13
SAFETY	Police Communications Specialist II	16	Information Tech Manager III	31	12/20/13
HHS	Training &Development Therapist	16	Program Specialist I	19	2/12/14
HHS	Disease Prevention Specialist	17	Family Services Specialist I	15	6/18/14
DOT	Heavy Equipment Mechanic	17	Financial Analyst	28	7/24/13
DOT	Highway Patrol Foreman	17	Warehouse Supervisor	17	12/4/13
HHS	Maintenance Mechanic II	17	Family Services Specialist I	15	6/18/14
HHS	Medical Services Technician	17	Supervisor III	23	2/12/14
HHS	Medical Services Technician	17	Family Services Specialist I	15	6/18/14
HHS	Program Assistant III	17	Business Systems Analyst I	28	7/24/13
HHS	Technical Support Specialist I	17	Program Specialist II	21	7/24/13
VETERANS	Electrician Supervisor II	17	Account Clerk II	7	5/7/14
HHS	Accountant II	18	Family Services Specialist I	15	6/18/14
HHS	Child Support Specialist	18	Program Specialist I	19	7/10/13
HHS	Child Support Specialist	18	Family Services Specialist I	15	6/18/14
HHS	Laboratory Scientist II	18	Family Service Specialist Trainee-1	13	11/20/13
HHS	Teacher	18	Family Services Specialist I	15	6/18/14
HHS	Teacher	18	Family Services Specialist I	15	6/18/14
HHS	Teacher	18	Family Services Specialist I	15	6/18/14
HHS	Employment Counselor Specialist	19	Supervisor V	26	5/21/14
HHS	Paralegal II	19	Administrator IV	33	7/24/13
DOIT	Program Technician	19	Systems Development Spec III	23	9/18/13
HHS	Social Worker III	19	Psychiatric Social Worker	23	1/15/14
DES	Water Pollution Sanitarian II	19	Environmentalist II	19	12/20/13
DOIT	Supervisor of Computer Ops	19	Buyer	15	6/18/14

<u>DEPARTMENT</u>	<u>FROM (TITLE & SALARY GRADE)</u>		<u>TO (TITLE & SALARY GRADE)</u>		<u>G & C</u>
HHS	Laboratory Scientist III	20	Info Technology Mgr II	30	1/15/14
HHS	Laboratory Scientist III	20	Business Systems Analyst I	28	1/15/14
HHS	Licensing & Evaluating Coordinator	20	Program Specialist IV	25	7/10/13
SAFETY	Civil Engineer II	21	Program Planner II	21	1/15/14
CORRECTIONS	Compliance Officer II	21	Financial Agent II	24	7/10/13
REVENUE	Compliance Officer II Health Facility Construction Coordinator I	21	Data Processing Supervisor II	18	7/24/13
HHS	Coordinator I	21	Senior Hearing Examiner	34	7/24/13
SAFETY	Program Specialist II	21	Supervisor II	21	1/15/14
REVENUE	Tax Auditor III	21	Supervisor II	21	7/24/13
HHS	Child Protective Service Worker III	22	Supervisor IV	25	2/28/14
DOT	Earth Scientist II	22	Civil Engineer VI	32	2/12/14
DOT	Earth Scientist II	22	Civil Engineer III	24	3/26/14
SAFETY	Engineering Tech V	22	Technical Support Spec III	25	6/4/14
HHS	Medical Service Consultant I	22	Program Planner II	21	3/26/14
SAFETY	Emergency Mgmt Training Officer	23	Program Planner II	21	2/12/14
SAFETY	Fire Service Inspector/Supervisor	23	Program Specialist IV	25	7/10/13
HHS	Program Specialist III	23	Fraud Investigator	21	9/4/13
HHS	Program Specialist III	23	Financial Agent I	20	1/29/14
HHS	Program Specialist III	23	Training Coordinator	21	6/18/14
HHS	Program Specialist III	23	Training Coordinator	21	6/18/14
REVENUE	Real Estate Appraiser	23	Business Administrator III	27	12/20/13
HHS	Registered Nurse	23	Family Services Specialist I	15	6/18/14
HHS	Registered Nurse III	23	Supervisor III	23	6/18/14
HHS	Registered Nurse III	23	Supervisor III	23	6/18/14
DRED	Program Specialist III	23	Industrial Agent-at-Large	25	6/4/14
CORRECTIONS	Corrections Unit Manager	24	Program Coordinator	26	7/24/13
CORRECTIONS	Corrections Unit Manager	24	Program Coordinator	26	10/16/13
HHS	Medical Service Consultant II	24	Prog Plng & Review Specialist	28	7/24/13
HHS	Medical Services Consultant II	24	Supervisor III	23	6/18/14
HHS	Planning Analyst	24	Admin of Planning Coordination	30	7/24/13
HHS	Training Development Manager	24	Business Administrator IV	29	3/26/14
REVENUE	Business Administrator II	24	Compliance Officer II	21	5/7/14
SAFETY	Chief Emer Mgmt Specialist	25	Program Planner II	21	12/20/13

