



**State of New Hampshire
Department of Administrative Services
Division of Personnel
2011 Annual Report
Fiscal Year Ended June 30, 2011**

Pursuant to RSA 21-I:42

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

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State House Annex
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Concord, New Hampshire 03301
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GENERAL SUMMARY FY 2011

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

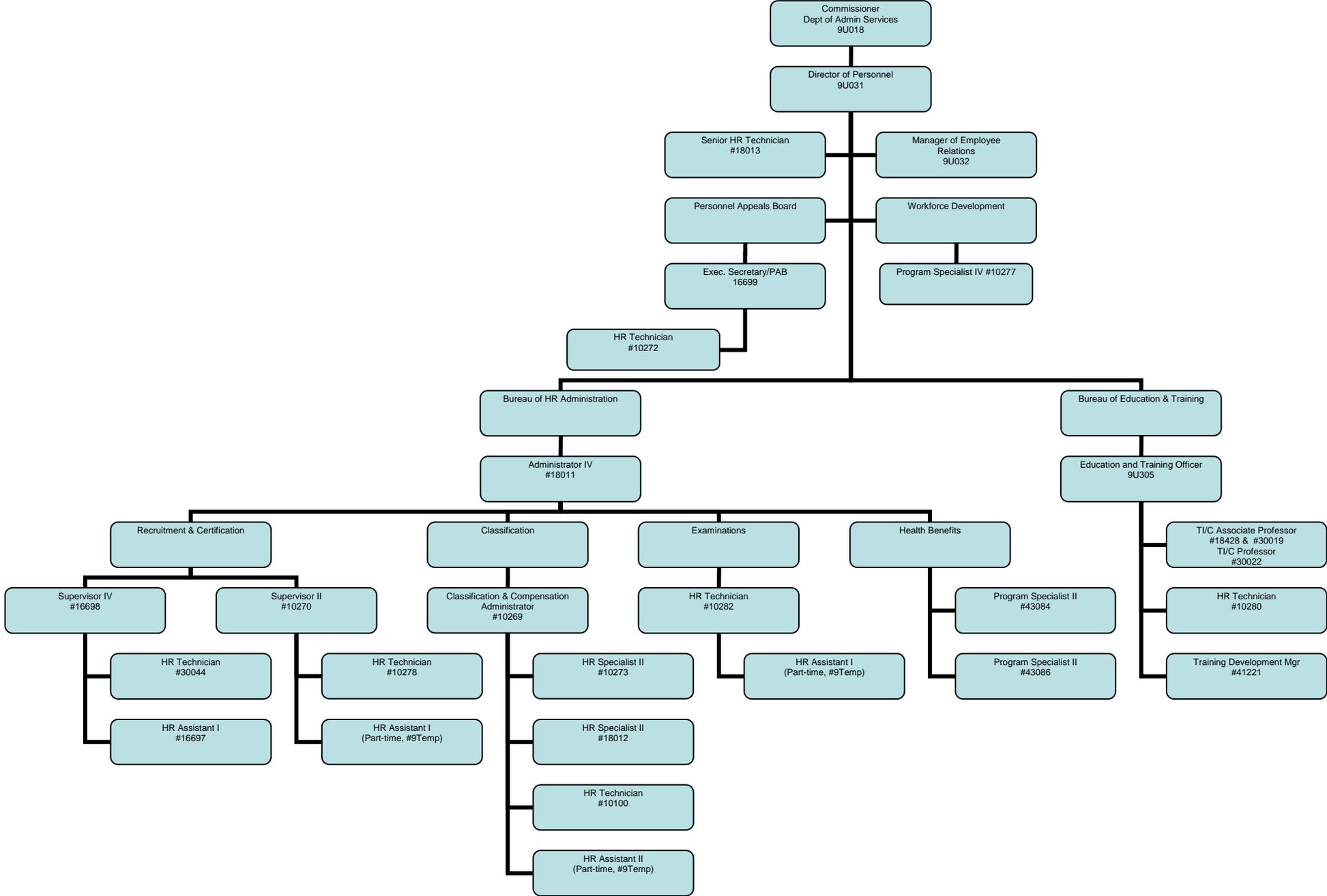
Fiscal Year Appropriation

\$2,121,119

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 2011 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 2011 16 employees received non-monetary recognition and three employees received monetary awards totaling \$2,000.

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 2011. The information below highlights the accomplishments of the workforce development program during that period.

Surveys

Department of Administrative Services Janitorial Services Survey - This survey was designed to elicit feedback from state agencies regarding their thoughts and feelings about the quality of janitorial services provided at their facility during the past year. The survey, consisting of ten questions, was designed by the Department of Administrative Services Janitorial Services Supervisor and was distributed by the Division of Personnel as part of its outreach service to state agencies in need of assistance with surveying customers.

Division of Personnel Awards and Recognition Program Survey - During February 2011 the Division of Personnel distributed its newly developed Performance Excellence Award and Recognition Program survey to all state agencies. The survey is designed to collect data regarding workforce development programs operated by the various state agencies and to recognize those state agencies who have implemented one or more workforce development programs. The Awards and Recognition program provides agencies with a certificate for meeting specified criteria and the certificates have five levels of recognition. Levels of recognition are listed below.

- * **Certificate of Participation** - for agencies achieving a 50-59% rating in a specific category [e.g. customer service];
- * **Certificate of Progress** - for agencies achieving a 60-69% rating in a specific category;
- * **Certificate of Achievement** - for agencies achieving a 70-79% rating in a specific category;
- * **Certificate of Commitment** - for agencies achieving an 80-89% rating in a specific category;
- * **Certificate of Competency** - for agencies achieving a 90-100% rating in a specific category.

Department of Administrative Services Customer Service Survey Inquiry - The Department of Administrative Services asked the Division of Personnel to distribute a survey to state agencies seeking information on how the different state agencies measure customer service. The information collected was provided to the Department Human Resource Office. The Department plans on using the information to develop customer service standards for all Departmental Divisions.

Division of Personnel Support of Agency Award and Recognition Programs Survey - The Division distributed a survey to all state agencies seeking to determine the desire and/or need for the Division to support the award and recognition programs operated by the different state agencies. The survey results indicated state agencies feel Division support is not necessary.

Division of Personnel Human Resource Mentoring Program Survey - The Division of Personnel distributed to all state agencies a Human Resource Mentoring Program Survey seeking input regarding the value of establishing a mentoring program for the Human Resource community. The results overwhelming show support for a Mentoring Program to support the HR community.

Division of Personnel Customer Service Survey - The Division of Personnel [DOP] distributed a customer service survey to all state agencies seeking input on specific customer service standards from which DOP can evaluate its customer service to state agencies. Establishing specific customer service standards to evaluate DOP's performance from year to year allows the Division to measure customer service effectiveness over a long period of time. Baseline data was obtained regarding our present customer service performance. Each customer service standard in the survey was taken from generally accepted determinants of service quality found in the service industry. The results of the survey are being used to track Division customer service performance from year to year.

CPM Leadership Tune-Up Survey - The Division of Personnel distributed a survey to graduates of the Certified Public Manager Program to determine current training needs of graduates. The information gather via the survey is being used to provide program graduates with contemporary information and skills they feel they need to be effective managers.

October 15, 2010 Workforce Development Summit

On October 15, 2010 the Division of Personnel provided its second "Workforce Development Summit" held at the Howard Recreation Center on the grounds of New Hampshire Hospital. The summit theme "It's the Best of Times; It's the Worst of Times: How to Turn a Challenge into an Opportunity" acknowledge the present economic times and focused on what agencies can do and, what some agencies are already doing, to create a positive workforce environment. Two hundred administrators attended the summit and were provided with information on what some state agencies are doing now to create and/or maintain a positive work environment.

Skills Assessment & Career Center

The Division of Personnel developed and piloted a Skills Assessment and Career Center for all state employees during fiscal year 2011. The pilot program operated for three months involving volunteers from various state agencies. The Center is designed to provide employees with a comprehensive assessment of work related skills and explanation of how their personality and skills can enhance their present work environment. The Center also provides employees with information regarding other work placement possibilities with state government. The pilot program was successful with volunteers unanimously expressing support for the Center. The goal of the center is to help retain qualified employees within state government.

Objectives Accomplishment

The following represents the Division of Personnel Workforce Development related objectives accomplished during fiscal year 2011.

1. "Develop and Implement a Skills Assessment and Career Center at the Division of Personnel." Status: The Division of Personnel developed and piloted a Skills Assessment and Career Center during the months of January through March 2011. Volunteers participating in the pilot program overwhelmingly advocated for implementing the program stating the program would be beneficial to all state agencies. The Division plans to open the Center September 2011.
2. "Implement a state-wide Rewards and Recognition Program for state agencies." Status: The Division distributed the first Awards and Recognition Questionnaire to state agencies during the month of February.
3. "Employ customer service standards and feedback mechanism." The Division distributed its first customer service survey to state agencies during the fall of 2010. The results of the survey have been used by the Division supervisory staff to establish customer service objectives.
4. "Implement a Human Resource Mentoring program for the HR community." The Division distributed a survey to state agencies seeking feedback regarding the value of providing agencies with a Human Resource Mentoring to help the agency with Human Resource issues. Survey results overwhelmingly support a mentoring program.

Division of Personnel Newsletters

The Division of Personnel published and distributed two newsletters during fiscal 2011. The "HR Exchange" is a quarterly newsletter distributed to all agencies. The newsletter focus is recognizing employees and agencies for performance excellence. Articles are written about individual employees who receive awards and/or recognition by the agency, a recognized government or private entity, and Governor and Council.

The "Workforce Development Newsletter" is specific to workforce development related issues and is published on an "as needed" basis. This newsletter is distributed to administrators throughout the state.

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 2011, the Recruitment and Certification Section prepared five (5) Opportunities Announcements for statewide distribution and approved 592 agency-prepared newspaper advertisements. During the Fiscal Year, 1,472 applications were evaluated for certification purposes by staff in this section. Of this number, 1,110 applicants (75%) 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 2011:

RECRUITMENT AND CERTIFICATION ACTIVITIES FISCAL YEAR 2011

ACTIVITY	NUMBER
Applications Distributed	500
Applications Received Statewide	2,007
Applications Accepted as Certified	1,110
Applications Rejected as Not Certified	362
Registers Requested	113
Employees Hired from Registers	39
Newspaper Advertisements Approved	592
EEO Surveys Received	1,104
Opportunities Announcements Prepared	5

During Fiscal Year 2011, staff in the Recruitment and Certification Section audited a total of 23,717 actions affecting classified employees. Of this total, 1,742 (7%) were personnel actions hiring new employees. The number of employees separating from state service in FY 2011 was 1,526 (12%). 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 2011

PERSONNEL ACTION	NUMBER
New Hires	1,742
Hires Above Minimum Step (both full-time & part-time)	165
Separations	1,526
Promotions	918
Demotions	176
Other	19,190
Total Personnel Action Forms Processed	23,717

Note: Other 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, 2010, the Legislature passed Chapter I:98, 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, 2010 and June 30, 2011, 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 2011:

ACTION	NUMBER
Names Submitted to Personnel	131
Names Removed from RIF List	84
Individual Names removed for "other" reasons	38
Individuals Placed to State Agencies	46
Names Remaining on RIF List	63
Vacant Positions Released for Recruitment	612
Total Number of Vacant Positions Submitted by Agencies	658

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>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>	<u>2011</u>
Adjutant General Department	113	122	120	120	130	127	134	134	133	133
Administrative Services Dept.	338	319	245	250	260	289	302	304	302	302
Public Works Design & Construction	0	0	0	0	26	27	29	29	26	26
Agriculture Department	31	33	33	33	33	33	33	33	35	35
Banking Department	27	41	41	41	42	45	48	48	52	52
Christa McAuliffe Planetarium	8	13	12	12	13	13	13	13	13	13
Community College System of NH	654	745	707	707	753	753	785	785	823	823
Com. Dev. Finance Authority	0	0	7	0	0	0	0	0	0	0
Corrections Department	1,083	1,132	1,096	1,087	1,081	1,065	1,063	1,060	922	931
Cultural Resources Department	69	74	69	70	70	69	69	69	67	65
Development Disabilities Council							4	4	3	3
Education Department	312	326	316	305	316	297	302	302	300	302
Employment Security	385	408	367	367	372	338	329	328	338	338
Environmental Services Dept.	435	546	528	549	540	514	531	534	541	530
Executive Department	44	44	33	26	22	22	22	22	20	18
Fish and Game Department	173	174	165	164	200	194	194	194	191	190
Health & Human Services Dept.										
Alcohol and Drug Abuse Prev.	47	47	44	44	44	41	40	1	35	35
Anna Philbrick Center	89	0	0	0	0	0	0	0	0	0
Behavioral Health	56	56	61	61	59	54	53	50	44	44
Children, Youth & Family Services	397	350	367	355	363	364	362	374	379	382
Commissioner's Office	493	469	340	430	630	587	636	573	527	513
Community and Public Health	256	218	224	132	264	248	253	376	338	333
Developmental Services	54	54	53	53	53	54	45	42	42	60
Elderly & Adult Services	129	128	131	131	127	127	134	143	133	132
Family Services	326	327	322	322	345	346	361	353	356	367
Glenclyff Home	168	168	164	164	188	187	187	189	180	181
Information Services	122	146	155	155	0	0	0	0	0	0
Juvenile Justice Services	0	369	360	360	379	381	337	334	335	335
NH Hospital	870	867	846	833	830	816	824	801	776	778
Tobey School							1	0	0	0
Youth Development Center	183	185	0	0	0	0	0	0	0	0
Highway Safety Agency	6	6	6	6	6	6	6	6	6	6
Human Rights Commission	7	10	9	9	9	9	9	9	9	9
Insurance Department	53	72	72	70	70	70	70	67	67	67
Judicial Council	2	2	2	2	2	2	2	2	2	2
Justice Department	56	65	61	61	62	61	64	64	63	63
Labor Department	82	84	83	77	80	80	87	87	91	91
Liquor Commission	313	313	315	304	304	304	317	317	329	329
Office of Information Technology	0	0	335	397	411	408	418	418	400	398
Pari-Mutuel Commission	11	11	11	20	21	21	22	19	21	21
Pease Development Authority	5	5	5	5	5	5	6	6	6	6

