



**State of New Hampshire  
Department of Administrative Services  
Division of Personnel  
2009 Annual Report  
Fiscal Year Ended June 30, 2009**

**Pursuant to RSA 21-I:42**

Linda M. Hodgdon, Commissioner  
Karen D. Hutchins, Director of Personnel  
Sara J. Willingham, Deputy Director  
Dennis Martino, Education and Training

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Raymond S. Burton, Executive Councilor  
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John D. Shea, Executive Councilor  
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State House Annex  
25 Capitol Street  
Concord, New Hampshire 03301  
[www.nh.gov/hr/](http://www.nh.gov/hr/)

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## **GENERAL SUMMARY FY 2009**

### **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  
25 Capitol Street  
Concord, NH 03301  
(Wheelchair accessible entrance - School Street)

### **Staff Composition**

**22 Full-time classified employees**  
**3 Part-time employees**  
**3 Unclassified employees**

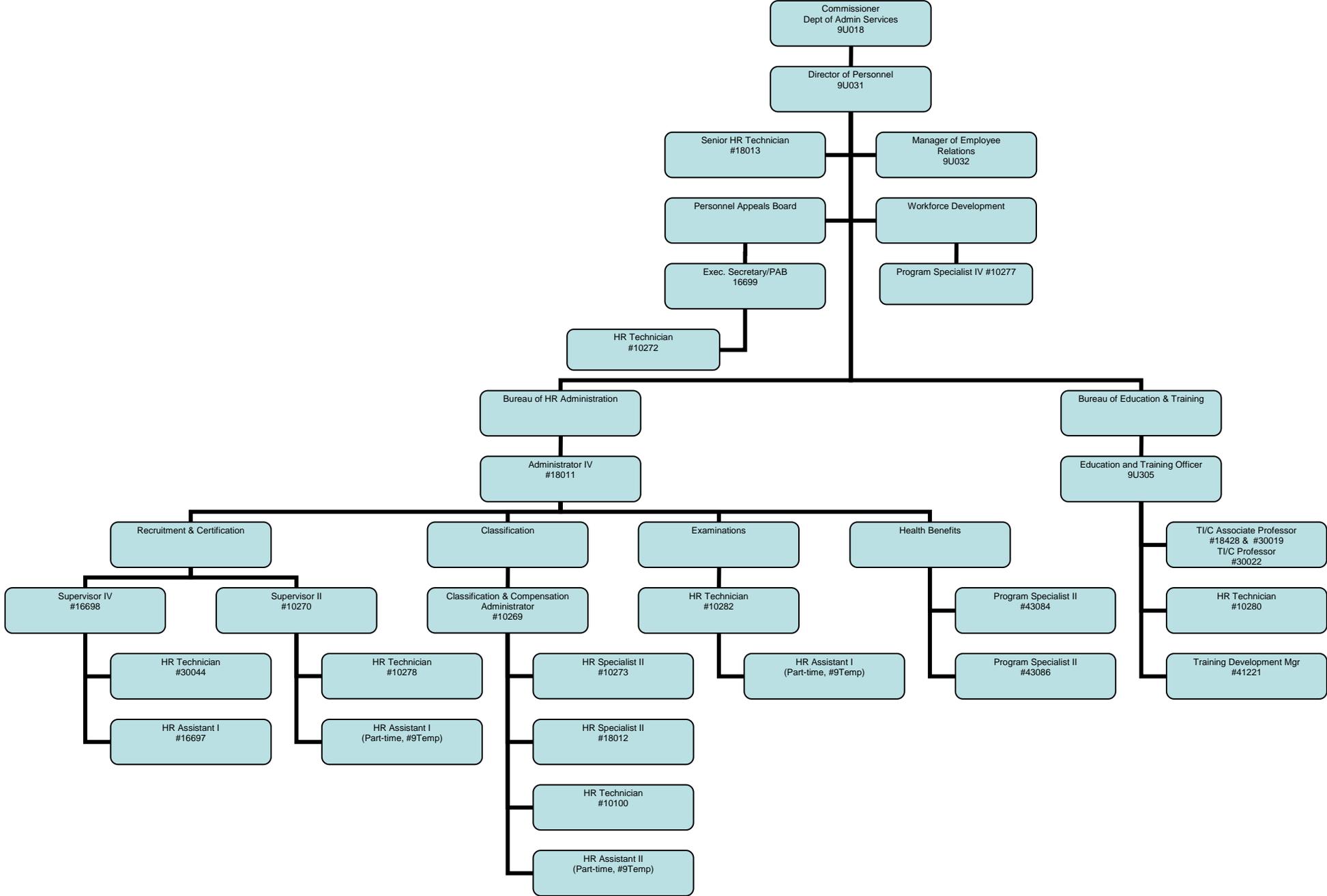
### **Fiscal Year Appropriation**

**\$1,938,557**

### **Personnel Appeals Board**

**The Personnel Appeals Board consists of three regular members and two alternates appointed by the Governor and Executive Council for three (3) year terms. The members of the Personnel Appeals Board for Fiscal Year 2009 were: Patrick Wood, Chairman, Philip Bonafide, Joseph Casey and Robert Johnson.**

# Department of Administrative Services Division of Personnel – Organizational Structure



# 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 and is involved in administering employee benefit plans and programs. 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 2009 one employee received non-monetary recognition and four employees received monetary awards totaling \$3,750.

# Workforce Development Program

## Introduction

The Division of Personnel began its' workforce development program January 2008. Upon hiring a workforce development coordinator the Division immediately established a workforce development committee to create a state-wide workforce development plan. During fiscal 2009 the committee began implementing components of the plan. The information below highlights the accomplishments of the workforce development program during fiscal 2009.

## Accomplishments

### **A - Models and Tools**

During fiscal year 2009 the workforce development program created additional workforce development models and tools to assist state agencies with implementing new programs or evaluating, modifying, and improving existing programs. With the assistance of Financial Data Management each of the workforce development models and tools were successfully added to the Department of Administrative Services, Division of Personnel website to include:

1. A Recognition tool kit
2. Candidate Development Program Model
3. How to Measure Customer Satisfaction in NH State Government
4. Individual Development Plan for Organizational Enhancement, Career Ladders, and Career Paths
5. Knowledge Management & Transfer Model
6. Knowledge/Skills/Abilities [KSA's]
7. Mentoring Model
8. New Hire/Transfer Orientation Check List
9. Organizational Readiness Assessment Form
10. Strategic Planning Model
11. Workforce Development Strategic Plan
12. Workforce Planning Model

### **B - Strategic Initiatives Summit**

On Friday, April 17, 2009 the Division of Personnel Workforce Development Committee held its first workforce development summit in Concord, New Hampshire. The summit focused on the need for state agencies to implement workforce development programs at the agency level as well as highlighting the workforce models developed by the Division of Personnel workforce committee. The summit keynote speaker [James D. Farrell] is the former Michigan State Personnel Director with 20 years experience leading complex H.R. organizations. Mr. Farrell's presentation titled "Talent Management: A Comprehensive, Integrated HR Approach" was both supportive and consistent with the workforce development committee opening presentation and the commissioner panel discussion emphasizing the need to create a comprehensive plan to attract, hire, develop and retain a skilled workforce that meets the needs of the organization, today and in the future.

The keynote presentation was followed by a “Leadership Panel” discussion group. Commissioners Thomas S. Burack, Environmental Services, George N. Campbell Jr., Transportation, Linda M. Hodgdon, Administrative Services, Nicholas A. Toumpas, Health & Human Services and William L. Wrenn, Corrections participated in a workforce development discussion. Based on the summit evaluations, participants felt the commissioner panel discussion was the highlight of the event wishing more time had been scheduled to for this discussion. More than 116 state organizational leaders [commissioners, agency directors, division heads and program directors] attended the summit. Evaluations completed by attendees specify 95.4% felt the summit was good to excellent.

### **C - Stakeholder Support**

The Workforce Development Program sought support from a variety of stakeholder groups. At each meeting information was provided regarding the need for, and importance of, workforce development programs at each state agency. Statistics regarding retiring employees and other labor related information was provided. Stakeholder meetings took place with the following groups:

- Commissioners Group [met on two separate occasions]
- Governor’s Advisory Group
- Governor and Council
- House of Representatives [met with 4 committees]
- Senate Finance Committee
- Labor Relations Committee.

### **D - States as Employers of Choice Summit**

On Thursday February 19, 2009 the Alfred P. Sloan Foundation [Sloan Center on Aging and Work at Boston College], George Washington University Law Center and the Twiga Foundation sponsored a day-long informational seminar, at the Concord, New Hampshire Holiday Inn, for human resource managers in state government. The purpose of the seminar was to share research findings regarding workplace flexibility practices in other states and for the “States as Employers-of-Choice” project to elicit comments and suggestions to be used by the foundation in their efforts to secure congressional support, at the national level, for workplace flexibility laws.

### **E - Workforce Development Surveys [July 1, 2008 through June 30, 2009]**

**[Note: For complete survey results please refer to the Division of Personnel Website at <http://admin.state.nh.us/hr/workforcedev.html>]**

During fiscal year 2009 [July 1, 2008 through June 30, 2009] the Division of Personnel Workforce Development Program distributed five surveys. Each of the surveys had a target audience for the specific subject matter obtained within the survey. This annual report includes a summary of each of the surveys completed by the Workforce Development Program during fiscal year 2009.

#### **Administrator Training Needs Survey 2/2009**

**Purpose:** To determine the training needs of supervisory and management personnel in New Hampshire State Government.

**Development:** The survey was developed by state employees participating in the Division of Personnel, Bureau of Education and Training Certified Public Manager Program [CPMP]. The survey was completed to fulfill the CPMP requirement for completion of a team project.

**Method of Distribution:** The survey was forwarded to all Human Resource Administrators in state government. They were asked to forward the survey to all supervisors and managers within their state agency asking those individuals to click on the web link to the survey that was developed on "Survey Monkey", a web based survey tool. Human Resource Administrators were also asked to complete the survey. Attached to the email message forwarded to the HR Administrators were directions on how to use the survey and an explanation of why we were distributing the survey.

**Results:**

The total number of supervisors and managers who started the survey was 658.  
The total number of supervisors and managers who finished the survey was 634.

**Reward and Recognition Survey 12/2008**

**Purpose:** To determine which state agencies provide a reward and recognition program to their employees and whether or not said agencies would be willing to share their reward and recognition program format, process, forms, etc. with other state agencies.

**Development:** The survey was developed by a volunteer group of agency Human Resource Administrators. The Division of Personnel Workforce Development Program distributed the survey.

**Method of Distribution:** The survey was emailed to the 76 Human Resource Administrators on the Division of Personnel email distribution list. Human Resource Administrators were asked to complete the survey. Attached to the email message were directions on how to complete the survey and an explanation of why it was distributed.

**Results**

The total number of Human Resource Administrators forwarded the survey was 76.  
The total number of Human Resource Administrators completing the survey was 33.

**State Employee Survey December 2008**

**Purpose:** During December 2008 the Workforce Development Committee, Division of Personnel, Department of Administrative Services launched a web based workforce development survey for employees [classified and un-classified] in New Hampshire State Government to help determine how employees feel about a broad range of human resource issues including, but not limited to, benefits, work culture satisfaction, strategic planning, etc.

**Development:** The survey was designed by the workforce development committee and distributed to employees throughout the state.

**Method of Distribution:** The division of personnel used its' master distribution list to disseminate the survey to all human resource administrators and human resource contact individuals throughout the state asking them to complete the survey and to forward the survey to employees throughout their agency. Three thousand ninety-three employees responded to the workforce development survey. Of that number two thousand seven hundred ninety-three provided demographic information pertaining to their agency affiliation.

**Results:** The survey consisted of twenty-nine [29] questions [not counting demographic information seeking questions]. Respondents represent 35 state agencies. The number of agencies may be higher as 300 survey respondents did not answer the agency affiliation demographic question.

**Division of Personnel Newsletter [HR Exchange] Survey 2008-09**

**Purpose:** To measure customer satisfaction with the Division of Personnel [DOP] Newsletter based on the adherence to the stated premise, mission, goal, and values developed for the DOP Newsletter. Two surveys were distributed during fiscal year 2009. Survey distribution took place November 2008 and March 2009.

**Development:** The survey was developed by the Division of Personnel.

**Method of Distribution:** The survey was emailed to the 76 Human Resource Administrators on the Division of Personnel email distribution list. Attached to the email message forwarded the administrators were directions on how to complete the survey and an explanation of why we were distributing the survey.

**Results**

Total number of respondents to the November 08 Newsletter survey was 45.

Total number of respondents to the March 09 Newsletter survey was 54.

## **BUREAU OF HUMAN RESOURCES ADMINISTRATION**

### **(1) Recruitment and Certification Section**

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

### **(2) Examination and Selection Section**

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.

## **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 newspaper advertisements and Opportunities Announcements for classified positions.
- Evaluating employment applications for certification (eligibility) purposes and maintaining/updating registers of eligible job candidates.
- Auditing all personnel actions affecting classified employees to ensure compliance with Collective Bargaining Agreements and the Administrative Rules of the Division of Personnel.
- Establishing, maintaining and managing centralized personnel records for all Executive Branch classified employees.
- Compiling EEO data on characteristics of job applicants for state and federal reporting purposes.

### **STATEWIDE HIRING FREEZE**

#### **Executive Order 2008-1**

On February 22, 2008, Governor John H. Lynch issued Executive Order 2008-1, instituting a hiring freeze to effect a reduction in state general fund expenditures. This Executive Order mandated that all full-time classified and unclassified positions funded in whole or in part by the General Fund which were vacant on the effective date of the Executive Order must remain vacant until June 30, 2009. Appropriations for the vacant positions were lapsed to the Salary Adjustment Fund or the Employee Benefit Adjustment Account, as applicable. Exceptions to the hiring freeze included direct care positions, custodial care positions and law enforcement positions.

In addition, Executive Order 2008-1 mandated that no general fund monies appropriated for Class 30 equipment could be expended or encumbered for the balance of Fiscal Year 2008, with the exception of those monies encumbered by contract or purchase orders on or before the date of the Executive Order. The Executive Order also mandated that no monies appropriated for out-of-state travel for the balance of Fiscal Year 2008 could be expended or encumbered on or after the date of the Executive Order.

Executive Order 2008-1 also directed that the statewide freeze on hiring, equipment and out-of-state travel would remain in effect until June 30, 2009, or until terminated earlier. The Executive Order provided that exceptions to the hiring freeze could be requested by any agency in writing to the Governor, and that exceptions granted by the Governor shall be transmitted to the Fiscal Committee.

## RECRUITMENT AND CERTIFICATION ACTIVITIES

During Fiscal Year 2009, the Recruitment and Certification Section prepared 10 Opportunities Announcements for statewide distribution and approved 589 agency-prepared newspaper advertisements. During the Fiscal Year, 1,526 applications were evaluated for certification purposes by staff in this section. Of this number, 1,224 applicants (80%) were determined to have met the minimum qualifications. The following table lists the work activities performed in the Recruitment and Certification Section during Fiscal Year 2009:

### RECRUITMENT AND CERTIFICATION ACTIVITIES FISCAL YEAR 2009

ACTIVITY	NUMBER
Applications Distributed	1,075
Applications Received Statewide	2,242
Applications Accepted as Certified	1,224
Applications Rejected as Not Certified	302
Registers Requested	123
Employees Hired from Registers	65
Newspaper Advertisements Approved	589
EEO Surveys Received	5,871
Opportunities Announcements Prepared	10

During Fiscal Year 2009, staff in the Recruitment and Certification Section audited a total of 25,985 actions affecting classified employees. Of this total, 1,890 (7.30%) were personnel actions hiring new employees. The number of employees separating from state service in FY 2009 was 821 (7%). A summary of the type and number of personnel actions audited by the Recruitment and Certification Section can be found below.

### PERSONNEL ACTIONS FISCAL YEAR 2009

PERSONNEL ACTION	NUMBER
New Hires	1,889
Hires Above Minimum Step (both full-time & part-time)	247
Separations	821
Promotions	923
Demotions	200
Total Personnel Action Forms Processed	25,985

*Note: Total forms processed included salary increments and various data changes, such as seniority adjustments and temporary assignments.*

## EMPLOYEE REDUCTION IN FORCE (RIF) LIST

Effective July 1, 2007, the Legislature passed Chapter 263:74, 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, 2007 and June 30, 2009, 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 lay off.

The following is a summary of the actions that took place in connection with the RIF List during Fiscal Year 2009:

ACTION	NUMBER
Names Submitted to Personnel	18
Names Removed from RIF List	13
<b>Individual Names removed for "other" reasons</b>	<b>4</b>
<b>Individuals Placed to State Agencies</b>	<b>9</b>
Names Remaining on RIF List	5
Vacant Positions Released for Recruitment	314
Total Number of Vacant Positions Submitted by Agencies	779

*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>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>
Adjutant General Department	108	113	113	122	120	120	130	127	134	134
Administrative Services Dept.	324	338	338	319	245	250	260	289	302	304
Public Works Design & Construction	0	0	0	0	0	0	26	27	29	29
Agriculture Department	32	32	31	33	33	33	33	33	33	33
Banking Department	27	27	27	41	41	41	42	45	48	48
Christa McAuliffe Planetarium	0	0	8	13	12	12	13	13	13	13
Community College System of NH	649	662	654	745	707	707	753	753	785	785
Com. Dev. Finance Authority	0	0	0	0	7	0	0	0	0	0
Corrections Department	1,088	1,088	1,083	1,132	1,096	1,087	1,081	1,065	1,063	1,060
Cultural Resources Department	67	69	69	74	69	70	70	69	69	69
Development Disabilities Council									4	4
Education Department	306	313	312	326	316	305	316	297	302	302
Employment Security	385	402	385	408	367	367	372	338	329	328
Environmental Services Dept.	429	439	435	546	528	549	540	514	531	534
Executive Department	81	81	44	44	33	26	22	22	22	22
Fish and Game Department	171	173	173	174	165	164	200	194	194	194
Health & Human Services Dept.										
Alcohol and Drug Abuse Prev.	45	47	47	47	44	44	44	41	40	1
Anna Philbrick Center	0	89	89	0	0	0	0	0	0	0
Behavioral Health	51	51	56	56	61	61	59	54	53	50
Children, Youth & Family Services	394	394	397	350	367	355	363	364	362	374
Commissioner's Office	617	494	493	469	340	430	630	587	636	573
Community and Public Health	255	257	256	218	224	132	264	248	253	376
Developmental Services	59	58	54	54	53	53	53	54	45	42
Elderly & Adult Services	131	130	129	128	131	131	127	127	134	143
Family Services	327	327	326	327	322	322	345	346	361	353
Glenclyff Home	168	168	168	168	164	164	188	187	187	189
Information Services	0	0	122	146	155	155	0	0	0	0
Juvenile Justice Services	0	0	0	369	360	360	379	381	337	334
NH Hospital	875	874	870	867	846	833	830	816	824	801
Tobey School									1	0
Youth Development Center	0	0	183	185	0	0	0	0	0	0
Highway Safety Agency	3	6	6	6	6	6	6	6	6	6
Human Rights Commission	7	7	7	10	9	9	9	9	9	9
Insurance Department	51	53	53	72	72	70	70	70	70	67
Judicial Council	2	2	2	2	2	2	2	2	2	2
Justice Department	54	55	56	65	61	61	62	61	64	64
Labor Department	82	82	82	84	83	77	80	80	87	87
Liquor Commission	314	314	313	313	315	304	304	304	317	317
Office of Information Technology	0	0	0	0	335	397	411	408	418	418
Pari-Mutuel Commission	11	11	11	11	11	20	21	21	22	19
Pease Development Authority	5	5	5	5	5	5	5	5	6	6