<u>DEPARTMENT</u>	<u>FROM (TITLE & SALARY GRADE)</u>		<u>TO (TITLE & SALARY GRADE)</u>		<u>G & C</u>
HHS	Laboratory Scientist IV	25	Program Specialist IV	25	4/23/14
HHS	Nurse Specialist	25	Utilization Review Coordinator	20	1/29/14
HHS	Ombudsman	25	Program Planner III	25	11/6/13
HHS	Program Specialist IV	25	Supervisor IV	25	3/26/14
HHS	Program Planner III	25	Public Health Program Manager	26	1/15/14
ADMIN	Program Specialist IV	25	Administrator III	31	7/24/13
SAFETY	Program Specialist IV	25	Asst Chief Emer Mgmt Specialist	23	1/15/14
HHS	Program Specialist IV	25	Admin of Planning Coordination	30	6/18/14
REVENUE	Tax Auditor IV	25	Administrator II	29	3/26/14
EDUCATION	Education Consultant II	26	Program Specialist II	21	5/21/14
ADMIN	Senior Management Analyst	26	Administrator II	29	3/26/14
DOT	Systems Development Specialist IV	26	Administrator IV	33	4/23/14
DOIT	Systems Development Specialist IV	26	Systems Development Spec IV	30	5/7/14
FISH&GAME	Administrator I	27	Legal Coordinator	28	1/15/14
BANKING	Bank Examiner III	27	Administrator III	31	6/4/14
HHS	Supervisor VI	27	Administrator I	27	4/9/14
DOT	Senior Planner	27	Civil Engineer III	24	5/7/14
DOIT	Business System Analyst	28	Technical Support Spec II	21	5/21/14
DOIT	Business System Analyst	28	Technical Support Spec V	29	11/6/13
DOIT	Business System Analyst	28	Systems Development Spec III	23	11/6/13
EDUCATION	Education Consultant III	28	Program Specialist I	19	2/12/14
HHS	Financial Analyst	28	Business Systems Analyst II	30	9/4/13
HHS	Pgm Planning & Review Specialist	28	Administrator II	29	7/10/13
DOIT	System Development Specialist V	28	Business System Analyst II	30	11/20/13
SAFETY	Administrator II	29	Systems Development Spec IV	30	12/20/13
INSURANCE	Administrator II	29	Insurance Company Examiner III	32	11/6/13
HHS	Business Administrator IV	29	Administrator III	31	10/16/13
REVENUE	Tax Auditor V	29	Data Control Clerk II	12	7/24/13
REVENUE	Tax Auditor V	29	Data Control Clerk III	12	7/24/13
DOIT	Information Tech Manager II	30	Systems Development Spec VI	30	6/4/14
DOIT	Systems Development Specialist VI	30	Information Technology Mgr III	31	4/23/14
HHS	Data Processing Project Manager	31	Asst Commissioner HHS	35	6/18/14
DOIT	Information Tech Manager IV	32	Business Administrator III	27	1/15/14

**REQUESTS FOR TEMPORARY POSITIONS
JULY 1, 2013 – JUNE 30, 2014**

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>
<u>Adjutant General</u>	Clerk III	8	PT
<u>Administrative Services</u>	Administrator II	29	PT
	Attorney IV	32	FT
	Building Service Worker II	5	PT
	Building Service Worker II	5	PT
	Building Service Worker II	5	PT
	Building Service Worker III	8	PT
	Building Service Worker III	8	PT
	Building Service Worker III	8	PT
	Building Service Worker III	8	PT
	Case Technician Trainee	12	PT
	Clerk III	8	PT
	Financial Data Specialist I	26	PT
	Financial Data Specialist II	30	PT
	Financial Data Specialist II	30	FT
	Financial Data Specialist II	30	FT
	Financial Reporting Admin II	32	FT
	Human Resources Assistant I	9	PT
	Human Resources Assistant III	14	PT
	Human Resources Assistant III	14	FT
	Human Resources Assistant III	14	PT
	Human Resources Specialist I	21	PT
	Human Resources Technician	17	PT
	Human Resources Technician	17	PT
	Human Resources Technician	17	PT
	Program Assistant I	12	PT
	Program Assistant II	15	PT
	Program Specialist IV	25	FT
	Purchasing Agent	24	PT
	Security Officer I	12	PT
	Supervisor IV	25	PT
	Surplus Property Storekeeper I	10	PT
	Surplus Property Storekeeper I	10	PT
	Surplus Property Storekeeper I	10	FT
	Tech Inst College Associate Professor	22	PT
<u>Corrections</u>	Accounting Technician	12	PT
	Chaplain	21	PT
	Supervisor I	19	PT