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

<u>Department</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>	<u>2011</u>
Police Standards & Training	0	0	25	25	25	25	25	25	25	25
Postsecondary Education Comm.	6	6	6	6	6	6	8	8	8	8
Public Utilities Commission	72	72	72	69	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	2	2	3	3	3	3
Electricians Licensing Board	7	7	7	7	0	0	0	0	0	0
Health & Human Services Boards	30	31	31	31	38	37	38	38	37	37
Joint Board of Licensing & Cert.	5	5	5	5	5	5	5	5	6	6
Plumbers Board	6	6	6	6	6	6	7	7	7	0
Pub. Empl. Labor Relations Bd.	4	4	4	4	4	4	5	5	5	5
Real Estate Appraisers Bd.	1	1	1	1	2	2	2	2	2	2
Tax & Land Appeals Board	9	10	10	10	8	8	8	7	7	7
Veterinarians Exam. Board	1	1	1	1	1	1	1	1	1	1
Resources & Econ. Dev. Dept.	149	184	184	177	185	177	179	179	178	184
Retirement System	48	54	54	54	0	0	0	0	0	0
Revenue Administration Dept.	191	214	175	174	181	180	190	190	192	192
Safety Department	859	1,046	1,027	1,036	1,092	1,085	1,131	1,138	1,134	1,134
State Department	33	33	43	41	41	40	40	40	71	72
Status of Women Commission	2	2	2	2	2	2	2	2	2	0
Sweepstakes Commission	60	60	60	52	52	49	49	49	46	46
Transportation Department	1,887	1,887	1,842	1,842	1,841	1,824	1,815	1,817	1,779	1,779
Public Works Design & Const.	26	26	26	26	0	0	0	0	0	0
Treasury Department	21	21	21	21	19	18	19	19	18	18
Veterans' Council	4	4	4	4	5	5	5	5	5	5
Veterans' Home	168	251	251	251	328	369	367	376	367	367
TOTALS	10,994	11,862	11,570	11,575	12,030	11,879	12,068	12,083	11,875	11,881

FY 2011 Authorized Positions

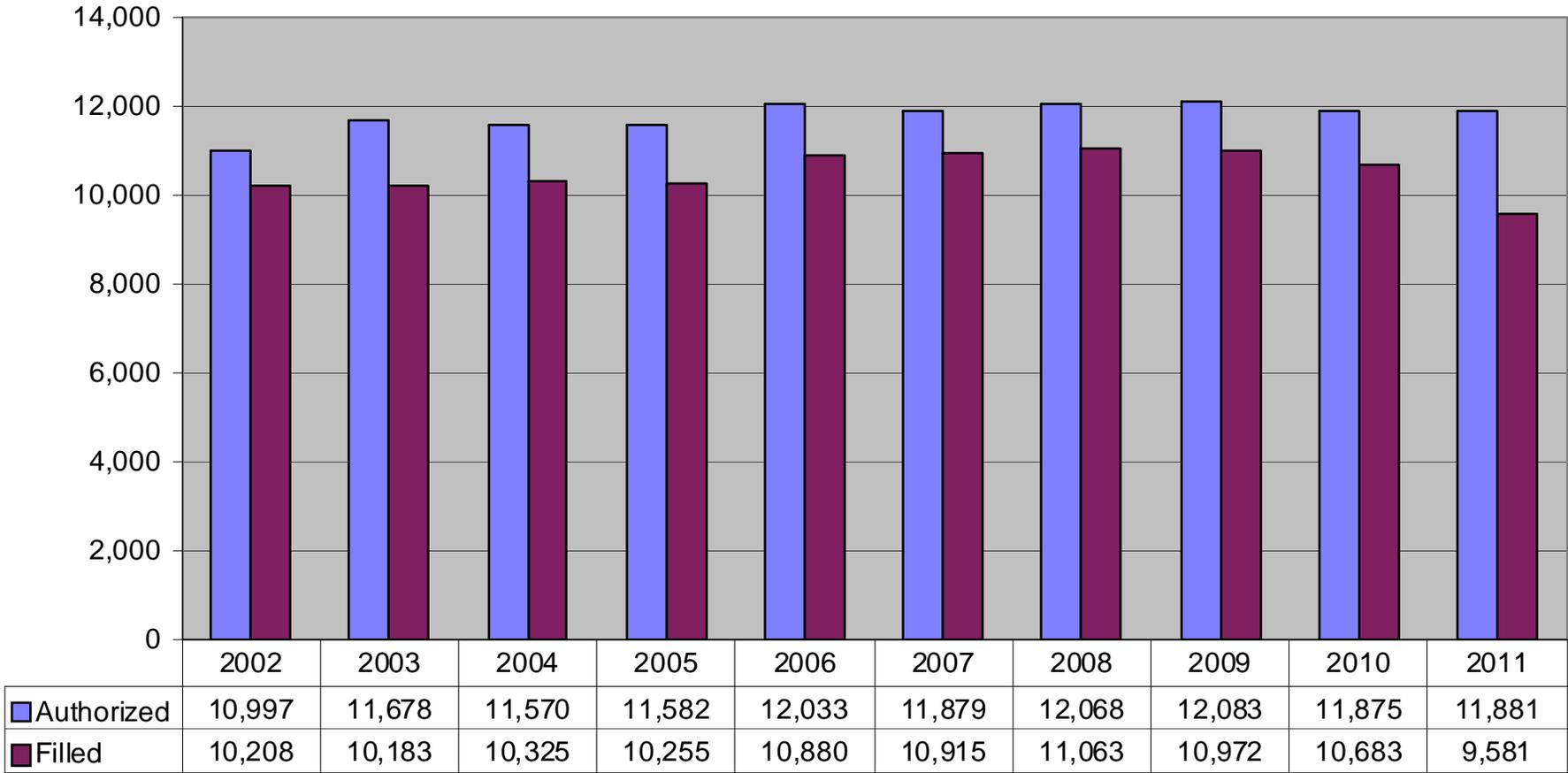
<u>Department & Components</u>	<u>CI 10 Filled</u>	<u>CI 10 Vacant</u>	<u>CI 59 Filled</u>	<u>CI 59 Vacant</u>	<u>Unclass. Filled</u>	<u>Unclass. Vacant</u>	<u>Total Positions</u>
Adjutant General Department	112	21	1	6	2	0	142
Administrative Services, Dept. of							348
Commissioner's Office	1	1	-	-	1	-	3
Accounting Services	16	4	-	-	1	-	21
Budget Office	12	3	1	-	1	-	17
Business Office	6	1	-	-	-	-	7
Cost Containment	9	-	-	-	-	-	9
Court Facilities	24	3	-	-	-	-	27
Facilities, Assets & Management	38	2	-	-	2	-	42
Financial Data Management	22	2	3	-	1	-	28
General Services	62	7	-	-	-	-	69
Graphic Services	19	6	-	-	-	-	25
Personnel	19	2	-	-	3	-	24
Plant & Property Management	16	2	1	-	1	-	20
Public Works Design	23	3	3	2	-	-	31
Risk Management	8	2	-	-	-	-	10
Surplus Distribution	8	1	-	-	-	-	9
Telecommunications	6	-	-	-	-	-	6
Agriculture, Department of	30	5	2	-	3	-	40
Banking Department	47	5	-	-	2	-	54
Community College System of NH							871
Commissioner's Office	-	53	-	4	-	3	60
Berlin Technical College	-	71	-	4	-	1	76
Claremont Technical College	-	72	-	6	-	1	79
Concord Technical Institute	-	244	-	7	-	1	252
Laconia Technical College	-	77	-	2	-	1	80
Manchester Technical College	-	126	-	5	-	1	132
Nashua Technical College	-	91	-	5	-	1	97
Stratham Technical College	-	89	-	5	-	1	95
Corrections, Department of	808	123	-	1	11	3	946

<u>Department & 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>
Cultural Resources, Department of							68
Division of Arts	6	-	-	-	-	-	6
Division of Historical Resources	10	1	-	-	1	-	12
State Library	36	12	-	-	2	-	50
Development Disabilities Council	2	1	-	-	-	-	3
Education, Department of	251	51	7	1	4	1	315
Employment Security	293	45	73	10	5	0	426
Environmental Services, Dept. of							536
Commissioner's Office	71	31	-	-	3	-	105
Air Resources	56	15	-	-	1	-	72
Water Division	235	45	-	-	1	-	281
Waste Management	61	16	-	-	1	-	78
Executive Department							26
Executive	-	-	-	-	1	-	1
Executive Council	-	-	-	-	6	-	6
Gov. Commission on Disability	4	-	-	-	1	-	5
Office of Energy & Planning	11	3	-	-	-	-	14
Fish & Game Department	185	5	-	-	1	-	191
Health & Human Services, Dept. of							3,275
Commissioner's Office	337	53	6	2	30	2	430
Alcohol & Drug Abuse Prevention	9	26	-	-	-	1	36
Behavioral Health	38	6	-	-	3	-	47
Children, Youth & Families	345	37	-	-	4	-	386
Community & Public Health	289	44	1	-	7	1	342
Developmental Services	54	6	-	-	1	-	61
Elderly & Adult Services	110	22	-	-	4	-	136
Family Services, Office of	330	37	-	-	3	-	370
Glenclyff Home for the Elderly	166	15	-	-	1	-	182
Juvenile Justice Services	255	80	-	-	4	1	340
Medical Services	109	14	-	-	8	-	131
NH Hospital	628	150	10	4	20	2	814
Highway Safety Agency	6	-	-	-	1	-	7
Human Rights Commission	7	2	-	-	-	-	9

<u>Department & 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	329	69	1	-	7	2	408
Insurance Department	62	5	-	-	12	1	80
Judicial Council	1	1	-	-	-	-	2
Justice, Department of	54	9	2	-	66	15	146
Labor Department	78	13	-	-	2	-	93
Liquor Commission	282	47	1	-	3	-	333
Lottery Commission	40	6	-	-	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	6	2	1	-	1	-	10
Public Utilities Commission	67	2	3	-	6	-	78
Racing and Charitable Gaming Comm.	18	3	-	-	6	-	27
Real Estate Commission	7	1	-	-	1	-	9
Regulatory and Licensing Boards							65
Accountancy Board	2	1	-	-	-	-	3
Allied Health Prof.	2	-	-	-	-	-	2
Chiropractic Examiners Board	-	1	-	-	-	-	1
Cosmetology & Barbering Board	5	-	-	-	-	-	5
Dental Board	2	-	-	-	-	-	2
Joint Board of Licensing & Cert.	5	1	-	-	-	-	6
Medicine, Board of	18	1	-	-	-	-	19
Pharmacy Board	6	-	-	-	-	-	6
Psychology, Board of	2	-	-	-	-	-	2
Public Empl. Labor Relations Board	4	1	-	-	-	-	5
Real Estate Appraisers Board	2	-	-	-	-	-	2
Tax & Land Appeals Board	6	1	-	-	4	-	11
Veterinarian Examiners Board	1	-	-	-	-	-	1
Resources & Economic Dev., Dept. of	162	22	20	26	3	2	235

<u>Department & 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	144	48	-	-	23	2	217
Safety, Department of	1,009	125	5	-	12	-	1,151
State Department	61	11	2	8	10	2	94
Stimulus	-	-	3	3	-	-	6
Transportation, Department of							1,809
Aeronautics	5	-	-	-	-	1	6
Bridge Design	32	2	-	-	-	-	34
Bridge Maintenance	108	9	-	-	-	-	117
Budget & Finance	35	2	-	-	-	-	37
Commissioner's Office	21	3	-	-	7	-	31
Construction	94	10	-	-	-	-	104
District 1 – Lancaster	134	11	-	-	-	-	145
District 2 - Lebanon	108	11	-	-	-	-	119
District 3 - Laconia	117	9	-	-	-	-	126
District 4 - Keene	85	8	-	-	-	-	93
District 5 - Hooksett	138	12	-	-	-	-	150
District 6 - Durham	97	6	-	-	-	-	103
Environment	16	1	-	-	-	-	17
Fuel Distribution	7	0	-	-	-	-	7
Highway Design	117	20	-	-	-	-	137
Human Resources	12	1	-	-	-	-	13
Maintenance	10	6	-	-	-	-	16
Materials & Research	53	2	-	-	-	-	55
Mechanical Services	79	2	-	-	-	-	81
Planning & Systems Development	26	1	-	-	-	-	27
Railroads	9	2	-	1	-	-	12
Right of Way	30	6	-	-	-	-	36
Traffic	74	13	4	17	-	-	108
Turnpikes	214	21	-	-	-	-	235
Treasury Department	15	3	-	-	5	-	23
Veterans Council	5	-	-	-	1	-	6
Veterans Home	335	32	-	-	1	-	368
TOTALS	9,581	2,300	150	119	316	47	12,513
TOTAL VACANCIES	2,466						
VACANCY RATE	19.70%						

