



**State of New Hampshire  
Department of Administrative Services  
Division of Personnel  
2010 Annual Report  
Fiscal Year Ended June 30, 2010**

**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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State House Annex  
25 Capitol Street  
Concord, New Hampshire 03301  
[www.nh.gov/hr/](http://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 .....	7
Workforce Development.....	8
Recruitment and Certification Section .....	10
Hiring Freeze.....	10
Recruitment and Certification Activities .....	12
Personnel Actions .....	12
Employee Reduction in Force (RIF) List.....	13
10 Year History of Authorized Permanent Positions by Department .....	14
Authorized Positions .....	16
Authorized/Filled Positions -10 Year History .....	20
Map, State Employment by County .....	21
Demographics, New Hampshire State Employees.....	22
Applicants by EEO Category .....	23
Applicants by Age Distribution.....	24
Applicant Gender Distribution by EEO Category.....	25
Total Number of Hires by Month .....	26
Total Number of New Hires by Agency .....	27
Employees by EEO Category/Workforce Participation Rates .....	28
Employees Hired from Registers by Month .....	29
Employees by Age Distribution .....	30
Employees by Gender and EEO Category.....	31
Overall Salary Distribution.....	32
Longevity in Classified Service.....	33
Average Salary by EEO Category.....	35
Turnover - Average Turnover Rate, Highest/Lowest Turnover Rate.....	36
Turnover Rates by Agency .....	37
Separation from Service .....	39
Examination Section .....	40
Examination Section Activity .....	41
Classification Section .....	42
Classified Positions Reviewed .....	45
Classification Changes Based on Position Reviews .....	50
Positions Reclassified - Approval by Governor and Council.....	51
Requests for Temporary Positions .....	53
Bureau of Employee Relations.....	57
Health Insurance Premiums -Five Year Cost History .....	65
Life Insurance – Five Year Cost History .....	66
Retirement Eligibility.....	67
Bureau of Education and Training.....	68

# GENERAL SUMMARY FY 2010

## 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

**21 Full-time classified employees**  
**4 Part-time employees**  
**3 Unclassified employees**

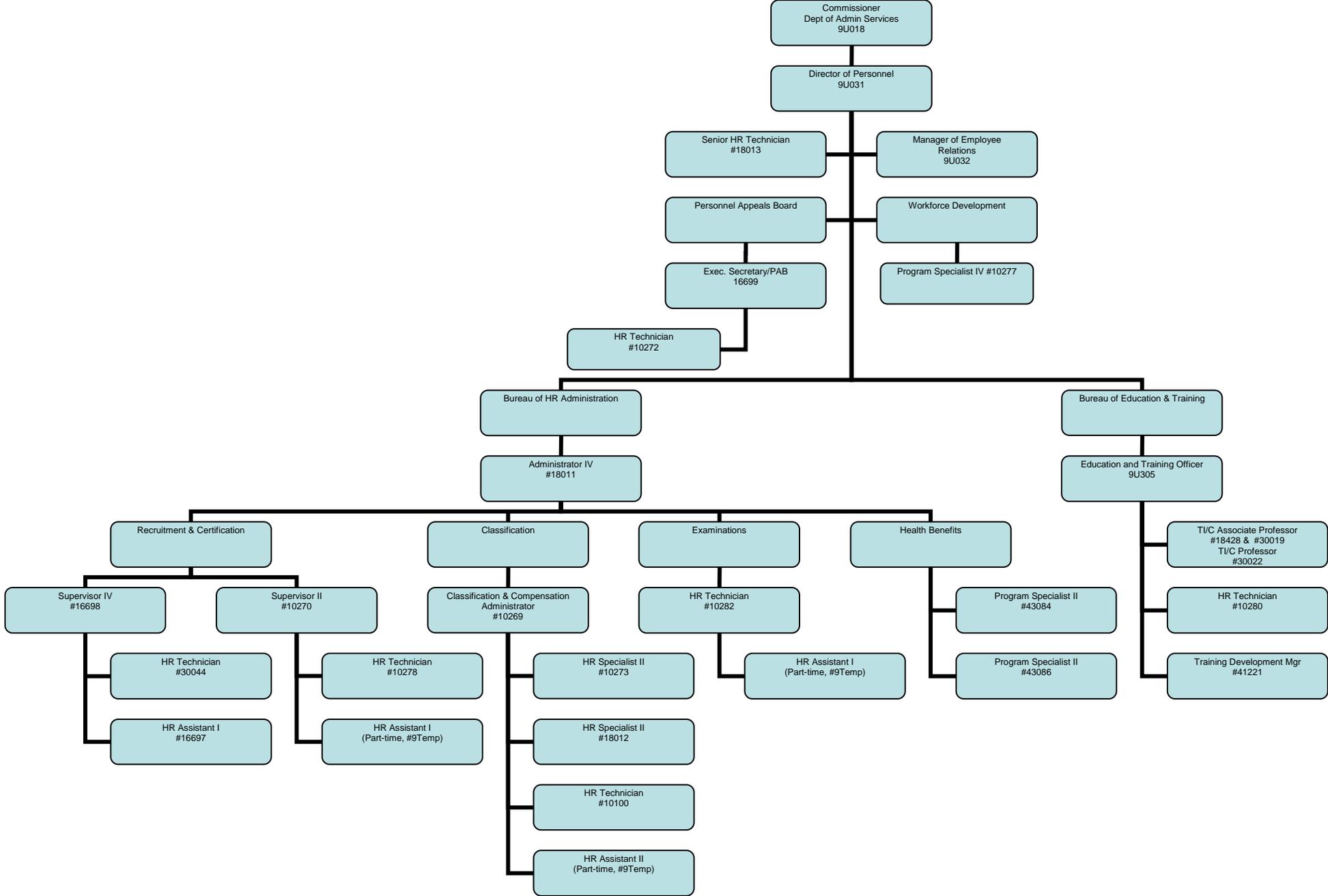
## Fiscal Year Appropriation

**\$2,153,492**

## 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 2010 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 2010 two employees received state recognition, four employees received non-monetary recognition and four employees received monetary awards totaling \$3,250.

## **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. Reviews and recommends changes to agency organizational structures.

# **WORKFORCE DEVELOPMENT PROGRAM**

## **Introduction**

The Division of Personnel Workforce Development Program began numerous projects during Fiscal Year 2010. The information below highlights the accomplishments of the workforce development program during that period.

## **Surveys**

**HIPAA Survey** - The federal Health Insurance Portability and Accountability Act (HIPAA) include new standards for the Privacy and Security of health care data. HIPAA was passed by Congress in part to protect personal health care information from being inappropriately disclosed. HIPAA privacy regulations impact how we share, store, accept, and transmit health information for employees, retirees and their families. This survey was completed on behalf of the Office of Risk Management, Department of Administrative Services.

## **DOP Organizational Awards & Recognition Program**

### **Pilot Survey**

During January and February 2010 the Division of Personnel worked with 15 state agencies to pilot an Organizational Awards and Recognition Program for state departments, boards, and commissions. The awards and recognition program is based upon two sets of criteria. The first set of criteria is specific to the workforce development models found on the Division of Personnel website and the second set of criteria is taken directly from the Baldrige Performance Excellence Criteria managed by the National Institute of Standards and Technology. The awards and recognition program has four levels of recognition. Level I and II are specific to the workforce development criteria and level III and IV relate to the free organizational questionnaire provide by the Baldrige program. Level I and II questionnaires will be forwarded to agency leadership for completion in late October 2010. Level III and IV questionnaires will be forwarded agency leaders and employees early November 2010.

### **NH First Survey**

On behalf of the Department of Administrative Services [DAS] the Division of Personnel posted the NH First survey to help DAS determine how well the NH First project is working throughout the state. The survey asked employees questions related to ease of use, functionality, understanding, common language, and several other categories.

### **2010 Pre-Summit Survey**

The Workforce Development Committee created a 2010 pre-summit survey to help determine the status of workforce development activities throughout the state. The results will be used as part of a brainstorming activity during the October 15, 2010 Workforce Development Summit.

### **Newsletter Surveys**

The Division of Personnel publishes and distributes a quarterly newsletter [HR Exchange] to employees throughout the state. Periodically, the Division surveys employees to ascertain the

employees' satisfaction with the newsletter. During FY 2010 two surveys were distributed with results indicating the newsletter is well read and received.

### **October 15, 2010 Workforce Development Summit**

Plans for the FY 2011 Workforce Development Summit began the winter of 2010. The summit theme "It's the Best of Times; It's the Worst of Times: How to Turn a Challenge into an Opportunity" will acknowledge the present economic times and focus on what agencies can do and, what some agencies are already doing, to create a positive workforce environment.

### **Objectives Accomplishment**

The following represents the Division of Personnel Workforce Development related objectives accomplished during fiscal year 2010.

1. Develop and Implement a Skills Assessment and Career Center at the Division of Personnel. Status: A draft proposal for the Center has been developed and is scheduled to be reviewed by the Division of Personnel Supervisory Staff.
2. Implement a state-wide "Rewards and Recognition Program" for state agencies. Status: A draft proposal was created and approved by the DOP Supervisory Staff. The program was successfully piloted with 15 state agencies. The program is scheduled for implementation the end of October 2010.
3. Employ customer service standards and feedback mechanism. The draft proposal has been created. The proposal will be distributed to the DOP Supervisory Staff in November 2010.

## **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 June 24, 2009, Chapter 144:215 of HB2-FN-A-LOCAL went into effect which reads:

144:215 Continuation of Executive Orders. Executive Order 2008-1, direction a freeze of executive branch hiring, equipment purchases, and out-of-state travel and Executive Order 2008-8, directing a freeze or executive branch purchases, shall remain in effect until June 30, 2011, unless earlier terminated by order of the governor.

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 2010, the Recruitment and Certification Section prepared nine (9) Opportunities Announcements for statewide distribution and approved 407 agency-prepared newspaper advertisements. During the Fiscal Year, 2,271 applications were evaluated for certification purposes by staff in this section. Of this number, 1,856 applicants (82%) 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 2010:

### **RECRUITMENT AND CERTIFICATION ACTIVITIES FISCAL YEAR 2010**

ACTIVITY	NUMBER
Applications Distributed	325
Applications Received Statewide	2,097
Applications Accepted as Certified	1,856
Applications Rejected as Not Certified	415
Registers Requested	76
Employees Hired from Registers	23
Newspaper Advertisements Approved	407
EEO Surveys Received	3,170
Opportunities Announcements Prepared	9

During Fiscal Year 2010, staff in the Recruitment and Certification Section audited a total of 22,139 actions affecting classified employees. Of this total, 1,591 (7%) were personnel actions hiring new employees. The number of employees separating from state service in FY 2010 was 968 (8%). 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 2010**

PERSONNEL ACTION	NUMBER
New Hires	1,591
Hires Above Minimum Step (both full-time & part-time)	165
Separations	968
Promotions	746
Demotions	151
Total Personnel Action Forms Processed	22,139

*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, 2009, the Legislature passed Chapter 144:65, 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, 2009 and June 30, 2010, 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 2010:

<b>ACTION</b>	<b>NUMBER</b>
Names Submitted to Personnel	264
Names Removed from RIF List	231
<b>Individual Names removed for “other” reasons</b>	<b>121</b>
<b>Individuals Placed to State Agencies</b>	<b>110</b>
Names Remaining on RIF List	33
Vacant Positions Released for Recruitment	608
Total Number of Vacant Positions Submitted by Agencies	718

*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>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>	<u>2010</u>
Adjutant General Department	113	113	122	120	120	130	127	134	134	133
Administrative Services Dept.	338	338	319	245	250	260	289	302	304	302
Public Works Design & Construction	0	0	0	0	0	26	27	29	29	26
Agriculture Department	32	31	33	33	33	33	33	33	33	35
Banking Department	27	27	41	41	41	42	45	48	48	52
Christa McAuliffe Planetarium	0	8	13	12	12	13	13	13	13	13
Community College System of NH	662	654	745	707	707	753	753	785	785	823
Com. Dev. Finance Authority	0	0	0	7	0	0	0	0	0	0
Corrections Department	1,088	1,083	1,132	1,096	1,087	1,081	1,065	1,063	1,060	922
Cultural Resources Department	69	69	74	69	70	70	69	69	69	67
Development Disabilities Council								4	4	3
Education Department	313	312	326	316	305	316	297	302	302	300
Employment Security	402	385	408	367	367	372	338	329	328	338
Environmental Services Dept.	439	435	546	528	549	540	514	531	534	541
Executive Department	81	44	44	33	26	22	22	22	22	20
Fish and Game Department	173	173	174	165	164	200	194	194	194	191
Health & Human Services Dept.										
Alcohol and Drug Abuse Prev.	47	47	47	44	44	44	41	40	1	35
Anna Philbrick Center	89	89	0	0	0	0	0	0	0	0
Behavioral Health	51	56	56	61	61	59	54	53	50	44
Children, Youth & Family Services	394	397	350	367	355	363	364	362	374	379
Commissioner's Office	494	493	469	340	430	630	587	636	573	527
Community and Public Health	257	256	218	224	132	264	248	253	376	338
Developmental Services	58	54	54	53	53	53	54	45	42	42
Elderly & Adult Services	130	129	128	131	131	127	127	134	143	133
Family Services	327	326	327	322	322	345	346	361	353	356
Glenclyff Home	168	168	168	164	164	188	187	187	189	180
Information Services	0	122	146	155	155	0	0	0	0	0
Juvenile Justice Services	0	0	369	360	360	379	381	337	334	335
NH Hospital	874	870	867	846	833	830	816	824	801	776
Tobey School								1	0	0
Youth Development Center	0	183	185	0	0	0	0	0	0	0
Highway Safety Agency	6	6	6	6	6	6	6	6	6	6
Human Rights Commission	7	7	10	9	9	9	9	9	9	9
Insurance Department	53	53	72	72	70	70	70	70	67	67
Judicial Council	2	2	2	2	2	2	2	2	2	2
Justice Department	55	56	65	61	61	62	61	64	64	63
Labor Department	82	82	84	83	77	80	80	87	87	91
Liquor Commission	314	313	313	315	304	304	304	317	317	329
Office of Information Technology	0	0	0	335	397	411	408	418	418	400
Pari-Mutuel Commission	11	11	11	11	20	21	21	22	19	21
Pease Development Authority	5	5	5	5	5	5	5	6	6	6

## TEN YEAR HISTORY OF AUTHORIZED PERMANENT POSITIONS BY DEPARTMENT

<u>Department</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>	<u>2010</u>
Police Standards & Training	0	0	0	25	25	25	25	25	25	25
Postsecondary Education Comm.	6	6	6	6	6	6	6	8	8	8
Public Utilities Commission	73	72	72	72	69	69	69	69	69	69
Real Estate Commission	8	8	8	8	8	8	8	8	8	8
Board of Accountancy	0	0	0	0	0	2	2	3	3	3
Electricians Licensing Board	7	7	7	7	7	0	0	0	0	0
Health & Human Services Boards	30	30	31	31	31	38	37	38	38	37
Joint Board of Licensing & Cert.	5	5	5	5	5	5	5	5	5	6
Plumbers Board	6	6	6	6	6	6	6	7	7	7
Pub. Empl. Labor Relations Bd.	4	4	4	4	4	4	4	5	5	5
Real Estate Appraisers Bd.	1	1	1	1	1	2	2	2	2	2
Tax & Land Appeals Board	10	9	10	10	10	8	8	8	7	7
Veterinarians Exam. Board	1	1	1	1	1	1	1	1	1	1
Resources & Econ. Dev. Dept.	147	149	184	184	177	185	177	179	179	178
Retirement System	48	48	54	54	54	0	0	0	0	0
Revenue Administration Dept.	179	191	214	175	174	181	180	190	190	192
Safety Department	811	859	1,046	1,027	1,036	1,092	1,085	1,131	1,138	1,134
State Department	33	33	33	43	41	41	40	40	40	71
Status of Women Commission	2	2	2	2	2	2	2	2	2	2
Sweepstakes Commission	60	60	60	60	52	52	49	49	49	46
Transportation Department	1,887	1,887	1,887	1,842	1,842	1,841	1,824	1,815	1,817	1,779
Public Works Design & Const.	26	26	26	26	26	0	0	0	0	0
Treasury Department	21	21	21	21	21	19	18	19	19	18
Veterans' Council	4	4	4	4	4	5	5	5	5	5
Veterans' Home	168	168	251	251	251	328	369	367	376	367
<b>TOTALS</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>	<b>11,875</b>