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>
<u>Cultural Resources</u>	Grants Program Coordinator	23	PT
	Program Specialist I	19	PT
<u>DOIT</u>	Intern	5	PT
	Intern	5	PT
	Systems Development Spec VI	30	PT
	Systems Development Spec VI	30	PT
	Tech Supp Specialist Trainee	14	PT
	Tech Supp Specialist Trainee	14	PT
<u>Education</u>	Administrator II	29	FT
	Administrator IV	33	PT
	Clerk I	2	PT
	Program Assistant II	15	FT
	Program Specialist III	23	PT
	Program Specialist III	23	FT
	Secretary II	9	PT
<u>Employment Security</u>	Certifying Officer I	16	PT
	Certifying Officer I	16	PT
	Certifying Officer I	16	PT
	Certifying Officer III	20	PT
	Interviewer I	16	PT
	Interviewer I	16	PT
	Program Assistant I	12	FT
	Program Assistant I	12	FT
	Program Assistant I	12	FT
	Program Assistant I	12	FT
	Program Specialist II	21	FT
	Program Specialist II	21	FT
	<u>Environmental Services</u>	Accountant I	16
Accountant I		16	PT
Administrator III		31	FT
Administrator IV		33	FT
Business Systems Analyst I		28	PT
Civil Engineer V		30	PT
Civil Engineer VI		32	FT
Clerk II		5	SNL
Clerk Interviewer		9	PT
Data Control Clerk I		7	SNL

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>
<u>Environmental Services</u> (continued)	Environmentalist IV	27	FT
	Environmentalist IV	27	FT
	Environmental Tech III Intern	16	SNL
	Environmental Technician I	9	SNL
	Environmental Technician I	9	SNL
	Environmental Technician III	9	PT
	Environmentalist I	16	PT
	Environmentalist I	16	PT
	Environmentalist I	16	PT
	Environmentalist II	19	PT
	Environmentalist III	23	PT
	Intern	5	SNL
	Program Specialist IV	25	PT
	Tech Supp Specialist Trainee	14	PT
	Tech Supp Specialist Trainee	14	PT
	Training Coordinator	21	PT
	<u>Fish and Game</u>	Deputy Conservation Officer	13
Deputy Conservation Officer		13	PT
Deputy Conservation Officer		13	PT
Deputy Conservation Officer		13	PT
Laborer		5	PT
Laborer		5	SNL
<u>Health and Human Services</u>	Administrator I	27	FT
	Assistant Administrator	29	PT
	Business Systems Analyst I	28	PT
	Business Systems Analyst I	28	PT
	Case Aide	14	PT
	Case Tech Trainee	12	PT
	Case Tech Trainee	12	PT
	Case Technician II	16	PT
	Child Protective Svc Wkr IV	24	PT
	Executive Project Manager	35	PT
	Executive Project Manager	35	PT
	Executive Secretary	11	PT
	Family Services Specialist I	15	PT
	Financial Agent I	20	PT
	Health Promotion Advisor I	23	PT

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>	
<u>Health and Human Services</u> (continued)	Internal Auditor III	23	PT	
	Laboratory Helper	5	PT	
	License Clerk	11	PT	
	License Clerk	11	PT	
	License Clerk	11	PT	
	Licensed Nursing Assistant II	11	PT	
	Licensed Practical Nurse II	18	PT	
	Licensed Practical Nurse II	18	PT	
	Maintenance Mechanic II	12	PT	
	Medical Service Technician	17	PT	
	Ombudsman	25	PT	
	Paralegal I	16	PT	
	Program Planner III	25	PT	
	Program Planner III	25	PT	
	Program Specialist III	23	PT	
	Program Specialist IV	25	PT	
	Program Specialist IV	25	PT	
	Psychiatric Social Worker	23	PT	
	Psychiatric Social Worker	23	PT	
	Psychiatric Social Worker	23	PT	
	Registered Nurse III	23	PT	
	Registered Nurse III	23	PT	
	Registered Nurse III	23	PT	
	Registered Nurse III	23	PT	
	Registered Nurse III	23	PT	
	Seamstress	7	PT	
	Secretary II	9	PT	
	Switchboard Operator I	8	PT	
	Switchboard Operator I	8	PT	
	<u>Highway Safety</u>	Accountant II	18	PT
		Highway Safety Program Manager	27	PT
	<u>Justice</u>	Administrator II	29	PT
		Attorney I	26	PT
Legal Secretary III		13	PT	
Paralegal II		19	PT	
Paralegal II		19	FT	
<u>Labor</u>	Accountant I	16	PT	
	Program Assistant I	12	PT	

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>
<u>Liquor (continued)</u>	Retail Store Clerk II	12	PT
	Retail Store Clerk II	12	PT
	Retail Store Clerk II	12	PT
	Retail Store Clerk II	12	PT
	Retail Store Clerk II	12	PT
	Retail Store Clerk II	12	PT
	Retail Store Clerk II	12	PT
	Retail Store Clerk II	12	PT
	Retail Store Clerk II	12	PT
	Retail Store Clerk II	12	PT
	Retail Store Clerk II	12	PT
	Retail Store Clerk II	12	PT
	Retail Store Clerk II	12	PT
	Retail Store Clerk II	12	PT
	Retail Store Clerk II	12	PT
	Retail Store Clerk II	12	PT
	Retail Store Clerk II	12	FT
	Retail Store Manager III	19	FT
	Technical Support Spec V	29	PT
	Warehouseman	10	FT
Warehouseman	10	FT	
Warehouseman	10	FT	
<u>Lottery</u>	Clerk II	5	PT
	Clerk II	5	PT
	Clerk II	5	PT
	Games Manager	29	PT
	Internal Auditor II	21	PT
	Internal Auditor II	21	PT
	Internal Auditor II	21	PT
	Internal Auditor II	21	PT
	Stock Clerk II	8	PT
	Stock Clerk II	8	PT
	Warehouseman	10	PT
	<u>Office of Deputy Commission</u>	Accountant I	16
<u>Public Utilities Commission</u>	Senior Accounting Technician	14	PT
<u>Resources & Economic Development Department</u>	Account Clerk II	7	SNL
	Administrator II	29	FT
	Apprentice Electrician	12	SNL
	Business Administrator III	27	PT