## TEN YEAR HISTORY OF AUTHORIZED PERMANENT POSITIONS BY DEPARTMENT

<u>Department</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>
Police Standards & Training	0	0	0	0	25	25	25	25	25	25
Postsecondary Education Comm.	6	6	6	6	6	6	6	6	8	8
Public Utilities Commission	73	73	72	72	72	69	69	69	69	69
Real Estate Commission	7	8	8	8	8	8	8	8	8	8
Board of Accountancy	0	0	0	0	0	0	2	2	3	3
Electricians Licensing Board	6	7	7	7	7	7	0	0	0	0
Health & Human Services Boards	27	30	30	31	31	31	38	37	38	38
Joint Board of Licensing & Cert.	5	5	5	5	5	5	5	5	5	5
Plumbers Board	6	6	6	6	6	6	6	6	7	7
Pub. Empl. Labor Relations Bd.	4	4	4	4	4	4	4	4	5	5
Real Estate Appraisers Bd.	1	1	1	1	1	1	2	2	2	2
Tax & Land Appeals Board	8	10	9	10	10	10	8	8	8	7
Veterinarians Exam. Board	1	1	1	1	1	1	1	1	1	1
Resources & Econ. Dev. Dept.	142	147	149	184	184	177	185	177	179	179
Retirement System	45	48	48	54	54	54	0	0	0	0
Revenue Administration Dept.	171	179	191	214	175	174	181	180	190	190
Safety Department	803	811	859	1,046	1,027	1,036	1,092	1,085	1,131	1,138
State Department	30	33	33	33	43	41	41	40	40	40
Status of Women Commission	1	2	2	2	2	2	2	2	2	2
Sweepstakes Commission	60	60	60	60	60	52	52	49	49	49
Transportation Department	1,887	1,887	1,887	1,887	1,842	1,842	1,841	1,824	1,815	1,817
Public Works Design & Const.	26	26	26	26	26	26	0	0	0	0
Treasury Department	21	21	21	21	21	21	19	18	19	19
Veterans' Council	4	4	4	4	4	4	5	5	5	5
Veterans' Home	150	168	168	251	251	251	328	369	367	376
Youth Development Services Dept.	269	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>10871</b>	<b>10698</b>	<b>10994</b>	<b>11862</b>	<b>11570</b>	<b>11575</b>	<b>12030</b>	<b>11879</b>	<b>12,068</b>	<b>12,083</b>

**FY 2009  
Authorized Positions**

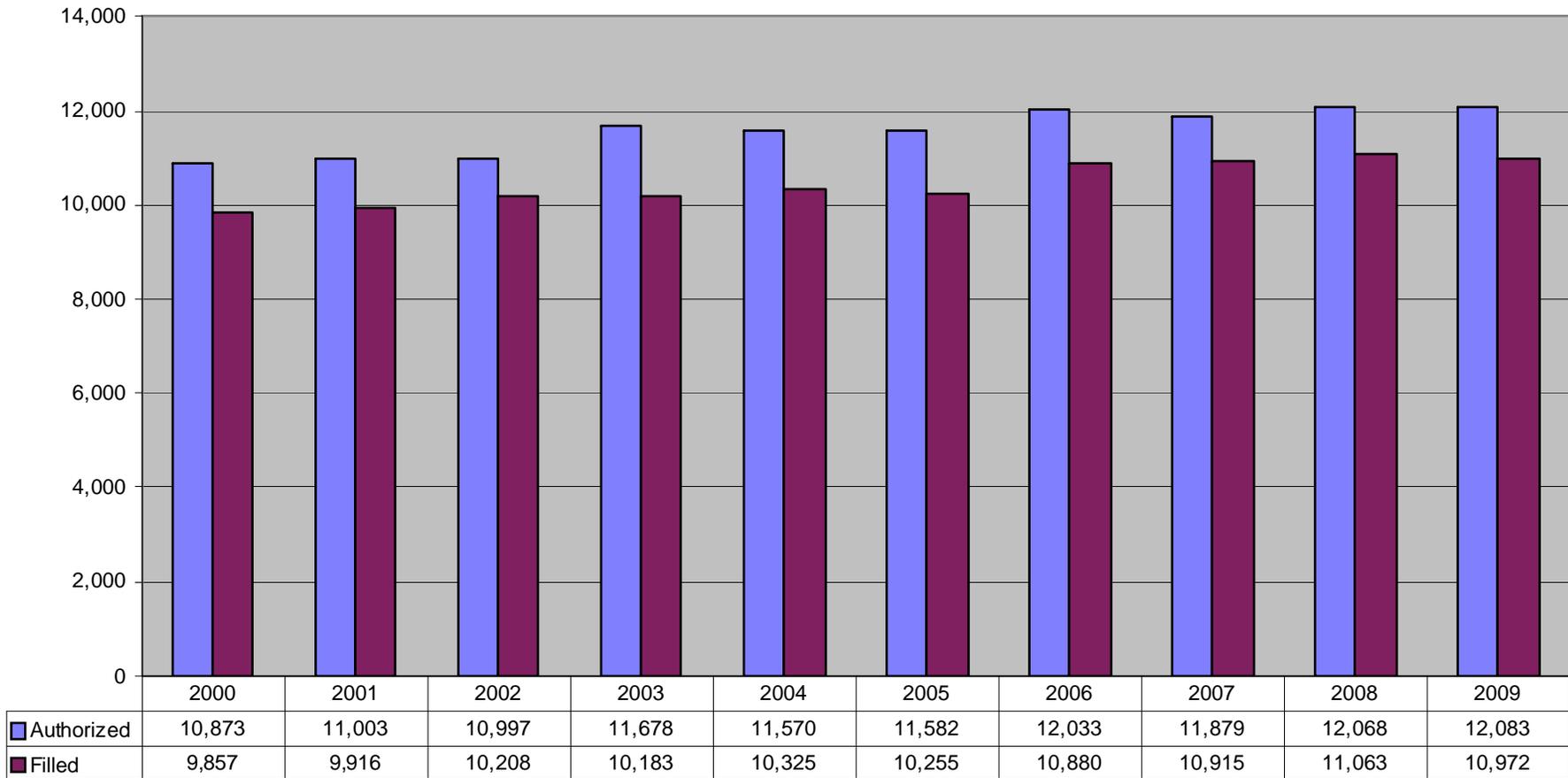
<u>Department &amp; Components</u>	<u>CI 10 Filled</u>	<u>CI 10 Vacant</u>	<u>CI 59 Filled</u>	<u>CI 59 Vacant</u>	<u>Unclass. Filled</u>	<u>Unclass. Vacant</u>	<u>Total Positions</u>
<b>Adjutant General Department</b>	<b>121</b>	<b>13</b>	<b>1</b>	<b>-</b>	<b>2</b>	<b>0</b>	<b>137</b>
<b>Administrative Services, Dept. of</b>							<b>352</b>
Commissioner's Office	1	1	-	-	1	-	3
Accounting Services	18	2	1	-	-	1	22
Budget Office	11	3	1	-	1	-	16
Business Office	6	1	-	-	-	-	7
Cost Containment	9	-	-	-	-	-	9
Court Facilities	25	2	-	-	-	-	27
Facilities, Assets & Management	39	-	-	-	2	-	41
Financial Data Management	19	3	-	-	1	-	23
General Services	67	5	-	-	-	-	72
Graphic Services	23	2	-	-	-	-	25
Personnel	21	2	-	-	2	1	26
Plant & Property Management	14	4	1	1	1	-	21
Public Works Design	26	3	2	3	-	-	34
Risk Management	8	2	-	-	-	-	10
Surplus Distribution	8	1	-	-	-	-	9
Telecommunications	6	1	-	-	-	-	7
<b>Agriculture, Department of</b>	<b>31</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>3</b>	<b>-</b>	<b>36</b>
<b>Banking Department</b>	<b>45</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>50</b>
<b>Community College System of NH</b>							<b>847</b>
Commissioner's Office	40	7	5	3	3	-	58
Berlin Technical College	60	11	-	-	1	-	72
Claremont Technical College	60	11	4	-	1	-	76
Concord Technical Institute	223	12	11	0	1	-	247
Laconia Technical College	71	4	3	1	1	-	80
Manchester Technical College	106	10	6	1	1	-	124
Nashua Technical College	74	10	6	3	1	-	94
Stratham Technical College	80	6	8	1	1	-	96
<b>Corrections, Department of</b>	<b>932</b>	<b>128</b>	<b>12</b>	<b>3</b>	<b>11</b>	<b>3</b>	<b>1,089</b>

<b><u>Department &amp; Components</u></b>	<b><u>CI 10 Filled</u></b>	<b><u>CI 10 Vacant</u></b>	<b><u>CI 59 Filled</u></b>	<b><u>CI 59 Vacant</u></b>	<b><u>Unclass. Filled</u></b>	<b><u>Unclass. Vacant</u></b>	<b><u>Total Positions</u></b>
<b>Cultural Resources, Department of</b>							<b>76</b>
Division of Arts	8	-	-	-	1	-	9
Division of Historical Resources	10	1	-	1	1	-	13
State Library	46	4	2	-	2	-	54
<b>Development Disabilities Council</b>	<b>3</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>4</b>
<b>Education, Department of</b>	<b>265</b>	<b>37</b>	<b>5</b>	<b>-</b>	<b>5</b>	<b>0</b>	<b>312</b>
<b>Employment Security</b>	<b>288</b>	<b>40</b>	<b>19</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>359</b>
<b>Environmental Services, Dept. of</b>							<b>545</b>
Commissioner's Office	95	5	2	1	3	-	106
Air Resources	57	15	0	-	1	-	73
Water Division	241	41	1	-	1	-	284
Waste Management	69	11	1	-	1	-	82
<b>Executive Department</b>							<b>30</b>
Executive	-	-	-	-	1	-	1
Executive Council	-	-	-	-	6	-	6
Gov. Commission on Disability	5	2	-	-	1	-	8
Office of Energy & Planning	12	3	-	-	-	-	15
<b>Fish &amp; Game Department</b>	<b>183</b>	<b>11</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>201</b>
<b>Health &amp; Human Services, Dept. of</b>							<b>3,365</b>
Commissioner's Office	404	41	-	-	26	5	476
Alcohol & Drug Abuse Prevention	1	-	-	-	-	1	2
Behavioral Health	45	5	-	-	3	-	53
Children, Youth & Families	356	18	11	2	4	-	391
Community & Public Health	335	41	6	1	8	1	392
Developmental Services	37	5	-	2	1	-	45
Elderly & Adult Services	125	18	-	-	4	-	147
Family Services, Office of	335	18	-	-	2	1	356
Glenclyff Home for the Elderly	173	16	-	-	1	-	190
Juvenile Justice Services	306	28	5	-	5	1	345
Medical Services	117	11	-	-	7	1	136
NH Hospital	748	53	13	1	14	3	832
<b>Highway Safety Agency</b>	<b>6</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>7</b>
<b>Human Rights Commission</b>	<b>8</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>9</b>

<b><u>Department &amp; Components</u></b>	<b><u>CI 10 Filled</u></b>	<b><u>CI 10 Vacant</u></b>	<b><u>CI 59 Filled</u></b>	<b><u>CI 59 Vacant</u></b>	<b><u>Unclass. Filled</u></b>	<b><u>Unclass. Vacant</u></b>	<b><u>Total Positions</u></b>
<b>Information Technology, Office of</b>	<b>378</b>	<b>40</b>	<b>1</b>	<b>-</b>	<b>9</b>	<b>-</b>	<b>428</b>
<b>Insurance Department</b>	<b>65</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>13</b>	<b>-</b>	<b>80</b>
<b>Judicial Council</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2</b>
<b>Justice, Department of</b>	<b>60</b>	<b>4</b>	<b>-</b>	<b>-</b>	<b>72</b>	<b>7</b>	<b>143</b>
<b>Labor Department</b>	<b>82</b>	<b>5</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>89</b>
<b>Liquor Commission</b>	<b>300</b>	<b>17</b>	<b>-</b>	<b>-</b>	<b>3</b>	<b>-</b>	<b>320</b>
<b>McAuliffe –Shepard Discovery</b>	<b>13</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>14</b>
<b>Pease Development Authority</b>	<b>6</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>6</b>
<b>Police Standards &amp; Trng. Council</b>	<b>24</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>26</b>
<b>Postsecondary Education Commission</b>	<b>8</b>	<b>0</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>9</b>
<b>Public Utilities Commission</b>	<b>66</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>6</b>	<b>-</b>	<b>75</b>
<b>Racing and Charitable Gaming Comm.</b>	<b>17</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>-</b>	<b>33</b>
<b>Real Estate Commission</b>	<b>8</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>9</b>
<b>Regulatory and Licensing Boards</b>							<b>72</b>
Accountancy Board	3	-	-	-	-	-	3
Allied Health Prof.	2	-	-	-	-	-	2
Chiropractic Examiners Board	1	-	-	-	-	-	1
Cosmetology & Barbering Board	5	1	-	-	-	-	6
Dental Board	2	-	-	-	-	-	2
Joint Board of Licensing & Cert.	5	-	-	-	-	-	5
Medicine, Board of	18	1	-	-	-	-	19
Pharmacy Board	6	-	-	-	-	-	6
Plumbers Board	7	-	-	-	-	-	7
Psychology, Board of	2	-	-	-	-	-	2
Public Empl. Labor Relations Board	5	-	-	-	-	-	5
Real Estate Appraisers Board	2	-	-	-	-	-	2
Tax & Land Appeals Board	7	-	-	-	4	-	11
Veterinarian Examiners Board	1	-	-	-	-	-	1
<b>Resources &amp; Economic Dev., Dept. of</b>	<b>161</b>	<b>18</b>	<b>24</b>	<b>35</b>	<b>4</b>	<b>2</b>	<b>244</b>
<b>Revenue Administration, Dept. of</b>	<b>172</b>	<b>18</b>	<b>-</b>	<b>-</b>	<b>23</b>	<b>1</b>	<b>214</b>

<u>Department &amp; Components</u>	<u>CI 10 Filled</u>	<u>CI 10 Vacant</u>	<u>CI 59 Filled</u>	<u>CI 59 Vacant</u>	<u>Unclass. Filled</u>	<u>Unclass. Vacant</u>	<u>Total Positions</u>
<b>Safety, Department of</b>	<b>1,054</b>	<b>84</b>	<b>19</b>	<b>12</b>	<b>12</b>	<b>1</b>	<b>1,182</b>
<b>State Department</b>	<b>36</b>	<b>4</b>	<b>32</b>	<b>9</b>	<b>9</b>	<b>2</b>	<b>92</b>
<b>Status of Women Commission</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2</b>
<b>Sweepstakes Commission</b>	<b>45</b>	<b>4</b>	<b>-</b>	<b>-</b>	<b>4</b>	<b>-</b>	<b>53</b>
<b>Transportation, Department of</b>							<b>1,845</b>
Aeronautics	4	1	-	-	1	-	6
Bridge Design	33	2	-	-	-	-	35
Bridge Maintenance	100	22	-	-	-	-	122
Budget & Finance	32	5	-	-	-	-	37
Commissioner's Office	8	3	-	-	5	1	17
Construction	100	4	-	-	-	-	104
District 1 – Lancaster	132	11	-	-	-	-	143
District 2 - Lebanon	109	12	-	-	-	-	121
District 3 - Laconia	112	18	-	-	-	-	130
District 4 - Keene	84	8	-	-	-	-	92
District 5 - Hooksett	141	17	-	-	-	-	158
District 6 - Durham	92	11	-	-	-	-	103
Environment	19	4	-	-	-	-	23
Fuel Distribution	5	1	-	-	-	-	6
Highway Design	118	36	-	-	-	-	154
Human Resources	18	3	-	-	-	-	21
Maintenance	10	-	-	-	-	-	10
Materials & Research	54	6	-	-	-	-	60
Mechanical Services	78	6	-	-	-	-	84
Planning & Systems Development	25	4	-	-	-	-	29
Railroads	11	-	-	-	-	-	11
Right of Way	31	8	-	-	-	-	39
Traffic	75	8	5	16	-	-	104
Turnpikes	225	11	-	-	-	-	236
<b>Treasury Department</b>	<b>16</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>5</b>	<b>-</b>	<b>24</b>
<b>Veterans Council</b>	<b>5</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>6</b>
<b>Veterans Home</b>	<b>348</b>	<b>28</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>377</b>
<b>TOTALS</b>	<b>10,972</b>	<b>1,111</b>	<b>216</b>	<b>108</b>	<b>325</b>	<b>32</b>	<b>12,764</b>
<b>TOTAL VACANCIES</b>	<b>1,251</b>						
<b>VACANCY RATE</b>	<b>9.80%</b>						

## Authorized/Filled Positions 10 Year History



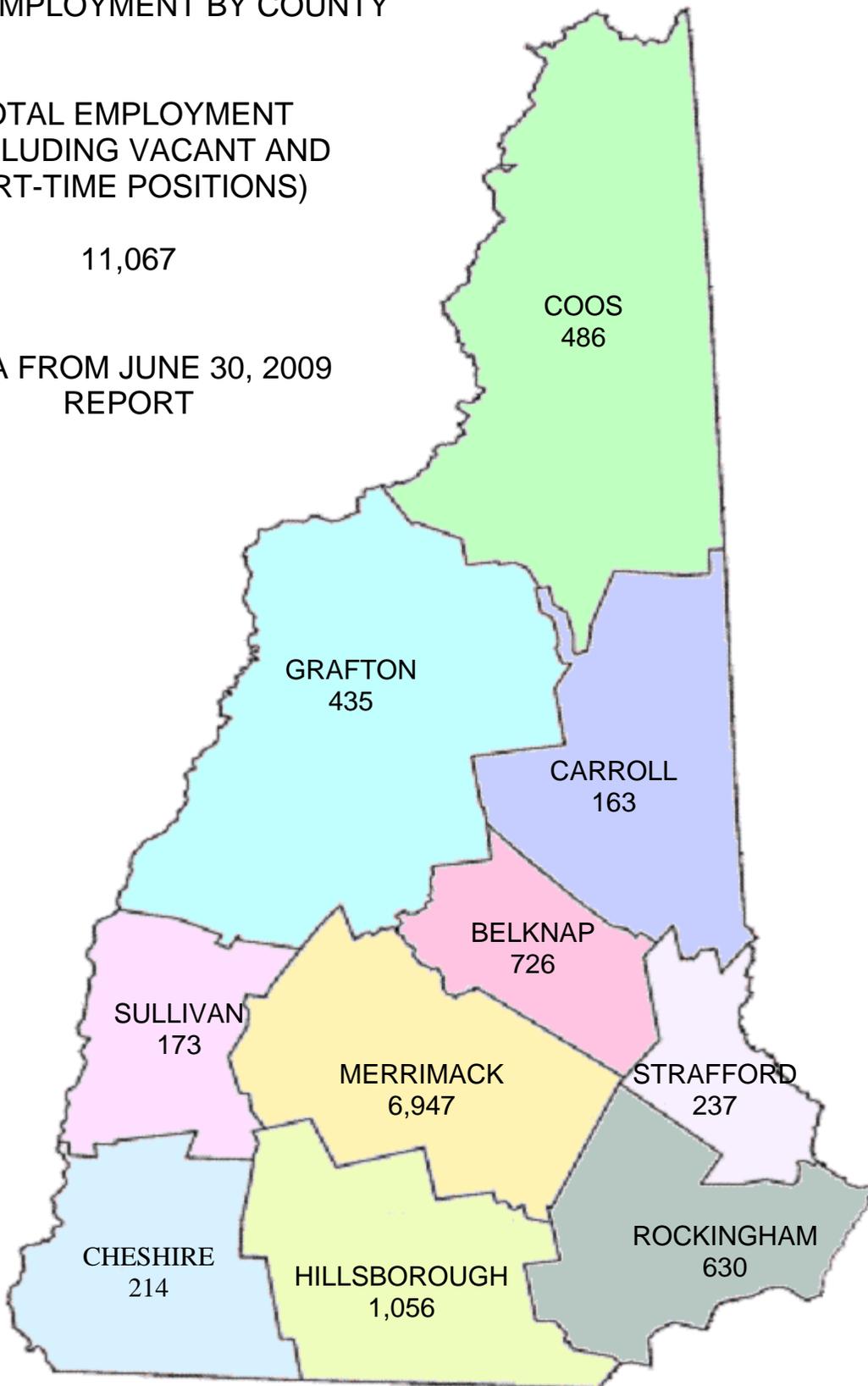
Note: Data does not include Class 59 full-time temporary positions.