## FY 2010 Authorized Positions

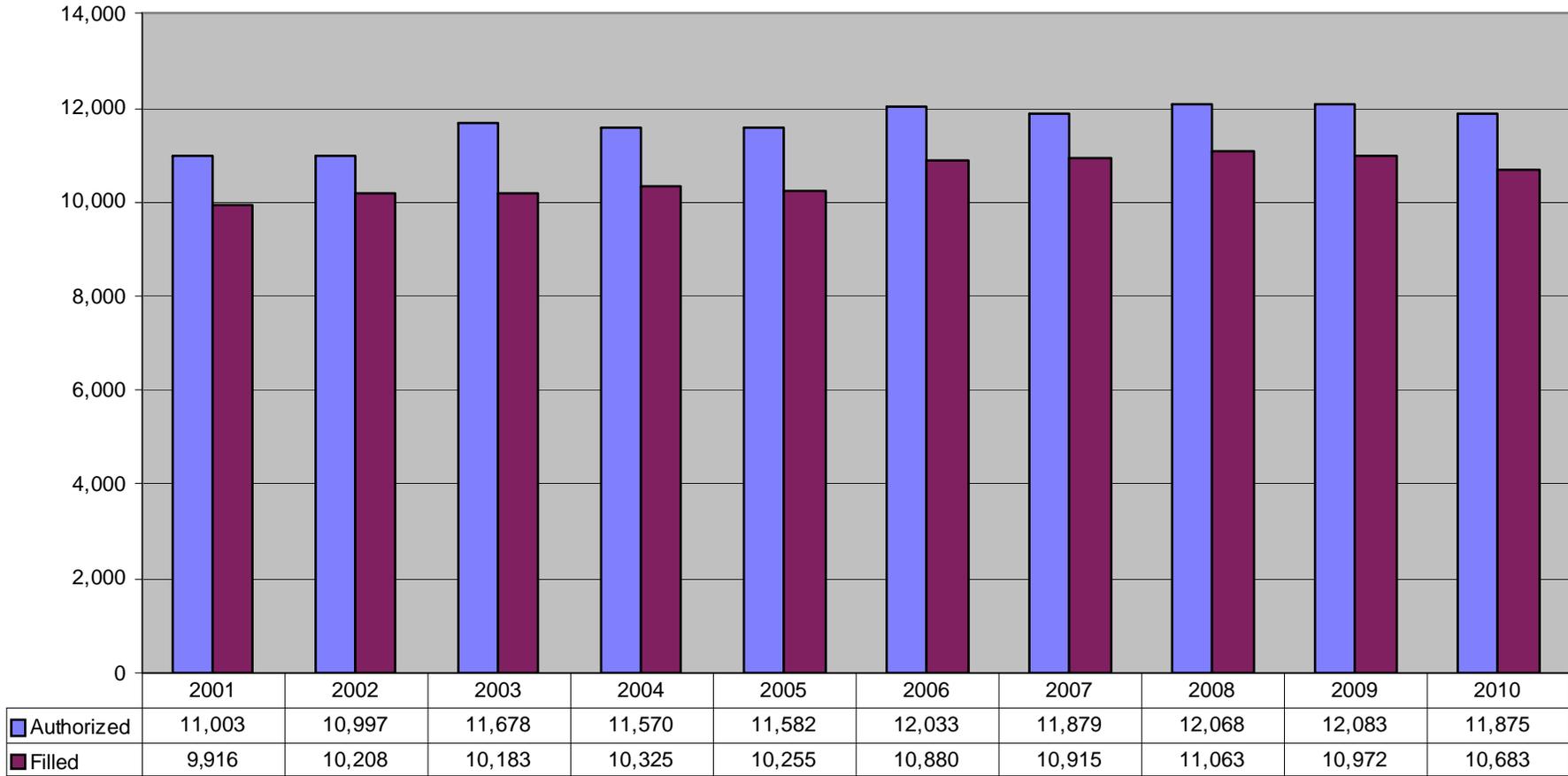
<u>Department &amp; Components</u>	<u>CI 10 Filled</u>	<u>CI 10 Vacant</u>	<u>CI 59 Filled</u>	<u>CI 59 Vacant</u>	<u>Unclass. Filled</u>	<u>Unclass. Vacant</u>	<u>Total Positions</u>
<b>Adjutant General Department</b>	<b>120</b>	<b>13</b>	<b>1</b>	<b>-</b>	<b>2</b>	<b>0</b>	<b>136</b>
<b>Administrative Services, Dept. of</b>							<b>350</b>
Commissioner's Office	1	1	-	-	1	-	3
Accounting Services	17	3	-	-	1	-	21
Budget Office	13	2	1	-	1	-	17
Business Office	7	-	-	-	-	-	7
Cost Containment	9	-	-	-	-	-	9
Court Facilities	25	2	-	-	-	-	27
Facilities, Assets & Management	39	-	-	-	2	-	41
Financial Data Management	23	2	5	-	1	-	31
General Services	63	6	-	-	-	-	69
Graphic Services	22	3	-	-	-	-	25
Personnel	21	-	-	-	2	1	24
Plant & Property Management	14	4	1	-	1	-	20
Public Works Design	24	2	4	1	-	-	31
Risk Management	9	1	-	-	-	-	10
Surplus Distribution	8	1	-	-	-	-	9
Telecommunications	5	1	-	-	-	-	6
<b>Agriculture, Department of</b>	<b>33</b>	<b>2</b>	<b>2</b>	<b>-</b>	<b>3</b>	<b>-</b>	<b>40</b>
<b>Banking Department</b>	<b>47</b>	<b>5</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>54</b>
<b>Community College System of NH</b>							<b>858</b>
Commissioner's Office	50	3	2	-	3	-	58
Berlin Technical College	62	9	2	1	1	-	75
Claremont Technical College	59	13	5	1	1	-	79
Concord Technical Institute	230	14	2	-	1	-	247
Laconia Technical College	74	3	2	-	1	-	80
Manchester Technical College	112	14	2	1	-	1	130
Nashua Technical College	83	8	3	-	1	-	95
Stratham Technical College	83	6	3	1	1	-	94
<b>Corrections, Department of</b>	<b>849</b>	<b>73</b>	<b>-</b>	<b>1</b>	<b>12</b>	<b>2</b>	<b>937</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>Cultural Resources, Department of</b>							<b>71</b>
Division of Arts	6	1	-	-	-	1	8
Division of Historical Resources	11	-	-	-	1	-	12
State Library	37	12	-	-	2	-	51
<b>Development Disabilities Council</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>3</b>
<b>Education, Department of</b>	<b>262</b>	<b>38</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>313</b>
<b>Employment Security</b>	<b>288</b>	<b>50</b>	<b>65</b>	<b>48</b>	<b>5</b>	<b>0</b>	<b>456</b>
<b>Environmental Services, Dept. of</b>							<b>547</b>
Commissioner's Office	93	10	-	-	3	-	106
Air Resources	61	11	-	-	1	-	73
Water Division	241	44	-	-	1	-	286
Waste Management	68	13	-	-	1	-	82
<b>Executive Department</b>							<b>28</b>
Executive	-	-	-	-	1	-	1
Executive Council	-	-	-	-	6	-	6
Gov. Commission on Disability	5	1	-	-	-	1	7
Office of Energy & Planning	11	3	-	-	-	-	14
<b>Fish &amp; Game Department</b>	<b>186</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>197</b>
<b>Health &amp; Human Services, Dept. of</b>							<b>3,255</b>
Commissioner's Office	357	45	1	-	29	3	435
Alcohol & Drug Abuse Prevention	15	20	-	-	1	-	36
Behavioral Health	36	8	-	-	3	-	47
Children, Youth & Families	328	51	-	-	4	-	383
Community & Public Health	292	46	3	1	7	1	350
Developmental Services	41	1	-	-	1	-	43
Elderly & Adult Services	107	26	-	-	4	-	137
Family Services, Office of	319	37	-	-	2	1	359
Glenclyff Home for the Elderly	164	16	-	-	1	-	181
Juvenile Justice Services	289	46	-	-	4	1	340
Medical Services	112	13	-	-	7	1	133
NH Hospital	698	78	11	3	21	-	811
<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>9</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>9</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>
Information Technology, Office of	346	54	-	-	7	2	409
Insurance Department	61	6	-	-	13	-	80
Judicial Council	2	-	-	-	-	-	2
Justice, Department of	56	7	2	-	70	11	146
Labor Department	78	13	-	-	2	-	93
Liquor Commission	298	31	1	-	3	-	333
Lottery Commission	42	4	-	-	3	1	50
McAuliffe –Shepard Discovery	12	1	-	-	1	-	14
Pease Development Authority	6	-	-	-	-	-	6
Police Standards & Trng. Council	22	3	-	-	1	-	26
Postsecondary Education Commission	7	1	-	-	1	-	9
Public Utilities Commission	64	5	3	-	6	-	78
Racing and Charitable Gaming Comm.	19	2	-	5	6	-	32
Real Estate Commission	6	2	-	-	1	-	9
<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	4	1	-	-	-	-	5
Dental Board	1	1	-	-	-	-	2
Joint Board of Licensing & Cert.	5	1	-	-	-	-	6
Medicine, Board of	19	-	-	-	-	-	19
Pharmacy Board	6	-	-	-	-	-	6
Plumbers Board	7	-	-	-	-	-	7
Psychology, Board of	2	-	-	-	-	-	2
Public Empl. Labor Relations Board	4	1	-	-	-	-	5
Real Estate Appraisers Board	2	-	-	-	-	-	2
Tax & Land Appeals Board	5	2	-	-	4	-	11
Veterinarian Examiners Board	1	-	-	-	-	-	1
<b>Resources &amp; Economic Dev., Dept. of</b>	<b>162</b>	<b>16</b>	<b>24</b>	<b>24</b>	<b>4</b>	<b>0</b>	<b>230</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>
Revenue Administration, Dept. of	156	36	-	-	23	2	217
Safety, Department of	1,051	83	3	1	11	1	1,150
State Department	63	8	1	9	10	2	93
Status of Women Commission	-	2	-	-	-	-	2
Stimulus	-	-	6	-	-	-	6
<b>Transportation, Department of</b>							<b>1,808</b>
Aeronautics	5	-	-	-	1	-	6
Bridge Design	32	2	-	-	-	-	34
Bridge Maintenance	109	8	-	-	-	-	117
Budget & Finance	35	2	-	-	-	-	37
Commissioner's Office	22	2	-	-	5	2	31
Construction	97	7	-	-	-	-	104
District 1 – Lancaster	136	7	-	-	-	-	143
District 2 - Lebanon	111	9	-	-	-	-	120
District 3 - Laconia	115	12	-	-	-	-	127
District 4 - Keene	91	1	-	-	-	-	92
District 5 - Hooksett	149	7	-	-	-	-	156
District 6 - Durham	100	2	-	-	-	-	102
Environment	16	1	-	-	-	-	17
Fuel Distribution	7	0	-	-	-	-	7
Highway Design	120	17	-	-	-	-	137
Human Resources	12	1	-	-	-	-	13
Maintenance	11	1	-	-	-	-	12
Materials & Research	53	2	-	-	-	-	55
Mechanical Services	78	3	-	-	-	-	81
Planning & Systems Development	25	2	-	-	-	-	27
Railroads	9	2	-	-	-	-	11
Right of Way	32	4	-	-	-	-	36
Traffic	79	8	3	18	-	-	108
Turnpikes	222	13	-	-	-	-	235
<b>Treasury Department</b>	<b>16</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>5</b>	<b>-</b>	<b>23</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>336</b>	<b>31</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>368</b>
<b>TOTALS</b>	<b>10,683</b>	<b>1,192</b>	<b>165</b>	<b>121</b>	<b>327</b>	<b>35</b>	<b>12,523</b>
<b>TOTAL VACANCIES</b>	<b>1,348</b>						
<b>VACANCY RATE</b>	<b>10.76%</b>						

## Authorized/Filled Positions 10 Year History

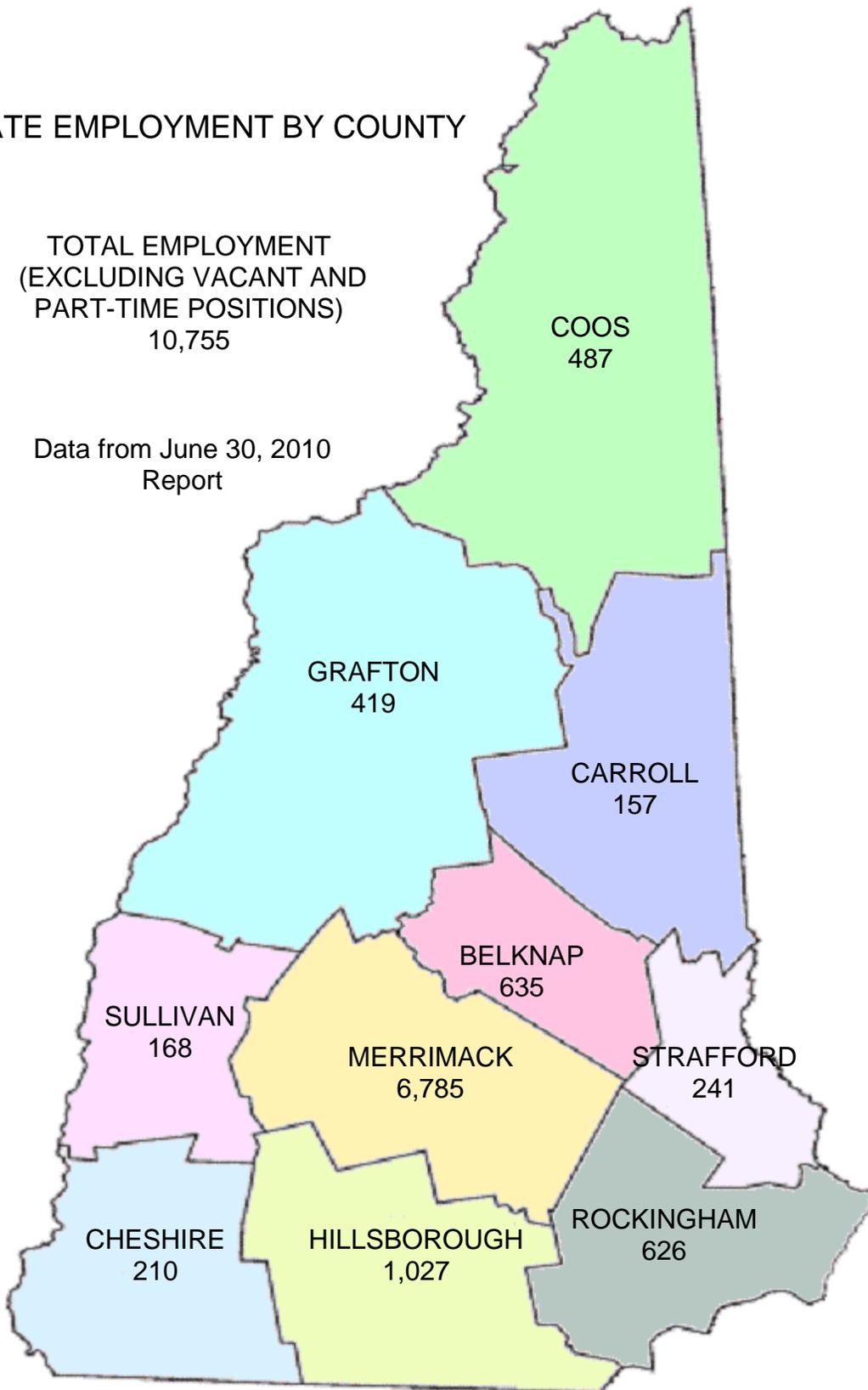


Note: Data does not include Class 59 full-time temporary positions.

# STATE EMPLOYMENT BY COUNTY

TOTAL EMPLOYMENT  
(EXCLUDING VACANT AND  
PART-TIME POSITIONS)  
10,755

Data from June 30, 2010  
Report



## DEMOGRAPHICS New Hampshire State Employees Fiscal Year 2010

**State Government Employees  
Executive Branch**

<u>Class Type</u>	<u>Number of Positions*</u>
Classified	12,161
Unclassified	362
<b>TOTAL POSITIONS:</b>	<b>12,523</b>

\*Full Time Only - Includes vacancies

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

52.50% Female  
47.50% Male

2.80% Minority  
97.20% White (not of  
Hispanic background)

**The Average Classified Employee...**

- Is 47 years old
- Has 11 years of service
- Earns \$46,246

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

Full time.....	11,665
Part-time.....	4,299

**Classified Employees work in...**

Belknap County.....	5.90%
Carroll County.....	1.46%
Cheshire County.....	1.95%
Coos County.....	4.53%
Grafton County.....	3.90%
Hillsborough County.....	9.55%
Merrimack County.....	63.09%
Rockingham County.....	5.82%
Strafford County.....	2.24%
Sullivan County.....	1.56%

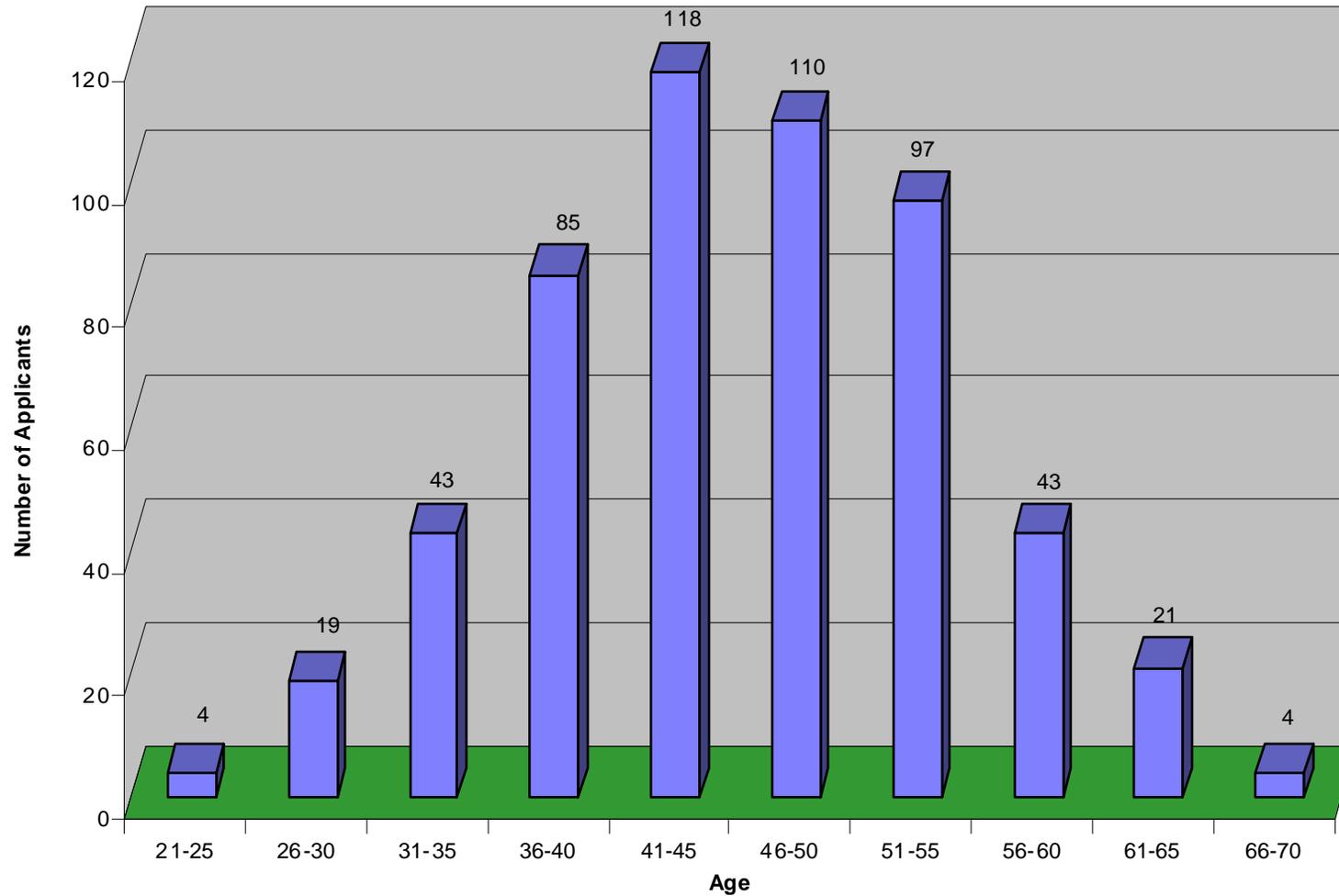
## APPLICANTS BY EEO CATEGORY Fiscal Year 2010