Authorized/Filled Positions 10 Year History

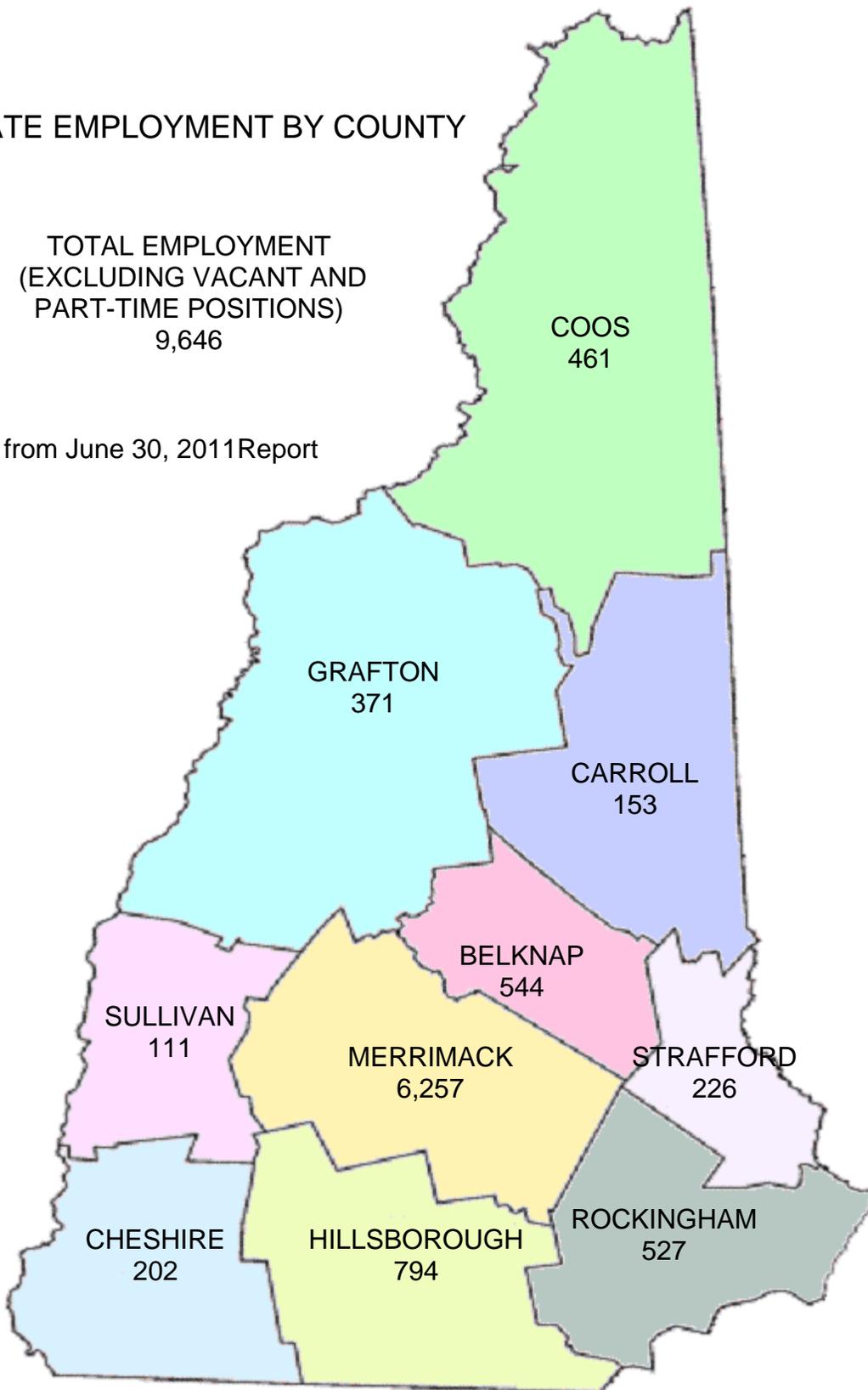


Note: Data does not include Class 59 full-time temporary positions.

STATE EMPLOYMENT BY COUNTY

TOTAL EMPLOYMENT
(EXCLUDING VACANT AND
PART-TIME POSITIONS)
9,646

Data from June 30, 2011 Report



DEMOGRAPHICS

New Hampshire State Employees Fiscal Year 2011

State Government Employees
Executive Branch

<u>Class Type</u>	<u>Number of Positions*</u>
Classified	12,150
Unclassified	363
TOTAL POSITIONS:	12,513

*Full Time Only - Includes vacancies

The Classified State Workforce
is made up of...

52% Female
48% Male

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

The Average Classified Employee...

- Is 47 years old
- Has 11 years of service
- Earns \$46,462

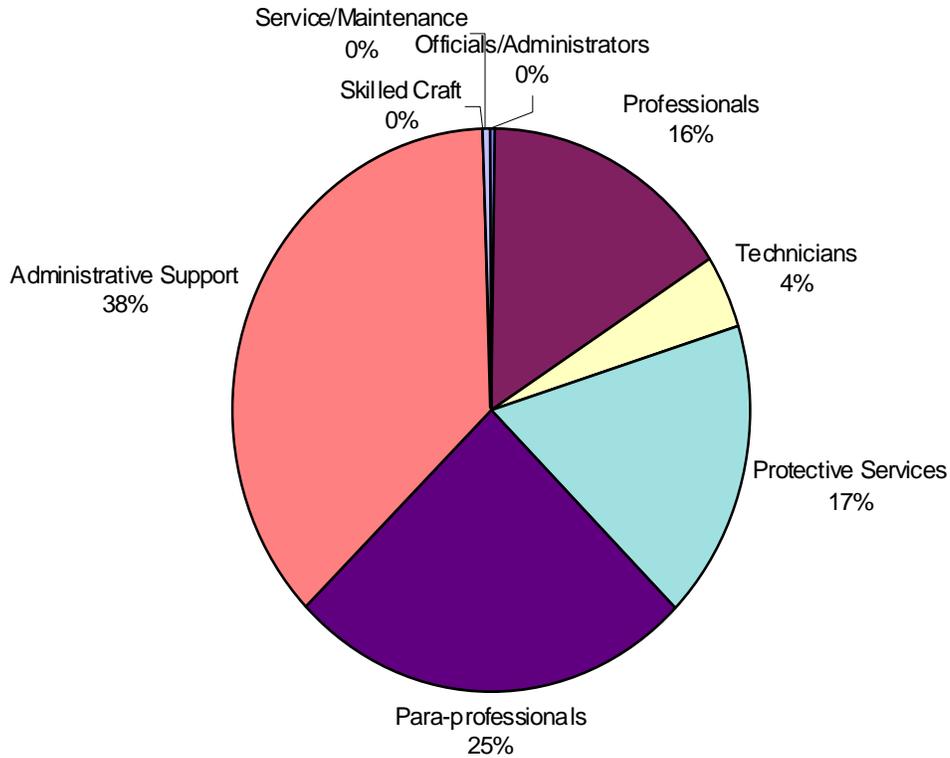
Classified State Employees
(filled positions only) that are...

Full time.....	10,355
Part-time.....	3,829

Classified Employees work in...

Belknap County.....	6%
Carroll County.....	2%
Cheshire County.....	2%
Coos County.....	5%
Grafton County.....	4%
Hillsborough County.....	8%
Merrimack County.....	65%
Rockingham County.....	5%
Strafford County.....	2%
Sullivan County.....	1%

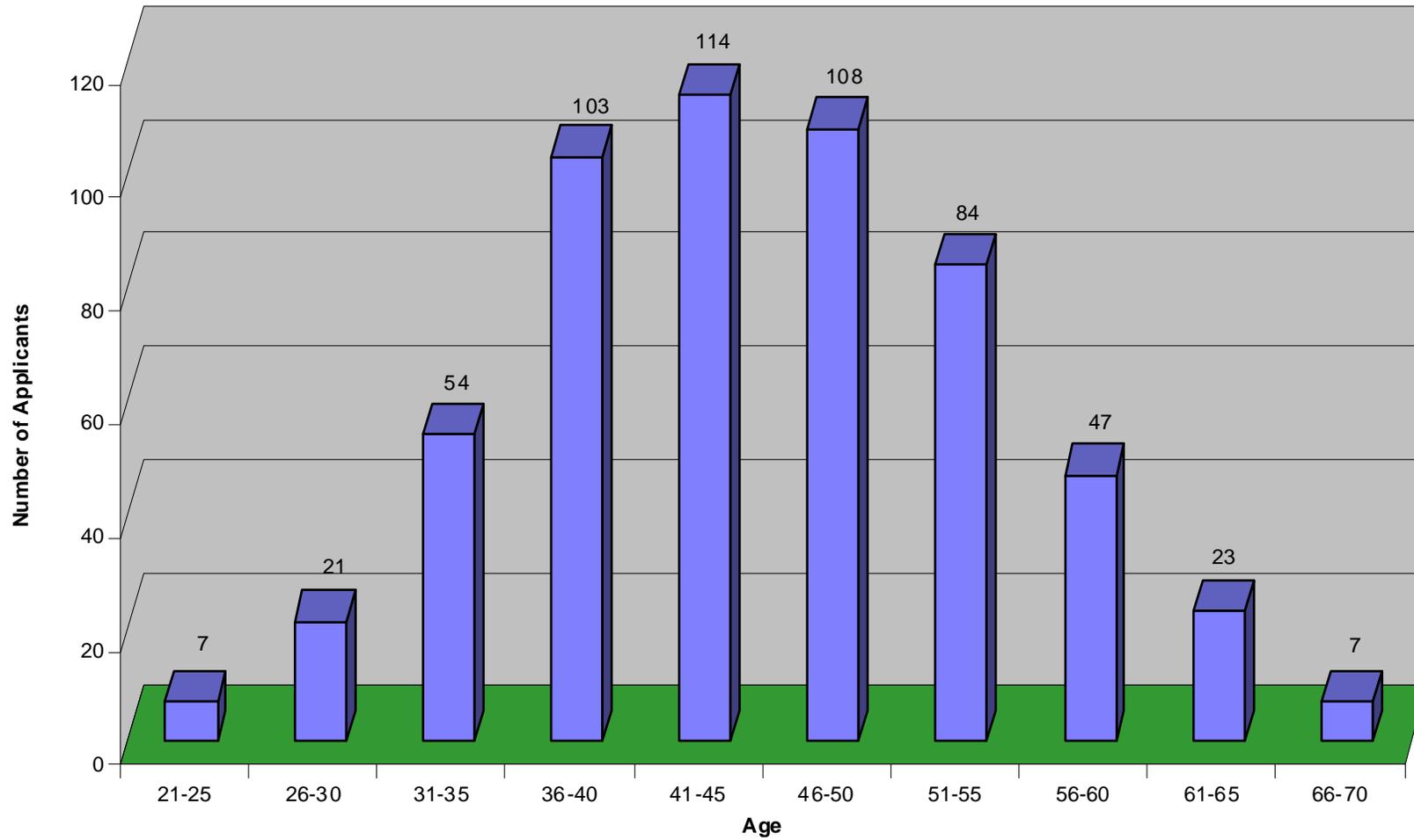
APPLICANTS BY EEO CATEGORY Fiscal Year 2011



	Number Of Applicants
Administrative Support	1,393
Officials/Administrators	9
Para-professionals	951
Professionals	603
Protective Services	651
Service/Maintenance	17
Skilled Craft	1
Technicians	150
TOTAL	3,775

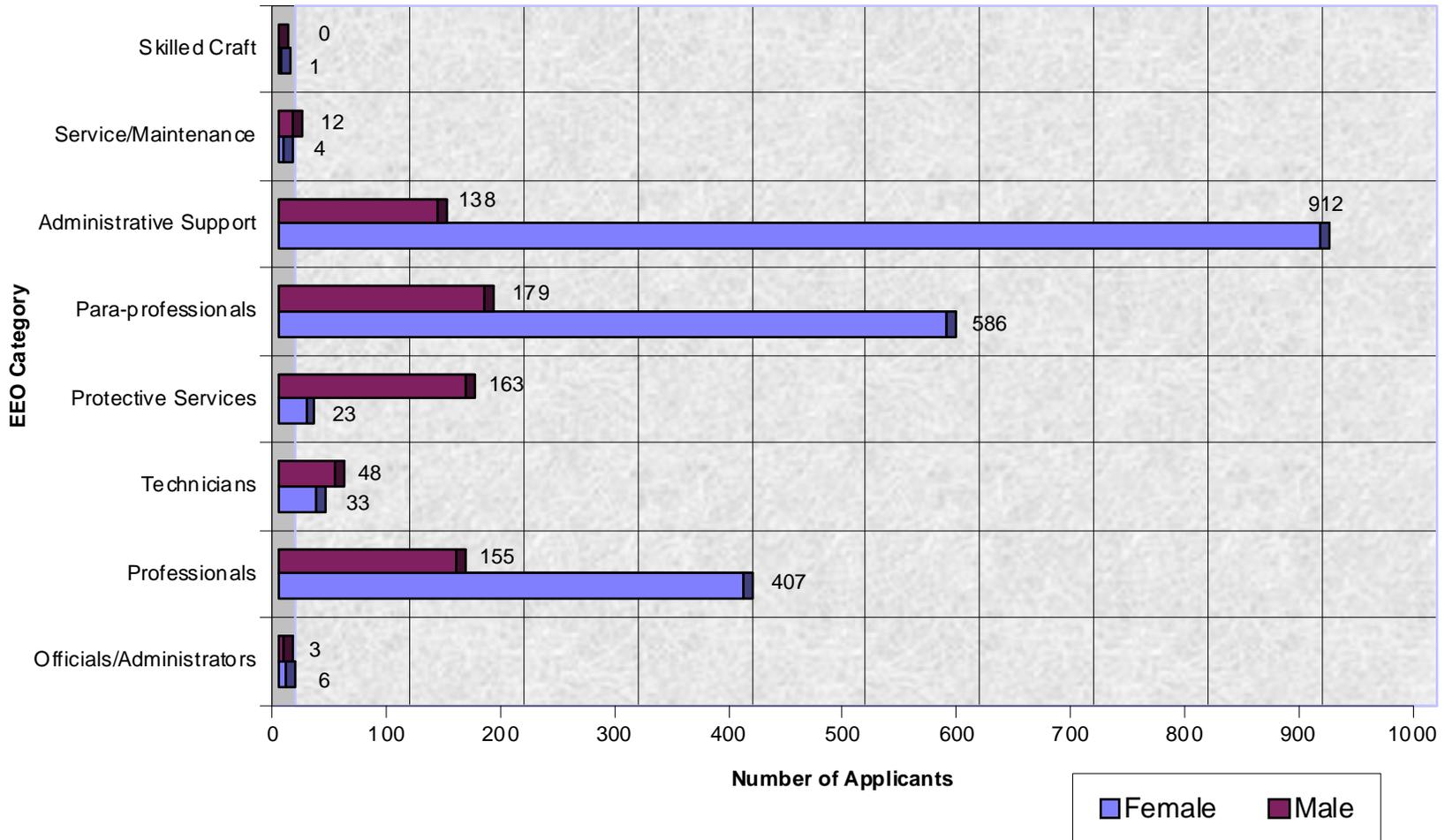
Note: This information is voluntarily submitted by applicants.