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>	
<u>Resources & Economic Development Department</u> (continued)	Communications Technician II	23	PT	
	Forest Technician I	10	SNL	
	Forester I	19	FT	
	Information Ctr Attendant I	6	PT	
	Information Ctr Attendant I	6	PT	
	Information Ctr Attendant I	6	PT	
	Information Ctr Attendant I	6	PT	
	Information Ctr Attendant I	6	PT	
	Information Ctr Attendant I	6	PT	
	Information Ctr Attendant I	6	PT	
	Information Ctr Attendant I	6	PT	
	Information Ctr Attendant I	6	PT	
	Information Ctr Attendant II	8	PT	
	Lifeguard I	6	SNL	
	Lifeguard I	6	SNL	
	Lifeguard I	6	SNL	
	Lifeguard I	6	SNL	
	Lifeguard I	6	SNL	
	Maintenance Mechanic I	8	SNL	
	Park Manager I	9	SNL	
	Park Manager I	9	SNL	
	Program Assistant I	12	PT	
	Program Assistant I	12	PT	
	Program Assistant II	15	FT	
	Program Planner I	19	FT	
	Program Specialist I	19	PT	
	Ski Patrol & Trail Maint Chief	17	FT	
	Ski Patroller II	13	SNL	
	Ski Patroller II	13	SNL	
	Ski Patroller II	13	SNL	
	<u>Safety</u>	Accounting Technician	12	PT
		Cartographer I	16	PT
		Cash Terminal Operator I	11	PT
		Cash Terminal Operator I	11	PT
Cash Terminal Operator I		11	PT	
Cash Terminal Operator I		11	PT	
Cash Terminal Operator I		11	PT	
Cash Terminal Operator I		11	PT	
Cash Terminal Operator I		11	PT	
Clerk III		8	PT	
Counter Clerk II		9	PT	
Counter Clerk II		9	PT	
Deputy Fire Marshal		26	PT	
Field Rep II Emer Mgmt/Comm		21	PT	
Field Rep II Emer Mgmt/Comm		21	PT	

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>
<u>Safety (continued)</u>	Human Resources Technician	17	PT
	Human Resources Technician	17	PT
	Licensing Examiner I	14	PT
	Purchasing Assistant	12	PT
<u>Secretary of State</u>	Business System Analyst I	28	FT
	Intern	5	PT
<u>Transportation</u>	Accountant I	16	PT
	Audit Technician	11	PT
	Bridge Maintainer I	9	PT
	Bridge Maintainer III	15	PT
	Bridge Maintainer III	15	PT
	Civil Engineer I	18	PT
	Civil Engineer I	18	PT
	Civil Engineer I	18	PT
	Civil Engineer II	21	PT
	Civil Engineer II	21	PT
	Civil Engineer III	24	PT
	Civil Engineer III	24	PT
	Earth Scientist I	19	PT
	Engineering Aide I	6	PT
	Engineering Aide I	6	PT
	Engineering Tech I	10	PT
	Engineering Tech I	10	PT
	Engineering Technician I	10	PT
	Engineering Technician I	10	PT
	Engineering Technician II	13	PT
	Engineering Technician II	13	PT
	Engineering Technician III	16	PT
	Engineering Technician III	16	PT
	Highway Maintainer I	7	PT
	Highway Maintainer I	7	PT
	Highway Maintainer I	7	PT
	Highway Maintainer I	7	PT
	Highway Maintainer I	7	PT
	Highway Maintainer I	7	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
Highway Maintainer II	9	PT	
Highway Maintainer II	9	PT	
Highway Maintainer II	9	PT	
Highway Maintainer II	9	PT	
Highway Maintainer II	9	PT	
Highway Maintainer II	9	PT	

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>
<u>Transportation</u> (continued)	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer II	9	PT
	Highway Maintainer III	12	PT
	Laborer	5	PT
Laborer	5	PT	

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>
<u>Transportation</u> (continued)	Laborer	5	PT
	Maintenance Mechanic III	14	PT
	Program Specialist III	23	PT
	Radio Dispatcher	8	PT
	Radio Dispatcher	8	PT
	Radio Dispatcher	8	PT
Radio Dispatcher	8	PT	
Radio Dispatcher	8	PT	
Radio Dispatcher	8	PT	
Radio Dispatcher	8	PT	
Radio Dispatcher	8	PT	
Radio Dispatcher	8	PT	
Radio Dispatcher	8	PT	
Radio Dispatcher	8	PT	
Radio Dispatcher	8	PT	
Radio Dispatcher	8	PT	
Radio Dispatcher	8	PT	