	Number Of Applicants
Administrative Support	1,233
Officials/Administrators	10
Para-professionals	1,068
Professionals	547
Protective Services	1,157
Service/Maintenance	33
Technicians	253
<b>TOTAL</b>	<b>4,301</b>

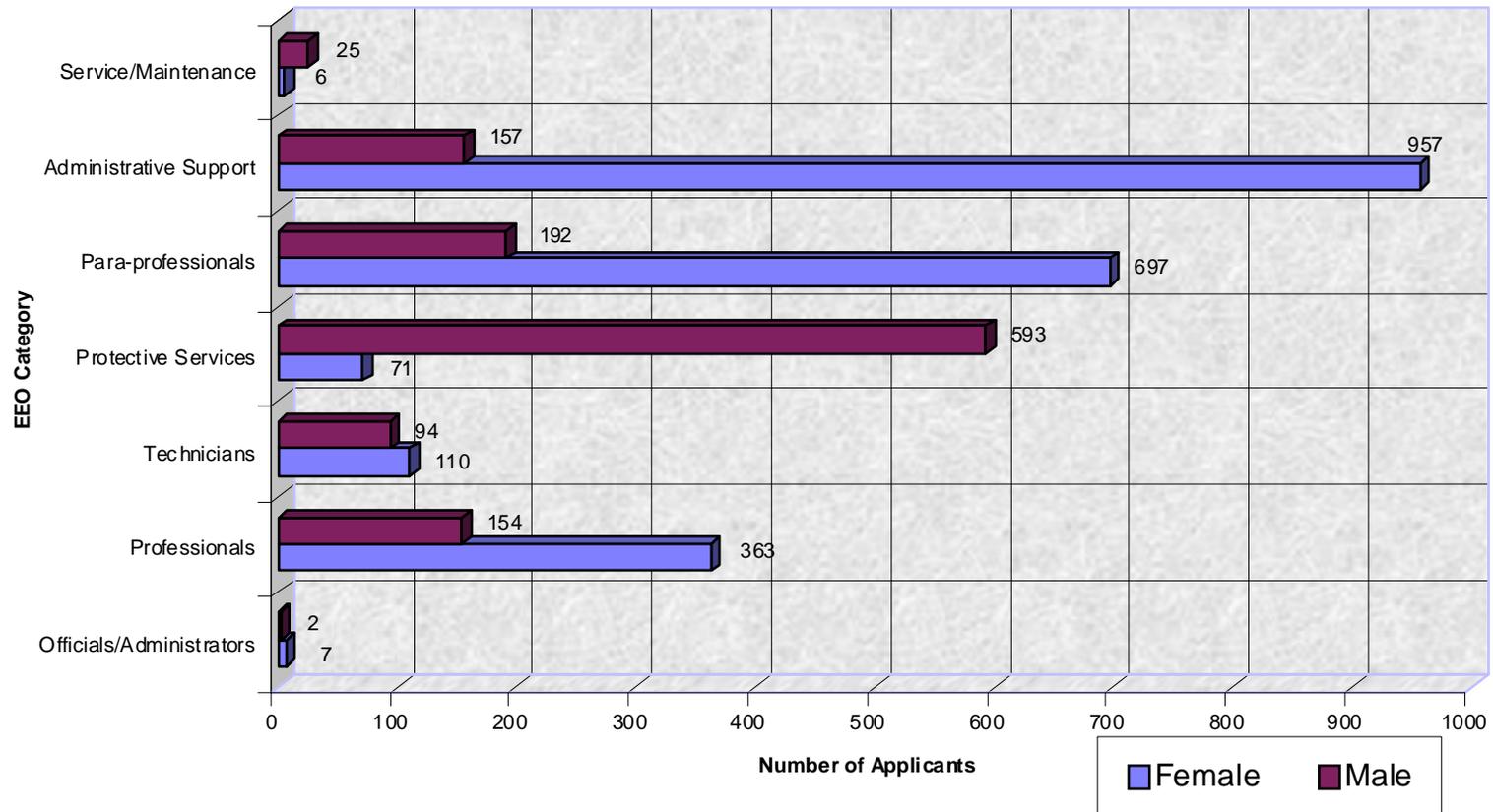
**Note: Applicants voluntarily submit this information.**

## APPLICANTS BY AGE DISTRIBUTION Fiscal Year 2010



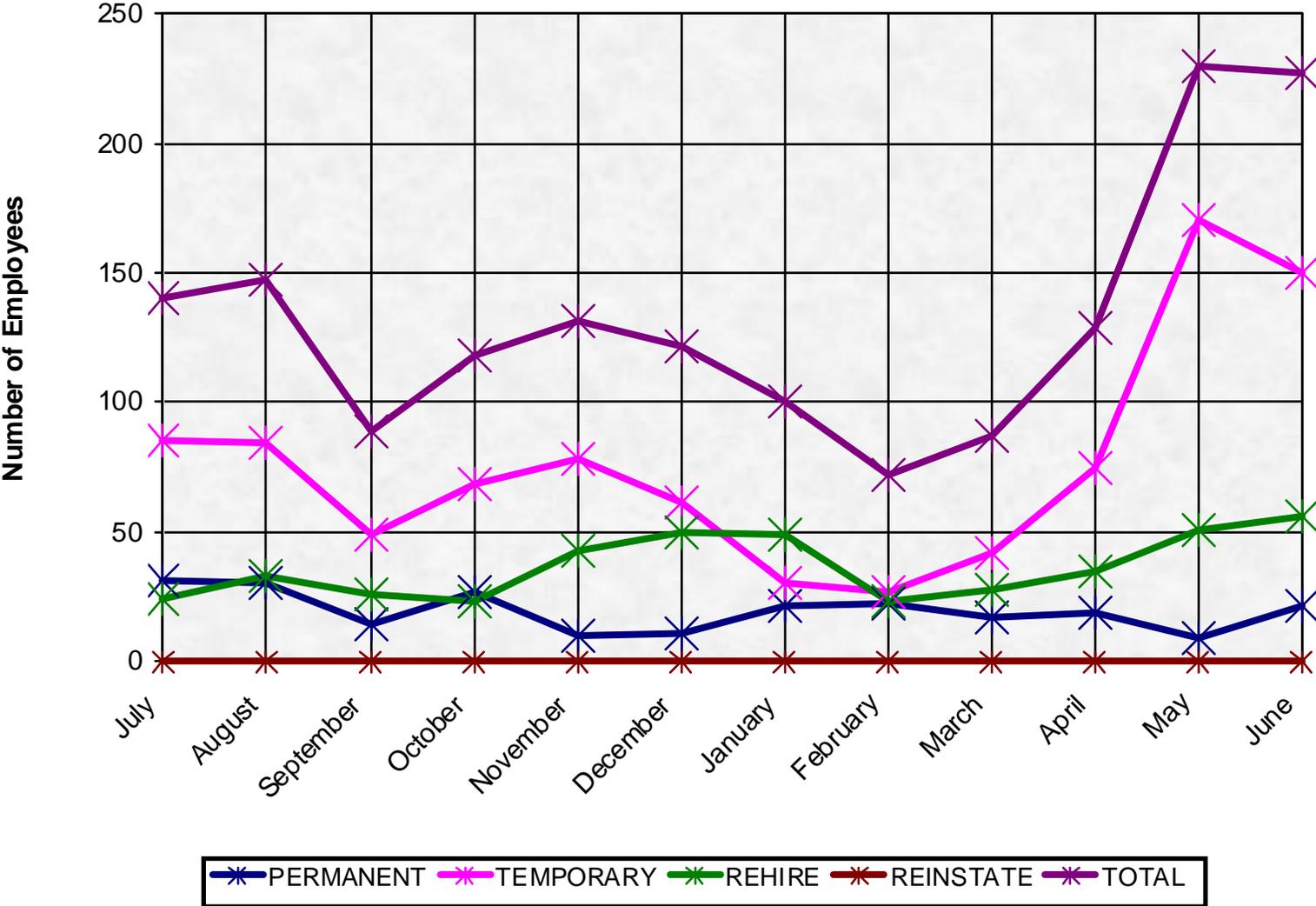
Note: This information is voluntarily submitted.  
Total number of applicants = 544

## APPLICANT GENDER DISTRIBUTION BY EEO CATEGORY Fiscal Year 2010



Note: Applicants voluntarily submit this information.  
Total number responding by gender = 3,428

## TOTAL NEW HIRES BY MONTH Fiscal Year 2010



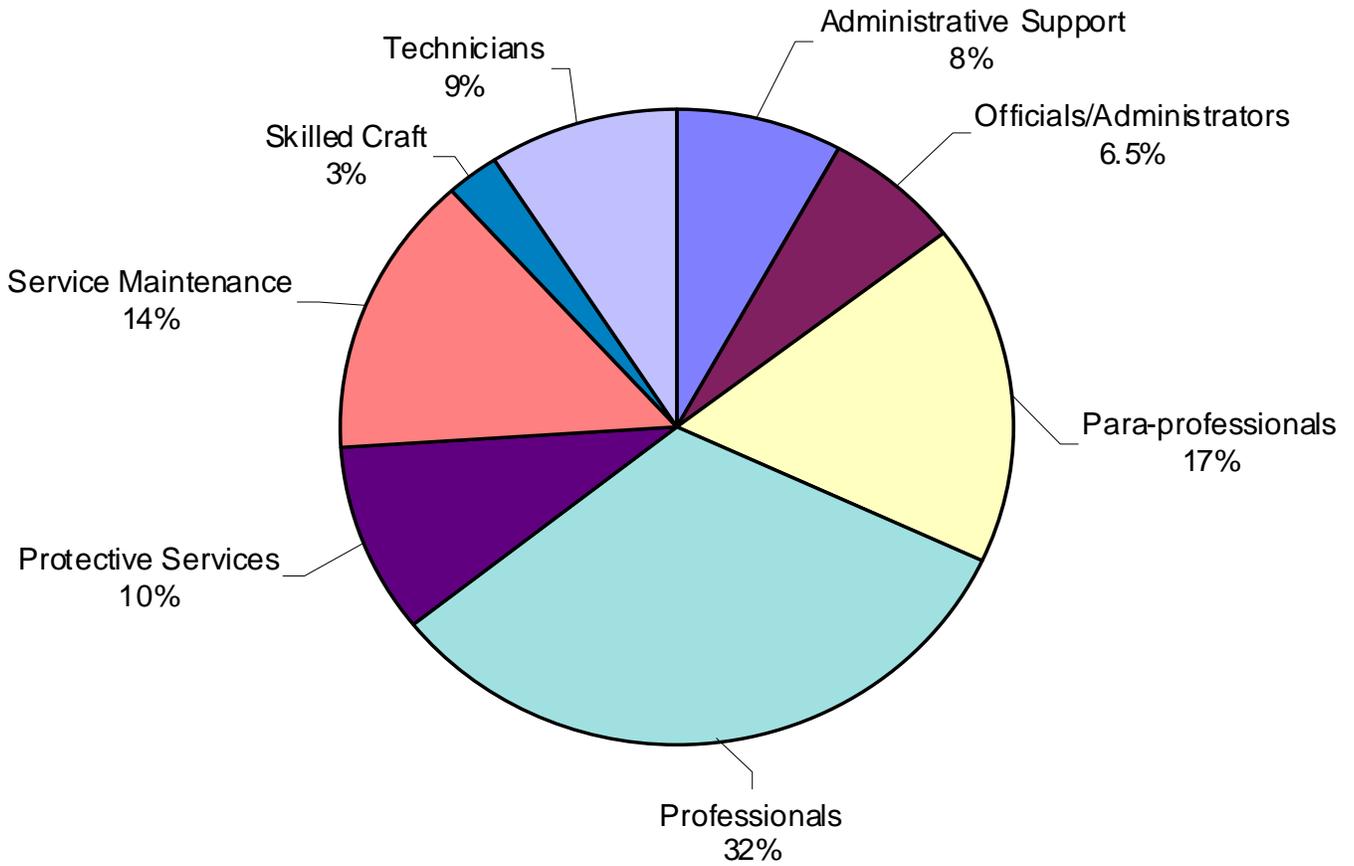
Note: Total new hires for Fiscal Year 2010 = 1,592.

## TOTAL NUMBER OF NEW HIRES BY AGENCY

AGENCY	NEW HIRES	HIRES above min.	% HIRED above min.
Adjutant General Department	12	1	8.3%
Administrative Services Department	47	9	19.1%
Agriculture Department	6	3	50.0%
Banking Department	8	3	37.5%
Community College System of NH	155	27	17.4%
Corrections Department	39	4	10.2%
Cultural Resources	2	1	50.0%
Developmental Disabilities	1	0	0.0%
Economics Stimulus	1	0	0.0%
Education Department	36	1	2.8%
Employment Security	115	3	2.6%
Environmental Services Department	73	10	13.7%
Executive Department	3	3	100%
Fish and Game Department	38	0	0.0%
Health and Human Services Department			
Attached Boards	9	4	44.4%
Children, Youth & Families	7	0	0.0%
Commissioner's Office	10	1	10.0%
Developmental Services	3	0	0.0%
Elderly and Adult Services	1	0	0.0%
Glenclyff Home for the Elderly	10	0	0.0%
Health Management	14	6	42.9%
Juvenile Justice Services	15	0	0.0%
New Hampshire Hospital	29	3	10.3%
Transitional Assistance	10	1	10.0%
Human Rights Commission	1	0	0.0%
Insurance Department	2	2	100%
Joint Board of Licensure and Certification	1	0	0.0%
Justice Department	7	1	14.2%
Labor Department	4	1	25.0%
Liquor Commission	247	6	2.4%
McAuliffe Shepard Discovery Center	6	1	16.7%
Office of Information Technology	5	0	0.0%
Police Standards and Training	4	2	50.0%
Postsecondary Education Commission	1	0	0.0%
Public Utilities Commission	7	2	28.6%
Racing & Charitable Gaming Commission	6	1	16.7%
Resources & Economic Development Dept.	251	11	4.4%
Revenue Administration Department	6	1	16.7%
Safety Department	95	9	9.5%
Secretary of State Department	1	1	0.0%
Transportation Department	250	24	9.6%
Treasury	1	0	0.0%
Veterans Home	52	23	44.2%

**Note: Includes all full-time and part-time hires, rehires and reinstatements.  
Total new hires for FY 2010 = 1,591. Total hires above minimum = 165**

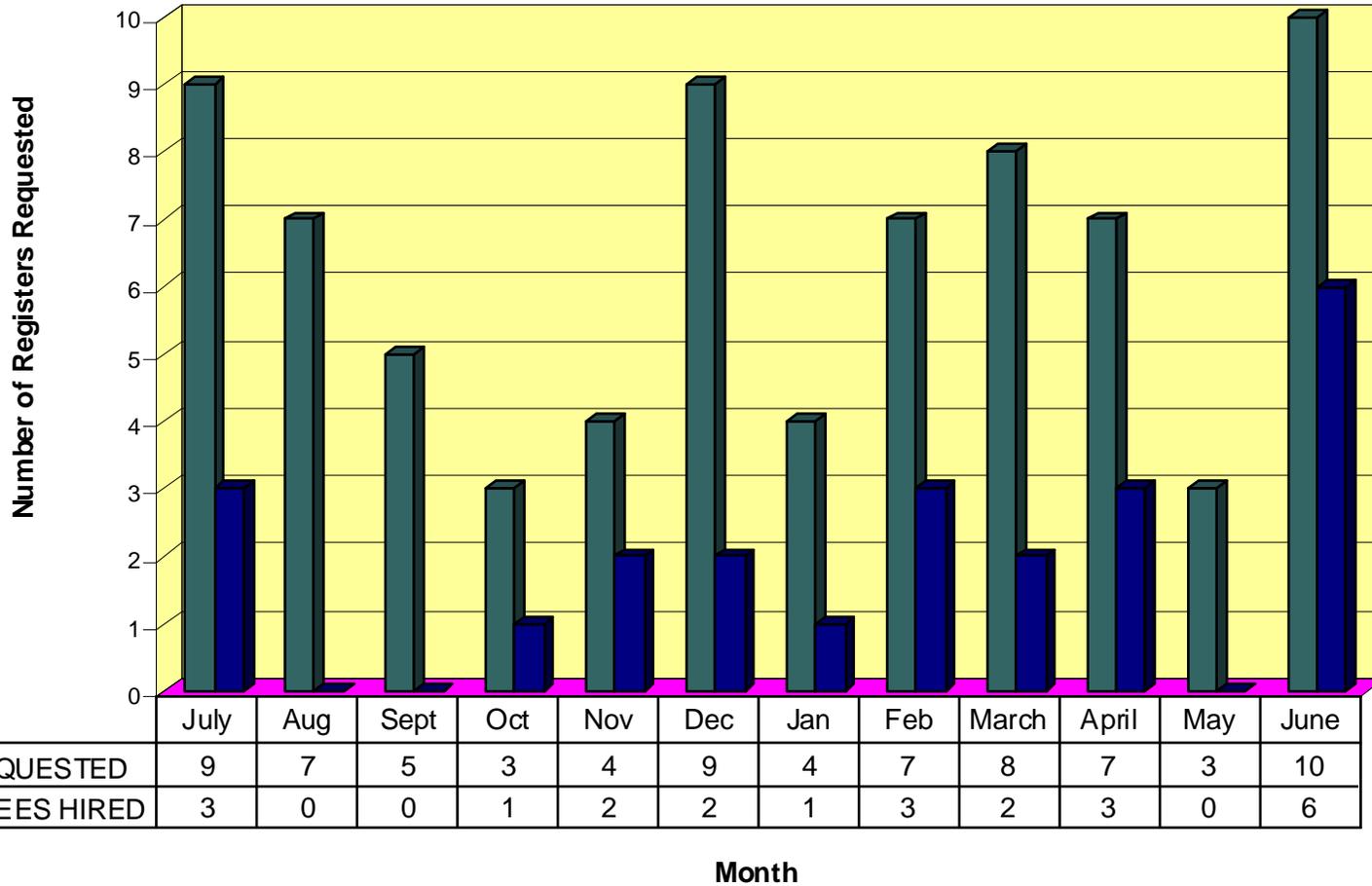
## WORKFORCE PARTICIPATION RATES Fiscal Year 2010



	<b>Number Of Employees</b>
Administrative Support	877
Officials/Administrators	710
Para-professionals	1,847
Professionals	3,463
Protective Services	1,047
Service/Maintenance	1,544
Skilled Craft	289
Technicians	978
<b>TOTAL</b>	<b>10,755</b>