APPLICANTS BY AGE DISTRIBUTION Fiscal Year 2011



Note: This information is voluntarily submitted.
Total number of applicants = 568

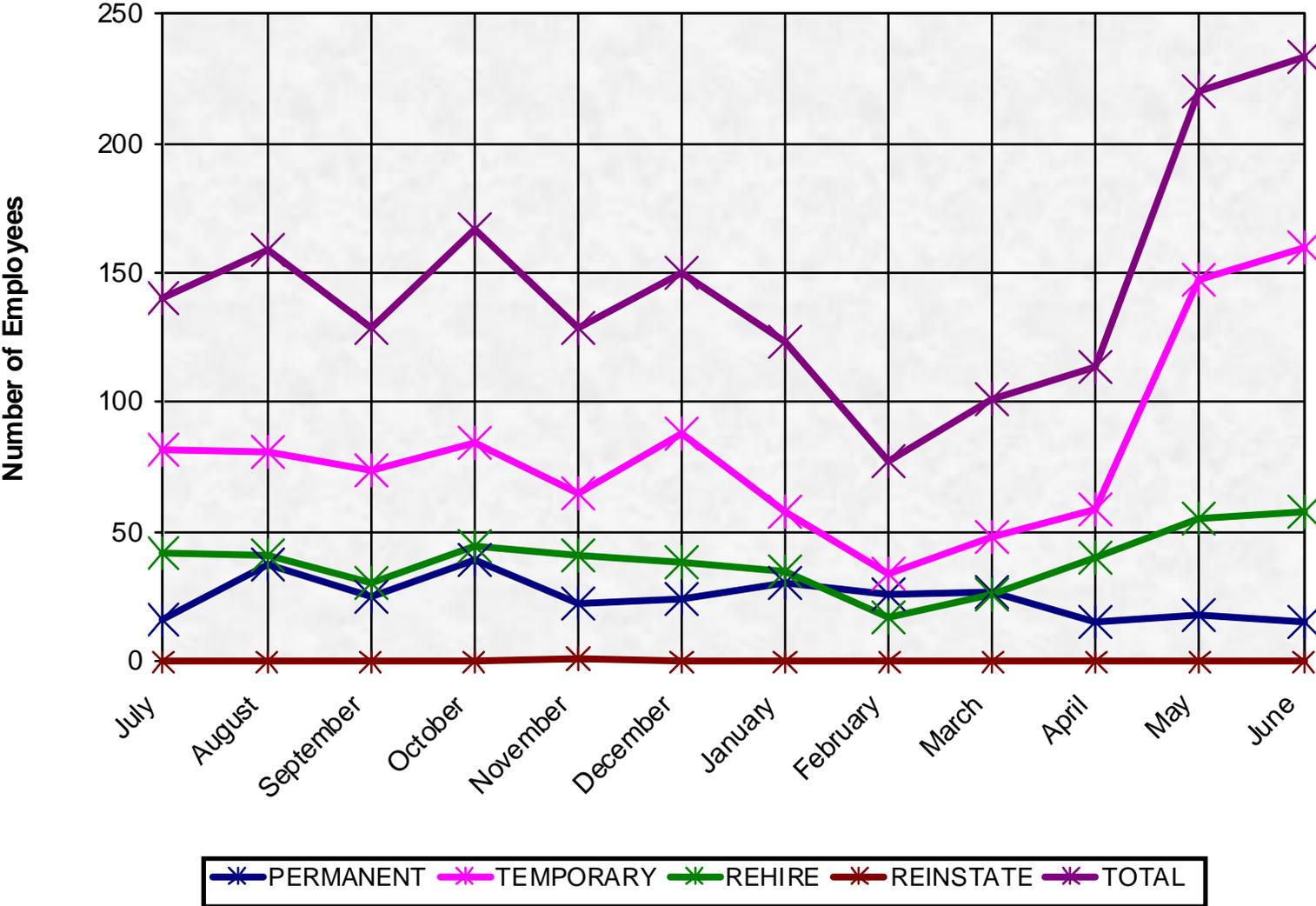
APPLICANT GENDER DISTRIBUTION BY EEO CATEGORY Fiscal Year 2011



Note: Applicants voluntarily submit this information.
Total number responding by gender = 2,670

TOTAL NEW HIRES BY MONTH

Fiscal Year 2011



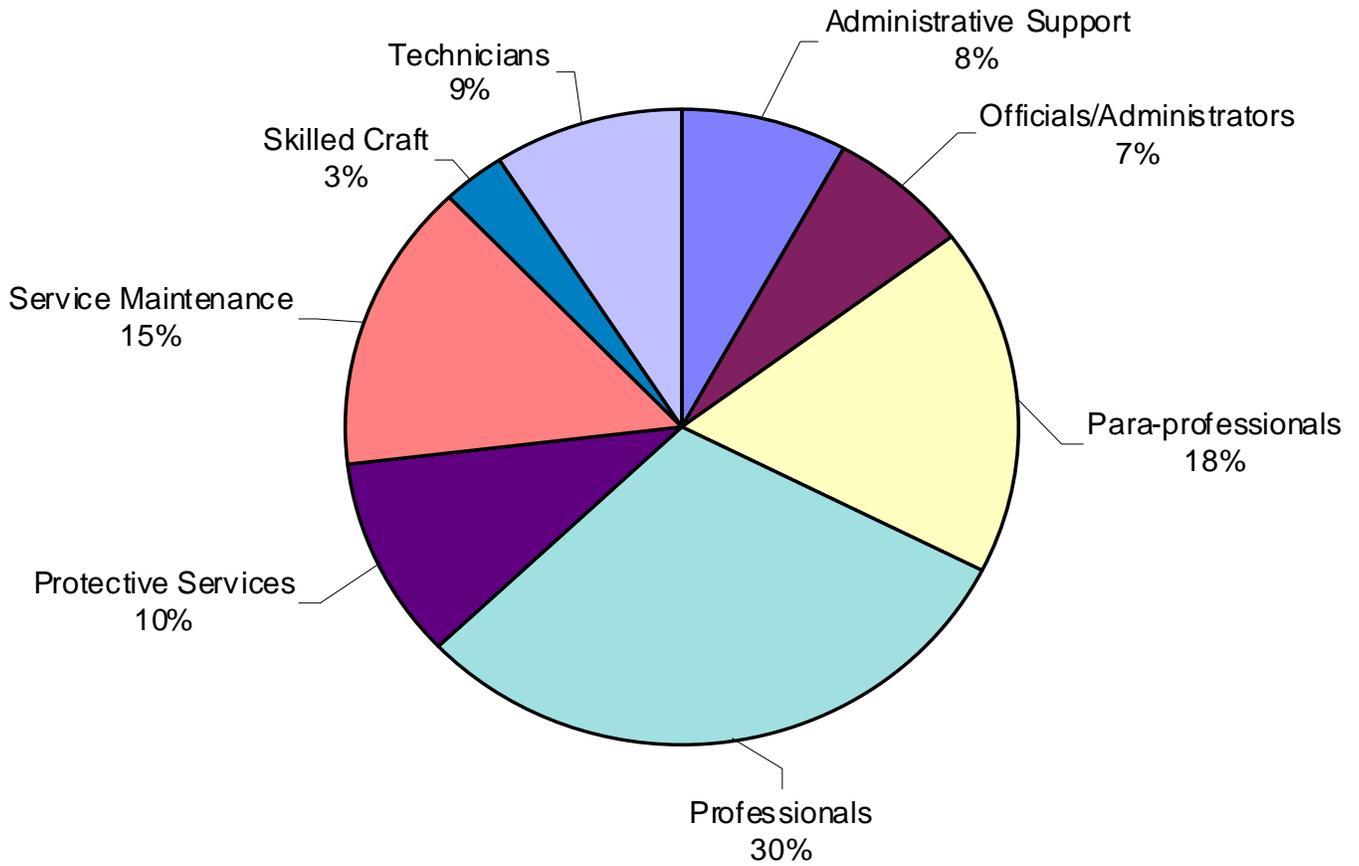
Note: Total new hires for Fiscal Year 2011 = 1,742.

TOTAL NUMBER OF NEW HIRES BY AGENCY

AGENCY	NEW HIRES	HIRES above min.	% HIRED above min.
Adjutant General Department	7	0	0%
Administrative Services Department	49	2	4%
Agriculture Department	4	1	25%
Banking Department	2	1	50%
Board of Accounting	2	0	0%
Board of Veterinary Medicine	1	0	0%
Community College System of NH	120	19	16%
Corrections Department	42	4	10%
Cultural Resources	3	1	33%
Education Department	20	5	25%
Employment Security	62	5	8%
Environmental Services Department	41	4	10%
Executive Department	3	1	33%
Fish and Game Department	33	1	3%
Health and Human Services Department			
Attached Boards	4	0	0%
Behavioral Health	1	1	100%
Children, Youth & Families	35	7	20%
Commissioner's Office	31	8	26%
Developmental Services	4	0	0%
Elderly and Adult Services	5	1	20%
Glenclyff Home for the Elderly	18	2	11%
Health Management	11	3	27%
Juvenile Justice Services	61	1	2%
New Hampshire Hospital	68	5	7%
Transitional Assistance	42	1	2%
Insurance Department	2	2	100%
Joint Board of Licensure and Certification	2	0	0%
Judicial Council	1	0	0%
Justice Department	2	0	0%
Labor Department	6	1	17%
Liquor Commission	313	4	1%
McAuliffe Shepard Discovery Center	4	1	25%
NH Lottery Commission	5	0	0%
Office of Information Technology	12	3	25%
Police Standards and Training	2	1	50%
Postsecondary Education Commission	1	0	0%
Public Utilities Commission	6	4	67%
Real Estate Board	1	0	0%
Resources & Economic Development Dept.	286	2	1%
Revenue Administration Department	5	1	20%
Safety Department	105	6	6%
Secretary of State Department	4	0	0%
Transportation Department	218	22	10%
Veterans Home	98	48	49%

**Note: Includes all full-time and part-time hires, rehires and reinstatements.
Total new hires for FY 2011 = 1,742. Total hires above minimum = 165**

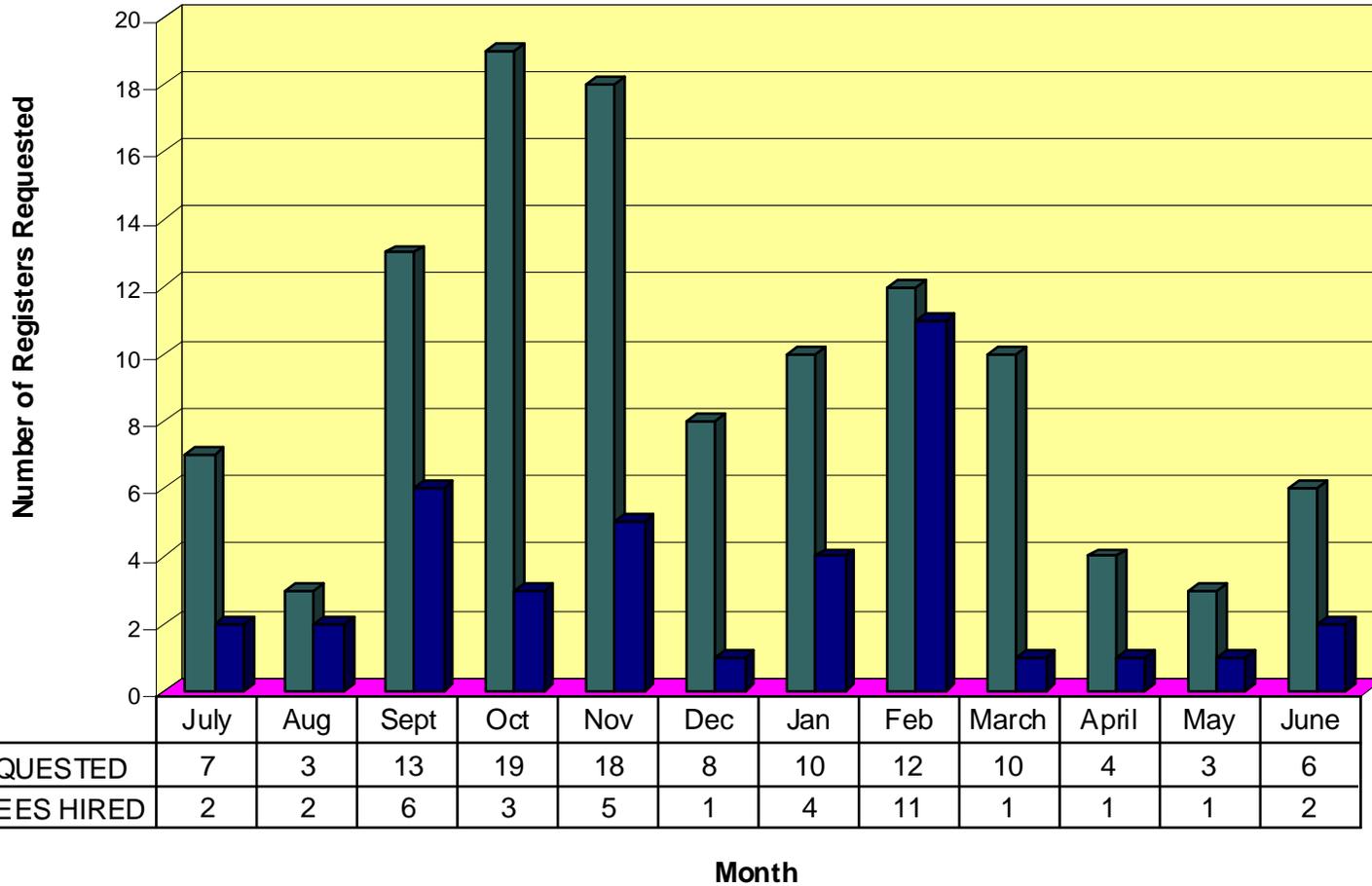
WORKFORCE PARTICIPATION RATES Fiscal Year 2011