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>
<u>Transportation</u> (continued)	Radio Dispatcher	8	PT
	Radio Dispatcher	8	PT
	Radio Dispatcher	8	PT
	Radio Dispatcher	8	PT
	Radio Dispatcher	8	PT
	Radio Dispatcher	8	PT
	Radio Dispatcher	8	PT
	Secretary I	7	PT
	Senior Radio Dispatcher	9	PT
	Senior Radio Dispatcher	9	PT
	Senior Radio Dispatcher	9	PT
	Senior Radio Dispatcher	9	PT
	Technical Support Spec IV	27	PT
	Toll Attendant I	9	PT
	Tran Mgmt Comm Spec I	12	PT
	Tran Mgmt Comm Spec I	12	PT
	Tran Mgmt Comm Spec I	12	PT
	Tran Mgmt Comm Spec I	12	PT
	Tran Mgmt Comm Spec I	12	PT
	<u>Veteran's Home</u>	Dietitian II	19
Food Service Worker II		5	PT
Licensed Nursing Assistant II		11	PT
Licensed Nursing Assistant II		11	PT
Licensed Nursing Assistant II		11	PT
Licensed Nursing Assistant III		14	FT
Licensed Nursing Assistant III		14	FT
Licensed Nursing Assistant III		14	FT
Licensed Nursing Assistant III		14	FT
Licensed Nursing Assistant III		14	FT
Licensed Nursing Assistant III		14	FT
Licensed Nursing Assistant III		14	FT
Licensed Nursing Assistant III		14	FT
Licensed Nursing Assistant III		14	FT
Licensed Nursing Assistant III		14	FT
Licensed Nursing Assistant III		14	FT
Licensed Nursing Assistant III		14	PT
Licensed Nursing Assistant III		14	PT
Licensed Nursing Assistant III		14	PT
Licensed Nursing Assistant III		14	PT
Licensed Nursing Assistant III		14	PT
Licensed Nursing Assistant III		14	PT
Licensed Practical Nurse I		16	PT
Licensed Practical Nurse I		16	PT
Licensed Practical Nurse I		16	PT
Recreational Assistant II		11	FT
Recreational Assistant II		11	PT

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>
<u>Veterans Home</u> (continued)	Registered Nurse I	19	FT
	Registered Nurse I	19	FT
	Registered Nurse I	19	FT
	Registered Nurse I	19	FT
	Registered Nurse I	19	FT
	Registered Nurse I	19	PT
	Registered Nurse II	21	PT
	Registered Nurse II	21	PT
	Registered Nurse III	23	PT
	Social Worker Consultant	20	PT
	Training Specialist	18	PT
Total Full-Time Temp	59		
Total Part-Time	485		
Total Seasonal	24		

BUREAU OF EMPLOYEE RELATIONS

The Bureau of Employee Relations is responsible for administering all collective bargaining agreements with classified employees, a group of approximately 10,000 employees, and for providing professional support and assistance to the Governor in the conduct of negotiations with representatives of classified employees.

COLLECTIVE BARGAINING

The following four unions represent state employees:

- **State Employees Association (SEA)**

The State Employees' Association of New Hampshire Inc.-SEIU Local 1984 is the exclusive bargaining representative of the majority of classified employees in the state system.

In 2014, the State Police Command Staff group represented by the SEA filed certification petitions and voted to be represented by the New Hampshire Troopers Association (NHTA).

Certified bargaining units represented by State Employees' Association currently include the following:

- Adjutant General Department
- Administrative Services Department
- Agriculture Department
- Banking Department
- Corrections Department (*except Probation Parole Officers I-III and Corrections Officer - Corporal*)
- Cultural Resources Department
- Education Department
- Employment Security
- Environmental Services Department
- Fish and Game Department (*except all Conservation Officers*)
- Health and Human Services Department
- Human Rights, Commission for
- Information Technology Department
- Insurance Department
- Labor Department
- Liquor Commission (*except Liquor Investigators and Liquor Investigator Sergeant*)
- Nursing Board
- Postsecondary Education Commission
- Racing and Charitable Gaming Commission
- Resources and Economic Development Department
- Revenue Administration Department
- Safety Department (*except for State Police Trooper I – State Police Sgt II and State Police Command Staff*)
- Sweepstakes Commission
- Supervisory Unit
- Transportation Department
- Treasury Department
- Veterans Home

- **NH Troopers Association (NHTA)**

The sworn non-commissioned employees of the Division of State Police have been represented by the New Hampshire Troopers Association since 1997. This one bargaining unit includes the State Police Troopers and State Police Sergeants (State Police command staff are represented by the SEA).

In 2014, the State Police Command Staff group represented by the SEA filed certification petitions and voted to be represented by the New Hampshire Troopers Association (NHTA).