# STATE EMPLOYMENT BY COUNTY

TOTAL EMPLOYMENT  
(EXCLUDING VACANT AND  
PART-TIME POSITIONS)

11,067

DATA FROM JUNE 30, 2009  
REPORT



## DEMOGRAPHICS New Hampshire State Employees Fiscal Year 2009

**State Government Employees**  
**Executive Branch**

<u>Class Type</u>	<u>Number of Positions*</u>
Classified	12,407
Unclassified	357
<b>TOTAL POSITIONS:</b>	<b>12,764</b>

\*Full Time Only - Includes vacancies

**The Classified State Workforce**  
is made up of...

52.94% Female  
47.06% Male

2.82% Minority  
97.18% White (not of  
Hispanic background)

**The Average Classified Employee...**

- Is 45 years old
- Has 10 years of service
- Earns \$45,822

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

Full time.....	11,188
Part-time.....	4,199

**Classified Employees work in...**

Belknap County.....	6.57%
Carroll County.....	1.48%
Cheshire County.....	1.93%
Coos County.....	4.39%
Grafton County.....	3.93%
Hillsborough County.....	9.54%
Merrimack County.....	62.77%
Rockingham County.....	5.69%
Strafford County.....	2.14%
Sullivan County.....	1.56%

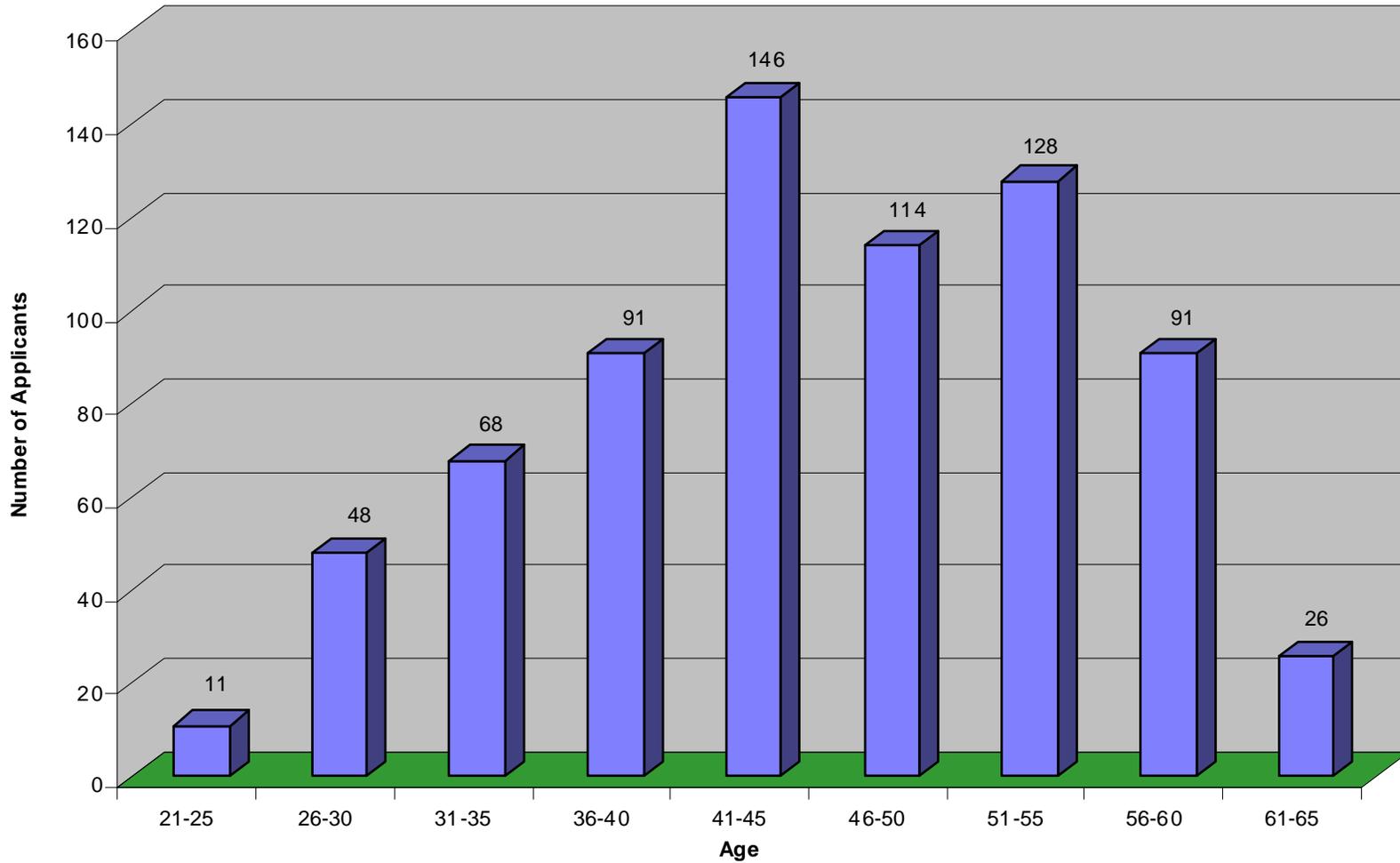
## APPLICANTS BY EEO CATEGORY Fiscal Year 2009



	Number Of Applicants
Administrative Support	1,556
Officials/Administrators	39
Para-professionals	978
Professionals	633
Protective Services	786
Service/Maintenance	50
Technicians	363
<b>TOTAL</b>	<b>4,405</b>

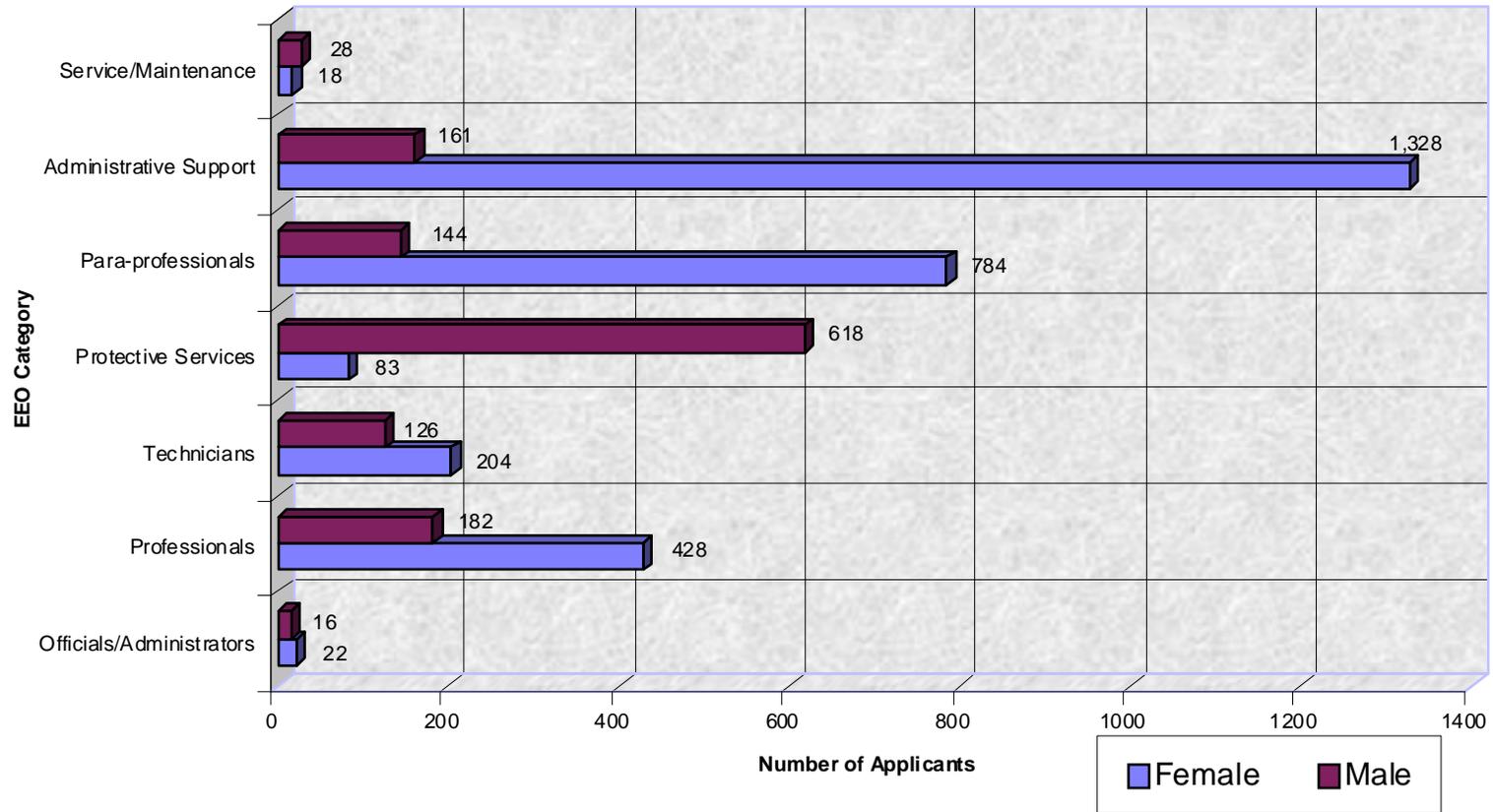
**Note: Applicants voluntarily submit this information.**

## APPLICANTS BY AGE DISTRIBUTION Fiscal Year 2009



Note: This information is voluntarily submitted.  
Total number of applicants = 723

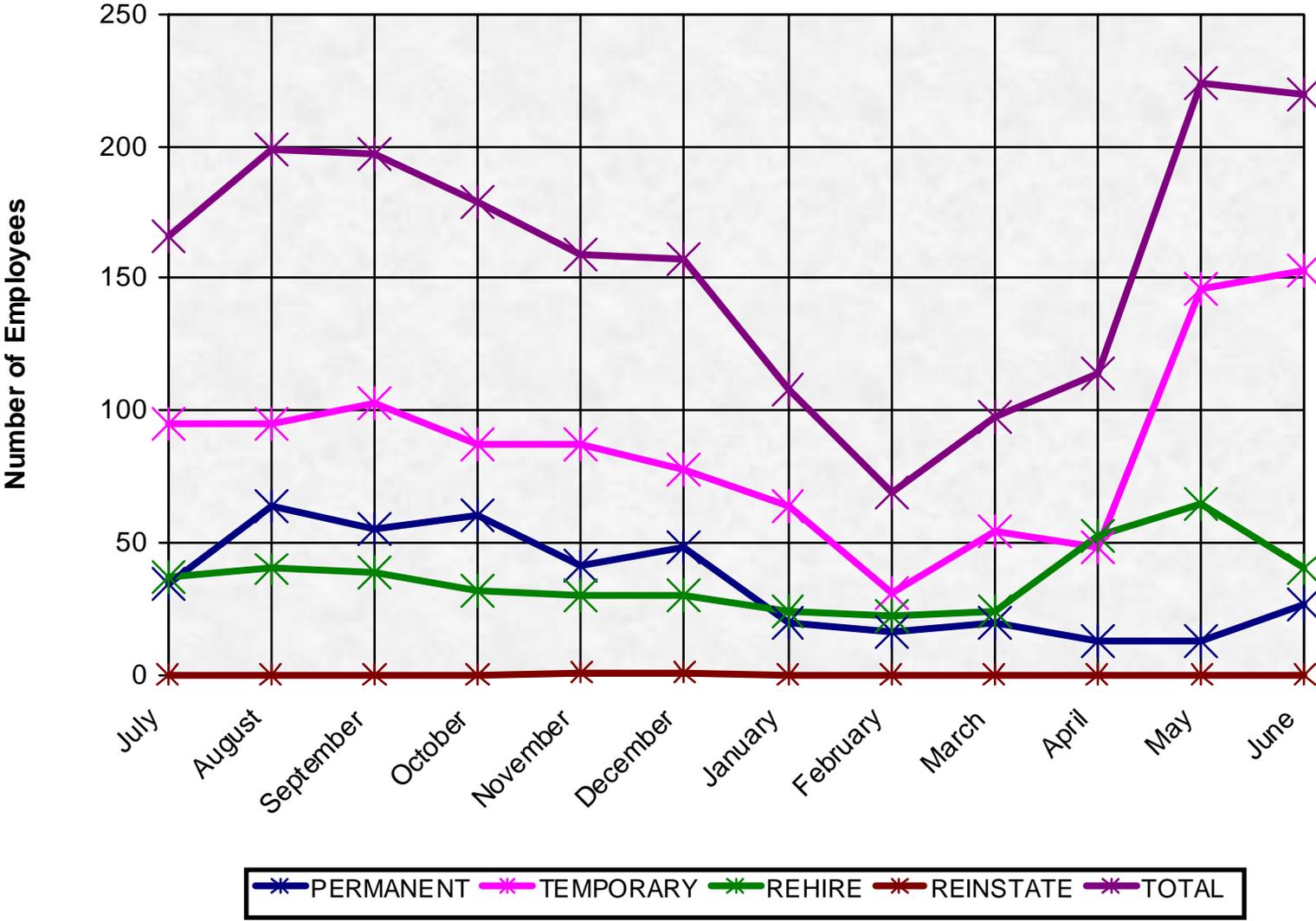
## APPLICANT GENDER DISTRIBUTION BY EEO CATEGORY Fiscal Year 2009



Note: Applicants voluntarily submit this information.  
Total number responding by gender = 4,142

# TOTAL NEW HIRES BY MONTH

## Fiscal Year 2009



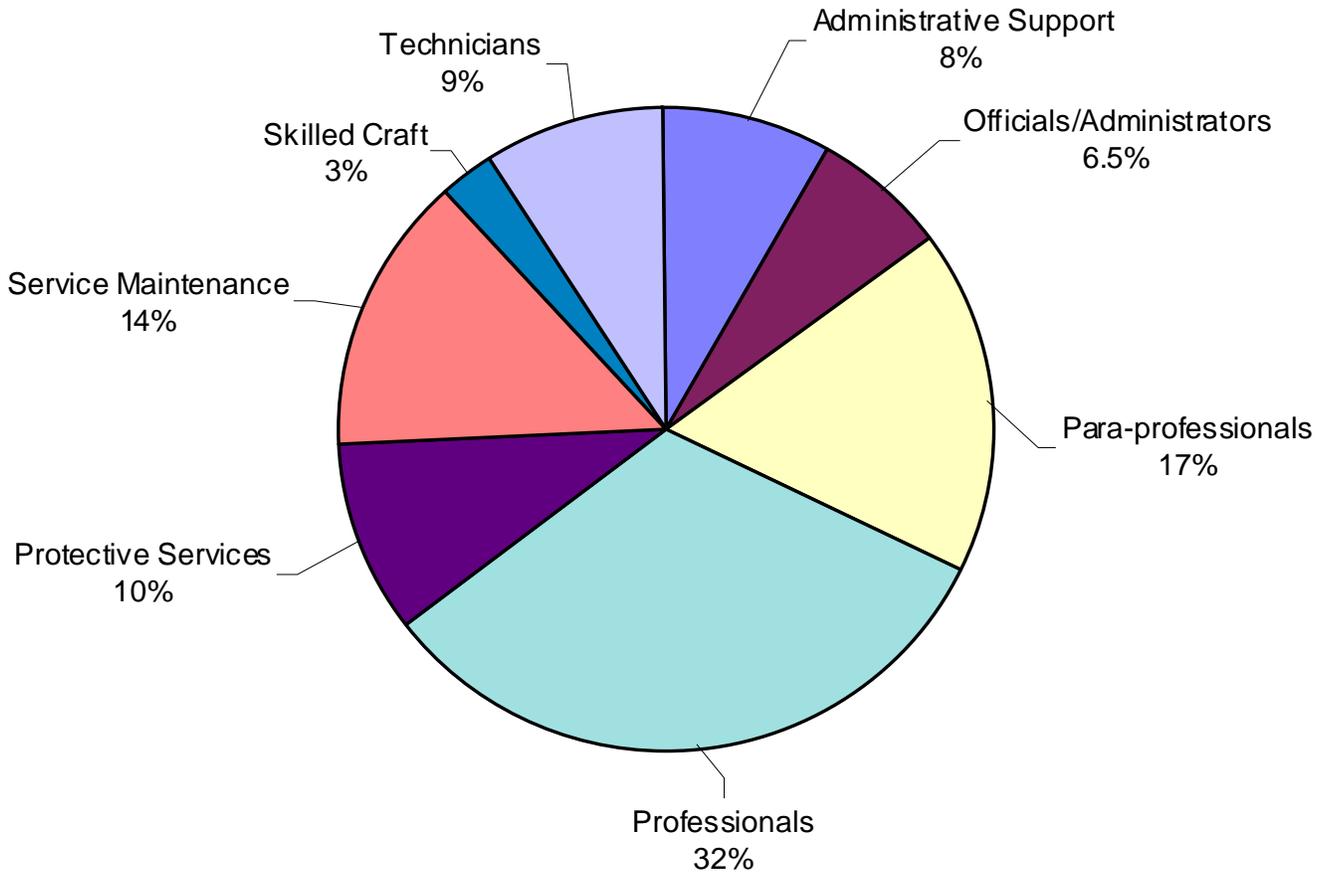
Note: Total new hires for Fiscal Year 2009 = 1,890.