	Number Of Employees
Administrative Support	778
Officials/Administrators	665
Para-professionals	1,689
Professionals	2,919
Protective Services	994
Service/Maintenance	1,436
Skilled Craft	272
Technicians	896
TOTAL	9,649

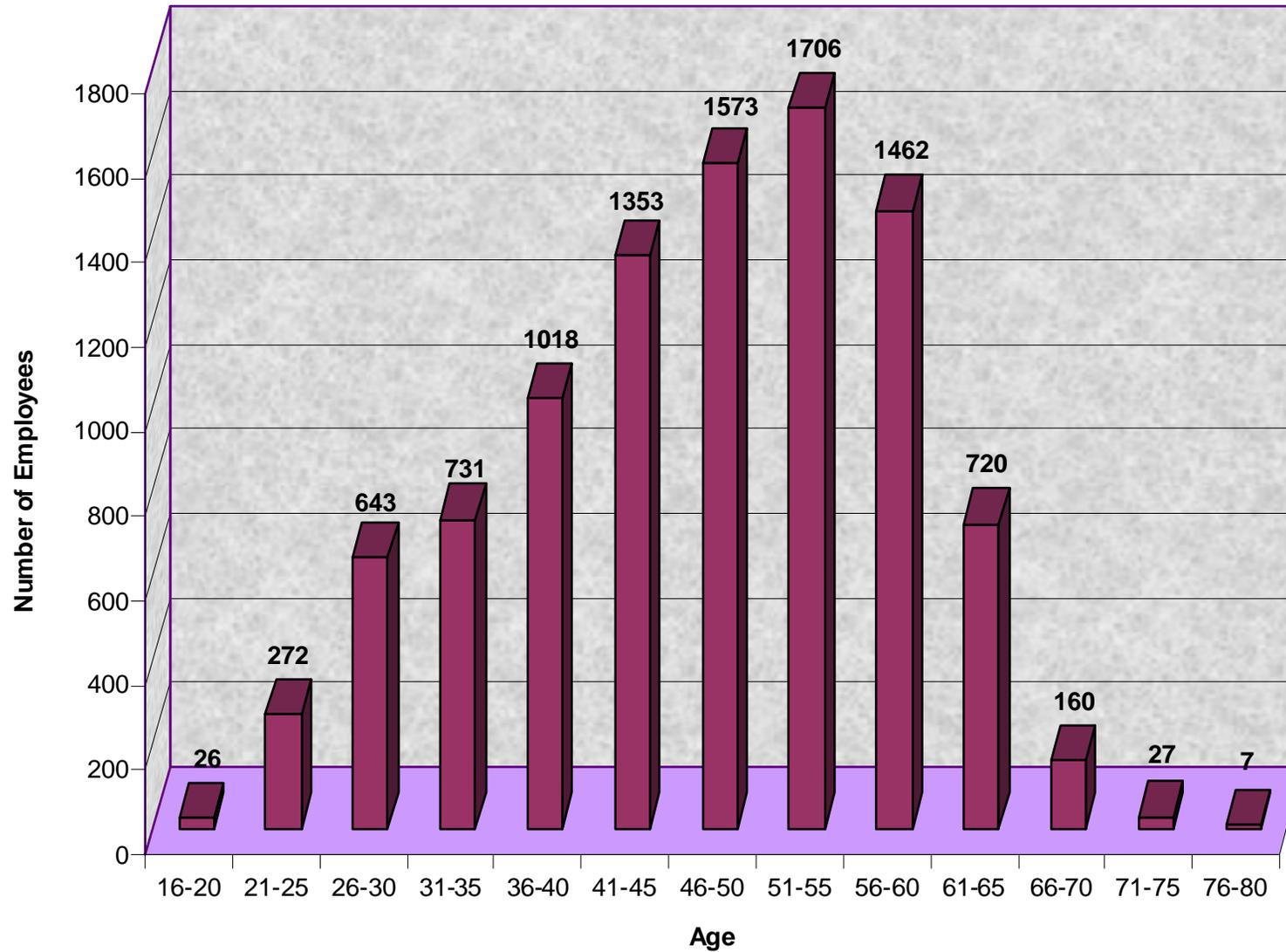
Note: Data from 6-30-11

EMPLOYEES HIRED FROM REGISTERS By Month - Fiscal Year 2011



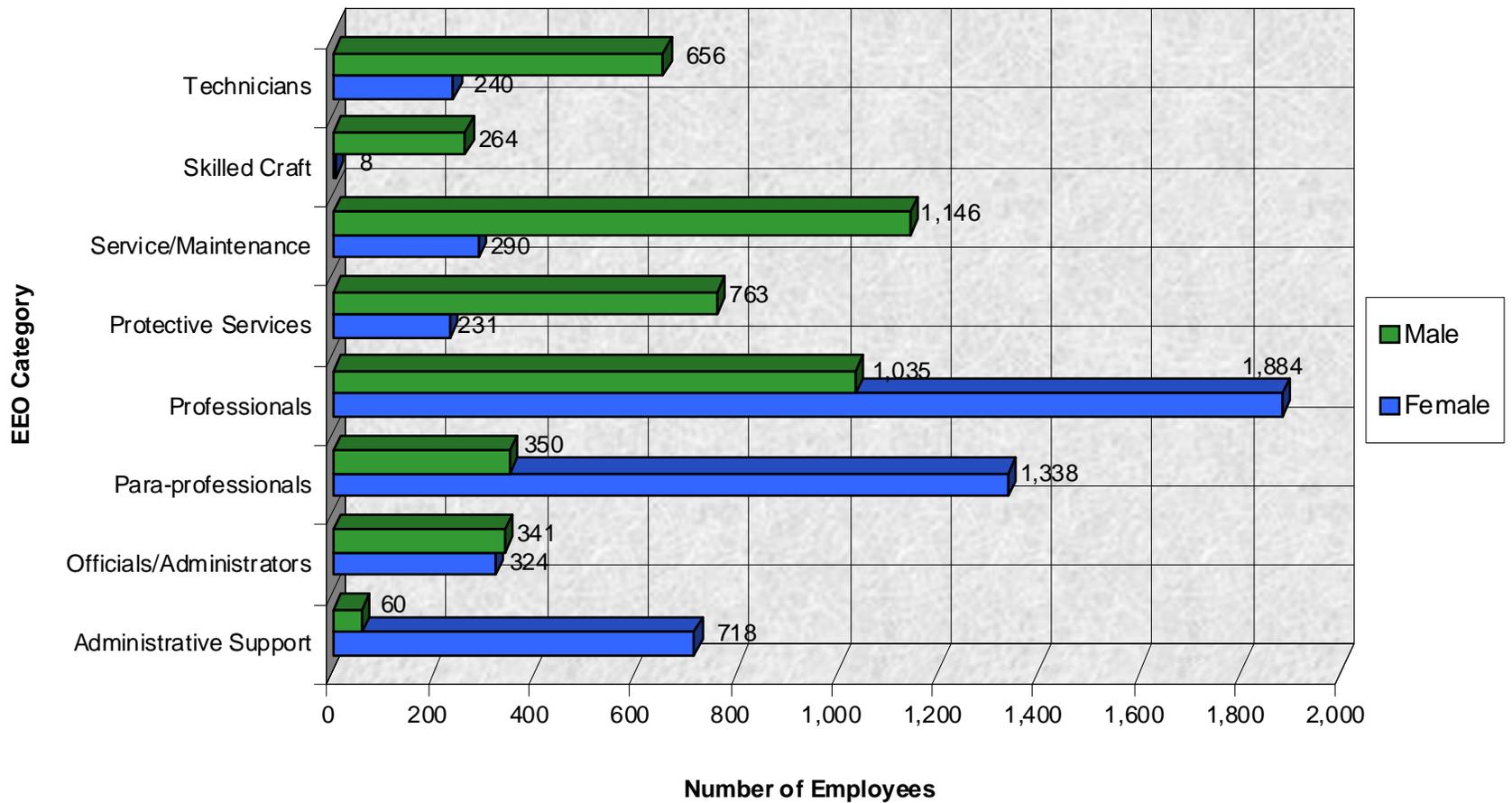
Total Employment Registers Requested by State Agencies = 113
Total Employees Hired from Registers = 39

EMPLOYEES BY AGE DISTRIBUTION Fiscal Year 2011



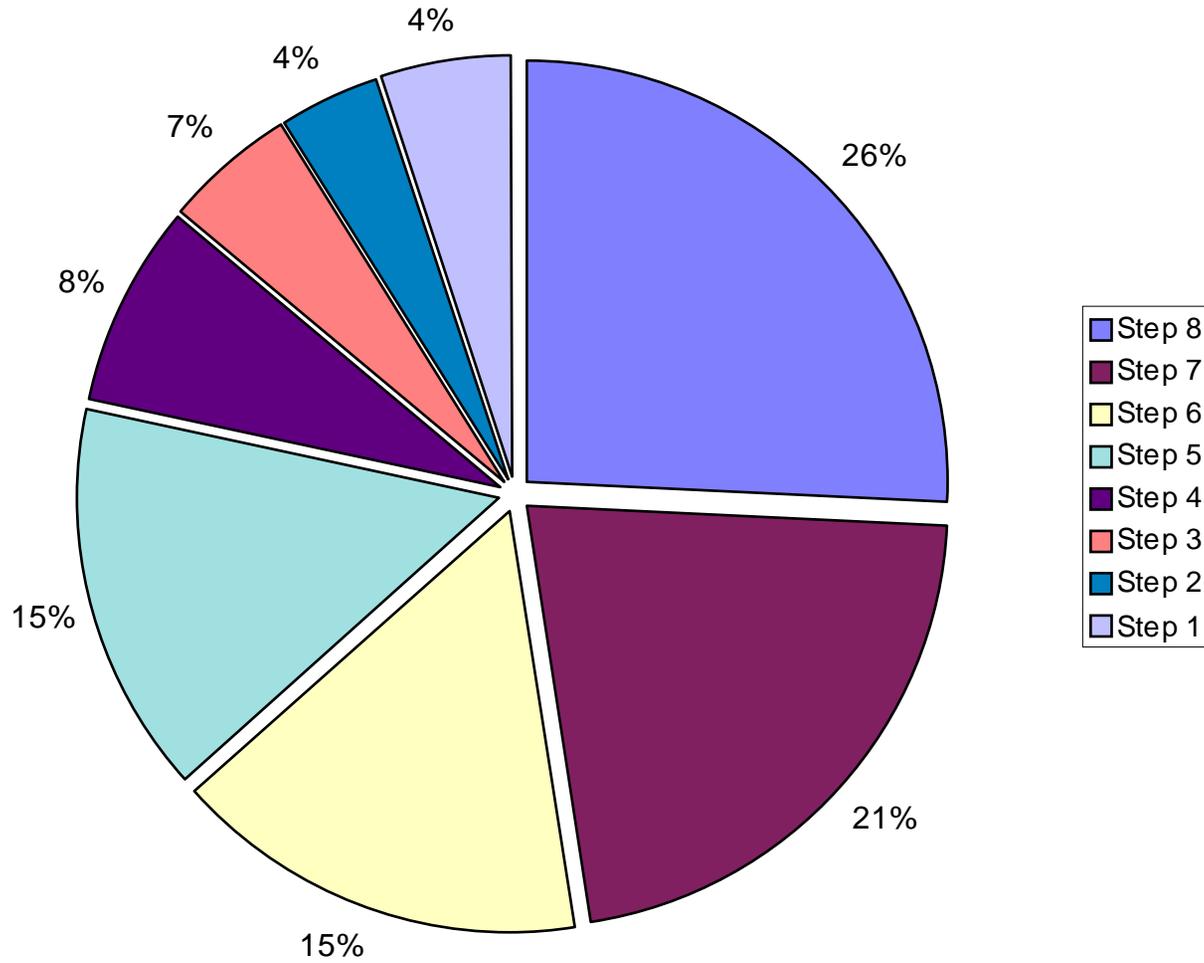
Average Employee Age = 47

EMPLOYEES BY GENDER AND EEO CATEGORY



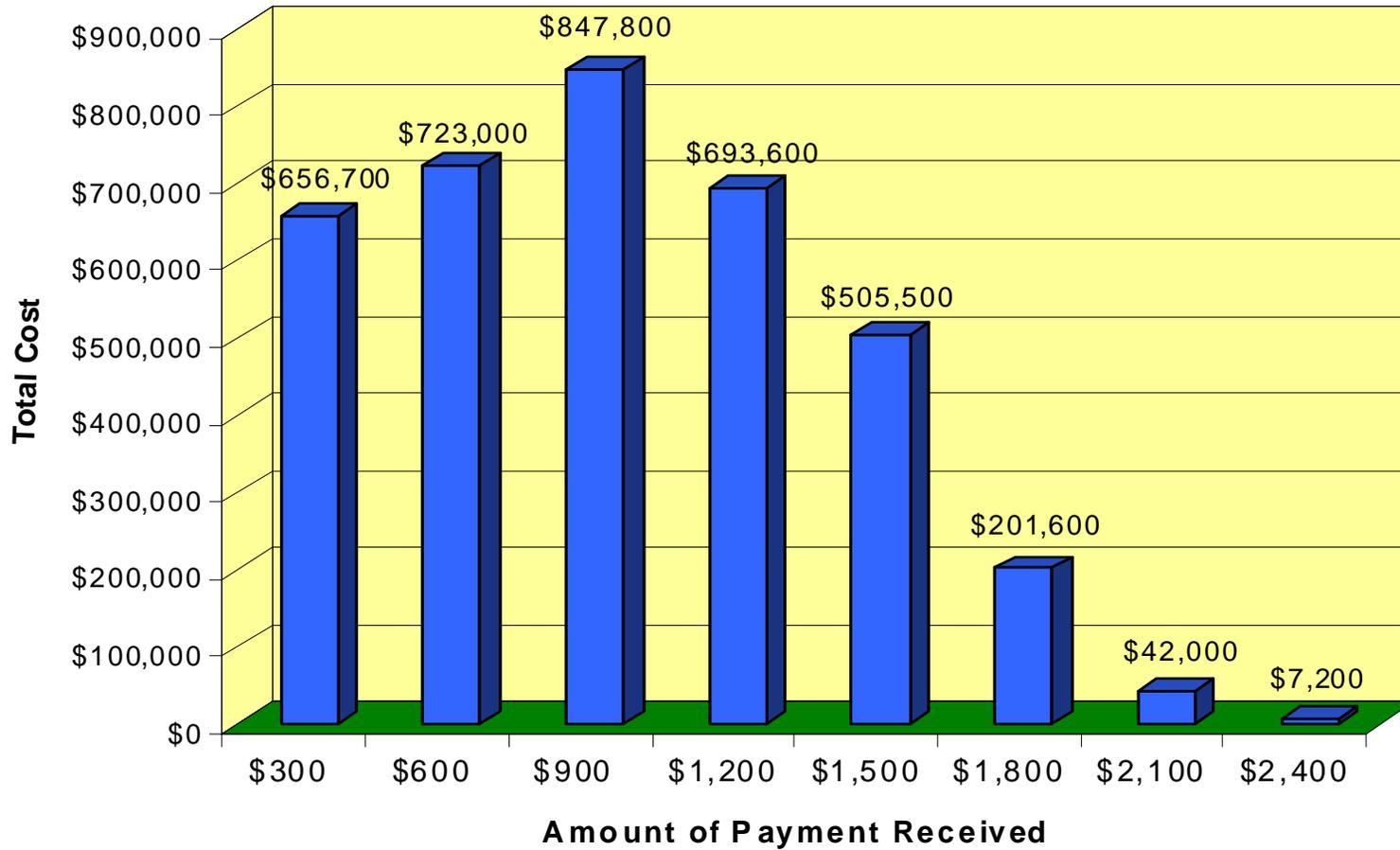
Note: Includes all full-time classified employees as of 06-30-11