- **New England Police Benevolent Association (NEPBA)**

Beginning in August, 2012 additional law enforcement groups represented by the SEA filed certification petitions and voted to be represented by a new union, the teamsters Local 633. Certified bargaining units represented by the NEPBA currently include the following:

- NH Fish and Game Conservation Officers, Local 40
- NH Fish and Game Supervisory Officers, Local 45
- Liquor Investigators, Local 260
- Probation Parole Officers I and Probation/Parole Officers II, Local 265
- Probation Parole Officers III's (Supervisors or Chiefs), Local 270

- **Teamsters Local 633**

On October 4, 2012, the Teamsters Local 633 were certified by the Public Employee Labor Relations Board (PELRB) and in accordance with RSA 273-A:10 were selected to represent the following units:

NH State Corrections Officers and Corrections Officer Corporals

MASTER NEGOTIATIONS

New Collective Bargaining Agreements between the State and the following unions representing state employees became effective for the two year period beginning July 1, 2013 through June 30, 2015.

- State Employees Association (SEA)
- New England Police Benevolent Association (NEPBA Locals: 40, 45, 260, 265 and 270)
- NH Troopers Association
- Teamsters Local 633

CHANGES TO 2013-2015 CBA BETWEEN STATE AND ITS UNIONS

The complete text of the current Collective Bargaining Agreements with the State Employees Association, the NH Troopers Association, New England Police Benevolent Association and the Teamsters can be found on the Division of Personnel website under Labor Relations, at the following link: <http://admin.state.nh.us/hr/sea.html>

STATE BENEFITS

The Department of Administrative Services, through collaboration between the Bureau of Employee Relations and the Risk Management Unit, administers the State Employee and Retiree Health Benefit Program. The Program consists of health and dental coverage, and, life insurance and flexible spending benefits for all classified, unclassified and non-classified employees of the executive branch, legislative employees, judicial employees, and retired employees.

Medical and Prescription Drug Administration:

On December 5, 2012, the Governor and Council approved a three year contract with Anthem Blue Cross and Blue Shield, NH to administer medical benefits for active state employees, retirees, and eligible dependents. This original contract period was January 1, 2013 through December 31, 2015 with the option to extend for an additional two years. On December 23, 2014, the Governor and Council approved an amendment to the third year of this contract and extended the contract for two additional years, through December 31, 2017. This amendment and extension saved the state approximately \$1 million per year for a total of \$3 million.

On August 22, 2013, the Governor and Executive Council authorized an agreement with Express Scripts, Inc., to administer a pharmacy benefit including retail, home delivery, and specialty drug pharmacy services for active state employees, retirees and their families. The Department conducted a PBM procurement in 2013 and Express Scripts the successful bidder. The contract will expire on December 31, 2016.

	\$168,737,000 (Active only)
	<u>\$ 71,786,000 (Retiree only)</u>
TOTAL	\$240,523,000

Dental Administration:

On June 7, 2010, the Governor and Executive Council authorized an agreement with Northeast Delta Dental to administer dental benefits for eligible State employees and their dependents. The dental benefit plan provides 100% coverage for preventive procedures, 80% coverage for basic restorative procedures and 50% coverage, with a \$25.00 deductible, for major procedures. The dental plan also provides an orthodontic benefit, limited to dependent children and eligible students, with a \$1,200 lifetime maximum. This contract will expire December 31, 2014.

Dental expenditures for the FY 2014 reporting period were: \$10,624,000

Life Insurance:

On November 8, 2010, the Governor and Executive Council authorized an agreement with Anthem Life Insurance Company to provide the \$20,000 State-paid basic term life policy for all full-time employees. The plan also offers nine (9) additional employee plans of which two (2) provide coverage for dependent children and five (5) additional plans for spouses. These additional plan options are paid by the electing employee with no additional cost to the State. On October 23, 2013, the Governor and Executive Council authorized an amendment to the current contract to cover recent changes to certain collective bargaining agreements that increases the employer-paid life insurance benefit for employees to \$25,000. This contract will expire December 31, 2015.

Premiums for the FY 2014 reporting period were: \$116,154

Flexible Spending Program:

On October 15, 2014, the Governor and Council approved a contract with ASIFlex to administer flexible spending accounts and health reimbursement arrangement accounts for state employees. This contract is effective January 1, 2015 through December 31, 2017.

Salary reductions for the FY 2014 reporting period were: \$2,677,213
FICA savings for the reporting period were: \$204,807

**STATE EMPLOYEE'S ASSOCIATION
SUPPLEMENTAL SICK LEAVE PLAN
Fiscal Year 2014**

Requesting Agency	Requests Submitted	Requests Approved	Days of Leave Approved
Adjutant General	5	4	98
Administrative Services Department	6	2	33
Banking	3	2	49
Corrections Department	11	10	156
Education Department	27	17	343
Employment Security	11	6	109
Environmental Services Department	4	2	12
Health and Human Services	119	76	1740
Labor Department	7	5	78
Liquor Commission	14	8	179
Lottery Commission	2	1	16
Office of Information Technology (OIT)	5	2	24
Resources and Economic Development	6	4	86
Safety Department	32	18	351
Transportation Department	34	18	340
Veterans' Home	18	12	240
TOTAL	304	187	3854