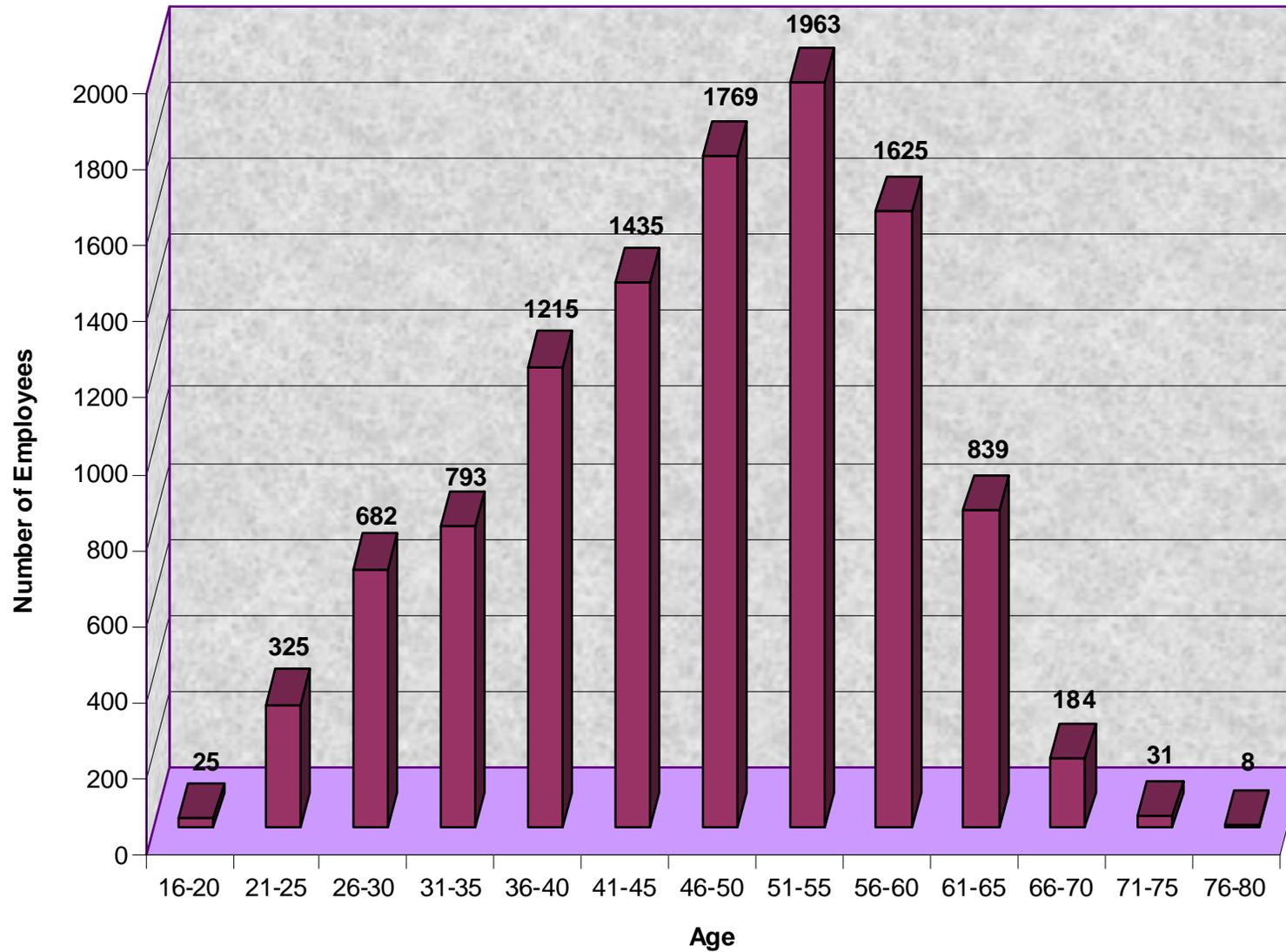
Note: Data from 6-30-10

## EMPLOYEES HIRED FROM REGISTERS By Month - Fiscal Year 2010



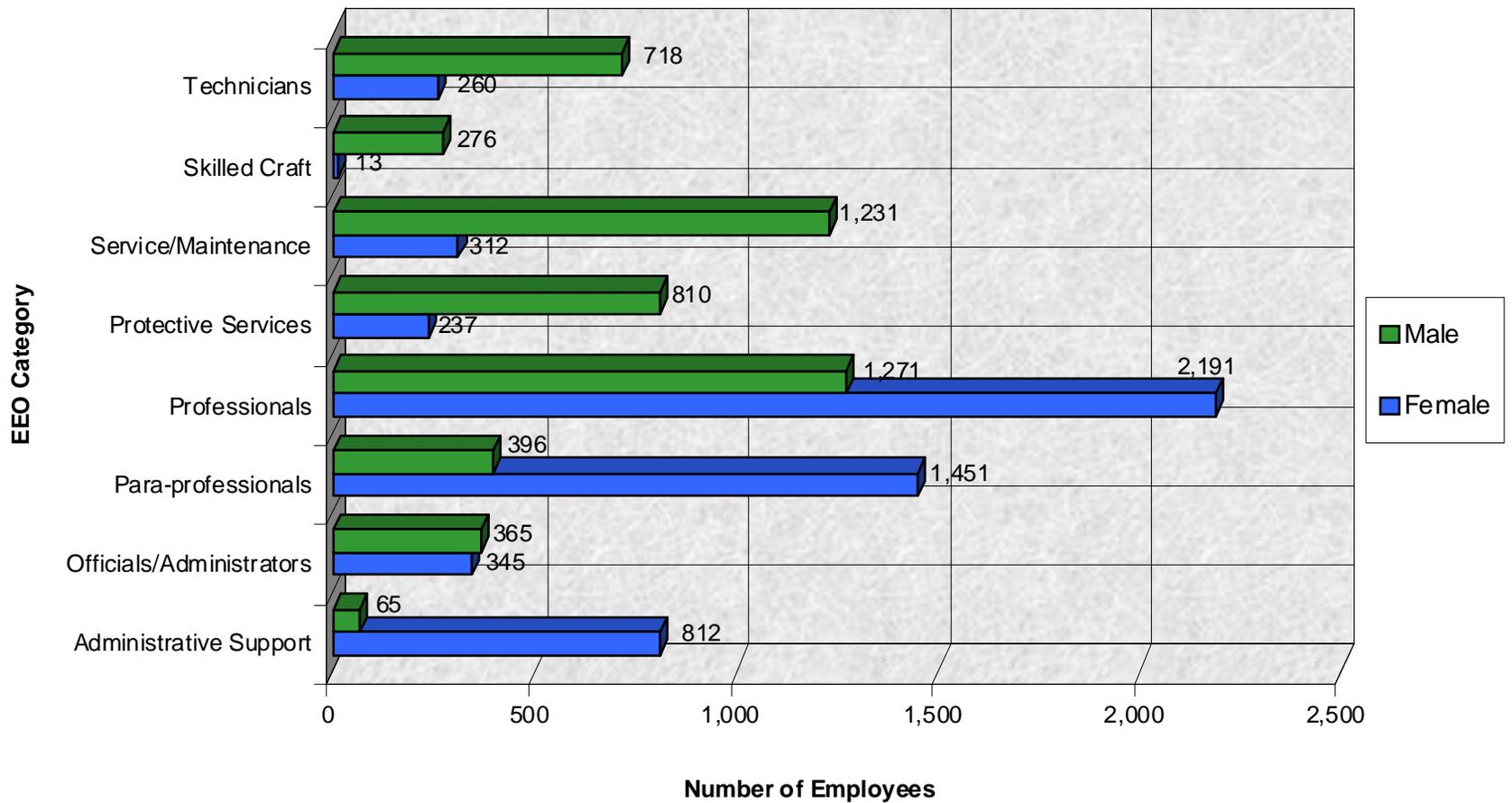
Total Employment Registers Requested by State Agencies = 76  
Total Employees Hired from Registers = 23

## EMPLOYEES BY AGE DISTRIBUTION Fiscal Year 2010



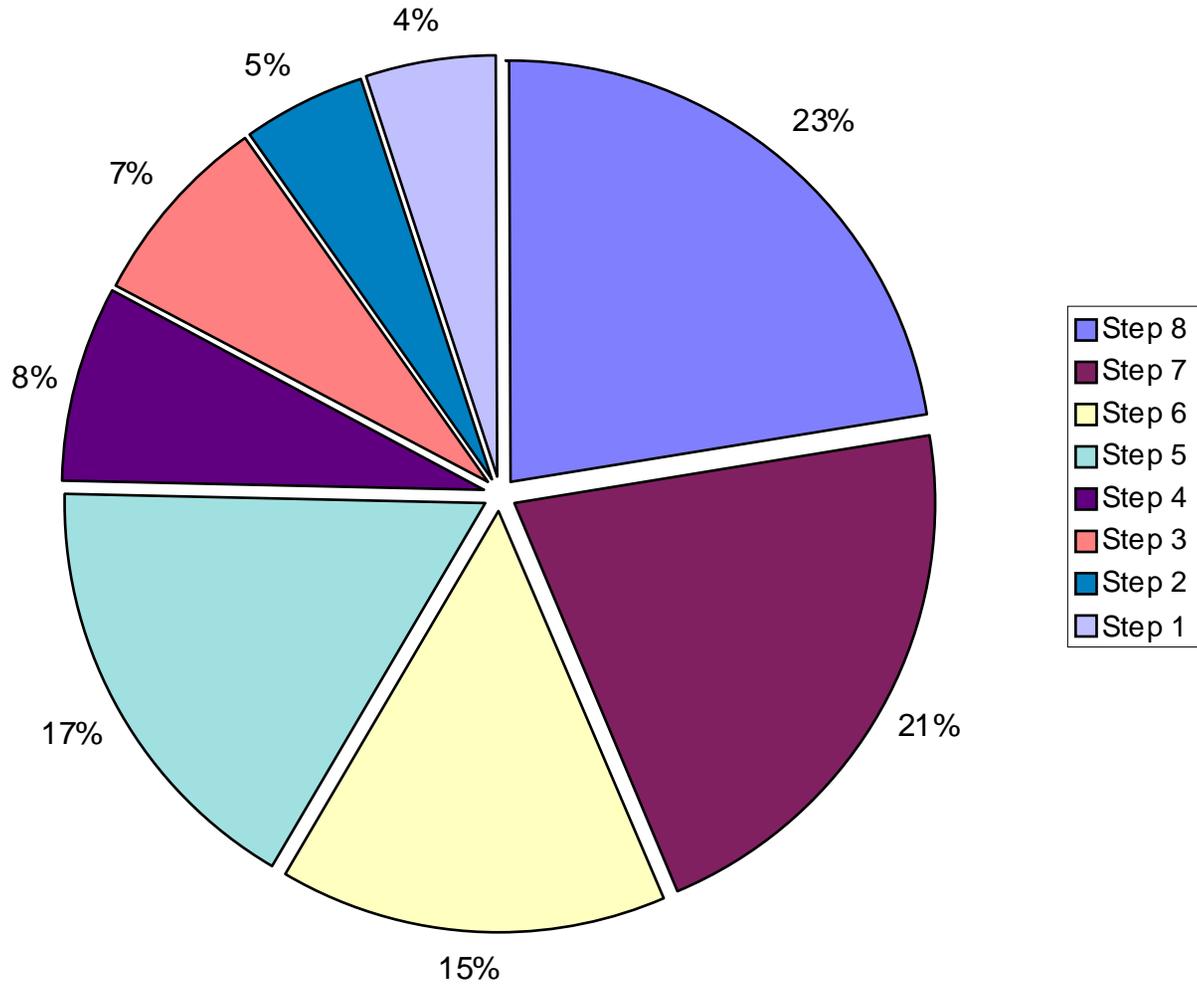
Average Employee Age = 46

## EMPLOYEES BY GENDER AND EEO CATEGORY



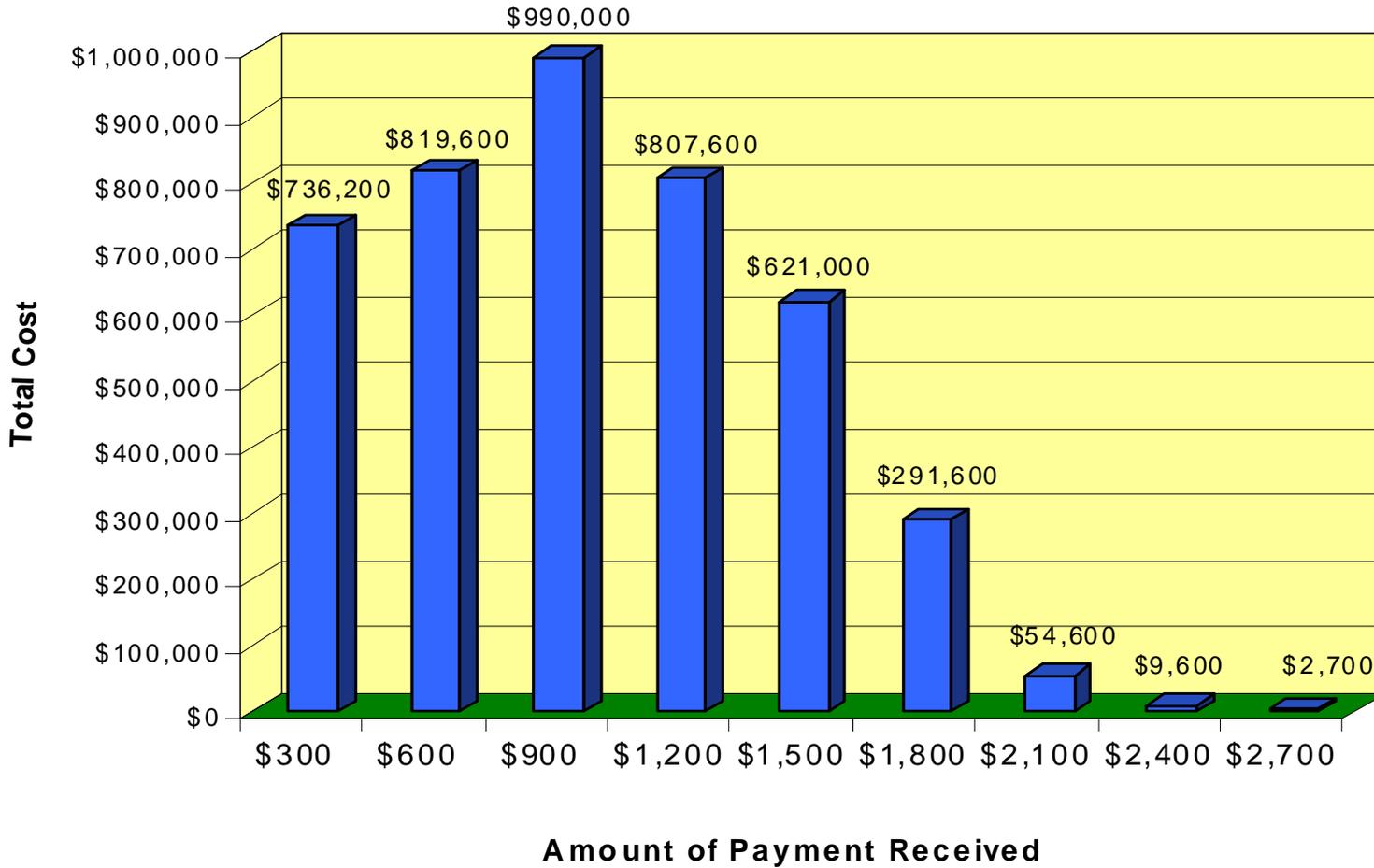
Note: Includes all full-time classified employees as of 06-30-10

# OVERALL SALARY DISTRIBUTION Fiscal Year 2010



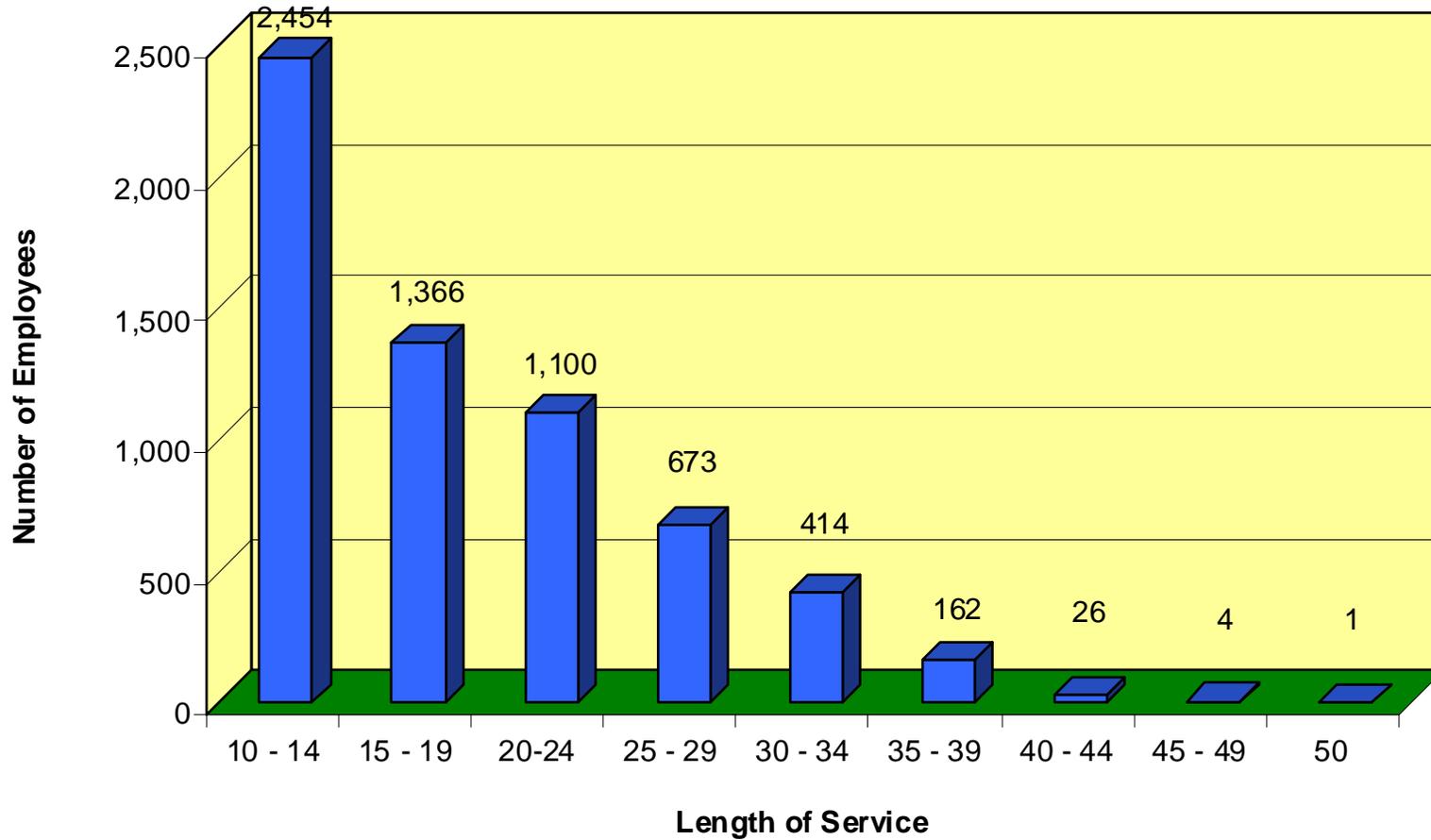
Includes all full-time classified employees as of 06-30-10.