OVERALL SALARY DISTRIBUTION Fiscal Year 2011



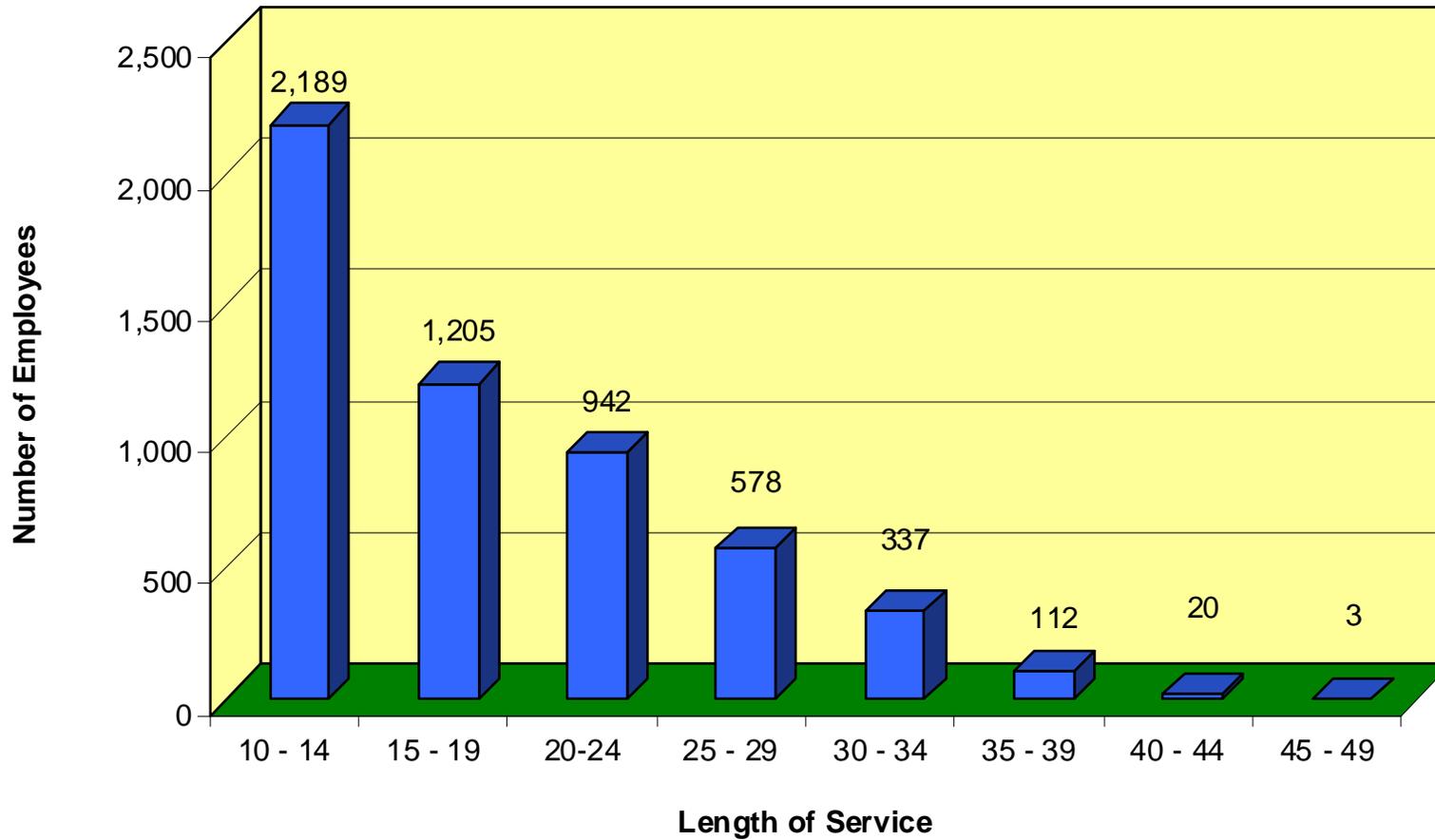
Includes all full-time classified employees as of 06-30-11.

LONGEVITY IN CLASSIFIED SERVICE Cost of Longevity



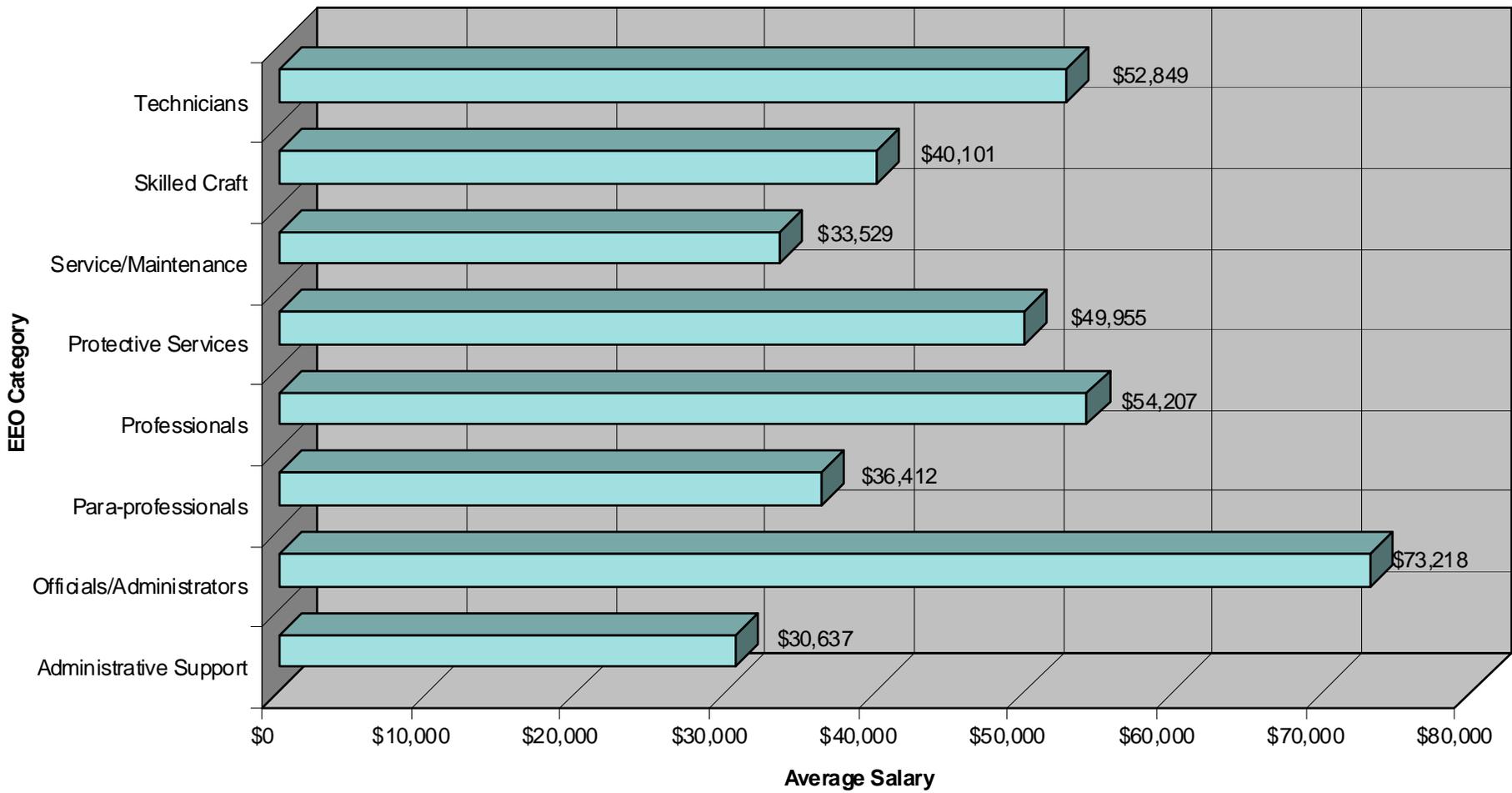
Note: Employees receive \$300 for 10 years of service and an additional \$300 for each 5 years of service beyond 10 years. 56% of the state workforce received a longevity payment in Fiscal Year 2011.

LONGEVITY IN CLASSIFIED SERVICE Number of Employees by Length of Service



Note: Number of Employees Under 10 Years of Longevity = 5,386

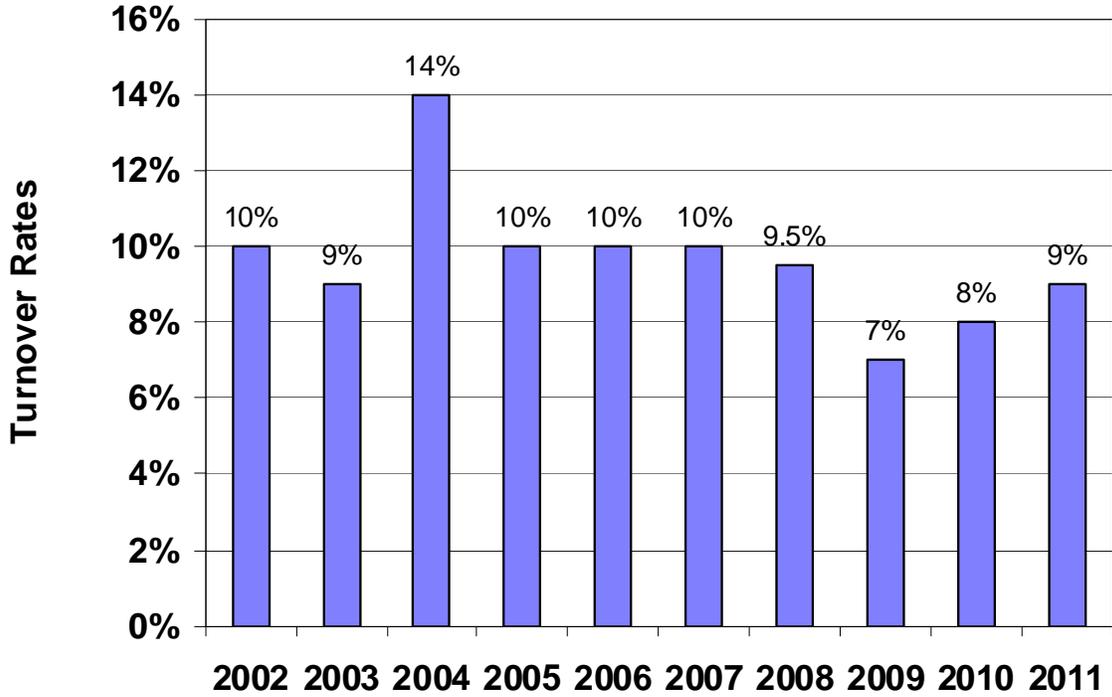
AVERAGE SALARY BY EEO CATEGORY Classified Positions



Note: Includes all full-time permanent and full-time temporary employees as of 06-30-11.