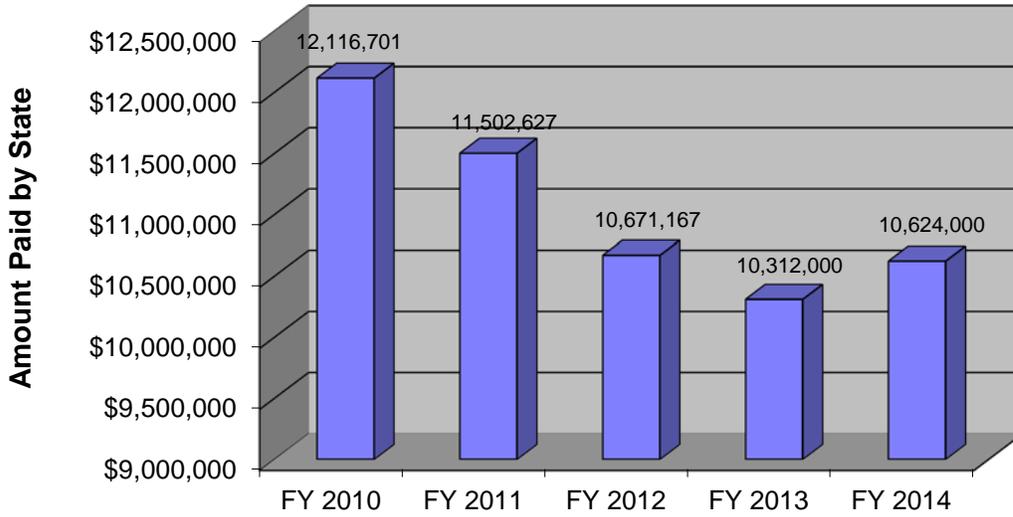
Total requests = 304

Total approved = 187 requests or 62%

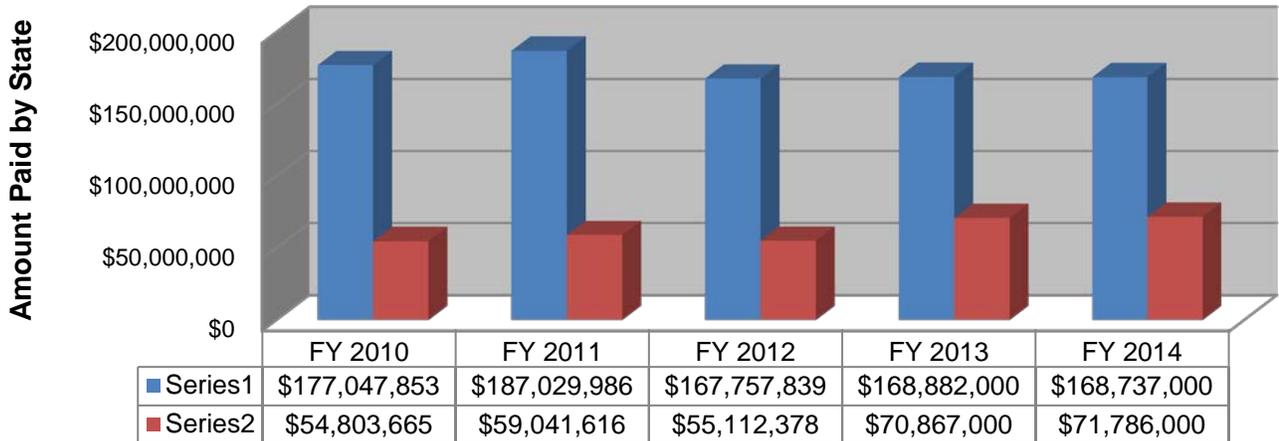
Average days approved per requesting employee = 13 days

COST OF STATE HEALTH BENEFIT PLANS 5 Year History

Cost of Dental Plan



Cost of Medical Benefit Plan



Bureau of Education and Training

Mission Statement

The mission of the Division of Personnel, Bureau of Education and Training (BET), is to provide quality education, training, and resource services to enhance the skills, knowledge, and abilities of government employees who provide services to the citizens of New Hampshire. To fulfill this mission, the Bureau is committed to the following guiding principles:

- Providing quality training using skilled and knowledgeable trainers, facilitators, and teachers.
- Providing a variety of training opportunities and techniques to accommodate the individual needs of adult learners.
- Providing training resources and consulting services to state agencies.
- Providing training specified by RSA 21-I: 42.

Summary of Key Programs

New Hampshire Certified Public Manager Program

Since FY 1996, the Bureau has offered a Certified Public Manager Program (CPMP) for New Hampshire's state, county, municipal and school district employees. The aim of the NHCPMP is to standardize and professionalize public management. The program uses a system of competency-based training that measure and then develops participants' professional competencies in the field of public management.