## TOTAL NUMBER OF NEW HIRES BY AGENCY

AGENCY	NEW HIRES	HIRES above min.	% HIRED above min.
Adjutant General Department	13	3	23.0%
Administrative Services Department	80	7	8.8%
Agriculture Department	3	1	33.3%
Banking Department	3	2	66.7%
Board of Land and Tax Appeal	1	0	0.0%
Boards and Commissions	2	1	50.0%
Christa McAuliffe Planetarium	12	1	8.3%
Community College System of NH	163	31	19.0%
Corrections Department	40	10	25.0%
Cultural Resources	4	1	25.0%
Education Department	27	10	3.7%
Employment Security	79	1	1.3%
Environmental Services Department	65	5	7.7%
Executive Department	3	2	66.7%
Fish and Game Department	34	1	2.9%
Health and Human Services Department			
Attached Boards	6	3	50.0%
Children, Youth & Families	26	9	34.6%
Commissioner's Office	37	5	13.5%
Developmental Services	7	2	28.6%
Elderly and Adult Services	3	2	66.7%
Glenclyff Home for the Elderly	14	2	14.3%
Health Management	24	10	41.7%
Juvenile Justice Services	29	6	20.7%
New Hampshire Hospital	89	15	16.9%
Transitional Assistance	24	2	8.3%
Insurance Department	2	1	50.0%
Joint Board of Licensure and Certification	2	0	0.0%
Justice Department	3	0	0.0%
Labor Department	4	1	25.0%
Liquor Commission	315	6	1.9%
Office of Information Technology	15	6	40.0%
Pease Development Authority	1	0	0.0%
Postsecondary Education Commission	1	0	0.0%
Public Employee Relations Board	2	2	100%
Public Utilities Commission	5	2	40.0%
Racing & Charitable Gaming Commission	8	1	12.5%
Resources & Economic Development Dept.	284	3	1.1%
Revenue Administration Department	27	2	7.4%
Safety Department	100	12	12.0%
Secretary of State Department	5	0	0.0%
Sweepstakes Commission	9	1	11.1%
Transportation Department	242	33	13.6%
Veterans Council	1	0	0.0%
Veterans Home	75	47	62.7%

**Note: Includes all full-time and part-time hires, rehires and reinstatements.  
Total new hires for FY 2009 = 1,889. Total hires above minimum = 247.**

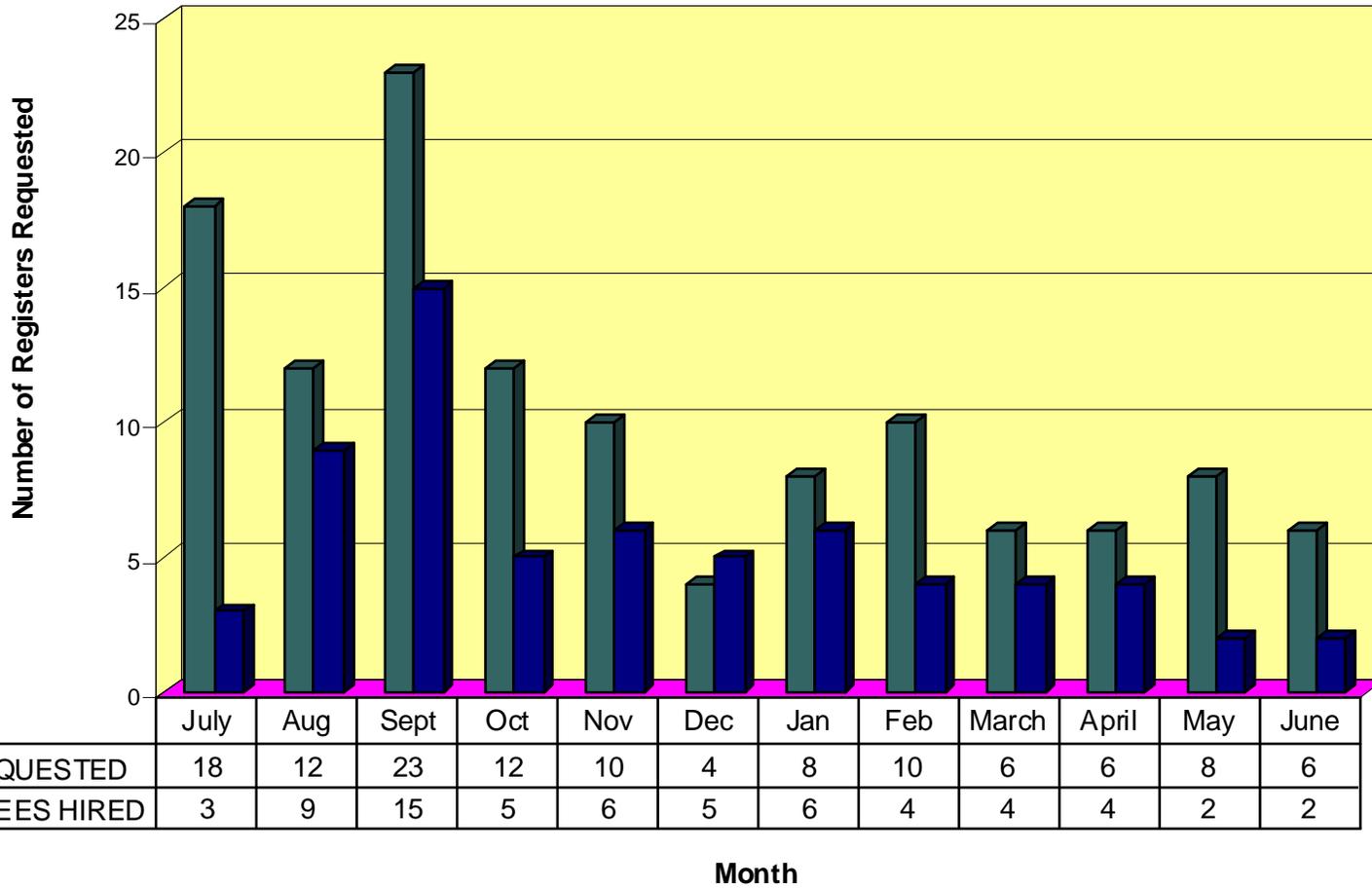
**EMPLOYEES BY EEO CATEGORY  
WORKFORCE PARTICIPATION RATES  
Fiscal Year 2009**



	<b>Number Of Employees</b>
Administrative Support	922
Officials/Administrators	716
Para-professionals	1,896
Professionals	3,556
Protective Services	1,083
Service/Maintenance	1,549
Skilled Craft	291
Technicians	992
<b>TOTAL</b>	<b>11,005</b>

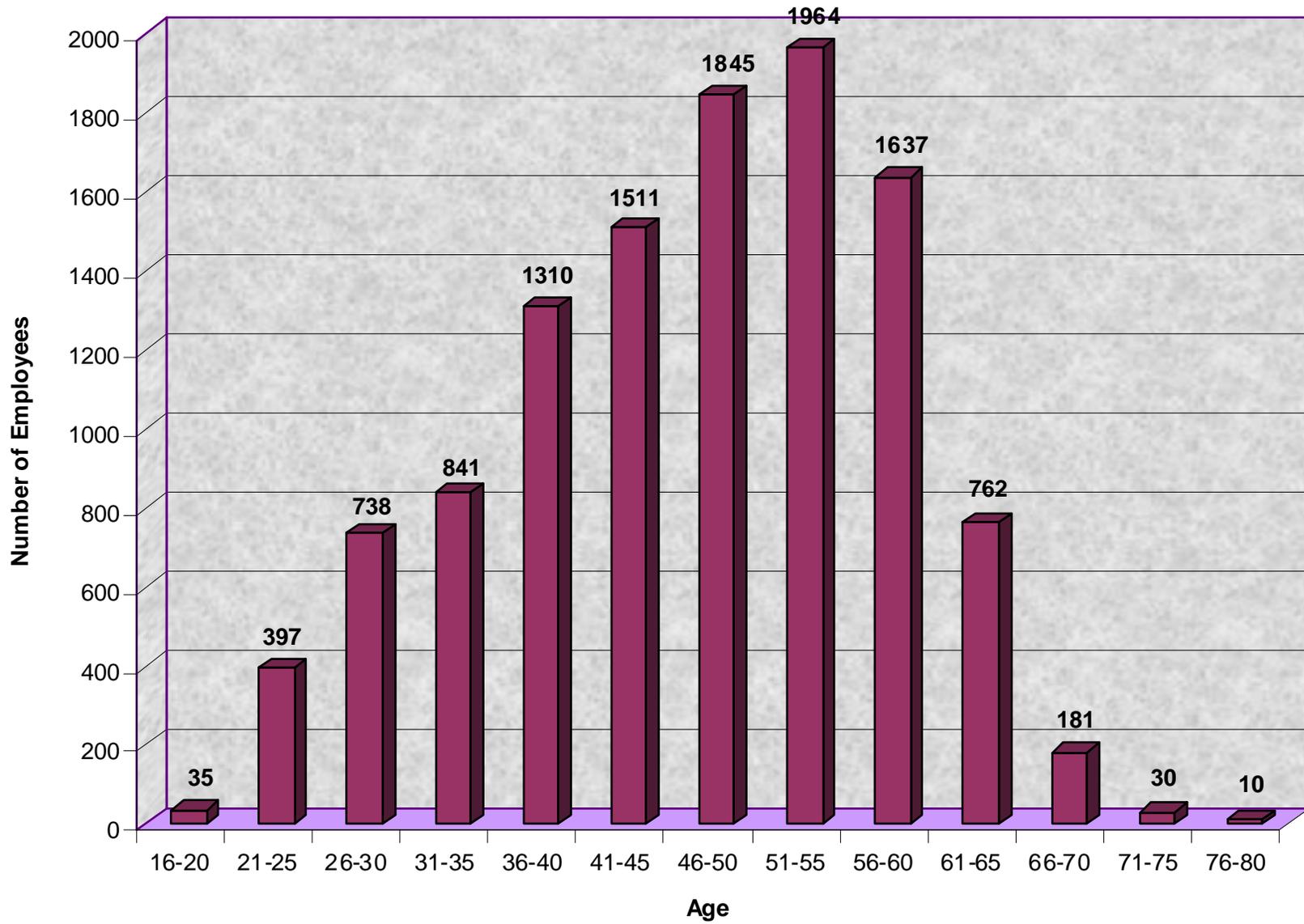
Note: Data from 6-30-09

## EMPLOYEES HIRED FROM REGISTERS By Month - Fiscal Year 2009

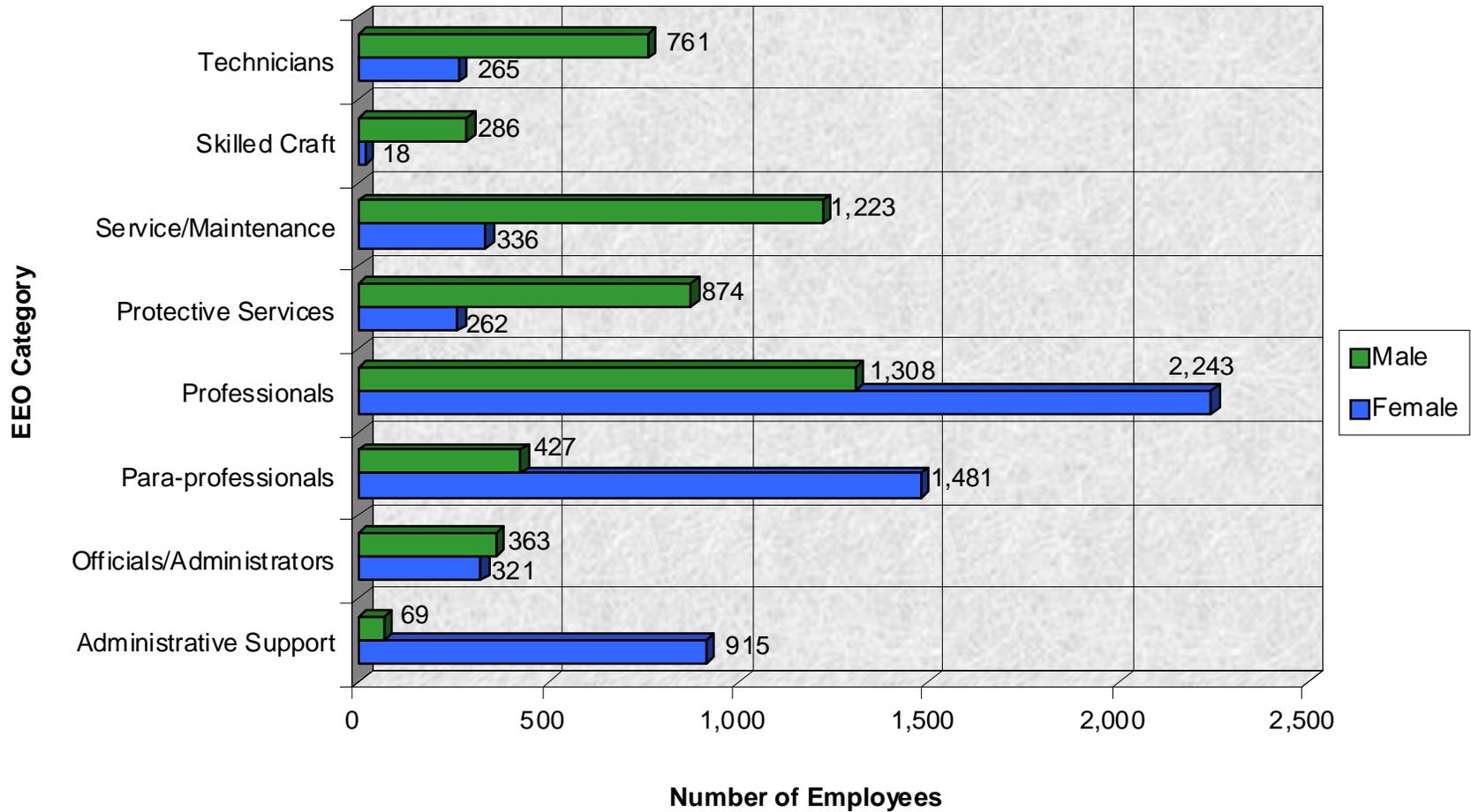


Total Employment Registers Requested by State Agencies = 123  
Total Employees Hired from Registers = 65

## EMPLOYEES BY AGE DISTRIBUTION Fiscal Year 2009

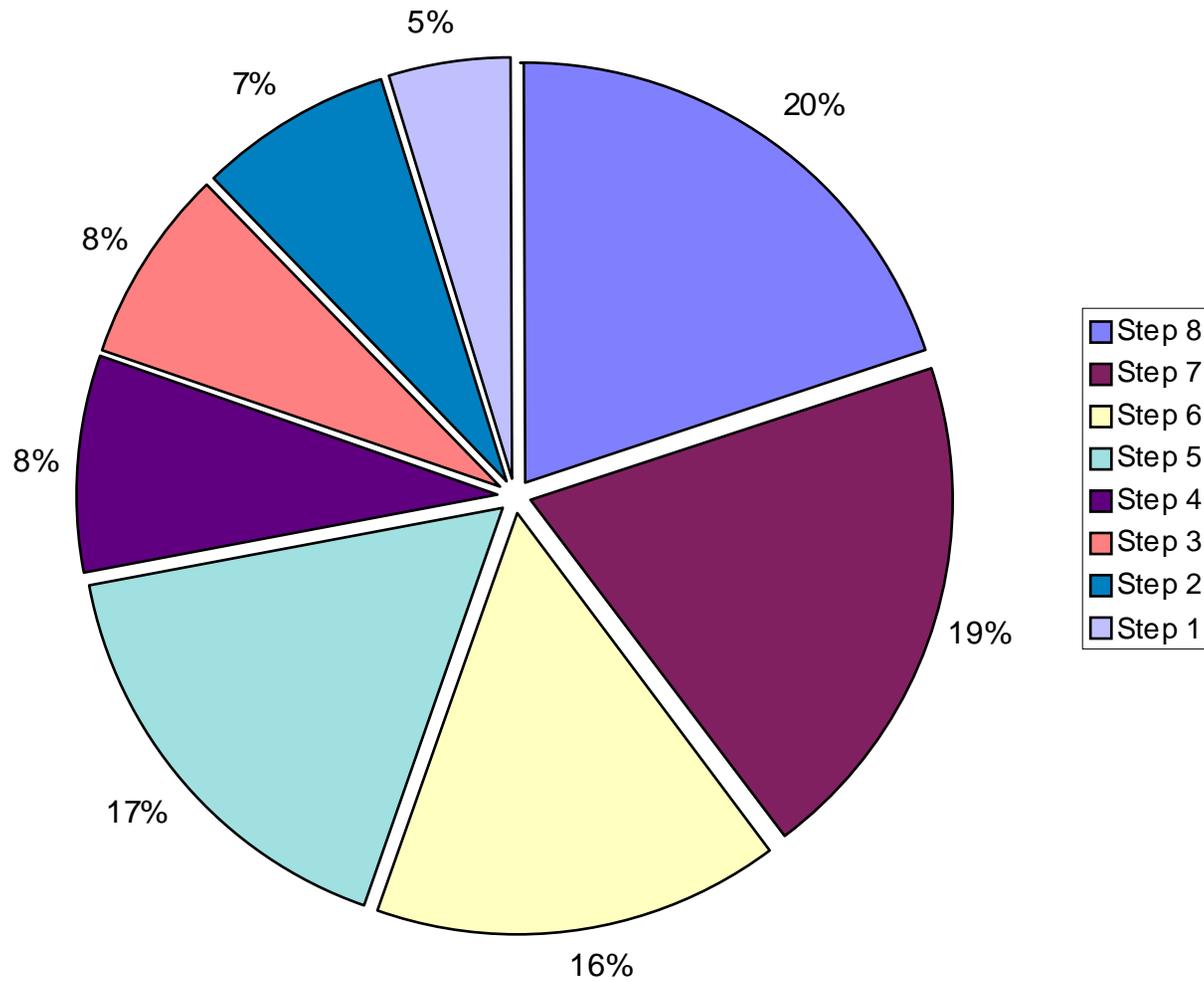


## EMPLOYEES BY GENDER AND EEO CATEGORY



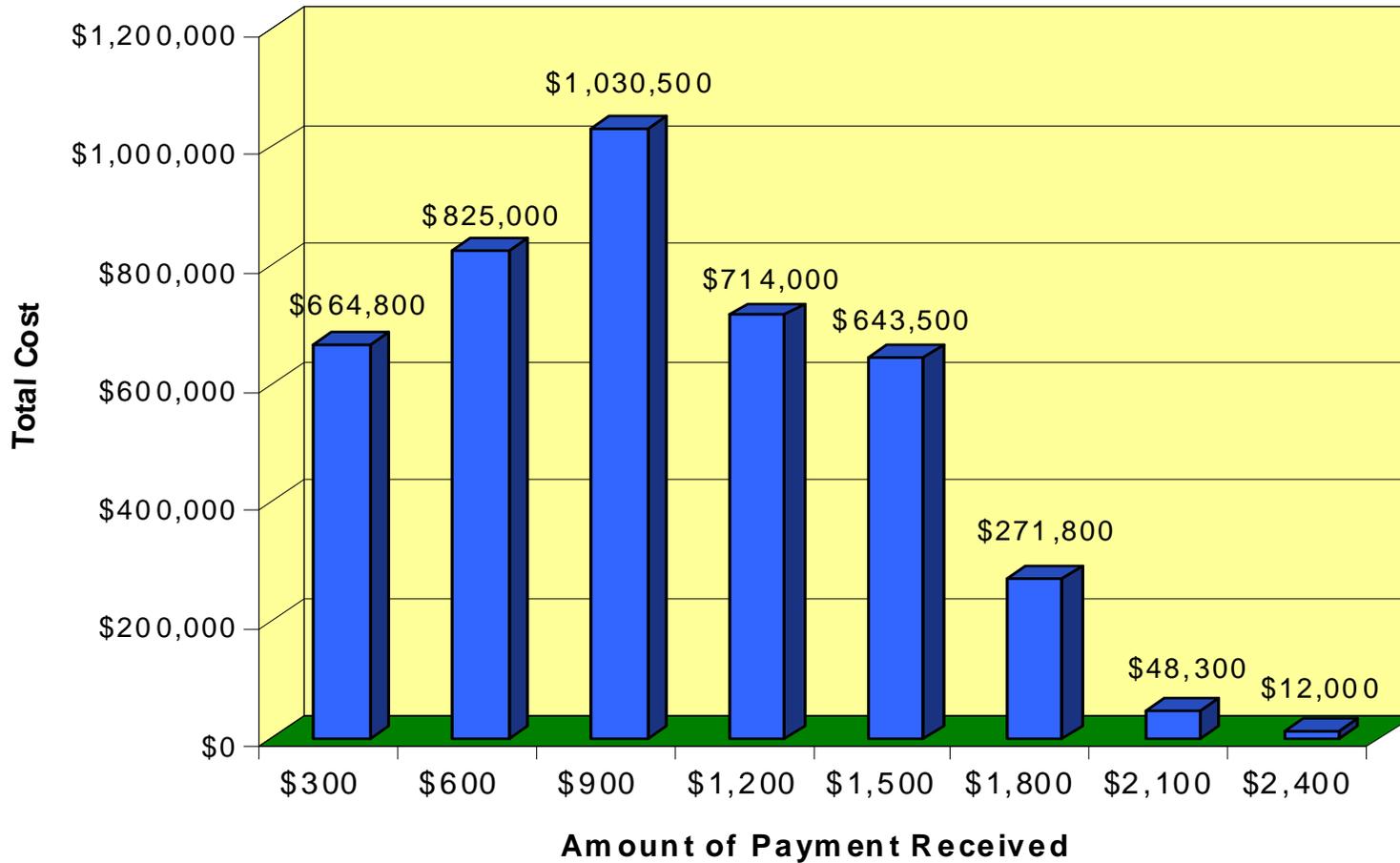
Note: Includes all full-time classified employees as of 06-30-09

# OVERALL SALARY DISTRIBUTION Fiscal Year 2009



Includes all full-time classified employees as of 06-30-09.