Average Salary Statewide = \$46,462

TURNOVER
Separations from Classified Service
10 Year History



Highest Turnover Classes With 50 or more Full-time Employees	Percent Turnover
Mental Health Worker II	18%
Accounting Technician	18%
State Police Sergeant	17%
Family Service Specialist II	16%
Clerk Interviewer	15%
Registered Nurse III	15%
Secretary II	15%
Child Protective Service Worker IV	14%
Highway Maintainer II	12%
Corrections Sergeant	12%
Food Service Worker III	12%
Executive Secretary	11%
Administrator III	11%
Licensed Nursing Assistant II	11%

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 2011

AGENCY NAME	POSITIONS	TERMINATED TRANSFERRED	TURNOVER RATE %
Accountancy Board	3	1	3%
Adjutant General Department	140	14	10%
Administrative Services Department	340	28	8%
Agriculture Department	37	6	16%
Banking Department	52	5	10%
Board of Veterinary Medicine	1	1	100%
Corrections Department	932	80	9%
Cultural Resources Department	65	4	6%
Development Disabilities Council	3	1	3%
Education Department	310	23	7%
Employment Security	462	36	8%
Environmental Services Department	530	49	9%
Executive Department	20	2	10%
Fish and Game Department	195	8	4%
Health and Human Services Department			
Administratively Attached Boards	37	0	0%
Behavioral Health	42	6	14%
Commissioner's Office	635	51	8%
Children, Youth & Families	384	38	10%
Developmental Services	59	5	8%
Elderly & Adult Services	133	14	11%
Glenclyff Home for the Elderly	181	17	9%
Health Management	272	17	6%
Juvenile Justice Services	335	59	18%
NH Hospital	793	108	14%
Transitional Assistance	369	41	11%
Highway Safety Agency	6	0	0%
Human Rights Commission	9	2	2%
Information Technology, Office of	399	29	7%
Insurance Department	67	2	3%
Joint Board of Licensing & Certification	6	1	2%
Judicial Council	2	1	50%
Justice Department	65	3	5%
Labor Department	91	8	9%
Liquor Commission	330	33	1%
McAuliffe Shepard Discovery Center	13	0	0%
Office of Economic Stimulus	6	2	3%
Pease Development Authority	6	0	0%
Postsecondary Education Comm.	9	1	11%
Police Standards & Training	25	0	0%

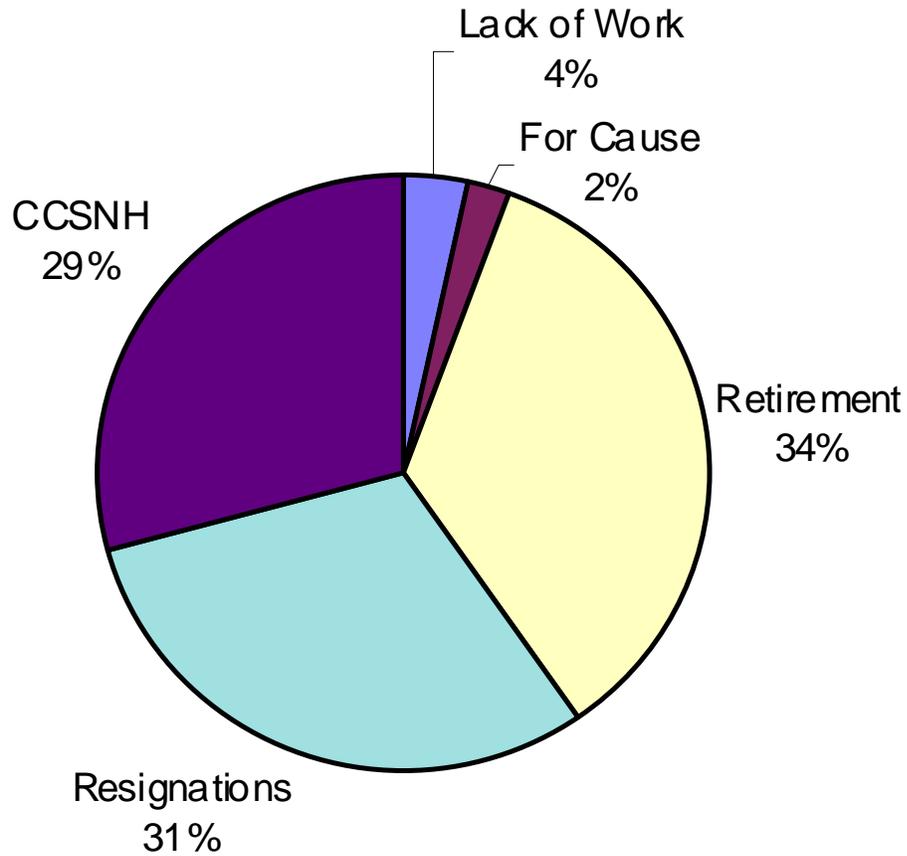
Note: * Includes all classified full-time permanent and full-time temporary positions.

TURNOVER RATES BY AGENCY – FY 2011

AGENCY NAME	POSITIONS	TERMINATED TRANSFERRED	TURNOVER RATE %
Public Employees Labor Relations Board	5	0	0%
Public Utilities Commission	72	1	1%
Racing & Charitable Gaming Commission	21	2	10%
Real Estate Board	2	0	0%
Real Estate Commission	8	0	0%
Resources & Econ. Dev. Department	230	17	7%
Revenue Administration Department	192	15	8%
Safety Department	1,141	104	9%
State Department	82	2	2%
Sweepstakes Commission	46	4	9%
Tax & Land Appeals Board	7	0	0%
Transportation Department	1,800	148	8%
Treasury Department	18	0	0%
Veterans' Council	5	0	0%
Veterans' Home	367	35	10%
TOTAL*	11,360	1,024	9%

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

SEPARATION FROM SERVICE
Fiscal Year 2011
Total Separations = 1,526



RESIGNATIONS:		FOR CAUSE:	
Personal Reasons	283	Termination For Cause	19
Accepted New Job	80	Not Qualified	2
Quit Without Notice	12	Excessive Absence	8
Medical	38	Failed Probation	3
Death	23		
Relocation	11	TOTAL	32
School	4		
Workers' Compensation	4	SEPARATE EMPLOYER	
Dissatisfied With Pay	3	CCSNH	444
End of Fill-In	1	TOTAL	444
Separated After Settlement	1		
Other	9		
TOTAL	469		
		Data from 6-30-11 report.	

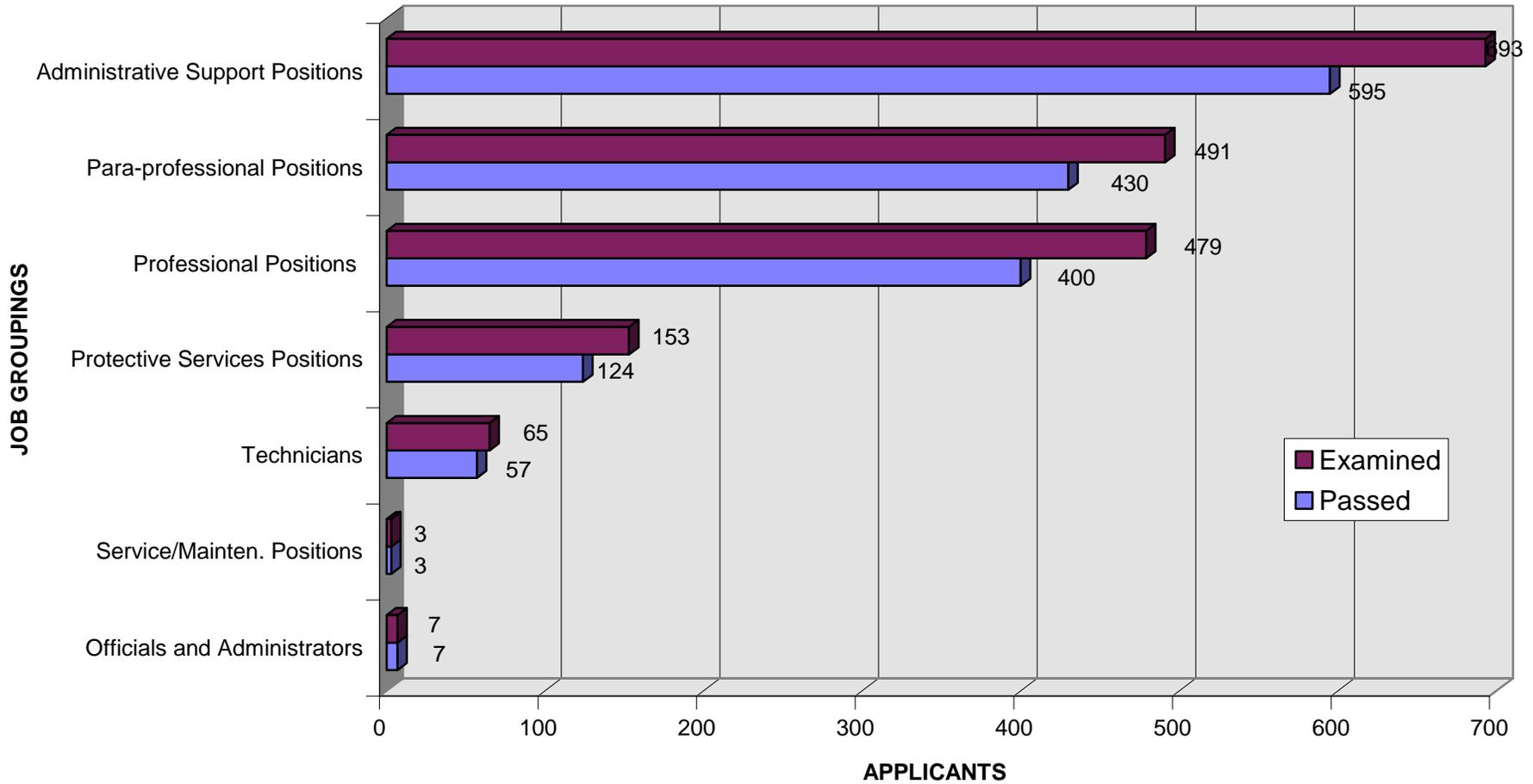
EXAMINATION SECTION

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 continues to be equipped with nine (9) workstations and candidates continue to indicate a preference for the present 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 opening vacancies. It has allowed us to test multiple candidates in a timely manner.

The Examination Section continues to provide information and training regarding structured interviews' required scope of expertise thereby promoting optimal performance of participants. The total testing activity resulted in one- thousand, eight hundred ninety two (1,891) applicants being tested. Please see the Fiscal Year 2011 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, 2010 - June 30, 2011



	Officials and Administrators	Service/Mainten. Positions	Technicians	Protective Services Positions	Professional Positions	Para-professional Positions	Administrative Support Positions
Examined	7	3	65	153	479	491	693
Passed	7	3	57	124	400	430	595

CLASSIFICATION SECTION

Responsibilities: 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 filled and vacant positions, establishing full-time and part-time temporary positions, reallocating labor grades, and facilitating the movement of positions from one agency to another agency.

The Section also provides technical assistance to agency human resource staff and administrators. For example, Section staff provides input and advice regarding reorganizations, the establishment of promotional series, and classification determinations regarding positions which are difficult to categorize. The Classification Section also independently initiates reclassification reviews of specific positions when the need is identified as a result of job analysis data, a review of class title assignments, organizational changes, and salary grade decisions occurring elsewhere in the Classification system.

Fiscal Year 2011 Highlights

Budget cuts resulting in layoffs and the elimination of state positions have led to changes in responsibility for many state positions, and so this Fiscal Year the Classification Section was impacted by a general increase in reclassification and position establishment activity, as well as an increase in requests to effect agency reorganizations and transfer positions. The increasing number of state retirements had an impact, as those positions are sometimes eliminated or not filled immediately due to the hiring freeze, and existing staff absorb those responsibilities. Sometimes this led to the establishment of part-time positions to assist with agencies' mandated functions.

The increase in Classifications-related requests received by the Division of Personnel this year Fiscal Year was challenging. Although section staffing continued to be maintained at the same levels, the Section kept pace with the additional demands placed on it to the fullest extent possible, while continuing to address agency needs and provide technical assistance.

New Positions Established: During Fiscal Year 2011, a total of 233 full-time temporary, part-time temporary, and seasonal positions were established in 24 different agencies, compared with the establishment of 221 such positions in 21 different agencies in Fiscal Year 2010. Last year, almost 49% of the positions were established in the Department of Employment Security. This year, position establishments were more evenly distributed amongst the agencies. The largest numbers of positions were established in the following agencies: Liquor Commission (58 positions, which included 50 part-time Retail Store Clerk II's); Community College System of NH (33 positions); NH Employment Security (24 positions); Department of Safety (22 positions); and Department of Transportation (22 positions).

Of the total number of positions established statewide, 48 were established as temporary full-time positions, 180 as temporary part-time positions, and 5 as seasonal positions. This year saw an increase of 81 positions over the last Fiscal Year in the number of part-time temporary positions established. There was a corresponding decrease in the number of full-time temporary positions established. Overall, there were 66 fewer full-time temporary positions established this Fiscal Year as compared to the prior Year.

There were 11 additional requests in Fiscal Year 2011 to establish full-time temporary positions which the Section completed a review on but which were not finalized, and so these are not included in the total of 48. 7 of these requests were withdrawn by the agencies, and 4 of them did not receive position numbers due to lack of agency follow-through or funding issues.

Position Reviews: During this Fiscal Year, 878 positions were reviewed for reclassification, establishment or transfer by the Classification Section, as compared with 754 positions reviewed in Fiscal Year 2010, and so the total number of reviews increased by 124 over last Fiscal Year. To give a historical perspective regarding the Section’s increasing workload of position-related requests, the number of positions reviewed by the Section in Fiscal Year 2009 was 539. As mentioned, this increased to 754 reviews in Fiscal Year 2010, and then to 878 this year.

Of the total of 878 reviews this Fiscal Year, 129 of the existing positions which were reclassified went up in grade, and 30 went down in grade. None stayed at the same grade. The agencies with the highest numbers of position reclassification reviews for Fiscal Year 2011 were: Department of Health and Human Services (31 reviews); Department of Safety (25 reviews); Community College System of NH (24 reviews); and Department of Transportation (21 reviews).

The following chart summarizes the number of positions reviewed and the number of positions established in Fiscal Year 2011 in relation to the total number of positions in the State Classified System.

	Total Positions Reviewed	Temporary Positions Established		
Number Reviewed or Established	878	Full Time 48	Part Time 180	Seas. 5
Percentage of Total Classified Permanent Full-Time Positions	7.32%	.40%	1.5%	.04%

Agency Reorganizations: This Fiscal Year, the Section continued to play an active role in reviewing and confirming proposed changes to agency organizational charts, and providing guidance to agencies concerning the potential impact of those changes. We found that some of the same budgetary challenges which have impacted position reclassification and establishment have also resulted in an increase in internal agency reorganizations and, in some cases, the consolidation of separate agencies. Some of the consolidations were legislatively mandated. The numbers confirm this, because there was an increase in the number of position transfer requests reviewed by the Section as compared with last Fiscal Year. Specifically, a total of 293 position transfer requests were reviewed and approved this year, as compared with 165 transfer requests last year, an increase of 128.