## LONGEVITY IN CLASSIFIED SERVICE Cost of Longevity



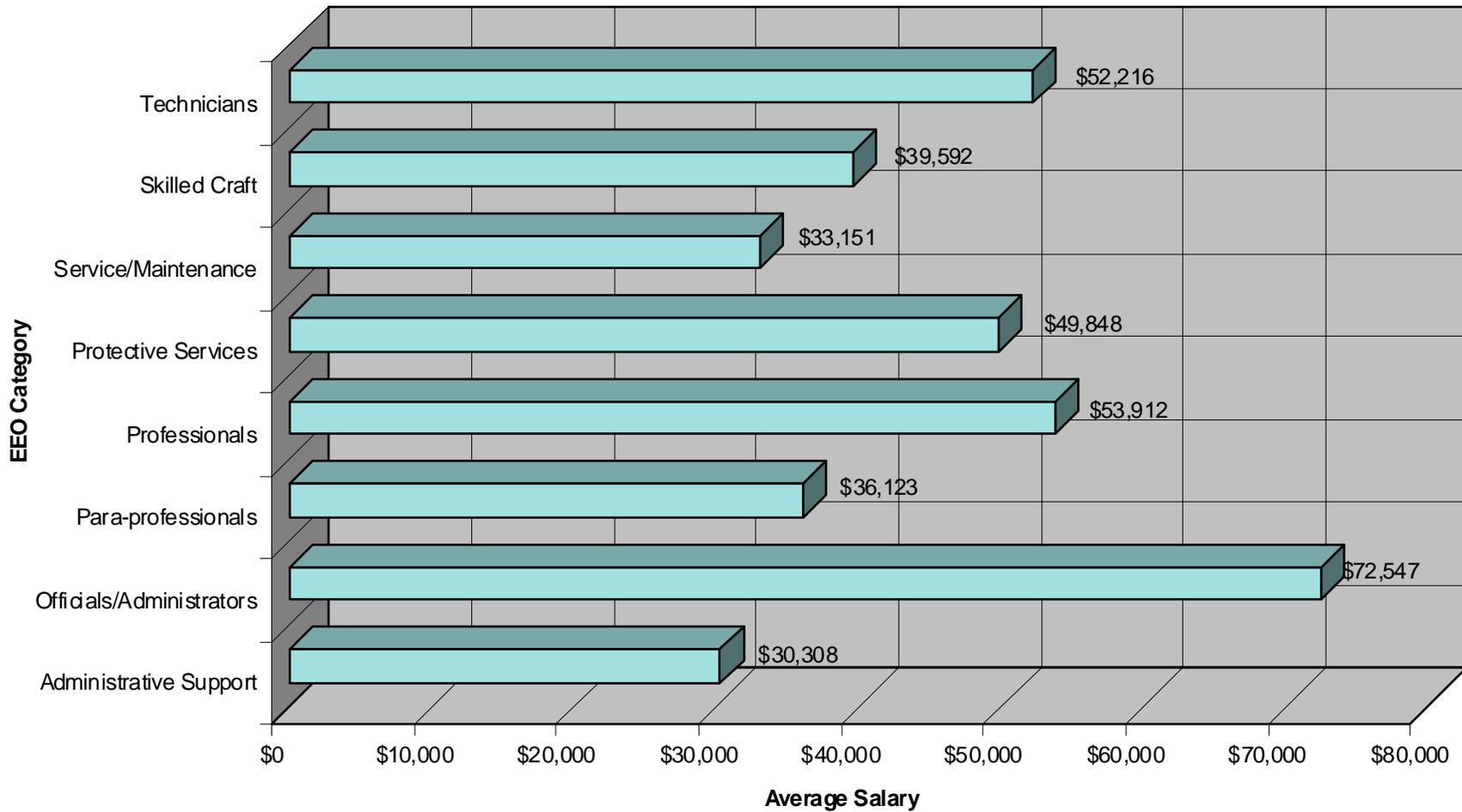
Note: Employees receive \$300 for 10 years of service and an additional \$300 for each 5 years of service beyond 10 years. 58% of the state workforce received a longevity payment in Fiscal Year 2010.

## LONGEVITY IN CLASSIFIED SERVICE Number of Employees by Length of Service



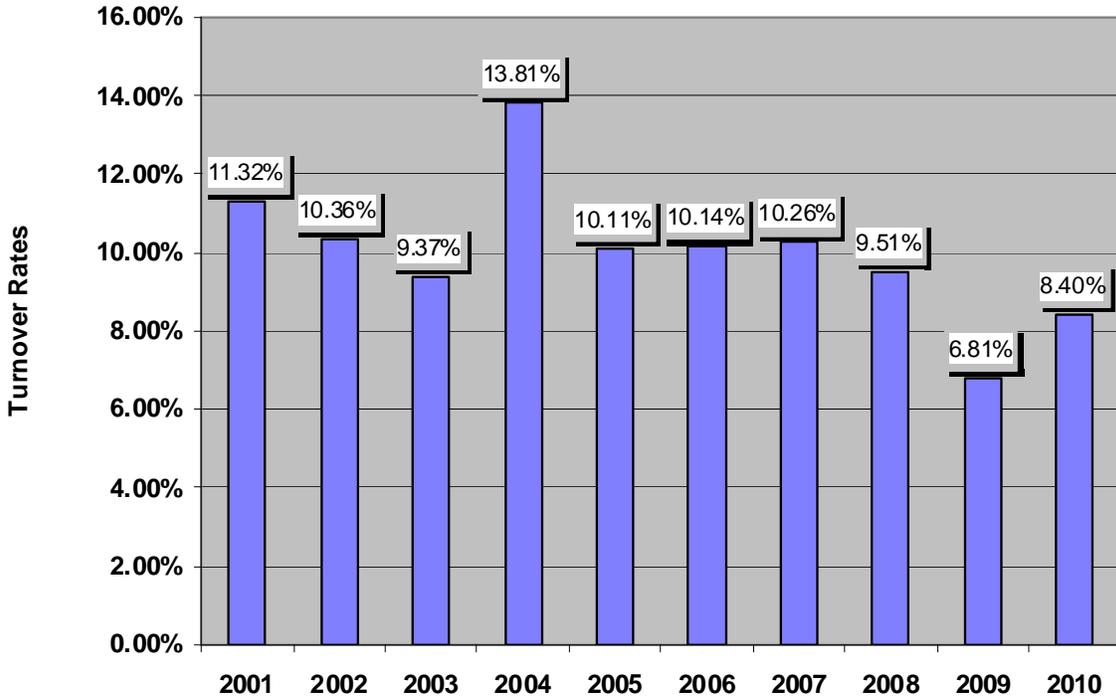
Note: Number of Employees Under 10 Years of Longevity = 4,483

## AVERAGE SALARY BY EEO CATEGORY Classified Positions



Note: Includes all full-time permanent and full-time temporary employees as of 06-30-10.  
Average Salary Statewide = \$46,248

## TURNOVER Separations from Classified Service 10 Year History



Highest Turnover Classes With 50 or more Full-time Employees	Percent Turnover
Corrections Corporal	23.07%
Corrections Sergeant	22.00%
Clerk Interviewer	16.90%
Bridge Maintainer	16.66%
Food Service Worker II	14.70%
Supervisor V	14.08%
Supervisor IV	13.54%
Supervisor VI	13.43%
Clerk IV	12.72%
Supervisor I	12.72%
Program Specialist III	12.71%
Licensed Nurses Assistant III	12.50%
Administrative Secretary	11.62%
Secretary II	11.58%

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 2010

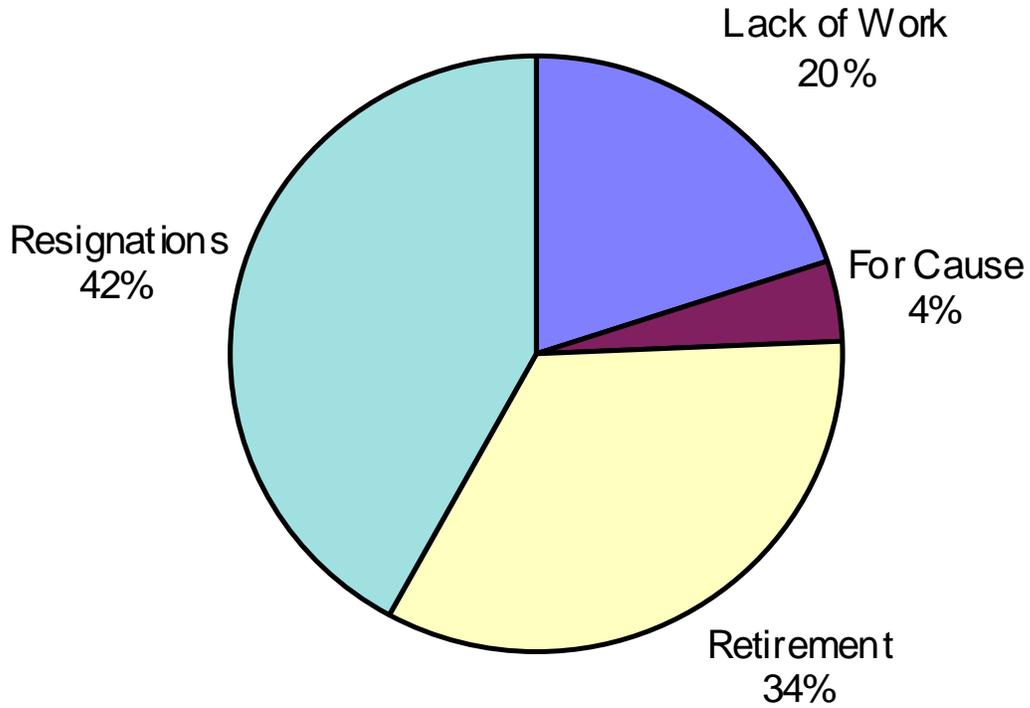
AGENCY NAME	POSITIONS	TERMINATED TRANSFERRED	TURNOVER RATE %
Accountancy Board	3	0	0.00
Adjutant General Department	134	8	5.97
Administrative Services Department	342	23	6.72
Agriculture Department	37	4	10.81
Banking Department	52	5	9.61
Commission on the Status of Woman	2	1	50.00
Community College System of NH	848	51	6.01
Corrections Department	923	128	13.86
Cultural Resources Department	67	11	16.41
Development Disabilities Council	3	0	0.00
Education Department	311	25	8.03
Employment Security	453	30	6.62
Environmental Services Department	541	17	3.14
Executive Department	24	7	29.16
Fish and Game Department	198	5	2.52
Health and Human Services Department			
Administratively Attached Boards	37	4	10.81
Behavioral Health	39	2	5.12
Commissioner's Office	669	94	14.05
Children, Youth & Families	383	50	13.05
Developmental Services	59	15	25.42
Elderly & Adult Services	134	19	14.17
Glenclyff Home for the Elderly	181	20	11.04
Health Management	302	19	6.29
Juvenile Justice Services	333	51	15.31
NH Hospital	799	69	8.63
Transitional Assistance	358	35	9.77
Highway Safety Agency	6	0	0.00
Human Rights Commission	9	0	0.00
Information Technology, Office of	402	38	9.45
Insurance Department	67	6	8.95
Joint Board of Licensing & Certification	6	0	0.00
Judicial Council	2	0	0.00
Justice Department	65	5	7.69
Labor Department	91	6	6.59
Liquor Commission	330	13	3.93
McAuliffe Shepard Discovery Center	13	1	7.69
Office of Economic Stimulus	7	0	0.00
Pease Development Authority	6	0	0.00
Postsecondary Education Comm.	8	1	12.50
Police Standards & Training	25	3	12.00

## TURNOVER RATES BY AGENCY – FY 2010

AGENCY NAME	POSITIONS	TERMINATED TRANSFERRED	TURNOVER RATE %
Public Employees Labor Relations Board	5	1	20.00
Public Utilities Commission	72	6	8.33
Racing & Charitable Gaming Commission	26	7	26.92
Real Estate Commission	8	2	25.00
Regulatory and Licensing Boards	10	0	0.00
Resources & Econ. Dev. Department	228	20	8.77
Revenue Administration Department	192	21	10.93
Safety Department	1,145	74	6.46
State Department	81	3	3.70
Sweepstakes Commission	46	2	4.34
Tax & Land Appeals Board	7	2	28.57
Transportation Department	1,800	84	4.66
Treasury Department	18	1	5.55
Veterans' Council	5	0	0.00
Veterans' Home	367	37	10.08
<b>TOTAL*</b>	<b>12,279</b>	<b>1,026</b>	<b>8.40%</b>

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

**SEPARATION FROM SERVICE**  
**Fiscal Year 2010**  
**Total Separations = 968**



<b>RESIGNATIONS:</b>		<b>FOR CAUSE:</b>	
Personal Reasons	282	Termination For Cause	26
Accepted New Job	50	Leave Expiration	1
Quit Without Notice	13	Excessive Absence	5
Medical	22	Failed Probation	7
Death	20		
Relocation	6	<b>TOTAL</b>	<b>39</b>
School	5		
Workers' Compensation	2		
Military	2		
Dissatisfied With Pay	2		
Separated After Settlement	1		
Other	1		
<b>TOTAL</b>	<b>406</b>	<b>Data from 6-30-10 report.</b>	

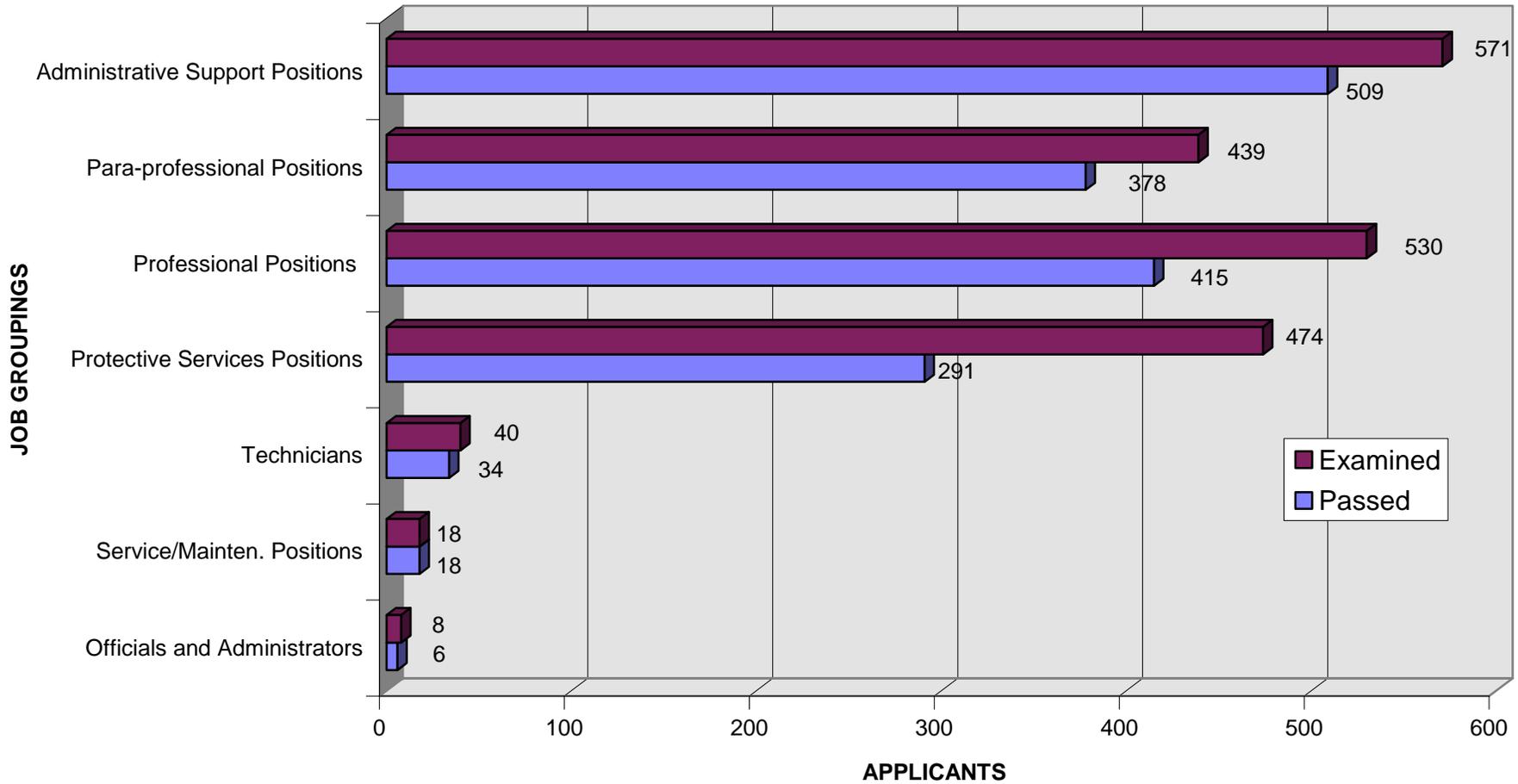
## **EXAMINATION SECTION**

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 Examinations Section is equipped with nine (9) workstations and candidates continue to indicate a preference for the computerized environment. Also, we continue field-testing of candidates through the use of New Hampshire Employment Security local offices as alternative examination sites. These satellite-testing centers have been most helpful this past year with the unemployment rate high and many individuals applying for open vacancies. It has allowed us to test multiple candidates in a timely manner.

The Examination Section provides information and training regarding structured interviews' required scope of expertise thereby promoting optimal performance of participants. In August we agreed to let the Department of Safety, E-911 administer their own Telecommunications Specialist (911 Operators) exams for the next six (6) months and will meet again at the end of 2010 to discuss how to proceed. The total testing activity resulted in two- thousand, eighty (2,080) applicants being tested. Please see the Fiscal Year 2010 Examination Section Activity chart on the following page. In closing, 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, 2009 - June 30, 2010



	Officials and Administrators	Service/Mainten. Positions	Technicians	Protective Services Positions	Professional Positions	Para-professional Positions	Administrative Support Positions
Examined	8	18	40	474	530	439	571
Passed	6	18	34	291	415	378	509

## **CLASSIFICATION SECTION**

The Classification Section carries out 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 existing positions, establishing full-time and part-time temporary positions, as well as facilitating 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 system.