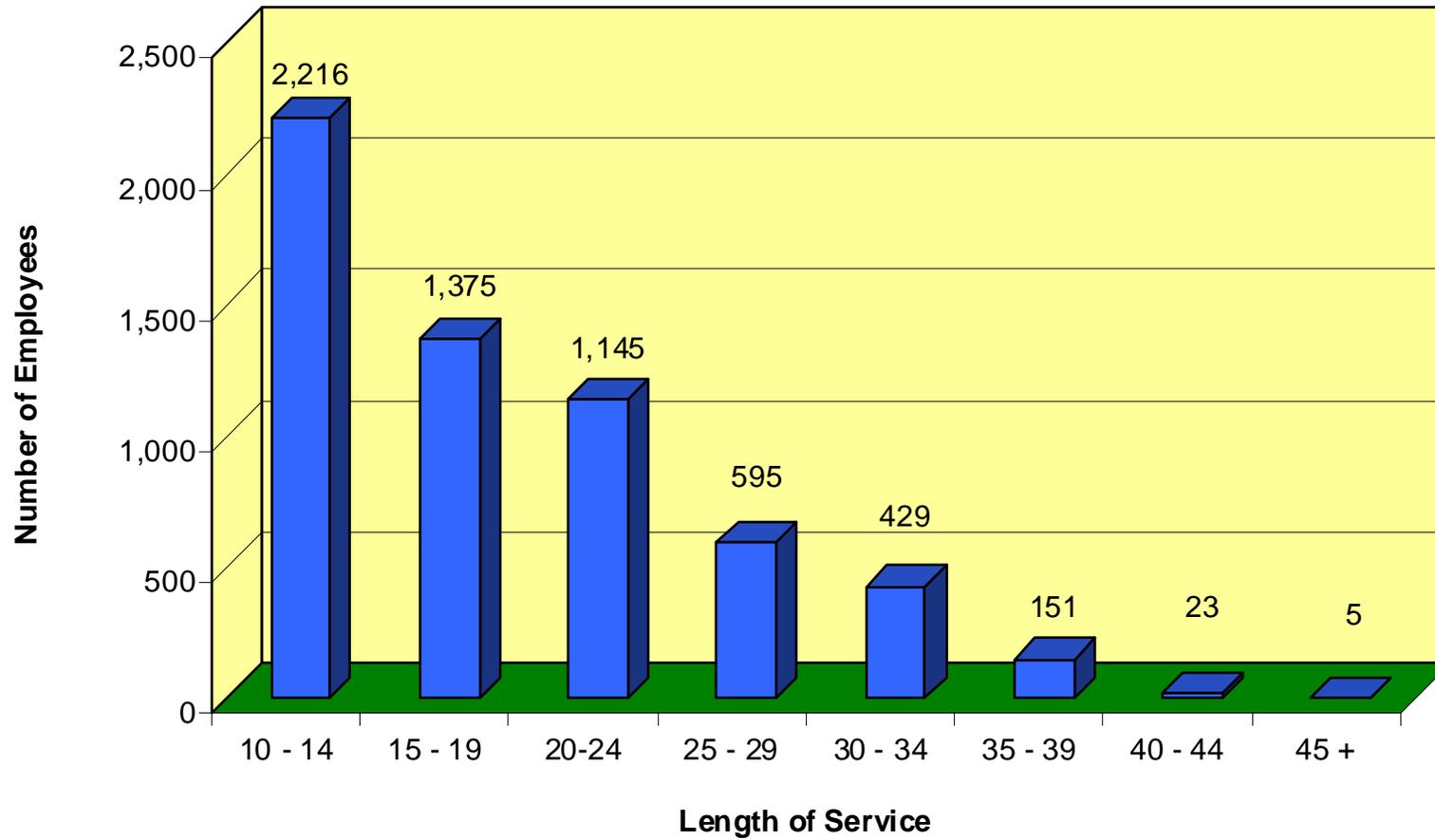
## LONGEVITY IN CLASSIFIED SERVICE Cost of Longevity



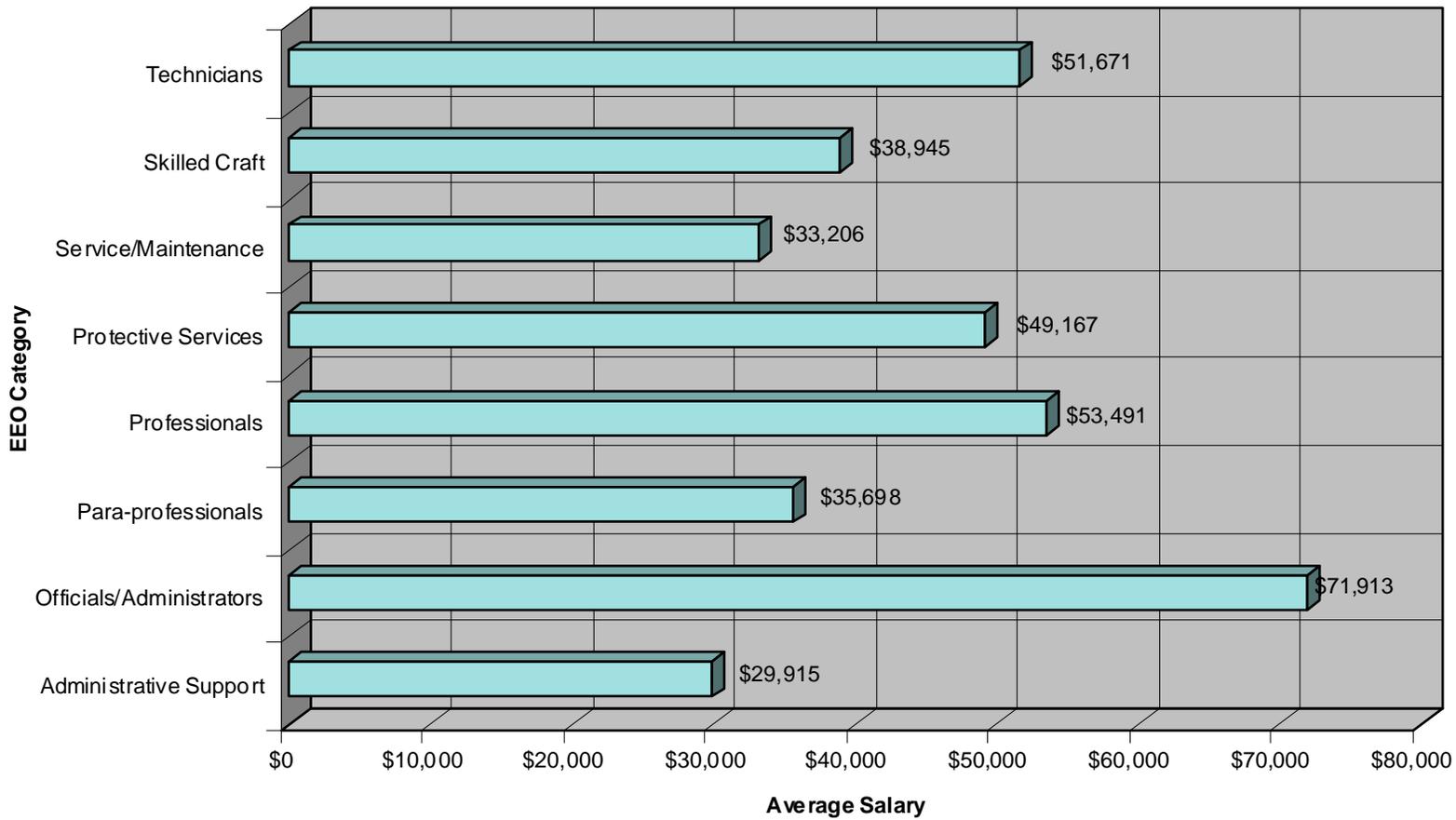
Note: Employees receive \$300 for 10 years of service and an additional \$300 for each 5 years of service beyond 10 years. 54% of the state workforce received a longevity payment in Fiscal Year 2009.

# LONGEVITY IN CLASSIFIED SERVICE

## Number of Employees by Length of Service



## AVERAGE SALARY BY EEO CATEGORY Classified Positions



Note: Includes all full-time permanent and full-time temporary employees as of 06-30-09.

## TURNOVER Separations from Classified Service 10 Year History



Highest Turnover Classes with 50 or more Full-time Employees	Percent Turnover
Licensed Nursing Assistant II	15.90%
Child Protective Service Worker III	15.04%
Health Facilities Cleaner III	13.20%
Mental Health Worker II	13.16%
Program Specialist IV	12.90%
Child Protective Service Worker IV	12.69%
Clerk Interviewer	12.67%
Registered Nurse III	12.37%
Executive Secretary	15.38%
Interviewer I	11.86%
Secretary II	10.98%
State Police Sergeant	10.34%
Food Service Worker	10.14%
Corrections Officer	9.14%

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 as turnover for the purposes of this report.

## TURNOVER RATES BY AGENCY – FY 2009

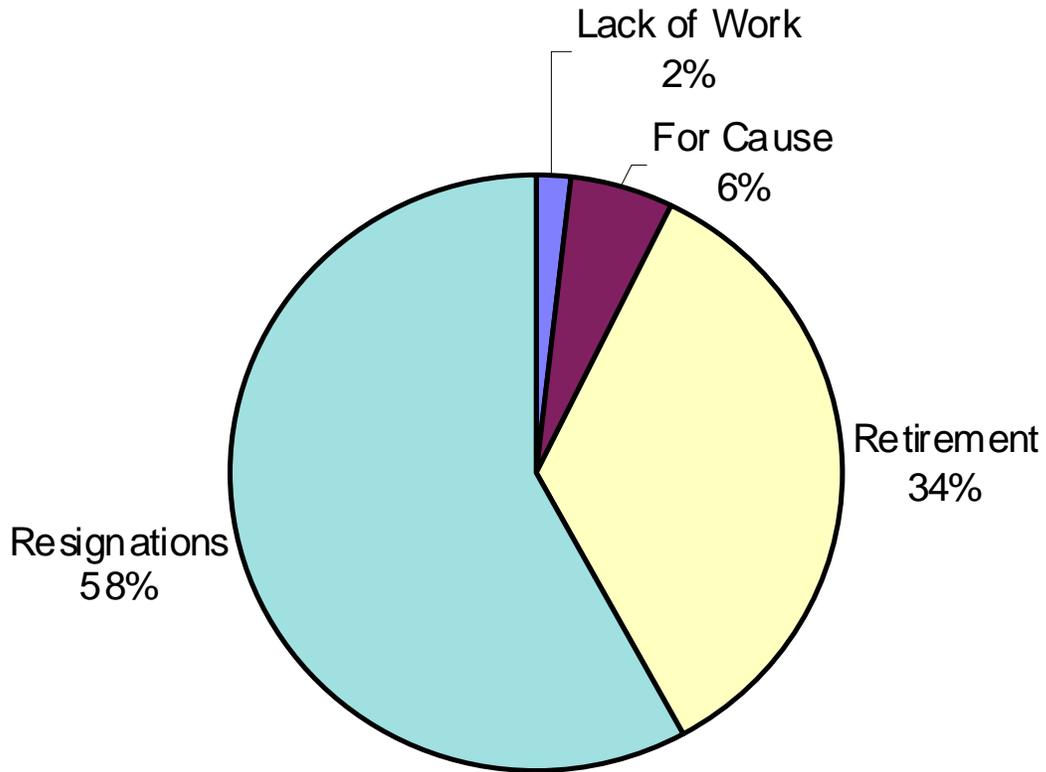
AGENCY NAME	POSITIONS	TERMINATED TRANSFERRED	TURNOVER RATE %
Accountancy Board	3	0	0.00
Adjutant General Department	136	8	5.88
Administrative Services Department	342	26	7.60
Agriculture Department	33	5	15.15
Banking Department	48	4	8.33
Christa McAuliffe Planetarium	13	0	0.00
Community College System of NH	838	50	5.96
Corrections Department	1,075	74	6.88
Cultural Resources Department	72	2	2.77
Development Disabilities Council	4	0	0.00
Education Department	308	21	6.81
Employment Security	372	22	5.91
Environmental Services Department	539	20	3.71
Executive Department	22	0	0.00
Fish and Game Department	200	8	4.00
Health and Human Services Department			
Administratively Attached Boards	38	4	10.52
Behavioral Health	50	4	8.00
Commissioner's Office	652	43	6.59
Children, Youth & Families	389	37	9.51
Developmental Services	44	5	11.36
Elderly & Adult Services	143	11	7.69
Glenclyff Home for the Elderly	190	15	7.89
Health Management	304	20	6.57
Juvenile Justice Services	338	19	5.62
NH Hospital	815	76	9.32
Transitional Assistance	353	23	6.51
Highway Safety Agency	6	0	0.00
Human Rights Commission	9	1	11.11
Information Technology, Office of	421	20	4.75
Insurance Department	70	0	0.00
Joint Board of Licensing & Certification	5	0	0.00
Judicial Council	2	0	0.00
Justice Department	65	2	3.07
Labor Department	87	7	8.04
Liquor Commission	317	18	5.67
Pease Development Authority	6	0	0.00
Postsecondary Education Comm.	8	0	0.00
Police Standards & Training	25	1	4.00

## TURNOVER RATES BY AGENCY – FY 2009

AGENCY NAME	POSITIONS	TERMINATED TRANSFERRED	TURNOVER RATE %
Public Employees Labor Relations Board	5	0	0.00
Public Utilities Commission	69	1	1.44
Racing & Charitable Gaming Commission	31	3	9.67
Real Estate Commission	8	0	0.00
Regulatory and Licensing Boards	12	1	8.33
Resources & Econ. Dev. Department	242	21	8.67
Revenue Administration Department	190	13	6.84
Safety Department	1,171	84	7.17
State Department	81	2	2.46
Sweepstakes Commission	49	3	6.12
Tax & Land Appeals Board	8	0	0.00
Transportation Department	1,838	129	7.01
Treasury Department	19	0	0.00
Veterans' Council	5	1	20.00
Veterans' Home	376	39	10.37
<b>TOTAL*</b>	<b>12,446</b>	<b>843</b>	<b>6.77%</b>

\*Includes all classified full-time permanent and full-time temporary positions.

**SEPARATION FROM SERVICE**  
**Fiscal Year 2009**  
**Total Separations = 821**



<b>RESIGNATIONS:</b>		<b>FOR CAUSE:</b>	
Personal Reasons	335	Termination For Cause	22
Accepted New Job	62	Leave Expiration	6
Quit Without Notice	21	Excessive Absence	9
Medical	20	Failed Probation	8
Relocation	12	Not Qualified	1
Death	16	<b>TOTAL</b>	<b>46</b>
School	4		
Workers' Compensation	4		
PT Not Worked for Extended Period	1		
Other	2		
<b>TOTAL</b>	<b>477</b>	<b>Data from 6-30-09 report.</b>	

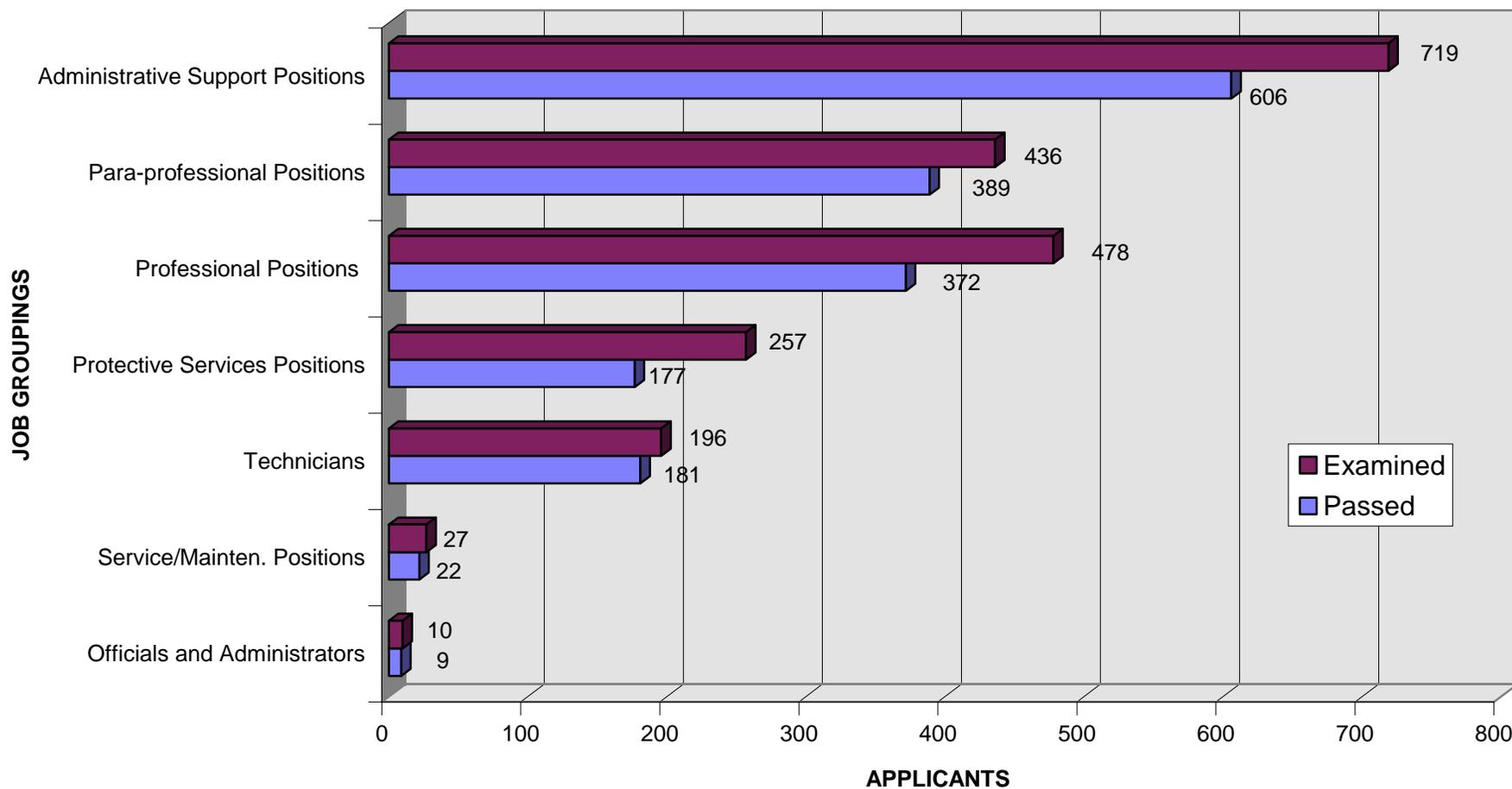
## **EXAMINATION SECTION**

The New Hampshire Division of Personnel's Examination Section is entrusted by statute with reasonably ensuring that newly appointed employees possess skills required for job success. Competitive examinations including written tests, structured interviews, and skill and ability assessments such as word processing and data entry exercises are administered to entry-level applicants as well as career employees seeking promotion within state government. These screening processes are standardized, job-related, and characterized by the same competitive standards for all persons submitting applications. Registers of candidates successfully completing examinations and eligible for appointment are developed in a timely manner through the use of electronic information processing technology and are sent to state departments for use in contacting prospective appointees.