- The Level I program is available to supervisors and individuals planning to enter supervision. The Level I program takes one year to complete. It requires approximately 150 hours of core course work. With successful completion of the program, participants earn the designation of Certified Public Supervisor (CPS).
- The Level II program is available to supervisors and managers who have successfully completed Level I. Level II require an additional 120 hours of core course work, as well as participation in a team project of about 60 to 100 hours. Those who complete the program are awarded the Certified Public Manager® (CPM) designation which is a registered service mark of the National Certified Public Manager Consortium. The Certified Public Manager® program is nationally accredited.
- In Fiscal Year 2014, there were 71 participants in the Level I program and 24 who participated in Level II.
- Both the CPS and CPM designations are viewed as professional, rather than academic, credentials; however the course work is recognized by a number of colleges and universities:

The BET has agreements with the following NH colleges and universities to grant college credit for completion of the Certified Public Supervisor and the Certified Public Manager programs.

College or University	Undergraduate Credit	Graduate Credit
University of NH	NA	6 credits toward a Master's in Public Administration for CPM graduates
Franklin Pierce University	NA	3 credits toward an MBA for CPS graduates and 9 credits toward an MBA for CPM graduates
New England College	NA	8 credits in four different Masters Programs for CPS graduates. 12 credits in those same programs for CPM graduates
New England College of Business	3 credits toward a Bachelor's Degree for CPS; and additional 6 credits for completion of CPM	
Springfield College, School of Human Services (Manchester NH and St. Johnsbury VT campuses)	8 credits towards a Bachelor's degree for CPS graduates. 17 credits for CPM graduates.	
Granite State College	7 credits towards a Bachelor's degree for CPS graduates	
New Hampshire Technical Institute (NHTI)	10 credits towards an Associate's degree for CPS/CPM	

Human Resource Certificate Program

Established to provide uniform HR Training for all governmental organizations, the program offers training for public sector HR administrators and assistants, payroll personnel, supervisors, and others with human resource responsibilities. The certificate program consists of courses covering a range of subject areas. In FY 2014 there were nine graduates from the HR program.

Lean Process Improvement Initiatives

- In addition to a three day introductory course, Lean Process Improvement Techniques, the Bureau provides an instructor/facilitator for on-site Lean process improvement projects. Agencies or municipalities contact BET to make arrangements to work with local project teams, typically for 4 half-days.
- BET faculty serve on the NH Lean Executive Committee, participating in the planning and programmatic development of the NH Lean Network events including annual Summits.
- Lean NH.gov website. The Bureau, in conjunction with the Financial Data Management Bureau (FDM) of the Department of Administrative Services, hosts and maintains a website for the NH Lean Network.

Continuous Improvement Practitioner (CIP) Certificate Program

In FY 2010, the Bureau established a training program to certify Lean process improvement practitioners. In FY 2014, 13 new Continuous Improvement Practitioners (CIPs) graduated, increasing the number of agencies/municipalities with internal Lean expertise, as well as the number of overall number of practitioners. BET maintains an e-list of CIPs to facilitate their on-going participation in the NH Lean Network, and the potential for inter-agency exchanges of certified facilitators.

Organizational Development Activities

The Bureau continued to assist public sector organizations with strategic planning and team building and Lean Process Improvement efforts by providing facilitation and consultation services. The Bureau uses a consultative approach, wherein assessments of the organization's specific OD needs are conducted and appropriate programs are then prescribed. Customized programs in workforce development, evaluation, motivation, and other topics are available upon request.

Sponsorship of Continuing Legal Education Credits (CLE)

The Bureau is a sponsor of programs that allow public sector attorneys the opportunity to earn continuing legal education credits at no cost. The program was initiated and organized by students in the Certified Public Manager program.

Prepaid Training Packages for State Agencies

Starting in FY 2014, BET offered State agencies the opportunity to purchase a package of training, as a more efficient, cost-effective way of broadening access to BET programs. The statistics for attendance in open enrollment classes indicate the success of the program for the five agencies that participated in the pilot program.

Open Enrollment Classes

Innovative Engagement and Soft Skills Classes

Course Title	Number of Participants FY 2013	Number of Participants FY 2014
Business Etiquette		13
Business Writing		55
Challenging Negative Attitudes	11	11
Communication Skills	38	186
Conflict Resolution	31	129
Conducting Meetings	6	
Diffusing Discontent		14
Emotional Literacy for Managers		10
Evaluating Employee Performance	10	47
Frontline Customer Service Skills	24	139
Foundations of State Supervision	63	260
Juggling Multiple Priorities		47
Leadership		10
Lean Briefing for Managers	66	18
Lean Facilitator Training	28	32
Lean Change Management	21	24
Lean Process Improvement Techniques	101	178
Let's Talk I & II		42
Managing Across Generations		22
Managing at a Distance	10	12
MBTI		8
Respect in the Workplace workshop		42
State Management Seminar		58
Time Management	25	12
Trust Building & Teams		28

Computer Skills, Procedural and Business Skills Classes

Course Title	Number of Participants FY 2013	Number of Participants FY 2014
Access classes	52	98
Accounts payable	3	
Accounts receivable	5	
Administrative Rules	74	54
Excel classes	64	162
Mediation Training		9
MS Office 2010 – New Features		59
PowerPoint		20
Reporting	11	
Requisitions	11	
SQL	4	8
Word	12	17