During Fiscal Year 2010, 221 full-time and part-time temporary positions and seasonal positions were established in 21 different agencies, compared with the establishment of 187 such positions in 21 different agencies in Fiscal Year 2009. Almost 49% of these positions were established in the Department of Employment Security. Of the total established statewide, 114 were established as temporary full-time positions, 99 as temporary part-time positions, and 8 as seasonal positions.

During this Fiscal Year, efficiencies were implemented in the Classification process, which reduced the time frame for turning around reclassification requests by almost three (30 days). This change came about from participating in the “Lean” process. In a series of meetings from January through April of 2010 Classification staff along with the Director and Deputy Director of Personnel participated in a study of classification office procedures as part of a “Lean” process initiative. Opportunities for increased efficiency were identified and implemented, especially in the processing procedures surrounding the actual position reviews.

As a result of the time savings garnered from the “Lean” process, the Classification Analysts were able to resume doing field position reviews at employees’ work sites on a random basis beginning in June. The Classification Section also continued to conduct telephone job audit interviews with incumbents and supervisors as needed in response to requests for reclassification.

In Fiscal Year 2010, strides were made regarding the electronic processing of classification documents, such as supplemental job descriptions. The ability to use an e-signature made it possible for Classification staff to provide approved supplemental job descriptions to agency human resources offices more quickly via email so that they could be used immediately for recruitment, performance evaluations, and other personnel activities. During Fiscal Year 2010, an updated filing system by position number began to be implemented. This system consolidates the classification history of each individual position into one location, making it easier to locate, track and retrieve historical information.

In addition, during Fiscal Year 2010, strategic planning meetings were conducted concerning the overall mission of the Division of Personnel. Specific objectives and action steps were developed, several of which directly concern the work of the Classification Section. These include: the review of the classification process to insure it is free from bias; and the systematic review and revision, where necessary, of all qualifications for certification listed on each class specification.

Workforce development initiatives are being studied and some have started to be implemented in state agencies. The Classification Section became increasingly involved in these activities during Fiscal Year 2010. Section staff gave input to the Division of Personnel Workforce Development Coordinator in the development of manuals for agency use concerning career paths and career ladders, for example. Section staff, in conjunction with Certification and Recruitment, also assisted state agencies in revising minimum qualification requirements and creating promotional progression series in existing classifications in order to encourage the training and retention of qualified staff.

During Fiscal Year 2010, a total of 754 filled, vacant or new positions were reviewed by the Classification Section, as compared with 539 such requests in Fiscal Year 2009. The following chart summarizes the number of positions reviewed and the number of positions established in Fiscal Year 2010 in relation to the total number of positions in the State Classified System.

Number Reviewed or Established	Total Positions Reviewed	Temporary Positions Established		
		Full Time	Part Time	Seasonal
	754	114	99	8
Percentage of Total Classified Permanent Full-Time Positions	6.29%	.95%	.83	.07

Other tasks performed by the Classification Section during Fiscal Year 2010 included the following:

- Answering classification and compensation survey questions from other states and/or governmental units.
- Meeting and corresponding with other agencies to answer classification-related questions in person, by phone, and in writing.
- Surveying the Human Resources Representatives of other agencies in order to update Division of Personnel information and improve consistency in the system.
- Establishing and revising class 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.
- Reviewing and confirming changes to agency organizational charts.
- Reviewing 7D requests for new positions to determine appropriate classification levels and helping to coordinate 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 structures.
- Drafting and writing decision letters conveying the rationale underlying classification decisions.
- Analyzing submitted material regarding functions assigned to positions to determine proper classification or reallocation of an existing classification.
- Maintaining hard copy and electronic files of supplemental job descriptions, organizational charts, and position review correspondence.
- Entering and maintaining position information in the Government Human Resources System (GHRIS).
- 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.
- Assisting agencies to establish career ladders within particular class series based on minimum qualification and other requirements.

**CLASSIFIED POSITIONS REVIEWED**  
**July 1, 2009 - June 30, 2010**

<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	134	4	4	3	1	0	1
Administrative Services							
Budget Office	16	0	0	0	0	0	0
Bureau of Accounting	20	1	1	1	0	0	0
Bureau of General Services	69	0	0	0	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	21	0	0	0	0	0	0
Facilities Asset Management	36	0	1	0	0	0	0
Financial Data Mgmt.	30	0	0	0	0	0	0
Graphic Services	25	0	0	0	0	0	0
Plant & Property Mgmt.	19	3	3	3	0	0	2
Public Works, Design & Contracts	31	0	0	0	0	0	0
Purchase & Property Warehouse	0	0	0	0	0	0	0
Risk Management	10	1	1	1	0	0	0
Surplus Distribution	9	0	0	0	0	0	0
Telecommunications	6	0	0	0	0	0	0
ARRA Admin Serv	0	0	0	0	0	0	0
Agriculture	35	3	0	3	0	0	0
Allied Health Professionals	2	0	0	0	0	0	0
Bank Commission	52	0	0	0	0	0	0
Barber's & Cosmetology Board	5	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	0	0	0	0	0	0	0

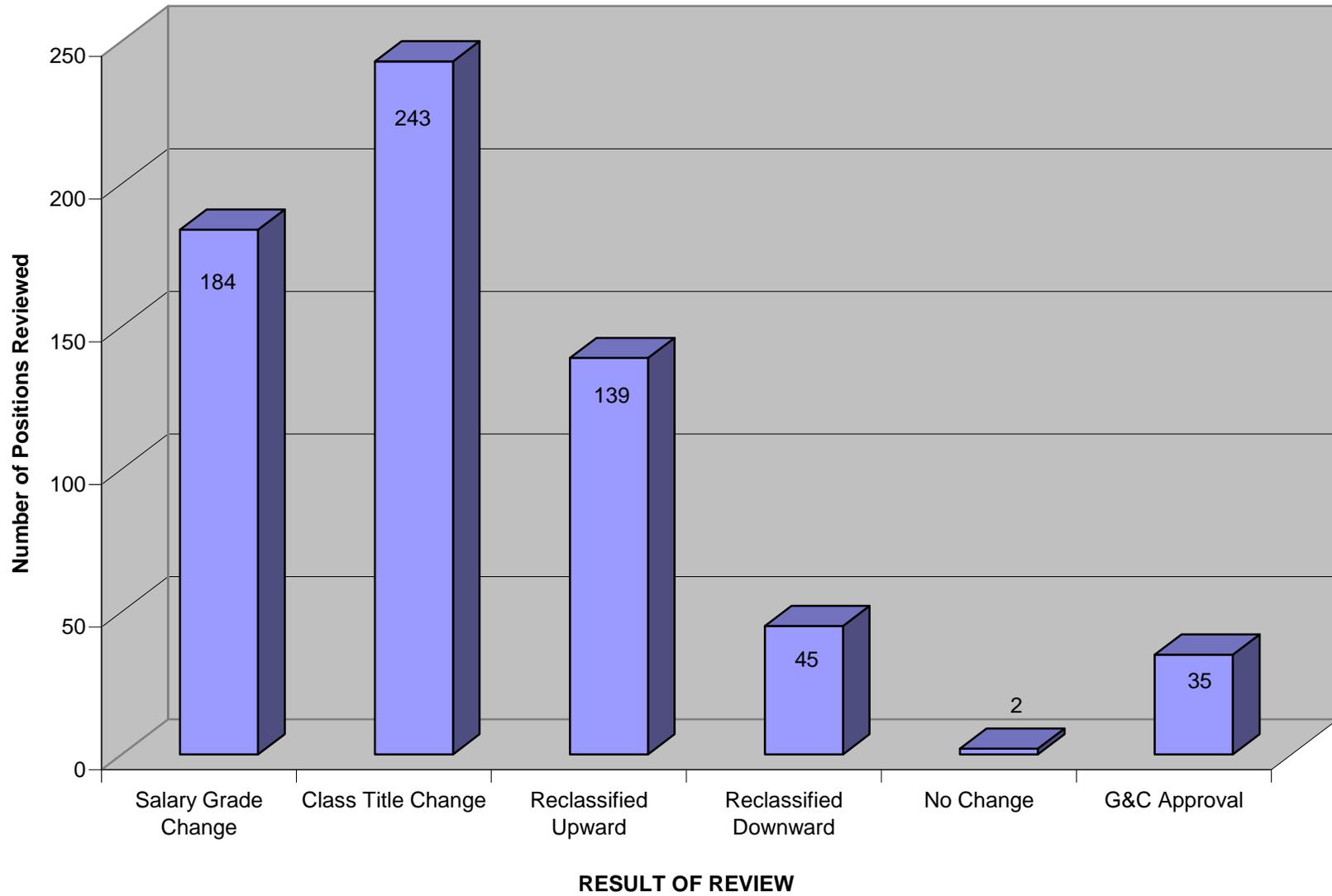
<u>DEPARTMENT</u>	<u>#PERM. POS.</u>	<u>SG CHG</u>	<u>TITLE CHG</u>	<u>RECL UP</u>	<u>RECL DOWN</u>	<u>NO CHG</u>	<u>G&amp;C APPRL</u>
Community Development Authority	0	0	0	0	0	0	0
Community College System of NH							
Community College System of NH	55	0	0	0	0	0	0
River Valley Community College	74	2	4	1	1	0	0
White Mountains Community College	78	1	1	1	0	0	0
Lakes Region Community College	79	1	1	1	0	0	0
Manchester Community College	129	1	1	1	0	0	0
Nashua Community College	94	2	2	1	1	0	0
Great Bay Community College	93	1	1	1	0	0	0
Technical Institute - Concord	246	1	2	1	0	0	0
Corrections	908	2	2	2	0	0	1
Cultural Resources							
Div. Of Historic Resources	11	0	0	0	0	0	0
Division of Arts	7	0	0	0	0	0	0
State Library	47	1	1	1	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	3	0	0	0	0	0	0
Education	308	11	13	7	4	0	6
Employment Security	451	4	4	4	0	0	0
Environmental Services							
Air Resources	72	2	2	1	1	0	2
Environmental Services	103	1	2	1	0	0	0
Waste Management	81	2	2	2	0	0	0
Water Pollution	285	3	3	3	0	0	0
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	6	0	0	0	0	0	0
Office of Energy & Planning	14	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	194	4	2	4	0	0	1
Health & Human Services	3,081	25	28	23	2	0	4
Highway Safety	6	0	0	0	0	0	0
Human Rights Commission	9	0	0	0	0	0	0
Insurance	67	3	3	2	1	0	0
Joint Board	6	0	0	0	0	0	0
Judicial Council	2	0	0	0	0	0	0
Justice Department	64	2	2	2	0	0	0
Labor	88	0	0	0	0	0	0
Liquor Commission	325	10	10	10	0	0	1
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	1	1	1	0	0	0
Department of Information Technology	408	12	12	11	1	0	2
Racing and Charitable Gaming Com.	26	0	0	0	0	0	0
Pease Development Authority	6	0	0	0	0	0	0
Pharmacy Board	6	0	0	0	0	0	0
Planetarium (Christa McAuliffe)	13	0	0	0	0	0	0
Plumbers Board	0	0	0	0	0	0	0
Police Standards & Training	25	0	0	0	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	72	2	2	1	1	0	1
Real Estate Appraisers Board	0	0	0	0	0	0	0
Real Estate Commission	8	0	0	0	0	0	0
Resources & Economic Development	218	15	15	15	0	0	1
Revenue Administration	187	2	2	2	0	0	0
Safety	1,138	40	92	9	31	1	3
Secretary of State							
Div. Of Records & Archives	0	0	0	0	0	0	0
Secretary of State	43	0	0	0	0	0	0
Securities Regulation	8	0	0	0	0	0	0
Sweepstakes Commission	46	1	1	1	0	0	0
Transportation							
Dept. of Transportation	0	0	0	0	0	0	0
District 1	143	2	2	2	0	0	0
District 2	120	0	0	0	0	0	0
District 3	127	1	1	1	0	0	1
District 4	92	0	0	0	0	0	0
District 5	156	1	1	1	0	0	0
District 6	102	0	0	0	0	0	0
Commissioner's Office	24	2	2	2	0	0	0
Fuel Distribution	7	2	2	1	1	0	2
Budget & Finance	37	0	0	0	0	0	0
Human Resources	13	0	0	0	0	0	0
Environment	17	0	0	0	0	0	0
Bridge Design	34	0	0	0	0	0	0
Bridge Maintenance	117	1	1	1	0	0	1
Construction	104	0	1	0	0	0	0
Highway Design	137	1	1	1	0	0	0
Mechanical Div. - Swanzey	81	1	2	1	0	1	0
Materials & Research	55	0	0	0	0	0	0
Planning & System Development	27	0	0	0	0	0	0
Right of Way	36	0	0	0	0	0	0
Traffic	108	5	6	5	0	0	4
Maintenance	12	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	235	3	3	3	0	0	2
ARRA STIMULUS- DOT	0	0	0	0	0	0	0
Treasury	18	0	0	0	0	0	0
Veterans' Council	5	0	0	0	0	0	0
Veterans' Home	367	0	0	0	0	0	0
Veterinary Examining Board	0	0	0	0	0	0	0
TOTALS	11,995	184	243	139	45	2	35

**CLASSIFICATION CHANGES BASED ON POSITION REVIEWS JULY 1, 2009 - JUNE 30, 2010**



**POSITIONS RECLASSIFIED - APPROVED BY GOVERNOR & COUNCIL  
JULY 1, 2009 - JUNE 30, 2010**

<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>	ENGINEERING TECHNICIAN V	22	PROGRAM SPECIALIST II	21	10/21/2009
<b>TOTAL</b>	<b>1</b>				
<b>ADMINISTRATIVE SERV, DEPT OF</b>	DATA CONTROL CLERK III	12	SENIOR MANAGEMENT ANALYST	26	10/21/2009
	DATA CONTROL CLERK III	12	BUSINESS ADMINISTRATOR II	24	09/09/2009
<b>TOTAL</b>	<b>2</b>				
<b>DEPT OF INFORMATION TECHNOLOGY</b>	ADMINISTRATIVE SECRETARY	14	TECHNICAL SUPPORT SPEC I	17	03/12/2010
	SUPV OF COMPUTER OPERATIONS	19	TECHNICAL SUPPORT SPEC II	21	12/18/2009
<b>TOTAL</b>	<b>2</b>				
<b>EDUCATION, DEPT OF</b>	ACCOUNTING TECHNICIAN	12	PROGRAM SPECIALIST IV	25	06/23/2010
	ACCOUNTING TECHNICIAN	12	REHAB TECHNICIAN	12	11/18/2009
	CLERK II	05	CASE TECHNICIAN I	14	08/19/2009
	CLERK II	05	DISABILITY EXAMINER	21	08/19/2009
	EXECUTIVE SECRETARY STENO	12	ACCOUNTING TECHNICIAN	12	11/18/2009
	SUPERVISOR V	26	QUALITY ASSURANCE SPECIALIST	23	08/19/2009
<b>TOTAL</b>	<b>6</b>				
<b>ENVIRONMENTAL SERV, DEPT OF</b>	AIR POLLUTION CONTROL ENG III	24	ENVIRONMENTAL PROGRAM MANAGER	27	11/04/2009
	PROGRAM ASSISTANT I	12	CASE TECHNICIAN TRAINEE	12	04/14/2010
	TOXICOLOGIST III	26	PROGRAM SPECIALIST IV	25	06/09/2010
<b>TOTAL</b>	<b>3</b>				
<b>FISH AND GAME DEPARTMENT</b>	PROGRAM ASSISTANT II	15	PROGRAM SPECIALIST I	19	07/31/2009
<b>TOTAL</b>	<b>1</b>				
<b>HEALTH AND HUMAN SERVICES</b>	LICENSE CLERK	11	PROGRAM SPECIALIST II	21	08/19/2009
	PROGRAM ASSISTANT II	15	LICENSING & EVAL COORD	20	11/06/2009
	PROGRAM SPECIALIST I	19	EMPLOYMENT COUNSELOR SPEC	19	06/09/2010
<b>TOTAL</b>	<b>3</b>				

<b>LIQUOR COMMISSION</b>		SENIOR ACCOUNTING TECHNICIAN	14	INTERNAL AUDITOR I	19	09/09/2009
	<b>TOTAL</b>	<b>1</b>				
<b>PUBLIC UTILITIES COMM.</b>		ADMINISTRATIVE SUPERVISOR	17	PROGRAM ASSISTANT II	15	09/09/2009
	<b>TOTAL</b>	<b>1</b>				
<b>RESOURCES &amp; ECON DEVEL, DEPT OF</b>		ELECTRONIC TECHNICIAN I	17	PLANT MAINTENANCE ENGINEER II	19	07/15/2009
	<b>TOTAL</b>	<b>1</b>				
<b>SAFETY, DEPT OF</b>		CASH TERMINAL OPERATOR I	11	SUPV OF CASH TERMINAL OPR	16	09/09/2009
		DATA CONTROL CLERK III	12	SUPERVISOR I	19	04/14/2010
		WORD PROC OPERATOR I	09	PROGRAM ASSISTANT I	12	09/23/2009
	<b>TOTAL</b>	<b>3</b>				
<b>TRANSPORTATION, DEPT OF</b>		BRIDGE MAINTAINER III	15	CIVIL ENGINEER IV	27	06/23/2010
		CIVIL ENGINEER III	24	PROGRAM SPECIALIST II	21	08/19/2009
		ENGINEERING TECHNICIAN V	22	SUPERVISOR VI	27	09/11/2009
		HIGHWAY MAINTAINER II	09	WELDER MECHANIC I	15	12/09/2009
		SURVEY TEAM TECHNICIAN I	10	TRAN MGMT COMM SPEC II	16	08/19/2009
		SURVEY TEAM TECHNICIAN I	10	TRAN MGMT COMM SPEC II	16	08/19/2009
		SURVEY TEAM TECHNICIAN II	12	TRAN MGMT COMM SPEC II	16	08/19/2009
		SURVEY TEAM TECHNICIAN II	12	COMMUNICATIONS TECHNICIAN I	21	07/01/2009
		TOLL ATTENDANT I	09	PROGRAM ASSISTANT II	15	03/24/2010
		TOLL ATTENDANT I	09	PROGRAM ASSISTANT II	15	03/24/2010
	<b>TOTAL</b>	<b>10</b>				