The Examination Section has converted nearly all of its examinations from a pencil and paper test administration format to an on-line computer-based presentation. The section's testing facility is equipped with nine (9) workstations as well as the use of New Hampshire Employment Security local offices as alternative examination sites. These satellite-testing centers were unavailable for use for about six (6) months of the year due to high volume traffic within the Department of Employment Security.

The Examination Section continues to provide consultation and training to agencies regarding structured interviews' required scope of expertise thereby promoting optimal performance of participants. We have changed five (5) classifications to Structured Interview format. The total testing activity resulted in two- thousand, one hundred and twenty three (2,123) applicants being tested. The NH Division of Personnel Examinations Section has gone through significant changes in this fiscal year. The Examinations Section is currently reviewing the Structured Interview process along with the testing process to revise as appropriate. The Examinations Section currently operates with a full time Human Resources technician and a part time Human Resources Assistant.

## EXAMINATION SECTION ACTIVITY July 1, 2008 - June 30, 2009



	Officials and Administrators	Service/Mainten. Positions	Technicians	Protective Services Positions	Professional Positions	Para-professional Positions	Administrative Support Positions
Examined	10	27	196	257	478	436	719
Passed	9	22	181	177	372	389	606

## **CLASSIFICATION SECTION**

The Classification Section is responsible for a variety of responsibilities including, but not limited to, approving new and revised supplemental job descriptions, responding to requests from state agencies and boards to reclassify or reallocate existing positions, establishing full-time and part-time temporary positions, as well as effecting the movement of individual positions or large numbers of positions from one agency to another agency. Positions submitted for reclassification by state agencies may be either filled or vacant at the time of the request.

In addition, the Classification Section independently initiates reclassification considerations for specific positions where the classifications are influenced by job analysis data, class title assignments, and salary grade decisions occurring elsewhere in the Classification process.

During Fiscal Year 2009, 187 full-time and part-time temporary positions were established in 21 different agencies, compared with the establishment of 215 such positions in 23 different agencies in Fiscal Year 2008. Over 73% of these positions were established in six agencies: the Department of Health and Human Services, the Department of Employment Security, the Community College System of NH, the Department of Resources & Economic Development, the Department of Safety, and the Department of Transportation. Of the total established statewide, 104 were established as temporary full-time positions, while the remaining 83 were established as temporary part-time positions.

The Classification Section also conducted telephone job audit interviews with incumbents and supervisors for those positions in which incumbents and/or their agencies submitted completed requests for reclassification. During Fiscal Year 2009, a total of 539 filled or vacant positions were reviewed by the Classification Section, compared with 660 such requests in Fiscal Year 2008.

The following chart summarizes the number of positions reviewed and the number of positions established in Fiscal Year 2009 in relation to the total number of positions in the State Classified System.

	Total Positions Reviewed	Temporary Positions Established	
Number Reviewed or Established	539	Full Time 104	Part Time 83
Percentage of Total Classified Positions	4.35%	.84%	--

Other tasks performed by the Classification Section during Fiscal Year 2009 included the following:

- Answering classification and compensation survey questions from other states and/or governmental units.
- Corresponding with other agencies, verbally and in writing, to answer questions.

- Surveying Agency Human Resources Representatives in order to update Division of Personnel information and improve consistency in the system.
- Establishing and revising classification specifications.
- Assisting agencies in developing and revising supplemental job descriptions.
- Providing technical assistance to agencies and individuals on a daily basis regarding classification procedures and the position review process.
- Developing and providing formal presentations to groups of state Human Resources Representatives and others concerning the classification process.
- Reviewing and approving changes in organizational structures.
- Reviewing 7D requests for new positions to determine appropriate classification levels and assisting in the coordination of the entire 7D process.
- Providing input to the Director of Personnel concerning classification issues and procedures.
- Providing guidance to agencies concerning the effect of potential changes to existing organizational structure.
- Drafting and writing decision letters conveying the rationale underlying personnel decisions.
- Analyzing submitted material regarding functions assigned to positions to determine proper classifications or reallocation of existing class.
- Maintaining files of supplemental job descriptions, organizational charts, and position review correspondence.
- Entering and maintaining position information in the Government Human Resources System (GHRS).
- Analyzing job duties, minimum qualifications, and assigned factor levels in order to reallocate the salaries of existing classifications.
- Establishing and revising minimum qualifications, licensure, certification requirements, and special requirements for positions.

**CLASSIFIED POSITIONS REVIEWED**  
**July 1, 2008 - June 30, 2009**

<b>DEPARTMENT</b>	<b>#PERM. POS.</b>	<b>SG CHG</b>	<b>TITLE CHG</b>	<b>RECL UP</b>	<b>RECL DOWN</b>	<b>NO CHG</b>	<b>G&amp;C APPRL</b>
Accountancy Board	3	0	0	0	0	0	0
Adjutant General	136	3	3	3	0	0	2
Administrative Services							
Budget Office	15	1	1	0	1	0	0
Bureau of Accounting	21	1	1	1	0	0	1
Bureau of General Services	72	1	1	1	0	0	0
Bureau of Planning & Mgmt.	3	0	0	0	0	0	0
Business Office	7	0	0	0	0	0	0
Commissioner's Office	2	0	0	0	0	0	0
Cost Containment	9	0	0	0	0	0	0
Court Facilities	27	1	1	1	0	0	0
Division of Personnel	23	0	0	0	0	0	0
Facilities Asset Management	36	0	1	0	0	0	0
Financial Data Mgmt.	22	0	0	0	0	0	0
Graphic Services	25	0	0	0	0	0	0
Plant & Property Mgmt.	20	3	3	3	0	0	0
Public Works, Design & Contracts	34	0	2	0	0	0	1
Purchase & Property Warehouse	0	0	0	0	0	0	0
Risk Management	10	1	1	1	0	0	1
Surplus Distribution	9	0	0	0	0	0	0
Telecommunications	7	0	0	0	0	0	0
ARRA Admin Serv	0	0	0	0	0	0	0
Agriculture	33	1	1	1	0	0	0
Allied Health Professionals	2	0	0	0	0	0	0
Bank Commission	48	3	3	3	0	0	0
Barber's & Cosmetology Board	6	0	0	0	0	0	0
Board of Land & Tax Appeals	7	0	0	0	0	0	0
Board of Medicine	6	0	0	0	0	0	0
Chiropractic Examiners	1	0	0	0	0	0	0
Commission of Status of Women	2	0	0	0	0	0	0

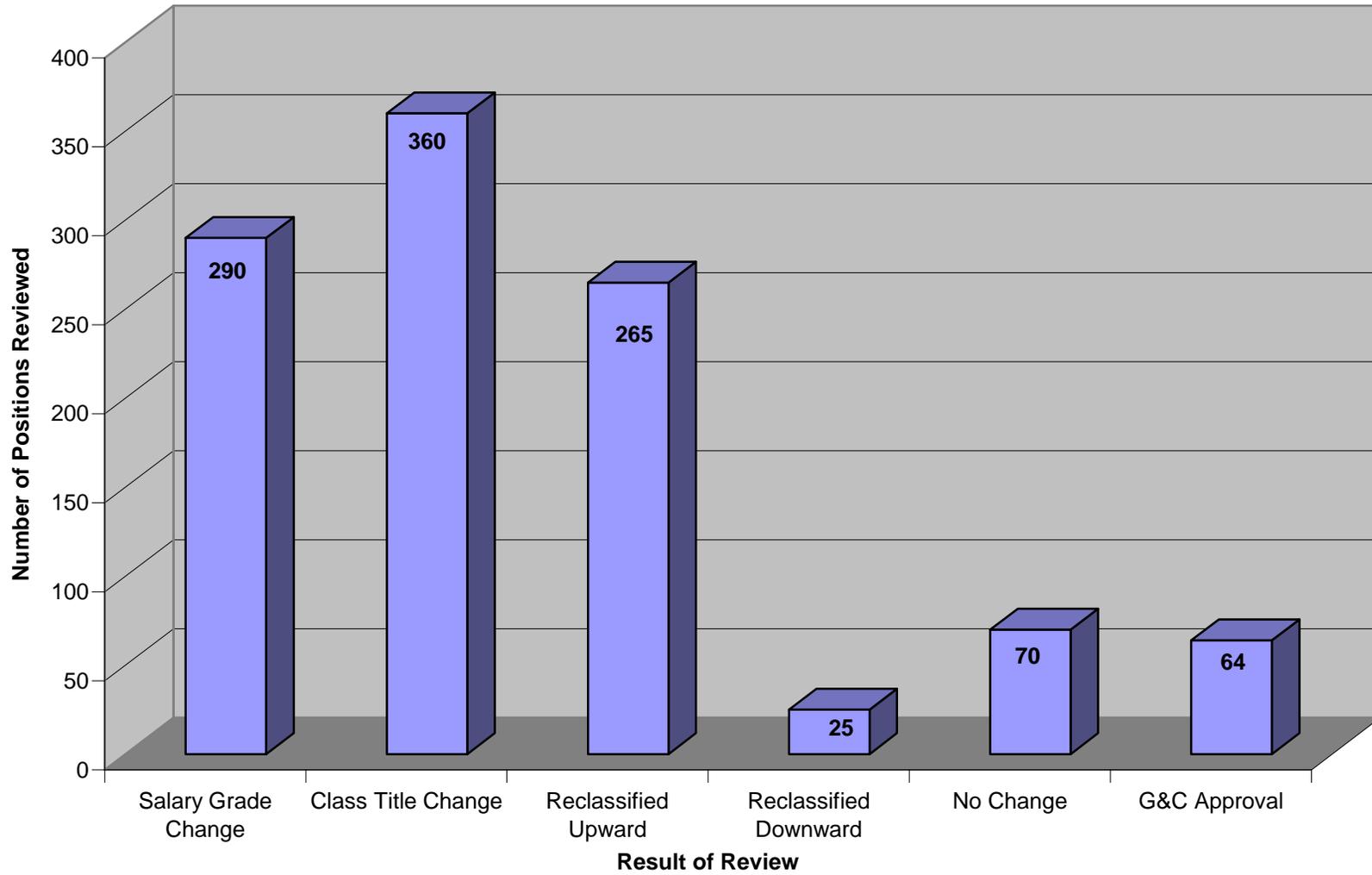
<u>DEPARTMENT</u>	<u>#PERM. POS.</u>	<u>SG CHG</u>	<u>TITLE CHG</u>	<u>RECL UP</u>	<u>RECL DOWN</u>	<u>NO CHG</u>	<u>G&amp;C APPRL</u>
Community Development Authority	0	0	0	0	0	0	0
Community College System of NH							
Community College System of NH	55	7	7	7	0	0	0
River Valley Community College	71	2	2	2	0	0	0
White Mountains Community College	75	0	0	0	0	0	0
Lakes Region Community College	79	0	0	0	0	0	0
Manchester Community College	123	0	0	0	0	0	0
Nashua Community College	93	4	4	2	2	0	0
Great Bay Community College	95	4	38	4	0	0	0
Technical Institute - Concord	246	6	7	6	0	1	0
Corrections	1,075	9	10	6	3	6	5
Cultural Resources							
Div. Of Historic Resources	12	0	0	0	0	0	0
Division of Arts	8	0	0	0	0	0	0
State Library	52	0	0	0	0	0	0
ARRA Cul Res	0	0	0	0	0	0	0
Dental Board	2	0	0	0	0	0	0
Developmental Disabilities Council	4	0	0	0	0	0	0
Education	307	9	10	8	1	0	6
Employment Security	353	3	3	2	1	0	1
Environmental Services							
Air Resources	72	0	0	0	0	0	0
Environmental Services	103	4	4	4	0	0	0
Waste Management	81	0	0	0	0	0	0
Water Pollution	283	29	30	29	0	4	6
Water Resources	0	0	0	0	0	0	0
ARRA Environmental Serv.	0	0	0	0	0	0	0
Executive Branch							
Gov's Comm on Disability	7	0	0	0	0	0	0
Office of Energy & Planning	15	0	0	0	0	0	0
Energy Service	0	0	0	0	0	0	0
Executive Council	0	0	0	0	0	0	0
Off. Of Information Tech.	0	0	0	0	0	0	0
ARRA Executive Office	0	0	0	0	0	0	0

<u>DEPARTMENT</u>	<u>#PERM. POS.</u>	<u>SG CHG</u>	<u>TITLE CHG</u>	<u>RECL UP</u>	<u>RECL DOWN</u>	<u>NO CHG</u>	<u>G&amp;C APPRL</u>
Fish & Game	200	3	3	1	2	28	2
Health & Human Services	3,265	65	69	62	3	6	14
Highway Safety	6	0	0	0	0	0	0
Human Rights Commission	9	0	0	0	0	0	0
Insurance	67	2	2	2	0	0	0
Joint Board	5	0	0	0	0	0	0
Judicial Council	2	0	0	0	0	0	0
Justice Department	64	0	0	0	0	0	0
Labor	87	0	0	0	0	0	0
Liquor Commission	317	40	16	36	4	5	4
Massage Therapy Advisory Board	1	0	0	0	0	0	0
Mental Health Practice Board	2	0	0	0	0	0	0
Nurses Registration	12	2	2	2	0	0	0
Department of Information Technology	427	17	17	17	0	0	0
Racing and Charitable Gaming Com.	27	4	4	3	1	0	3
Pease Development Authority	6	0	0	0	0	0	0
Pharmacy Board	6	1	1	1	0	0	1
Planetarium (Christa McAuliffe)	13	0	0	0	0	0	0
Plumbers Board	7	0	0	0	0	4	0
Police Standards & Training	25	1	1	1	0	0	0
Postsecondary Education Commission	8	0	0	0	0	0	0

<u>DEPARTMENT</u>	<u>#PERM. POS.</u>	<u>SG CHG</u>	<u>TITLE CHG</u>	<u>RECL UP</u>	<u>RECL DOWN</u>	<u>NO CHG</u>	<u>G&amp;C APPRL</u>
Public Employees Labor Rel. Bd	5	0	0	0	0	0	0
Public Utilities Commission	69	2	2	2	0	0	1
Real Estate Appraisers Board	2	0	0	0	0	0	0
Real Estate Commission	8	0	0	0	0	0	0
Resources & Economic Development	238	6	6	5	1	0	2
Revenue Administration	190	0	0	0	0	0	0
Safety	1,169	32	79	31	1	0	3
Secretary of State							
Div. Of Records & Archives	2	0	0	0	0	0	0
Secretary of State	70	1	1	1	0	0	0
Securities Regulation	9	0	0	0	0	0	0
Sweepstakes Commission	49	1	1	1	0	15	1
Transportation							
Dept. of Transportation	2	0	0	0	0	0	0
District 1	143	1	2	1	0	0	0
District 2	121	1	1	1	0	0	0
District 3	130	2	2	0	2	0	0
District 4	92	1	1	1	0	0	0
District 5	158	0	0	0	0	0	0
District 6	103	0	0	0	0	0	0
Commissioner's Office	9	1	1	1	0	0	0
Fuel Distribution	6	0	0	0	0	0	0
Budget & Finance	37	1	1	1	0	0	1
Human Resources	21	1	1	1	0	0	0
Environment	23	0	0	0	0	0	0
Bridge Design	35	0	0	0	0	0	0
Bridge Maintenance	122	0	0	0	0	0	0
Construction	104	0	0	0	0	0	0
Highway Design	154	0	0	0	0	0	0
Mechanical Div. - Swanzey	84	2	1	2	0	0	1
Materials & Research	60	0	0	0	0	0	0
Planning & System Development	29	2	2	0	2	0	2
Right of Way	39	0	0	0	0	0	0
Traffic	104	4	5	3	1	0	4
Maintenance	10	0	0	0	0	0	0
Aeronautics	5	0	0	0	0	0	0

<u>DEPARTMENT</u>	<u>#PERM. POS.</u>	<u>SG CHG</u>	<u>TITLE CHG</u>	<u>RECL UP</u>	<u>RECL DOWN</u>	<u>NO CHG</u>	<u>G&amp;C APPRL</u>
Transportation, continued							
Railroads	11	0	0	0	0	0	0
Turnpikes	236	4	4	4	0	0	2
ARRA STIMULUS- DOT	0	0	0	0	0	0	0
Treasury	19	0	0	0	0	0	0
Veterans' Council	5	0	0	0	0	0	0
Veterans' Home	376	1	2	1	0	1	0
Veterinary Examining Board	1	0	0	0	0	0	0
TOTALS	12,403	290	360	265	25	70	64

**CLASSIFICATION CHANGES BASED ON POSITION REVIEWS  
JULY 1, 2008 - JUNE 30, 2009**



**POSITIONS RECLASSIFIED - APPROVED BY GOVERNOR & COUNCIL  
JULY 1, 2008 - JUNE 30, 2009**

<u>DEPARTMENT</u>	<u>FROM (TITLE &amp; SALARY GRADE)</u>	<u>TO (TITLE &amp; SALARY GRADE)</u>	<u>G&amp;C APPVL DATE</u>
<b>ADJUTANT GENERAL</b>	BLDGS & GROUNDS UTILITY PERSON	08 MAINTENANCE MECHANIC II	12 07/16/2008
	MAINTENANCE MECHANIC II	12 BLDG MAINTENANCE SUPERVISOR	15 08/13/2008
<b>TOTAL</b>	<b>2</b>		
<b>ADMINISTRATIVE SERV, DEPT OF</b>	CLERK OF THE WORKS I	22 ENGINEERING TECHNICIAN V	22 09/03/2008
	PROGRAM SPECIALIST IV	25 BUSINESS SYSTEMS ANALYST II	30 02/13/2009
	SECRETARY II	09 ADMINISTRATOR I	27 12/18/2008
<b>TOTAL</b>	<b>3</b>		
<b>CORRECTIONS</b>	CORRECTIONS OFFICER	14 RECORDS CONTROL CLERK	10 11/19/2008
	CORRECTIONS OFFICER	14 RECORDS CONTROL CLERK	10 11/19/2008
	CORRECTIONS SERGEANT	18 ADMINISTRATOR II	29 10/08/2008
	SENIOR PSYCHIATRIC SOCIAL WKR	26 SUPERVISOR VI	27 07/18/2008
	VICTIM/WITNESS SPECIALIST	26 ADMINISTRATOR II	29 03/13/2009
<b>TOTAL</b>	<b>5</b>		
<b>EDUCATION, DEPT OF</b>	ACCOUNT CLERK III	09 REHAB TECHNICIAN	12 09/17/2008
	ADMINISTRATIVE ASSISTANT I	16 PROGRAM ASSISTANT II	15 02/18/2009
	EDUCATION CONSULTANT III	28 ADMINISTRATOR IV	33 08/13/2008
	PROGRAM SPECIALIST II	21 EDUCATION CONSULTANT II	27 01/16/2009
	SECRETARY II	09 REHAB TECHNICIAN	12 03/13/2009
	STATISTICAL CLERK III	12 PROGRAM SPECIALIST I	19 10/10/2008
<b>TOTAL</b>	<b>6</b>		
<b>EMPLOYMENT SECURITY, DEPT OF</b>	LEGAL SECRETARY III	13 PARALEGAL I	16 09/12/2008
<b>TOTAL</b>	<b>1</b>		
<b>ENVIRONMENTAL SERV, DEPT OF</b>	CARPENTER I	12 CONSTRUCTION TECHNICIAN	15 05/20/2009
	CARPENTER I	12 CONSTRUCTION TECHNICIAN	15 05/20/2009
	CARPENTER II	14 ENGINEERING TECHNICIAN IV	19 05/20/2009
	COORD OUTDOOR EDUC PROGRAM	20 ENVIRONMENTALIST III	23 09/12/2008

<u>DEPARTMENT</u>	<u>FROM (TITLE &amp; SALARY GRADE)</u>	<u>TO (TITLE &amp; SALARY GRADE)</u>	<u>G&amp;C APPVL DATE</u>
<b>ENVIRONMENTAL SERV, DEPT OF</b>	ENVIRONMENTALIST III	23 SUPERVISOR VI	27 09/26/2008
	HEAVY DUTY CRANE OPERATOR	14 CONSTRUCTION TECHNICIAN	15 05/20/2009
	<b>TOTAL 6</b>		
<b>FISH AND GAME DEPARTMENT</b>	ADMINISTRATOR III	31 BIOLOGIST III	24 08/13/2008
	PROGRAM PLANNER III	25 SUPERVISOR VI	27 05/08/2009
	<b>TOTAL 2</b>		
<b>HEALTH AND HUMAN SERVICES</b>	ADMINISTRATIVE SECRETARY	14 PROGRAM ASSISTANT III	17 05/08/09
	GROUNDS FOREMAN	10 MAINTENANCE MECHANIC II	12 06/19/2009
	MAINTENANCE MECHANIC I	08 AUTOMOTIVE SERVICE TECHNICIAN	10 01/16/2009
	MAINTENACE MECHANIC FOREMAN	15 PLANT MAINTENCE ENGINEER II	19 06/19/2009
	MENTAL HEALTH WRKR/HOUSE SUPV	14 SUPERVISOR I	19 11/19/2008
	PAINTER	11 MAINTENCE MECHANIC II	12 06/19/2009
	PROGRAM PLANNER III	25 SENIOR MANAGEMENT ANALYST	26 05/08/2009
	PROGRAM SPECIALIST II	21 REIMBURSEMENT SPECIALIST	18 05/06/2009
	PROGRAM SPECIALIST III	23 PROGRAM ASSISTANT I	12 01/14/2009
	PROGRAM SPECIALIST IV	25 SENIOR MANAGEMENT ANALYST	26 05/08/2009
	SENIOR MANAGEMENT ANALYST	26 BUSINESS ADMINISTRATOR II	24 11/19/2008
	TECHNICAL SUPPORT SPEC I	17 PROGRAM SPECIALIST I	19 10/08/2008
	TECHNICAL SUPPORT SPEC II	21 PROGRAM SPECIALIST II	21 02/04/2009
	WORK AREA COORDINATOR	10 TRAINING & DEVELOPMENT THERAPIST	16 04/24/2009
<b>TOTAL 14</b>			
<b>LIQUOR COMMISSION</b>	LICENSE CLERK	11 EQUIPMENT CONTROL OFFICER	17 02/13/2009
	RETAIL STORE MANAGER II	17 ADVERTISING SPECIALIST	25 07/16/2008
	RETAIL STORE MANAGER II	17 STAFF DEV & TRAINING SPEC	24 11/07/2008
	RETAIL STORE MANAGER III	19 STAFF DEV & TRAINING SPEC	24 11/07/2008
	<b>TOTAL 4</b>		
<b>NH LOTTERY COMMISSION</b>	ACCOUNTANT III	21 HUMAN RESOURCES COORDINATOR II	23 11/13/2008
<b>TOTAL 1</b>			
<b>PHARMACY BOARD</b>	ADMINISTRATIVE ASSISTANT I	16 BUSINESS ADMINISTRATOR I	21 11/21/2008
<b>TOTAL 1</b>			

<u>DEPARTMENT</u>	<u>FROM (TITLE &amp; SALARY GRADE)</u>	<u>TO (TITLE &amp; SALARY GRADE)</u>	<u>G&amp;C APPVL DATE</u>
<b>PUBLIC UTILITIES COMMISSION</b>	UTILITY ANALYST I	24 HEARINGS EXAMINER	31 09/17/2008
<b>TOTAL</b>	<b>1</b>		
<b>RACING &amp; CHARITABLE GAMING COMMISSION</b>	ADMINISTRATOR IV	33 ADMIN RACING AND CHARTBLE GAMI	35 04/10/2009
	PROGRAM ASSISTANT II	15 SUPERVISOR II	21 03/13/2009
	TAX AUDITOR II	19 PROGRAM ASSISTANT I	12 12/03/2008
<b>TOTAL</b>	<b>3</b>		
<b>RESOURCES &amp; ECON DEVEL, DEPT OF</b>	COMMUNITY RECREATION SPECIALST	24 INTERNAL AUDITOR II	21 10/08/2008
	PROGRAM ASSISTANT I	12 PROGRAM SPECIALIST I	19 02/13/2009
<b>TOTAL</b>	<b>2</b>		
<b>SAFETY, DEPT OF</b>	CLERK IV	12 HUMAN RESOURCES ASSISTANT II	12 10/22/2008
	COUNTER CLERK II	09 ADMINISTRATOR II	29 11/19/2008
	SP REGULATORY TROOPER I	19 PROGRAM SPECIALIST II	21 10/22/2008
<b>TOTAL</b>	<b>3</b>		
<b>TRANSPORTATION, DEPT OF</b>	ACCOUNTANT I	16 ADMINISTRATOR III	31 05/20/2009
	CIVIL ENGINEER IV	27 PROGRAM SPECIALIST II	21 10/22/2008
	CIVIL ENGINEER IV	27 SYSTEMS DEVELOPMENT SPEC IV	26 04/01/2009
	COMPUTER SYSTEMS TECHNICIAN	19 AUDIT SUPERVISOR II	20 12/18/2008
	ENGINEERING TECHNICIAN I	10 TRAN MGMT COMM SPEC I	12 07/16/2008
	ENGINEERING TECHNICIAN I	10 TRAN MGMT COMM SPEC I	12 07/16/2008
	ENGINEERING TECHNICIAN IV	19 PROGRAM SPECIALIST I	19 10/08/2008
	ENGINEERING TECHNICIAN V	22 PROGRAM SPECIALIST II	21 10/22/2008
	TOLL ATTENDANT I	09 PROGRAM SPECIALIST IV	25 04/01/2009
	WELDER MECHANIC I	14 BLDG MAINTENANCE SUPERVISOR	15 09/12/2008
<b>TOTAL</b>	<b>10</b>		
<b>TOTAL POSITIONS RECLASSIFIED</b>	<b>64</b>		

**REQUESTS FOR TEMPORARY POSITIONS  
JULY 1, 2008 - JUNE 30, 2009**

<b><u>AGENCY</u></b>	<b><u>APPROVED CLASSIFICATIONS</u></b>	<b><u>APPVD LG</u></b>	<b><u>FULL/TIME PART/TIME</u></b>
<b>Adjutant General</b>	Program Specialist IV	25	FT
	Program Specialist III	23	FT
<b>Admin Services</b>	Administrator IV	33	FT
	Engineering Technician V	22	FT
	P.W. Project Manager III	27	FT
	Accountant IV	23	PT
	Financial Data Specialist II	30	PT
	Human Resources Specialist II	24	PT
<b>Agriculture</b>	Program Assistant I	12	FT
	Secretary I	07	PT
<b>Board of Land &amp; Tax Appeals</b>	Accounting Technician	12	PT
<b>Community College System</b>	Administrative Secretary	14	FT
	Building Services Supervisor	11	FT
	CC Instructor	18	FT
	Chief Security Officer	16	FT
	I/C Counselor I (2)	21	FT
	Program Assistant I	12	FT
	Program Assistant II	15	FT
	Project Designer	26	FT
	Secretary II	09	FT
	Security Officer I (3)	12	FT
	Systems Development Specialist II	21	FT
	Teacher I	18	FT
	Technical Support Specialist I (2)	17	FT
	Technical Support Specialist II	21	FT
	Community College Instructor (2)	18	PT
	Human Resources Technician	17	PT
	I/C Counselor I	21	PT
	Laboratory Assistant II	12	PT
	Program Assistant II (3)	15	PT
	Program Specialist I	19	PT
Program Specialist II	21	PT	
Program Specialist IV	25	PT	
<b>Corrections</b>	Supervisor I	19	PT

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME</u>
<b>Cultural Resources</b>	System Development Specialist III	23	PT
<b>Dept. of Information Technology</b>	Technical Support Specialist Trainee	14	PT
	Technical Support Specialist I	17	PT
<b>DRED</b>	Accountant III	21	FT
	Administrator II	29	FT
	Administrator IV	33	FT
	Environmentalist II (2)	19	FT
	Environmentalist III (Ecologist)	23	FT
	Executive Secretary	11	FT
	Forest Technician	10	FT
	Forester I	19	FT
	Grants Program Coordinator	23	FT
	Program Specialist IV	25	FT
	Supervisor VI	27	FT
	Vocational Evaluator II (2)	21	FT
<b>Education</b>	Program Specialist I	19	FT
	Program Specialist II (2)	21	FT
	Education Consultant I	26	PT
	Program Specialist III	23	PT
<b>Employment Security</b>	Certifying Officer I (4)	16	FT
	Certifying Officer III	20	FT
	Chairman, UC Appeals Tribunal I (2)	27	FT
	Clerk Interviewer (2)	09	FT
	Employment Counselor (2)	18	FT
	Interviewer I (10)	16	FT
	Interviewer II	18	FT
	Labor Market Analyst II	20	FT
	Program Specialist I	19	FT
	Program Specialist II	21	FT
	Supervisor, BAU - Conway/Berlin	24	FT
	Clerk Interviewer (2)	09	PT
	Interviewer I (7)	16	PT
	Program Assistant I	12	PT
	Program Specialist III	23	PT
	Quality Control Investigator	21	PT
<b>Environmental Services</b>	Environmentalist IV	27	FT
	Hydrogeologist I	18	FT
	Construction Technician	15	PT
	Environmental Program Manager	27	PT

<b><u>AGENCY</u></b>	<b><u>APPROVED CLASSIFICATIONS</u></b>	<b><u>APPVD LG</u></b>	<b><u>FULL/TIME PART/TIME</u></b>
<b>Environmental Services, continued</b>	Environmental Technician III	14	PT
	Environmentalist IV (3)	27	PT
	Sanitary Engineer II	28	PT
<b>Executive Office</b>	Admin. Of Economic Stimulus Funds	34	FT
	Internal Auditor III (2)	23	FT
	Program Specialist I	19	FT
<b>Fish &amp; Game</b>	Biological Aide (2)	13	FT
	Highway Maintainer III	12	FT
	Program Assistant II	15	FT
<b>HHS</b>	Executive Secretary	11	FT
	Food Services Worker II	5	FT
	Health Promotion Advisor	23	FT
	Nutrition Consultant	23	FT
	Program Assistant I	12	FT
	Program Planner III	25	FT
	Program Specialist I	19	FT
	Program Specialist II	21	FT
	Program Specialist III (3)	23	FT
	Public Health Program Manager (2)	26	FT
	Registered Nurse III (2)	23	FT
	Chauffeur (2)	07	PT
	Clerk III	08	PT
Teacher I	18	PT	
Teacher II	20	PT	
<b>Justice</b>	Paralegal I	16	FT
	Training Development Management	24	FT
<b>Labor</b>	Labor Inspector (3)	22	PT
<b>Liquor</b>	Administrator II	29	FT
	Beverage Marketing Specialist	27	FT
	Painter (3)	11	PT
	Program Specialist IV	25	PT
	Senior Management Analyst	26	PT
<b>Postsecondary Education</b>	Program Assistant I	12	PT
	Programs Evaluation Specialist	21	PT
<b>Safety</b>	Administrator II	29	FT
	Planning Analyst (Data Systems) (2)	24	FT
	State Police Trooper I (3)	19	FT

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME</u>
<b>Safety, continued</b>	Telecommunications Specialist (2)	16	FT
	Cash Terminal Operator I (8)	11	PT
	Counter Clerk III	10	PT
	Legal Aide	15	PT
	Licensing Officer	14	PT
	Radio Dispatch Supervisor	11	PT
	Telecommunications Specialist	16	PT
<b>Transportation</b>	Administrative Assistant II	19	PT
	Administrative Secretary	14	PT
	Administrator IV	33	PT
	Bridge Maintainer III	15	PT
	Civil Engineer III (2)	24	PT
	Civil Engineer IV	27	PT
	Civil Engineer VI	32	PT
	Electrician Supervisor II	17	PT
	Engineering Technician V	22	PT
	HR Administrator	26	PT
	Program Assistant I	12	PT
	Program Specialist I	19	PT
	Research Geologist	26	PT
<b>Total Full-Time Temporary</b>	<b>104</b>		
<b>Total Part-Time</b>	<b>83</b>		

## BUREAU OF EMPLOYEE RELATIONS

The Bureau of Employee Relations is responsible for administering all collective bargaining agreements with classified 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 three 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, a group of approximately 10,000 employees. 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
- 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 Department
- Safety Department (*except all Regulatory Troopers and State Police Trooper I – State Police Sergeant II*)
- 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).

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

Beginning in October, 2006 additional law enforcement groups represented by the SEA filed certification petitions and voted to be represented by a new union, the New England Police Benevolent Association. 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

NH Highway Patrol Association, Patrol Officers Unit, Local 50 (*now Regulatory Troopers*)

NH Highway Patrol Association, Supervisor's Unit, Local 55 (*now Regulatory Troopers*)

Corrections Officers, Local 250 (*Supervisory Corrections Officers are represented by SEA*)

Liquor Investigators, Local 260 (*Supervisory Liquor Investigators are represented by SEA*)

Probation Parole Officers, Local 265

Probation Parole Office Supervisors, Local 270

The State's Collective Bargaining Agreements with the SEA, the NHTA, and the NEPBA were effective July 1, 2007 through June 30, 2009. Negotiations with the State's three unions for the 2009 – 2011 collective bargaining agreements began in December 2008. The State reached a Tentative Agreement with the SEA in September, 2009 which the union membership failed to ratify on October 12, 2009. As a result of the failure to ratify the contract, the State laid off, demoted or reassigned an estimated 200 employees during the week prior to November 1, 2009. This action was necessary to achieve a mandated \$25 million budgetary reduction of personnel and related costs over the biennium ending June 30, 2011. The State is continuing to negotiate with all three unions. Except for dated provisions, their expired contracts will continue in effect until new contracts are finalized.

## **STATE BENEFITS**

The Bureau of Employee Relations also assists the Bureau of Risk Management with the administration of the health benefit plan, dental insurance, life insurance and flexible spending programs for all classified, unclassified and non-classified employees of the executive branch, legislative employees, judicial employees, and retired employees.

### **Medical Plans and Pharmacy Benefit Program:**

On October 17, 2007, the Governor and Executive Council authorized an agreement with Anthem Blue Cross and Blue Shield to administer medical benefits for active state employees, retirees, and eligible dependents. This health care contract is effective from January 1, 2008 through December 31, 2010 and the Anthem medical benefit plans were implemented with the start of the contract on January 1, 2008.

On May 22, 2007, the Governor and Executive Council authorized an agreement with Local Government Center Trust and their PBM partner, Caremark, to administer a pharmacy benefit management program including retail pharmacy, home delivery pharmacy, and specialty drug pharmacy services for active state employees, retirees and their families. The contract is effective July 1, 2007 through December 31, 2010.

Medical expenditures for the FY 2009 reporting period were: \$169,280,009 (Active only)  
\$ 58,221,912 (Retiree only)

\$227,501,921 TOTAL

### **Dental Insurance:**

Effective December 1, 2007, the Governor and Executive Council authorized a 25 month agreement with Northeast Delta Dental to administer the dental benefits as a self-funded program 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.

Premiums for the FY 2009 reporting period were: \$11,529,623

### **Life Insurance:**

The life insurance program offers a \$20,000 State-paid basic term life policy for all full-time employees. The plan also offers eight (8) dependent and spouse options which are paid by the electing employee with no additional cost to the State.

Premiums for the FY 2009 reporting period were: \$229,529

**Flexible Spending Program:**

The flexible spending program is administered by Employee Benefit Management, Inc. and provides an opportunity for employees to set aside income on a pre-tax basis to cover expenses for dependent care or for medical expenses which are not reimbursed by other plan. The State pays an administrative fee of \$3.10 per employee per month plus \$0.65 per debit card. This fee is offset by the FICA savings.

Salary reductions for the FY 2009 reporting period were: \$2,042,264

FICA savings for the reporting period were: \$156,233

**SUPPLEMENTAL SICK LEAVE PLAN – Article 11.9.**

- Provides a process for an employee meeting certain conditions to request additional sick leave. Upon approval, classified employees may donate part of their accrued sick leave to the requesting employee.
- The Bureau of Employee Relations, in conjunction with the Labor Management Committee, oversees the administration of the Supplemental Sick Leave Plan.