**TOTAL POSITIONS G&C APPROVED: 34**

**REQUESTS FOR TEMPORARY POSITIONS**  
**JULY 1, 2009 - JUNE 30, 2010**

<b><u>AGENCY</u></b>	<b><u>APPROVED CLASSIFICATIONS</u></b>	<b><u>APPVD LG</u></b>	<b><u>FULL/TIME PART/TIME SEASONAL</u></b>
<b>Administrative Services</b>	Financial Data Specialist I (2)	26	FT
	Data Entry Operator II	06	PT
<b>Agriculture</b>	Program Assistant I	12	FT
<b>Board of Pharmacy</b>	Intern	02	PT
<b>Community College System</b>	Building Maintenance Supervisor	15	FT
	Building Service Worker II	05	FT
	CC Professor	25	FT
	Program Specialist I	19	FT
	Program Specialist III	23	FT
	Secretary II	9	FT
	Systems Development Specialist III (2)	23	FT
	Accounting Technician	12	PT
	Laboratory Assisant II (2)	12	PT
	Librarian I	18	PT
	Program Assistant I	12	PT
	Program Assistant II (2)	15	PT
	Program Specialist II (2)	21	PT
	Program Specialist III (2)	23	PT
	Program Specialist IV	25	PT
Systems Development Specialist I	18	PT	
<b>Corrections</b>	Building Maintenance Supervisor	15	PT
<b>Dept. of Information Technology</b>	Systems Dev Specialist V	28	PT
<b>Developmental Disabilities Council</b>	Clerk II	5	PT
<b>DRED</b>	Administrator I	27	FT
	Gift and Food Service Clerk II	11	FT
	Park Manager II	12	FT
	Program Assistant I	12	PT
	Groundsman	7	S

<b><u>AGENCY</u></b>	<b><u>APPROVED CLASSIFICATIONS</u></b>	<b><u>APPVD LG</u></b>	<b><u>FULL/TIME PART/TIME SEASONAL</u></b>
<b>DRED, continued</b>	Information Center Attendant II	8	S
	Lift Operator II	11	S
	Maintenance Mechanic III	14	S
	Program Assistant II	15	S
	Retail Store Clerk II	12	S
	Ticket Seller	08	S
<b>Education</b>	Case Technician I	14	FT
	Disability Examiner	21	FT
	Disability Examiner	21	FT
	Disability Examiner	21	FT
	Education Consultant I	26	FT
	Program Specialist III	23	FT
	Program Specialist I (2)	19	PT
	Program Specialist IV	25	PT
<b>Employment Security</b>	Administrator II (HR)	29	FT
	Accountant II	18	FT
	Accounting Technician	12	FT
	Administrative Assistant I	16	FT
	Certifying Officer I (41)	16	FT
	Certifying Officer III (13)	20	FT
	Certifying Officer IV	22	FT
	Chairman UC Appeals Tribunal I	27	FT
	Claims & Hearings Clerk II	12	FT
	Employment Counselor	18	FT
	Fraud Investigator (2)	21	FT
	Interviewer I (3)	16	FT
	Labor Market Analyst II (2)	20	FT
	Mail Clerk II	09	FT
	Program Assistant I	12	FT
	Supervisor I	19	FT
	Supervisor II, BAU	21	FT
	Supervisor, BAU (3)	24	FT
	Chairman, UC Appeals Tribunal I (3)	27	PT
	Field Auditor	22	PT
HR Coordinator I	21	PT	
Interviewer I (26)	16	PT	
Secretary II	09	PT	
<b>Environmental Services</b>	Environmentalist IV	27	PT
	Environmental Technician III	14	PT

<b><u>AGENCY</u></b>	<b><u>APPROVED CLASSIFICATIONS</u></b>	<b><u>APPVD LG</u></b>	<b><u>FULL/TIME PART/TIME SEASONAL</u></b>
<b>Fish &amp; Game</b>	Biological Aide (4)	13	FT
	Maintenance Mechanic I	08	PT
	Stock Clerk III	11	PT
	Highway Maintainer III	12	S
<b>HHS</b>	Informational Representative (2)	21	FT
	Program Specialist I	19	FT
	Warehouse Supervisor	17	FT
	Case Technician II	16	PT
	Laboratory Scientist I	16	PT
	Program Specialist III	23	PT
	Supervisor III (2)	23	PT
<b>Justice</b>	Program Specialist II	21	FT
	Paralegal II	19	PT
	Program Specialist II	21	PT
	Program Specialist IV	25	PT
<b>Liquor</b>	Account Clerk III	9	FT
	Administrator II	29	PT
	Program Assistant I	12	PT
<b>Police Standards &amp; Training Commission</b>	Law Enforcement Training Specialist	25	PT
	Payroll Officer I	14	PT
<b>Postsecondary Comm</b>	Program Specialist I	15	PT
<b>Public Utilities Comm</b>	Utility Analyst IV (3)	30	FT
<b>Safety</b>	Criminalist I	19	FT
	Pharmacist/Compliance Investigator	24	FT
	Secretary II	09	FT
	State Police Trooper I	19	FT
	State Police Trooper I	19	FT
	Program Assistant II	15	PT
<b>Transportation</b>	Assistant Highway Patrol Foreman (7)	14	PT
	Audit Technician (2)	11	PT
	Business Systems Analyst I	28	PT
	Civil Engineer I	18	PT
	Construction Foreman	17	PT
	Engineering Technician III	16	PT
	Engineering Technician IV (2)	19	PT
	Engineering Technician V	22	PT

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>
<b>Transportation, continued</b>	Financial Analyst (2)	28	PT
	Lift Bridge Worker II (6)	12	PT
	Supervising Laboratory Scientist	23	PT
	Systems Development Specialist III	23	PT
<b>Veterans Home</b>	Nurse Practitioner	28	PT
<b>Total Full-Time Temporary</b>	<b>114</b>		
<b>Total Part-Time</b>	<b>83</b>		
<b>Total Seasonal</b>	<b>8</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 State Police Trooper I – State Police Sgt 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
- 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 Officer Supervisors, Local 270

### **MASTER NEGOTIATIONS**

New Collective Bargaining Agreements between the State and the following two unions representing state employees became effective for the two year period beginning July 1, 2010 through June 30, 2011:

- State Employees Association (SEA)
- NH Troopers Association (NHTA)

The State has reached tentative agreements with four of the six New England Police Benevolent Association bargaining units, including: Probation Parole Officers, Local 265; Probation Parole Officer Supervisors, Local 270; NH Fish and Game Conservation Officers, Local 40; NH Fish and Game Supervisory Officers, Local 45. The State is continuing to negotiate with the NEPBA on behalf of the remaining two units (Corrections Officers, Local 250 and Liquor Investigators, Local 260).

### **CHANGES TO 2010-2011 CBA BETWEEN STATE AND SEA**

The changes resulting from master negotiations affecting the majority of employees are summarized below. The complete text of the current Collective Bargaining Agreements with the State Employees Association, the NH Troopers Association and the New England Police Benevolent Association can be found on the Division of Personnel website under *Labor Relations*, at the following link: <http://admin.state.nh.us/hr/sea.html>

### **Article III Association Rights**

3.11.1 Executive Leave. Allows the Employer to authorize a leave of absence with pay for one (1) employee who is a member of the Association for a two-year period beginning four (4) weeks after written notice by the SEA. During the leave of absence with pay, this employee continues to receive and retain all wages, rights, benefits, and seniority as a state employee except that all leave accumulation is frozen for the duration of the leave of absence. The full cost of all wages and benefits for the employee on authorized Executive Leave is reimbursed by the SEA, and the SEA agrees to indemnify the Employer against any and all liabilities associated with the leave of absence, including but not limited to workers' compensation.

### **Article IX Holidays**

9.4. Holidays Worked: Clarifies that a calendar holiday begins after 12:00 a.m. on the actual day of the holiday and ends at midnight on the same day. Only hours worked on the actual calendar holiday are to be compensated under Article 9.4.

### **Article X Annual Leave**

10.3. Application for Use: The Employer agrees to indicate approval or rejection of the requested leave within one week after receiving a properly executed application for leave.

10.3.2. Civil Leave: Provides civil leave without loss of pay or leave when: (1) When performing jury duty; or (2) When subpoenaed by a governmental body to appear before a court or administrative tribunal in a matter to which the employee is not a party. Civil leave is granted on the day(s) the employee is scheduled to work regardless of whether the jury duty or the subpoena obligation and the work hours conflict in an amount equal to the time needed to perform the jury duty or the subpoena obligation, including travel time. Any fees received for such activity less mileage reimbursement for use of the employee's own vehicle will continue to be surrendered to the state.

10.12.1 Voluntary Furloughs: Allows each agency covered by the CBA to establish a voluntary furlough program authorizing unit employees whose positions are funded by at least fifty percent (50%) general funds to take furlough day(s). This provision is effective upon contract execution and terminates on June 30, 2011, or as otherwise mutually agreed upon by the parties. If an agency does establish a voluntary furlough program, then the following parameters apply to the program:

- a. The appointing authority shall notify all agency employees of the program.
- b. Any eligible agency employee may apply to take a furlough by submitting an application using the same form that is used when applying for accrued annual leave.
- c. Approval of furloughs shall be at the discretion of the Appointing authority.
- d. The appointing authority shall not require or pressure any eligible employee to participate in the program.

- e. The appointing authority shall not require any eligible employee to utilize or exhaust any accrued leave prior to requesting a furlough.
- f. Payroll expenditures avoided through this program shall be available exclusively to supplant agency personal service lines (personnel costs) to reduce the need for layoffs due to insufficient funding.
- g. Unpaid time off pursuant to this provision shall be treated as time worked for the purposes of calculating overtime compensation eligibility.
- h. Other than pay, eligible participating employees shall not forfeit any additional rights or benefits nor shall any eligible participating employee's accrual dates, longevity dates or seniority dates be adjusted as a result of participation in this program.
- i. The Employer shall provide a program activity report quarterly to the State Labor Management Committee.

## **Article XII Association Representation**

12.1 Stewards: Changes the number of Stewards assigned to the following bargaining units: Corrections, Glenciff Home, Nursing Board, and Postsecondary Education Commission. The number of Stewards assigned to the remaining units remains the same as in the previous CBA.

## **Article XIII Safety and Health Protection**

13.9 Areas of Interest: Adds exposure to infectious diseases and training in universal precautions to the topics currently listed under Article 13.9, Areas of Interest. These topics are listed as areas to be addressed for the purpose of establishing guidelines, implementing programs and/or providing equipment.

## **Article XIV Grievance Procedure**

14.1.2. Investigations: Allows the SEA to substitute an Association staff person in place of the Steward if the Steward is not available.

14.5.4. Arbitrator: Requires the parties to agree on the person to be appointed arbitrator from a list of arbitrators provided by the Public Employees Labor Relations Board. If the parties cannot reach agreement within fourteen days, either party may petition the Public Employees Labor Relations Board for the appointment of an arbitrator.

## **Article XIX Wages and Benefits**

19.8.1 HMO and POS Health Benefit Plans: The following changes were negotiated as part of the 20010-20011 Collective Bargaining Agreement:

- a. **Utilization of Cost-effective Providers:** Requires the Employer, upon consultation with the Association regarding the design and implementation of the program, to provide a voluntary employee incentive program that offers taxable cash payments to employees who utilize cost-effective health care providers.
- b. **Health Promotion:** Requires the Employer, upon consultation with the Association regarding the design and implementation of the program, to provide a voluntary employee incentive program that offers taxable cash payments to employees who participate in health promotion activities and programs offered by the Employer.
- c. **Prescription Drugs:** The prescription drug plan shall be amended effective October 1, 2010 to include the following:
  - Mandatory Mail Order for Maintenance Drugs after three (3) retail purchases per prescription.
  - Mandatory Generic Substitution with DAW 2 (i.e., the only exception is physician ordered "Dispense as Written")
  - Mail Order Co Payments - \$1 for each generic medicine/\$20 for each preferred brand name medicine/\$30 for each non-preferred brand name medicine.
  - Exclusive Specialty Pharmacy
- d. **Smoking Cessation Program:** Will be established effective October 1, 2010.
- e. **Coverage for dependents to age twenty-six (26):** Will be provided effective January 1, 2011 unless required earlier by federal law. In addition, employees' dependents who are currently enrolled in the health plan effective May 1, 2010 and who would otherwise be terminated from the health plan as a result of reaching age nineteen (19) or as a result of ceasing to be a full-time student, may remain enrolled in the plan until they reach age twenty-six (26).

19.8.3. Additional Health Benefit Advisory Committee Duties: Assigns responsibility for developing recommendations to secure alternative funding and provide for future retiree health expenses as described in RSA 21-I: 30. The committee shall develop annual recommendations to the Commissioner of Administrative Services for current retiree health plan design changes that ensure the long-term sustainability and provision of the retiree health benefit. The parties also agree to jointly support an amendment to RSA 21-I: 30. In addition, the parties agree to study the feasibility of establishing a tax-sheltered welfare benefit fund to pre-fund retiree health care benefits and report the study's findings no later than November 1, 2010.

19.10.1 Additional Parking: The Employer agrees to provide funding in the amount of \$40,000.00 in state fiscal year 2011 to fund additional parking for bargaining unit employees who are assigned to the downtown Concord area and who are not assigned an Employer-provided parking space for their personal vehicle.

19.12.6 Nurse Shift Differentials: Provides for the differentials in effect on July 1, 2009 for full-time and part-time Licensed Practical Nurses and Registered Nurses working at New Hampshire Hospital in a direct care position to remain in effect for those full-time and part-time Licensed Practical Nurses and Registered Nurses employed at New Hampshire Hospital in a direct care position on February 12, 2010.

19.20. Personnel Classification Advisory Committee: Section deleted.

19.20 Rehire or Reinstatement: Provides that whenever a former employee who has been laid off from the bargaining unit is reinstated to or rehired into state service in a bargaining unit position within three (3) years from the date of lay off, that former employee shall be entitled to the rights and benefits afforded a recalled employee pursuant to Per 1101.06 (c), (d) and (e) in effect as October 18, 2006.

## **Article XX Training and Education**

20.2. Educational Discount: Section deleted.

## **Article XXI Duration and Reopening**

21.1 Duration: Provides that the Agreement as executed by the Parties is effective upon its execution and shall remain in full force and effect through June 30, 2011 or until such time as a new Agreement is executed.

## **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 2010 reporting period were: \$177,047,853 (Active only)  
\$ 54,803,665 (Retiree only)

\$231,851,518 TOTAL

### **Dental Insurance:**

Dental Benefits are administered by Northeast Delta Dental 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 2010 reporting period were: \$12,116,701

### **Life Insurance:**

The life insurance program is administered by Anthem and 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 2010 reporting period were: \$234,543

### **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 per employee per month plus a charge per debit card. This fee is offset by the FICA savings.

Salary reductions for the FY 2010 reporting period were: \$2,273,075

FICA savings for the reporting period were: \$173,890

### **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 approval process for the Supplemental Sick Leave Plan.

The following chart summarizes actions taken by the Labor Management Committee during FY 2010 in response to requests for donated sick leave under the Supplemental Sick Leave Plan:

## SUPPLEMENTAL SICK LEAVE PLAN

Fiscal Year 2010

Requesting Agency	Requests Submitted	Requests Approved	Days of Leave Approved
Adjutant General	7	3	58
Administrative Services Department	14	10	203
Banking	3	3	53
Community Technical College System	5	4	107
Corrections Department	34	25	398
Cultural Resources	4	4	41
Education Department	15	11	143
Employment Security	20	14	236
Environmental Services Department	11	7	191
Fish and Game	6	3	65
Health and Human Services	177	130	2455
Insurance Department	1	1	22
Labor Department	1	1	30
Liquor Commission	14	7	109
Office of Information Technology (OIT)	4	4	81
Racing and Charitable Gaming	1	1	20
Resources and Economic Development	5	4	46
Revenue Administration Department	3	2	13
Safety Department	25	14	280
Transportation Department	42	35	708
Veterans' Home	35	23	489
<b>Totals</b>	<b>427</b>	<b>306</b>	<b>5748</b>

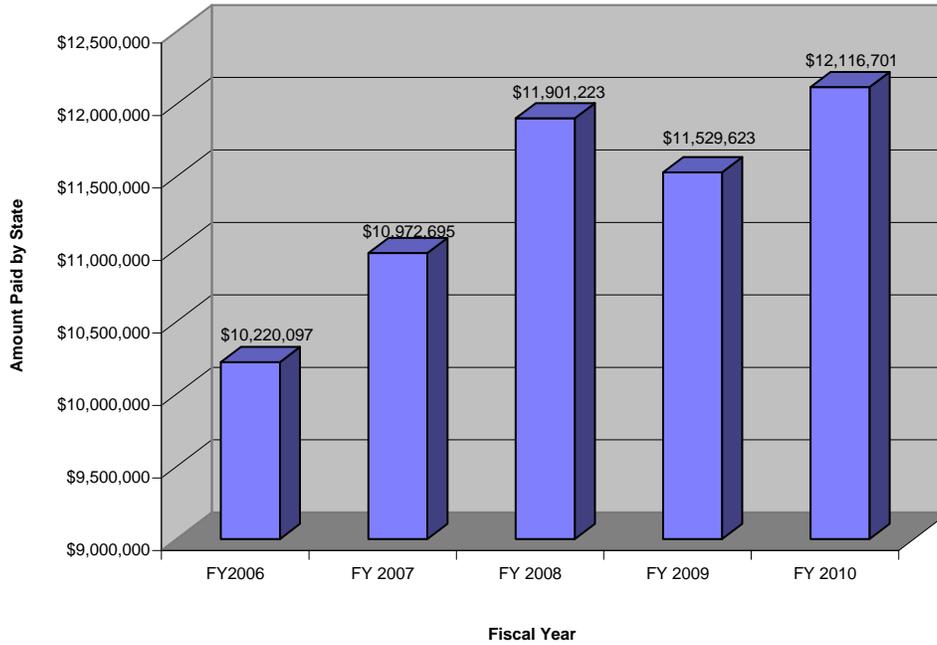
Total requests = 427

Total approved = 306 requests or 72%

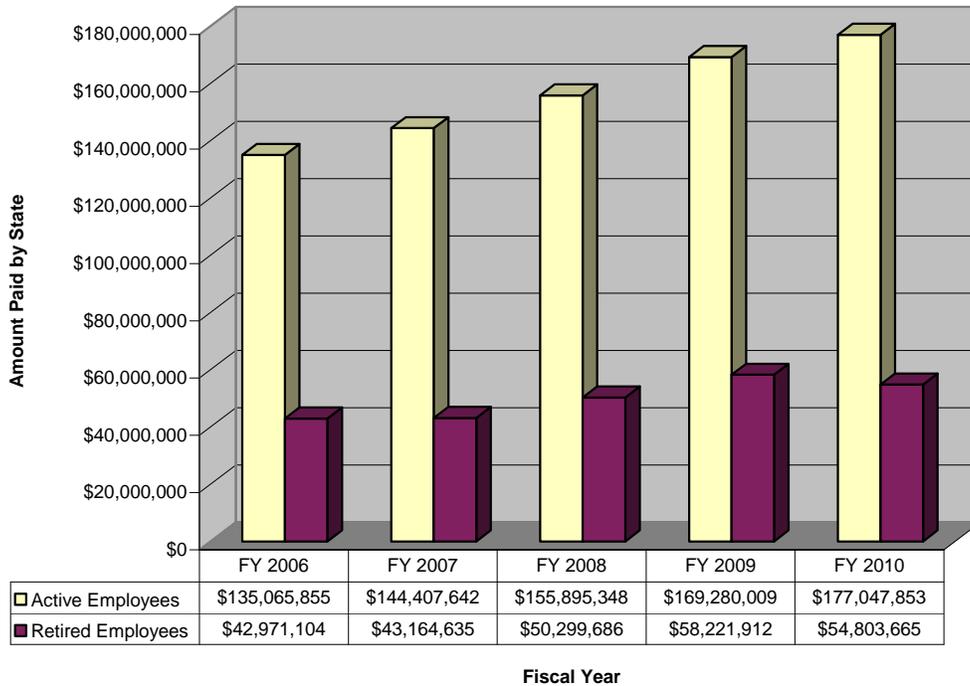
Average days approved per requesting employee = 13 days