The following chart summarizes actions taken by the Labor Management Committee during FY 2009 in response to requests for donated sick leave under the Supplemental Sick Leave Plan:

## SUPPLEMENTAL SICK LEAVE PLAN

Fiscal Year 2009

Requesting Agency	Requests Submitted	Requests Approved	Days of Leave Approved
Adjutant General	1	1	5
Administrative Services Department	4	3	132
Agriculture Department	2	2	13
Banking	1	0	0
Community Technical College System	9	7	172
Corrections Department	23	13	176
Cultural Resources	2	1	9
Education Department	8	7	83
Employment Security	6	5	56
Environmental Services Department	12	11	173
Health and Human Services	223	170	3742
Insurance Department	1	1	40
Labor Department	4	3	94
Liquor Commission	13	10	230
Office of Information Technology (OIT)	7	5	179
Resources and Economic Development	7	6	63
Revenue Administration Department	5	5	179
Safety Department	18	15	346
Sweepstakes	1	0	0
Transportation Department	66	56	1426
Veterans' Home	7	6	140
<b>Totals</b>	<b>420</b>	<b>327</b>	<b>7258</b>

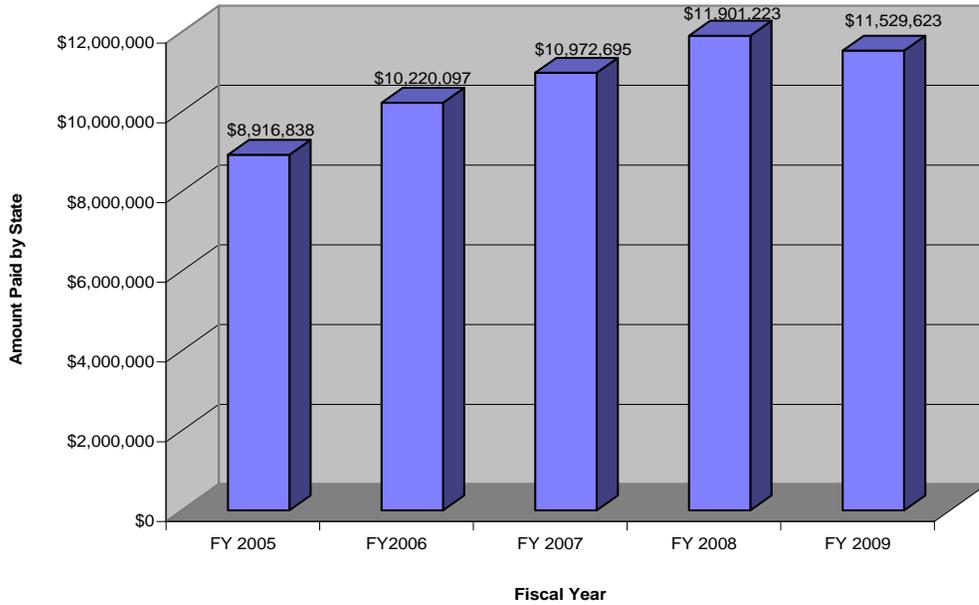
Total requests = 420

Total approved = 327 requests or 78%

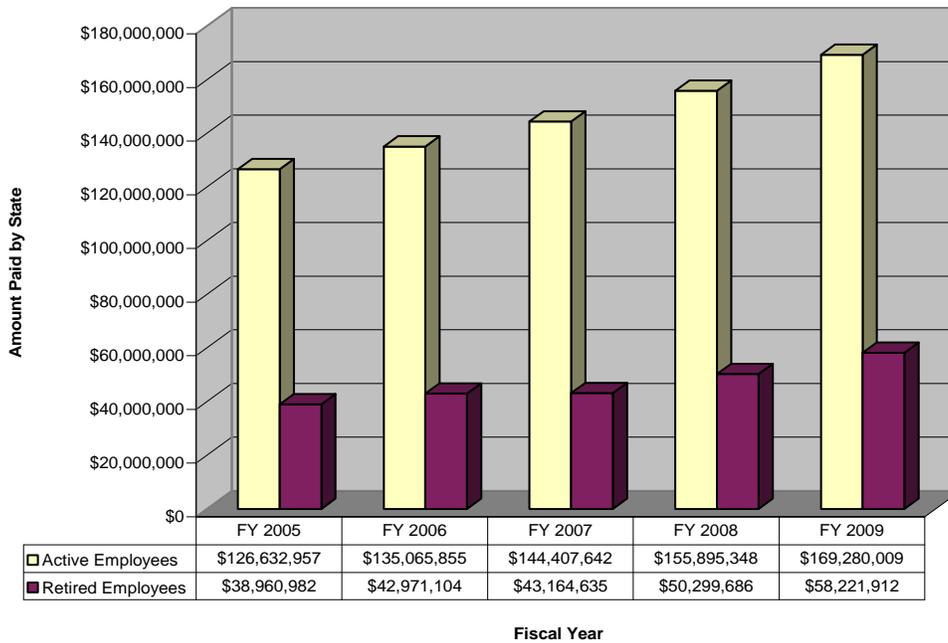
Average days approved per requesting employee = 22 days

# COST OF STATE HEALTH BENEFIT PLANS 5 Year History

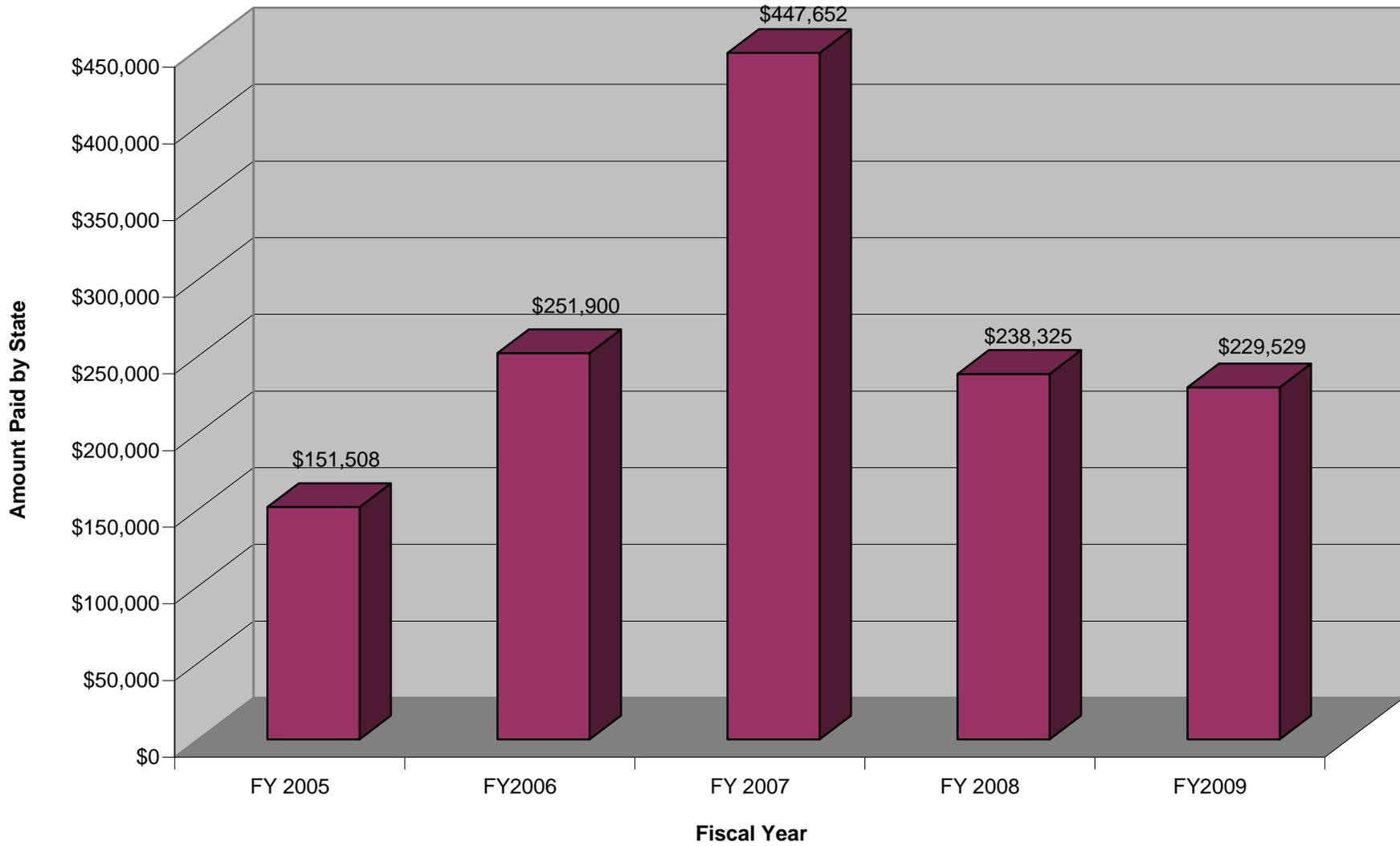
## Cost of Dental Plan



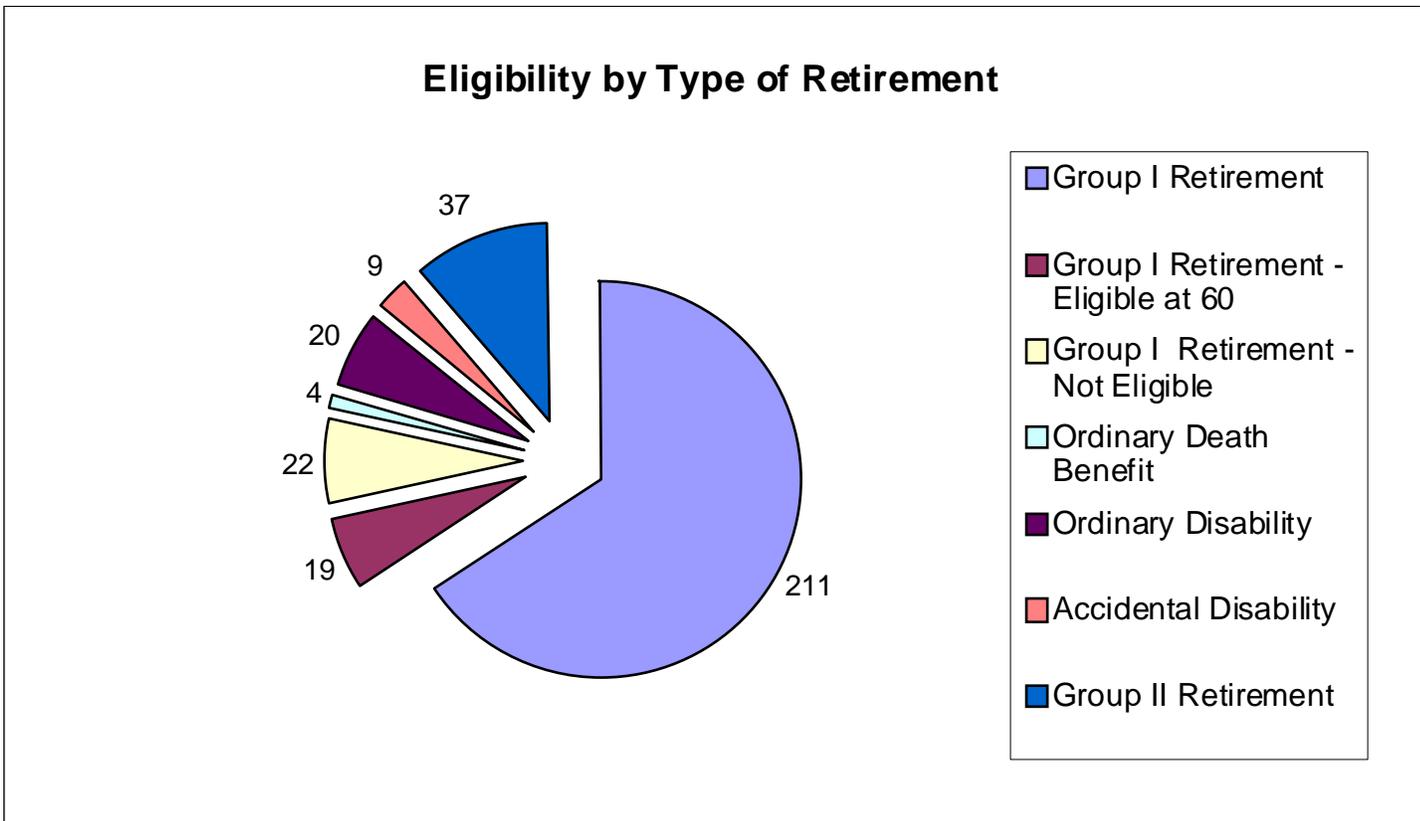
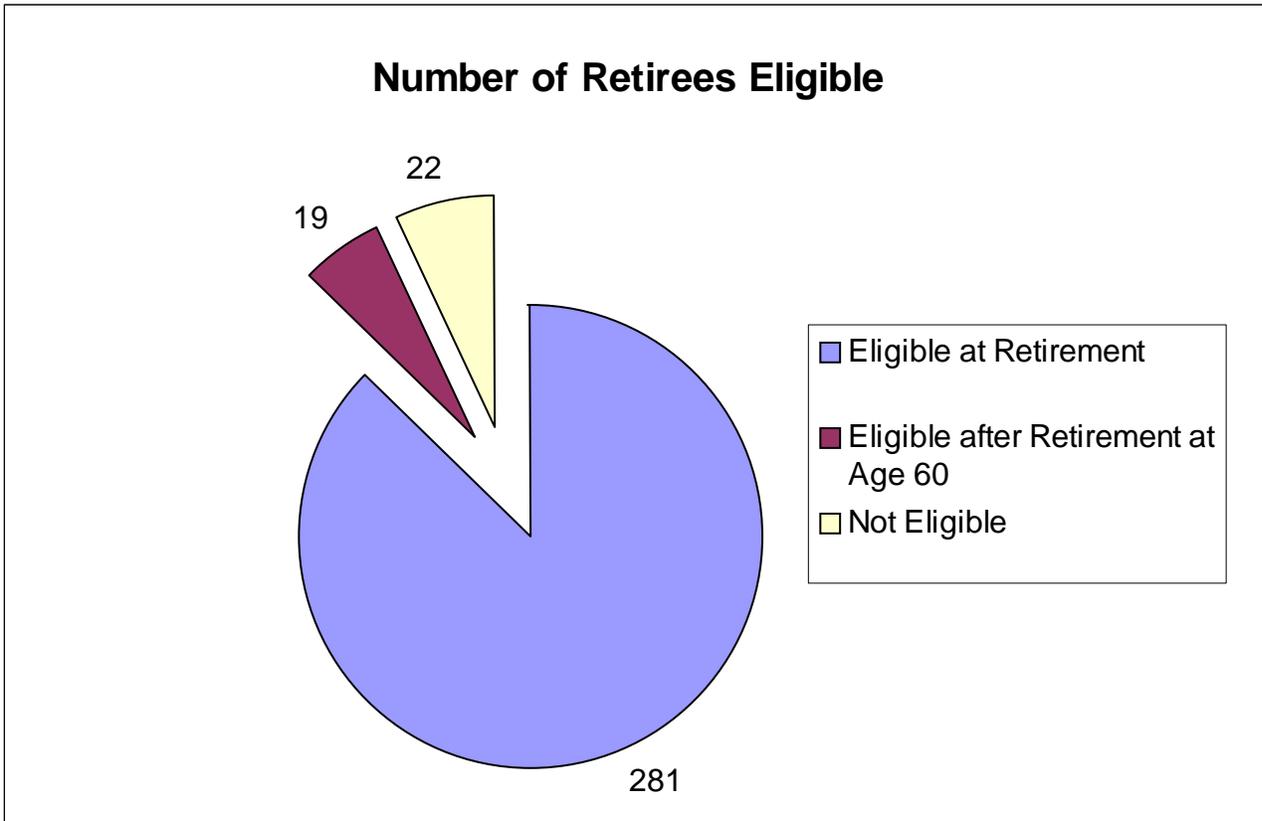
## Cost of Medical Benefit Plan



## Cost of State-Paid Life Insurance 5 Year History



## Eligibility for Retiree Health Benefit



Note: Total number of retirees = 322

**Bureau of Education and Training**  
**July 1, 2008 through June 30, 2009**

**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.

**FY '09 Accomplishments**

**Courses and Procedures**

In addition to the annually published Training Opportunities catalog of courses to correspond with the fiscal year, the Bureau now sends reminders and announcements via email distribution lists of upcoming classes and any classes or programs that may have been added to the schedule after the catalog was printed. In 2008 the Bureau printed very few hard copies of the catalog. In 2009 the Bureau reduced that number again. The Bureau notified agencies of the online option. Another benefit to this cost savings was the ability to make the catalog a living document. It is regularly updated with the latest offerings.

While continuing to offer the Certified Public Supervisor and Manager programs and numerous open enrollment courses, BET offered a number of new programs and courses in Fiscal Year 2009, including:

**Soft Skills Classes**

- LEAN Process Improvement
- Managing Across Generations
- Conducting public Meetings and Hearings
- Resume Writing
- Program Evaluation
- Coaching in the Workplace
- Structured Interviews
- Personal and Professional Development for Support Staff

## **Computer and Technical Classes**

### **Adobe Courses**

InDesign I  
InDesign II  
Dreamweaver I  
Dreamweaver II  
Illustrator I  
PhotoShop I  
PhotoShop I

### **Excel Workshops**

Forecasting & Trend Analysis  
Statistical Analysis  
Pivot Tables and Charts  
Macros  
What-if Business Data Analysis  
Advanced Charting & Data Maps  
Excel for Finance

### **Organizational Development Activities**

The Bureau continued to assist state organizations with strategic planning and team building efforts by providing facilitation and consultation services. In lieu of offering specific courses from which agencies can choose for their organizational development activities, the Bureau shifted to a more consultative approach, wherein assessments of the organization's specific OD needs are conducted and appropriate classes are then prescribed. The Bureau hopes that this approach will yield more long-term benefit to agencies. This moves the Bureau into an "internal" consulting approach to services.

### **New Hampshire Certified Public Manager Program**

In Fiscal Year 1996, the Bureau of Education and Training implemented a competency based Certified Public Manager Program (CPMP) for New Hampshire government 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. By successfully completing the Level I Public Supervision Program, participants earn a *Certificate of Public Supervision*. The program is available to entry-level 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. Successful completion of the Level II Public Management Program earns participants a *Certificate of Public Management*. The Level II program is available to mid- and upper-level managers who have successfully completed Level I. It takes two years to complete, and requires an additional 120 hours of core course work, as well as participation in a team project of about 60 to 100 hours. Both designations are viewed as professional, rather than academic, credentials. In Fiscal Year 2009, there were 92 participants in the Level I program and 40 who participated in Level II.

## Number of Participants Completing Training Programs

### Management Classes

<b><u>Number of Participants</u></b>	<b><u>Course Title/Code</u></b>
40	CPM Capstone
40	CPM Graduate Leadership Tune-Up
92	CPS Capstone
92	CPS Orientation
51	Ethics and Integrity in Managing Government Programs
14	Human Resources & the Law
9	Human Resource Management Certificate Program
103	Interviewing Techniques
9	Introduction to Human Resource Management
92	Introduction to Supervision
13	Introduction to Time Management
92	Personnel Appeals Workshop
5	State Budget and Purchasing (State Employees Only)
43	Strategic Planning
116	Supervising Employee Performance
103	Understanding and Valuing Differences
26	Women in Management Program
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940	Subtotal

## Employee Development Classes

<b><u>Number of Participants</u></b>	<b><u>Course Title/Code</u></b>
17	Accident Reporting and Investigation
13	Developing Your Potential in State Government
4	Ergonomics
92	MBTI Application
19	Myers-Briggs Type Indicator (MBTI)
<hr/>	
145	Subtotal

## Communication Classes

<b><u>Number of Participants</u></b>	<b><u>Course Title/Code</u></b>
18	Business Writing in Plain English
51	Collective Bargaining/Negotiation Techniques
51	Dealing with Difficult People
9	Effective Front Line Customer Service
92	Effective Speaking and Presentations
15	How to Communicate Effectively in the Midst of Tension
9	Managing Change in the Workplace
9	Managing Conflict
12	State Administrative Rules
12	Managing Managerial Time & Stress
<hr/>	
278	Subtotal

## Computer Classes

<u>Number of Participants</u>	<u>Course Title/Code</u>
7	Access Macros Workshop
7	Adobe Acrobat
0	DreamWeaver I
0	DreamWeaver II
6	Excel Forecasting & Trend Analysis
19	Excel Formula Workshop
11	Excel Macros Workshop
12	Excel Pivot Tables & Charts
6	Excel Statistical Analysis
0	HTML/CSS Basics Workshop
12	InDesign I
10	InDesign II
6	Introduction to Microsoft Windows XP
10	Merge Workshop
57	Microsoft Access – Part I
26	Microsoft Access – Part II
14	Microsoft Access – Part III
78	Microsoft Excel – Part I
32	Microsoft Excel – Part II
10	Microsoft Excel – Part III
7	Microsoft Project I
0	Microsoft Project II
8	Microsoft Publisher I
19	Microsoft Word – Part I
30	Microsoft Word – Part II
6	Microsoft Word – Part III
6	Photoshop I
12	Project Management Fundamentals
16	Structured Query Language (SQL)
16	Using Microsoft PowerPoint 2000
0	Word Booklet and Brochure Workshop
0	Word Form/Template Design Workshop
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443	Subtotal

**Total number of participants for all courses: 1806**