# COST OF STATE HEALTH BENEFIT PLANS 5 Year History

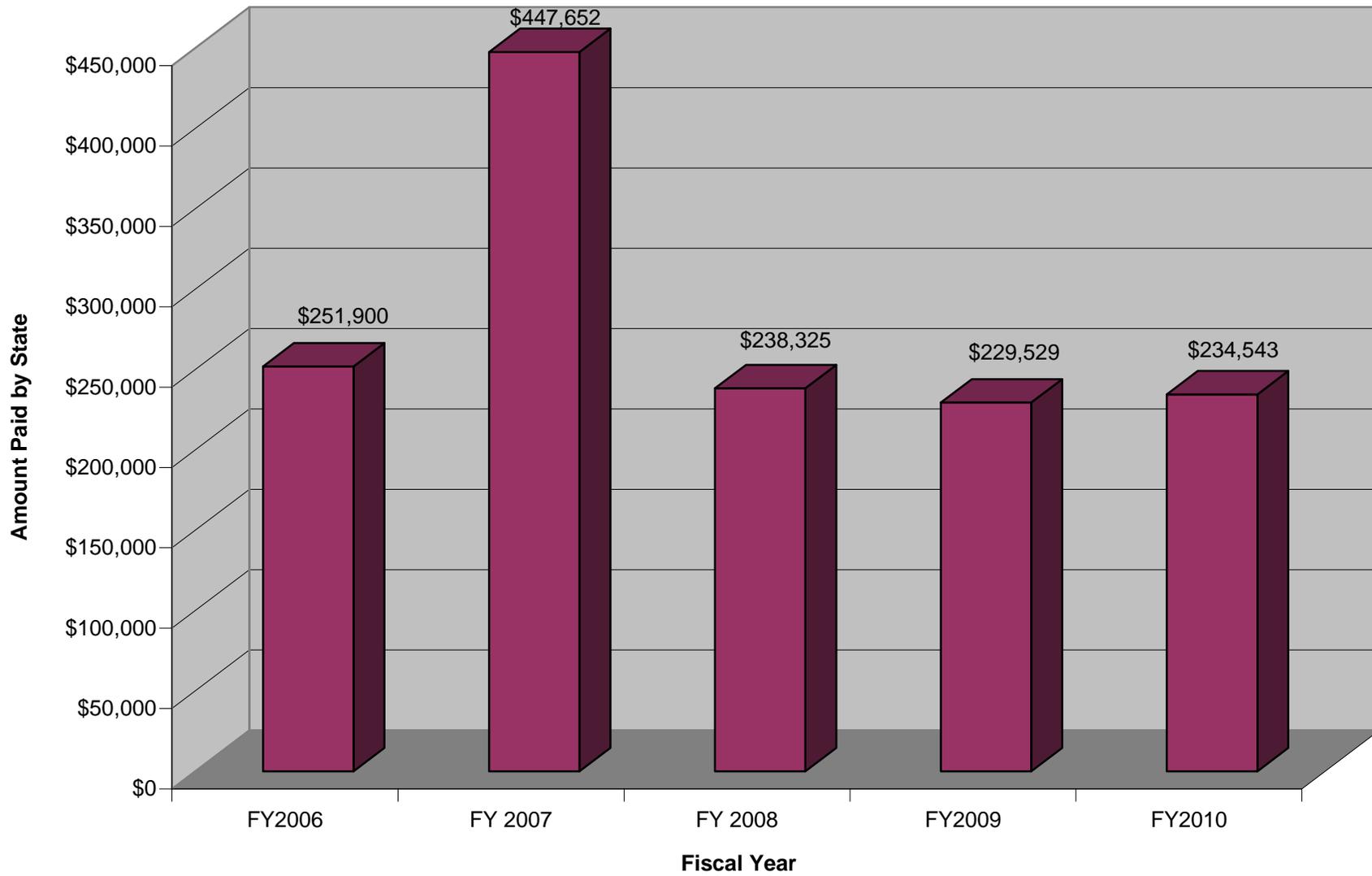
## Cost of Dental Plan



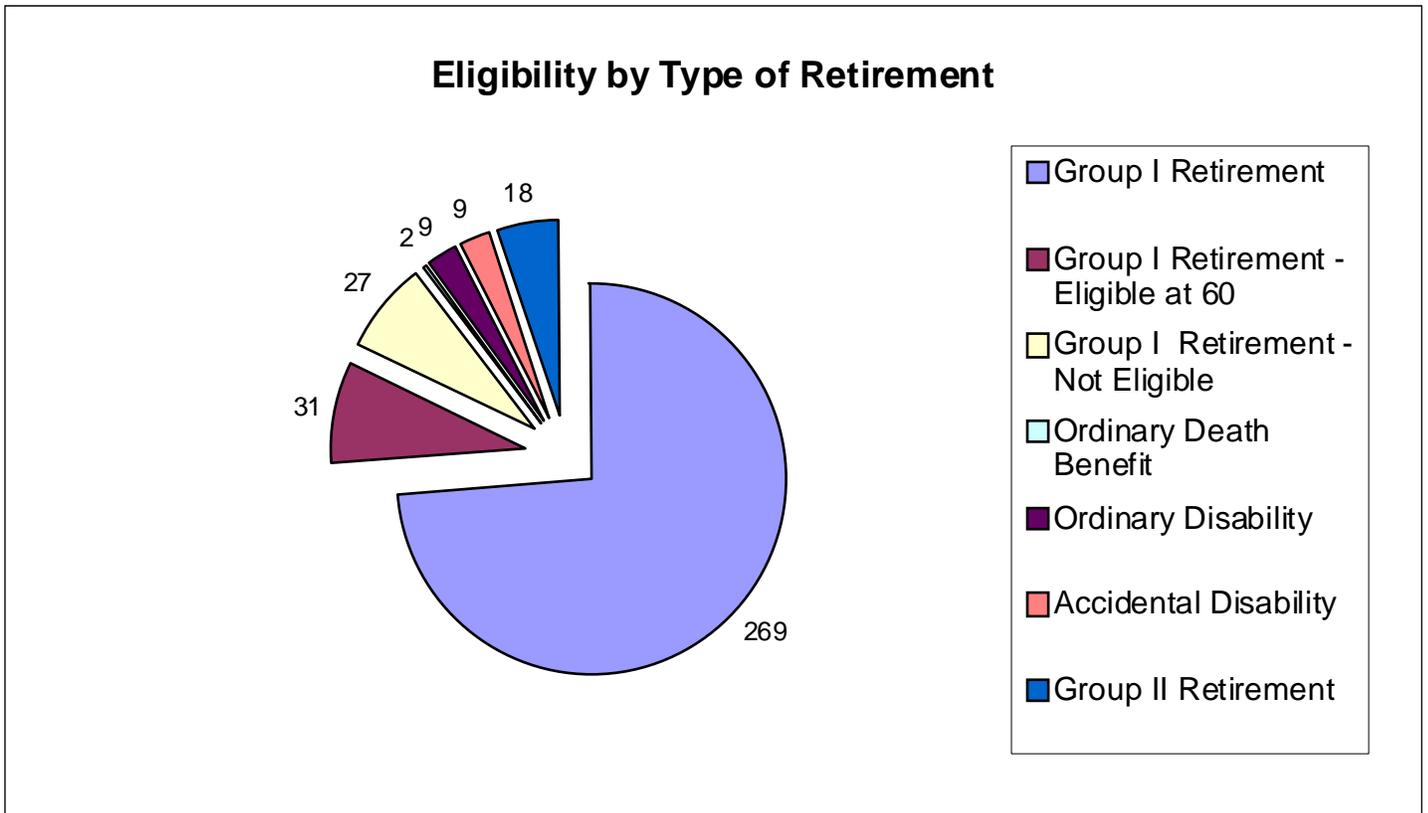
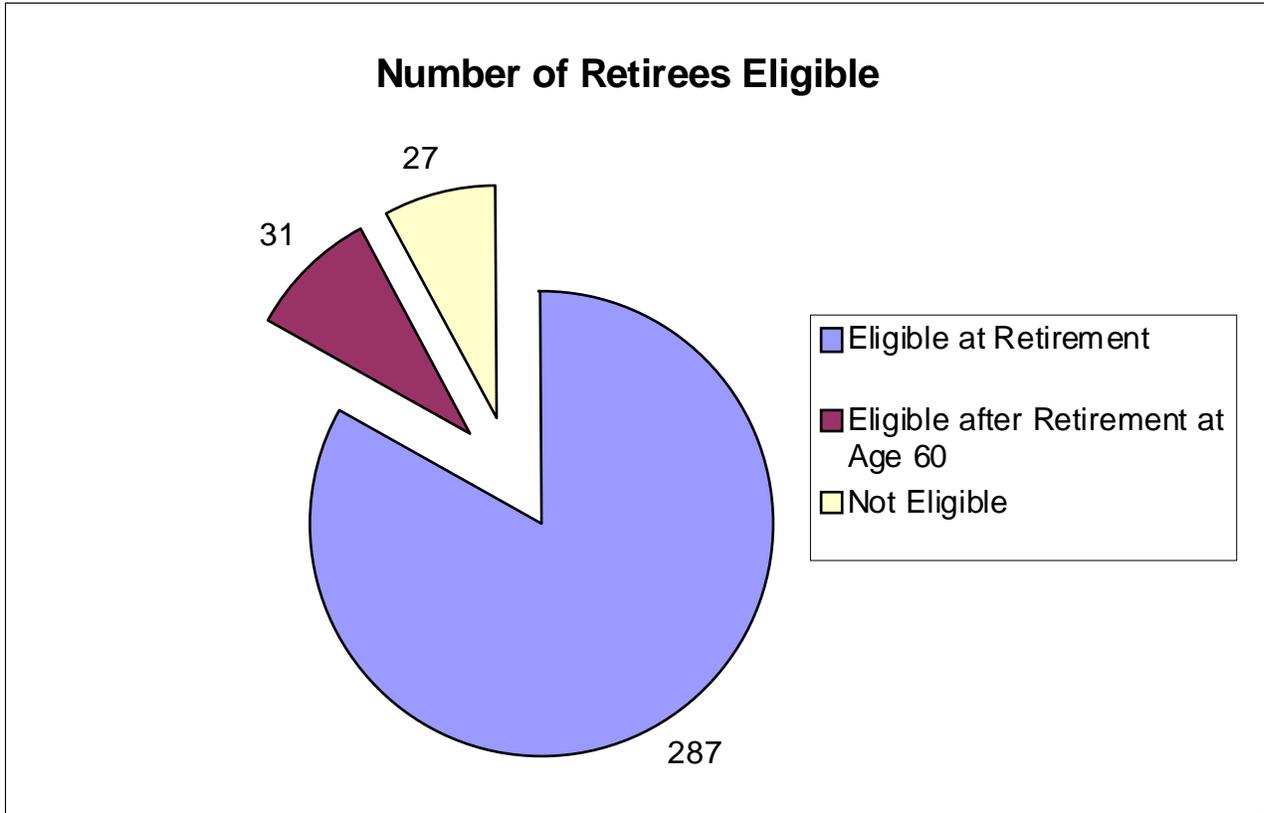
## Cost of Medical Benefit Plan



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



## Eligibility for Retiree Health Benefit



Note: Total number of retirees = 389

## **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.

**FY 10 Accomplishments**

The Bureau provided no cost training for state agencies and employees in an effort to recognize limited training budgets. This action created an increase in participation over 1000 employees received training at not cost to the state agencies. Courses offered at no cost included:

<b>Accounts Payable</b>	<b>Effective Speaking and</b>
<b>Accounts Payable Approvals</b>	<b>Presentations</b>
<b>Accounts Receivable</b>	<b>Excel I</b>
<b>Accounts Receivable and Billing</b>	<b>General Ledger</b>
<b>Access I</b>	<b>Introduction to Windows XP</b>
<b>Assertive Communications</b>	<b>Managing Across Generations</b>
<b>Basic PC Skills</b>	<b>Managing at a Distance</b>
<b>Business Writing</b>	<b>PowerPoint</b>
<b>Change Management Basics</b>	<b>Promoting Your Program</b>
<b>Conducting Public Meetings and</b>	<b>Requisition Approvals</b>
<b>Hearings</b>	<b>Requisitions</b>
<b>Conducting Structured Interviews</b>	<b>Resume Writing</b>
<b>Conflict Resolution</b>	<b>Strategies for Supervising Difficult</b>
<b>Creative Problem Solving</b>	<b>Employees</b>
<b>Customer Service in the Public</b>	<b>Time Management</b>
<b>Sector</b>	<b>Understanding and Valuing</b>
<b>Dealing with Difficult People</b>	<b>Differences</b>
<b>Developing Your Potential in</b>	<b>Word I</b>
<b>Government</b>	
<b>Effective Meetings</b>	

**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 FY 10 the Bureau printed very few hard copies of the catalog, instead notifying 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. In order to maximize cost savings the Bureau also sends materials to participants ahead of the scheduled classes.

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 2011, including:

### **Continuous Improvement Practitioner (CIP) Certificate Program**

15 participants became the first to earn the title of CIP. Classes included Lean Process, Change Management, facilitation skills and hands on facilitation opportunities.

### **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 2010, there were 69 participants in the Level I program and 35 who participated in Level II.

## Number of Participants Completing Training Programs

### Lean Process Improvement

<u>Number of Participants</u>	<u>Course Title/Code</u>
12	Lean Briefing for Managers
11	Lean Change Management
36	Lean Facilitator Skills
34	Lean Process Improvement Techniques
15	Continuous Improvement Practioner (CIP) Certification Program

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<b>108</b>	<b>Subtotal</b>
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### Management Classes

<u>Number of Participants</u>	<u>Course Title/Code</u>
34	CPM Capstone
0	CPM Graduate Leadership Tune-Up
54	CPS Capstone
54	CPS Orientation
39	Effective Strategies for Supervising Difficult Employees
0	Ethics and Integrity in Managing Government Programs
264	Foundations of Supervision
74	Human Resources & the Law
20	Human Resource Management Certificate Program
74	Interviewing Techniques
20	Introduction to Human Resource Management
74	Introduction to Supervision
85	Introduction to Time Management
42	Office Security
64	State Budget and Purchasing (State Employees Only)
0	Strategic Planning
16	Structured Interviews
74	Supervising Employee Performance
87	Understanding and Valuing Differences
22	Women in Management Program

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<b>1238</b>	<b>Subtotal</b>
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## Employee Development Classes

<u>Number of Participants</u>	<u>Course Title/Code</u>
17	Accident Reporting and Investigation
26	Bullying in the Workplace
50	Creative Problem Solving
13	Coaching in the Workplace
33	Conducting public Meetings and Hearings
78	Conflict Resolution
13	Developing your Potential in State Government
4	Ergonomics
9	Establishing Effective Mentoring System
95	Myers-Briggs Type Indicator (MBTI)
39	Resume Writing and Interviewing Workshop
11	Workforce Development Planning

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**388      Subtotal**

## Communication Classes

<u>Number of Participants</u>	<u>Course Title/Code</u>
49	Assertive Communication
62	Business Writing in Plain English
31	Communication Skills in the Workplace
111	Dealing with Difficult People
71	Effective Front Line Customer Service
24	Effective Speaking and Presentations
41	Let's Talk - How to Communicate Effectively in the Midst of Tension
41	Listening Skills / Practical Skills that Work
13	Managing Managerial Time & Stress

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**443      Subtotal**

## Computer Classes

<u>Number of Participants</u>	<u>Course Title/Code</u>
0	Access Macros Workshop
23	Adobe Acrobat
7	DreamWeaver I
0	DreamWeaver II
0	Excel Forecasting & Trend Analysis
8	Excel Formula Workshop
4	Excel Macros Workshop
5	Excel Pivot Tables & Charts
0	Excel Statistical Analysis
6	HTML/CSS Basics Workshop
8	InDesign I
0	InDesign II
23	Introduction to Microsoft Windows XP
15	Merge Workshop
54	Microsoft Access – Part I
20	Microsoft Access – Part II
7	Microsoft Access – Part III
87	Microsoft Excel – Part I
28	Microsoft Excel – Part II
7	Microsoft Excel – Part III
7	Microsoft Project I
6	Microsoft Project II
0	Microsoft Publisher I
35	Microsoft Word – Part I
13	Microsoft Word – Part II
6	Microsoft Word – Part III
0	Photoshop I
9	Project Management Fundamentals
11	Structured Query Language (SQL)
41	Using Microsoft PowerPoint 2000
0	Word Booklet and Brochure Workshop
6	Word Form/Template Design Workshop

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**436      Subtotal**

**NH First Trainings**

<b><u>Number of Participants</u></b>	<b><u>Course Title/Code</u></b>
26	Accounts Receivable and Billing
43	Accounts Payable and Approval
73	General Ledger
19	Non Accounts Receivable Cash Receipts
44	Requisition Processing
13	Using Reporting Functions in NH First

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<b>218</b>	<b>Subtotal</b>
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**Total number of participants for all courses: 2831**