On Site Position Reviews: This Fiscal Year, the Classification Analysts continued to do field position reviews at employees’ work sites on a random basis. The Classification Section also conducted telephone job audit interviews with incumbents and supervisors as needed in response to requests for reclassification.

Supplemental Job Description Revision: The Section continued to receive a large number of requests to review and revise Supplemental Job Descriptions (SJD's), which describe individual positions and are used to inform position occupants of their duties, to post/recruit for positions, to list special position requirements, and to do annual performance evaluations. This is one of the primary areas in which Section staff provides technical assistance to agencies. This year, the Section streamlined its internal procedures regarding saving and tracking changes to SJD's in order to increase efficiency.

The importance of maintaining updated SJD's was highlighted by their use this year in recruitment, and specifically in the placement of laid off state employees in positions via the RIF [Reduction In Force] list. Position SJD's were provided to the laid off employees the Division assisted upon request so that they would have an updated list of their most recent duties. This information was helpful to former employees in filling out state applications for placement on the RIF list and in applying for unemployment benefits.

7-D Process: This Fiscal Year was the second year of the 7-D process, in which the Section finalizes job descriptions and assigns position numbers to new permanent positions which were requested by agencies in Fiscal Year 2010, and which have now been approved by the Legislature in Fiscal Year 2011. In addition, during the second year, new position numbers are assigned to positions approved to be converted from temporary full-time to permanent full-time in the state budget. The Section works in coordination with the Department of Administrative Services Business Office during this process. Due to agency budgetary constraints, the number of new and conversion positions requested and approved were down substantially as compared with the 7-D processes of past biennia.

Class Specification Revision Process: This year, the Section sought to streamline its procedures further, continuing along the lines of the "LEAN" process. This included tightening up the internal processes surrounding the revision of class specifications, which set and maintain the statewide standard for characteristic duties and minimum qualification requirements for all state classified positions. This mainly included better tracking of changes to class specifications and a review and clarification of the steps to be taken internally when a change to a class specification is requested or identified.

Class Specification Revision - Minimum Qualifications: An increasing number of requests to revise class specifications were received from agencies this Fiscal Year, many to revise minimum qualification requirements in order to correct outdated language and/or to enhance and improve recruitment for state positions. Section staff also proactively identified needed changes. In setting and revising minimum qualification, licensure, and special requirements, Section staff worked in consultation with the Recruitment and Certification Section. This increased activity helped the Section to make further progress toward meeting the Division of Personnel strategic planning goal set last year of systematically reviewing and revising, where necessary, all the qualifications for certification listed on each class specification.

Career Ladders - Work Force Development: The Section continued to receive requests from agencies to establish in-house career ladders, or promotional progression series within established position series. (For example, enabling an employee to move from the Trainee level to the I level of a series within their own position based on years of experience in the position, a successful performance evaluation, and other criteria.) The establishment of a career ladder can enhance both staff recruitment and retention, and is an important component of work force development, a Division of Personnel strategic planning initiative. Section staff worked in collaboration with agency human resource staff and Recruitment and Certification Section staff to review and approve agency plans for promotional progression series.

**CLASSIFIED POSITIONS REVIEWED
JULY 1, 2010 – JUNE 30, 2011**

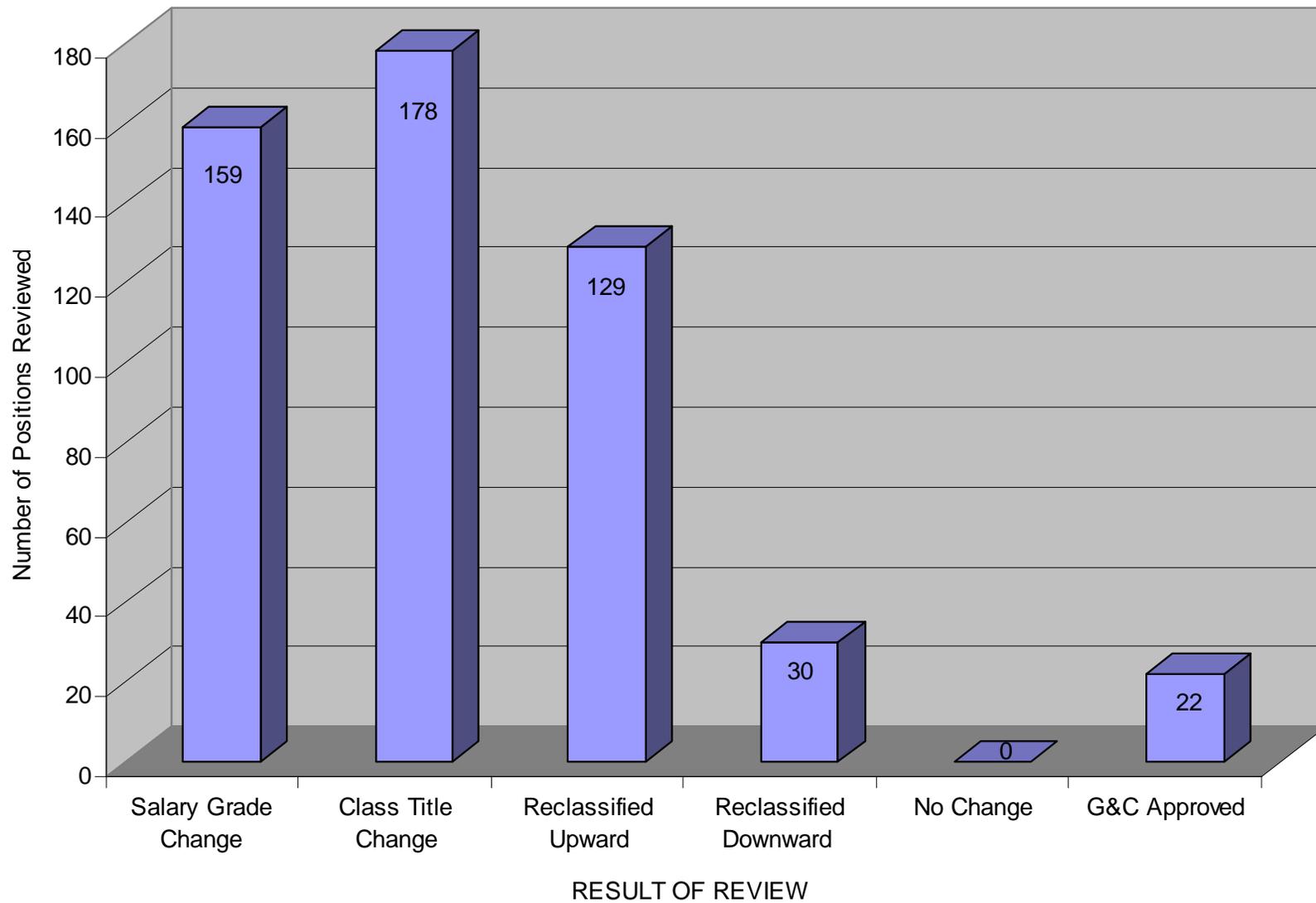
DEPARTMENT	#PERM. POS.	SG CHG	TITLE CHG	RECL UP	RECL DOWN	NO CHG	G&C APPRL
Accountancy Board	3	0	0	0	0	0	0
Adjutant General	140	3	3	2	1	0	1
Administrative Services							
Budget Office	16	1	2	1	0	0	1
Bureau of Accounting	20	1	1	1	0	0	0
Bureau of General Services	69	0	0	0	0	0	0
Bureau of Planning & Mgmt.	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	0	0	0	0	0	0
Division of Personnel	21	0	0	0	0	0	0
Facilities Asset Management	37	0	0	0	0	0	0
Financial Data Mgmt.	27	7	7	5	2	0	1
Graphic Services	25	0	0	0	0	0	0
Plant & Property Mgmt.	19	0	0	0	0	0	0
Public Works, Design & Contracts	31	0	0	0	0	0	0
Purchase & Property Warehouse	0	0	0	0	0	0	0
Risk Management	10	0	0	0	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	0	0	0	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	1	1	1	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
Community Development Authority	0	0	0	0	0	0	0
Community College System of NH							
Community College System of NH	57	4	4	3	1	0	0
River Valley Community College	75	1	1	1	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&C APPRL</u>
White Mountains Community College	78	2	2	2	0	0	0
Lakes Region Community College	79	1	1	1	0	0	0
Manchester Community College	131	2	2	2	0	0	0
Nashua Community College	96	5	5	3	2	0	0
Great Bay Community College	94	3	3	2	1	0	0
Technical Institute - Concord	251	6	6	6	0	0	0
Corrections	917	2	2	2	0	0	0
Cultural Resources							
Div. Of Historic Resources	11	0	0	0	0	0	0
Division of Arts	6	0	1	0	0	0	0
State Library	46	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	310	0	0	0	0	0	0
Employment Security	420	6	6	3	3	0	0
Environmental Services							
Air Resources	71	5	5	5	0	0	0
Environmental Services	102	1	1	1	0	0	0
Waste Management	77	2	2	2	0	0	0
Water Pollution	280	1	2	1	0	0	0
Water Resources	0	3	3	2	1	0	2
ARRA Environmental Serv.	0	0	0	0	0	0	0
Executive Branch							
Gov's Comm on Disability	4	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
Fish & Game	189	0	0	0	0	0	0
Health & Human Services	3,106	31	36	21	10	0	8
Highway Safety	6	0	0	0	0	0	0
Human Rights Commission	9	0	0	0	0	0	0
Insurance	67	1	2	1	0	0	1
Joint Board	6	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&C APPRL</u>
Judicial Council	2	0	0	0	0	0	0
Justice Department	64	0	0	0	0	0	0
Labor	88	0	0	0	0	0	0
Liquor Commission	326	0	0	0	0	0	0
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	0	0	0	0	0	0
Department of Information Technology	405	10	10	10	0	0	1
Racing and Charitable Gaming Commission	21	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
Police Standards & Training	25	0	0	0	0	0	0
Postsecondary Education Commission	9	2	2	2	0	0	0
Public Employees Labor Rel. Bd	5	0	0	0	0	0	0
Public Utilities Commission	72	0	0	0	0	0	0
Real Estate Appraisers Board	0	0	0	0	0	0	0
Real Estate Commission	8	0	0	0	0	0	0
Resources & Economic Development	222	2	3	2	0	0	0
Revenue Administration	187	0	0	0	0	0	0
Safety	1,141	25	27	24	1	0	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
Lottery Commission	46	4	5	4	0	0	0

<u>DEPARTMENT</u>	<u>#PERM.</u> <u>POS.</u>	<u>SG</u> <u>CHG</u>	<u>TITLE</u> <u>CHG</u>	<u>RECL</u> <u>UP</u>	<u>RECL</u> <u>DOWN</u>	<u>NO</u> <u>CHG</u>	<u>G&C</u> <u>APPRL</u>
Transportation							
Dept. of Transportation							
District 2	119	0	0	0	0	0	0
District 3	126	1	1	0	1	0	1
District 4	93	0	0	0	0	0	0
District 5	150	18	21	14	4	0	1
District 6	103	0	0	0	0	0	0
Commissioner's Office	24	2	3	2	0	0	2
Fuel Distribution	7	0	0	0	0	0	0
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	0	0	0	0	0	0
Construction	104	0	0	0	0	0	0
Highway Design	137	0	0	0	0	0	0
Mechanical Div. - Swanzey	81	0	0	0	0	0	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	0	0	0	0	0	0
Maintenance	16	0	0	0	0	0	0
Aeronautics	5	0	0	0	0	0	0
Railroads	11	0	0	0	0	0	0
Turnpikes	235	0	0	0	0	0	0
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	5	7	2	3	0	0
Veterinary Examining Board	0	0	0	0	0	0	0
TOTALS	11,998	159	178	129	30	0	22

CLASSIFICATION CHANGES BASED ON REVIEWS JULY 1, 2010 - JUNE 30, 2011



**POSITIONS RECLASSIFIED - APPROVED BY GOVERNOR & COUNCIL
JULY 1, 2010 - JUNE 30, 2011**

<u>DEPARTMENT</u>	<u>FROM (TITLE & SALARY GRADE)</u>	<u>TO (TITLE & SALARY GRADE)</u>	<u>G&C APPVL DATE</u>
ADJUTANT GENERAL	ARCHITECT	27 ENGINEERING TECHNICIAN V	22 07/14/2010
TOTAL	1		
ADMINISTRATIVE SERV, DEPT OF	ADMINISTRATIVE ASSISTANT II	19 PARALEGAL II	19 12/08/2010
	PURCHASING ASSISTANT	12 ADMINISTRATOR III	31 09/22/2010
TOTAL	2		
CORRECTIONS, DEPT OF	ADMINISTRATIVE SECRETARY	14 CORRECTIONS COUNSELOR/CASE MGR	20 07/01/2010
	CASE TECHNICIAN II	16 CORRECTIONS COUNSELOR/CASE MGR	20 07/01/2010
	CLINICAL MH COUNSELOR	21 CORRECTIONS COUNSELOR/CASE MGR	20 07/01/2010
	CLINICAL MH COUNSELOR	21 CORRECTIONS COUNSELOR/CASE MGR	20 07/01/2010
	PROGRAM COORDINATOR	26 CORRECTIONS COUNSELOR/CASE MGR	20 06/22/2011
	PROBATION-PAROLE OFFICER II	22 BUSINESS SYSTEMS ANALYST II	30 08/27/2010
	RECORDS CONTROL CLERK	10 CORRECTIONS COUNSELOR/CASE MGR	20 07/01/2010
	RECORDS CONTROL CLERK	10 CORRECTIONS COUNSELOR/CASE MGR	20 07/01/2010
	SYSTEMS DEVELOPMENT SPEC V	28 SENIOR MANAGEMENT ANALYST	26 07/01/2010
	TECHNICAL SUPPORT SPEC II	21 PROGRAM SPECIALIST II	21 10/06/2010
TOTAL	10		
DEPT OF INFORMATION TECHNOLOGY	SYSTEMS DEVELOPMENT SPEC V	28 TECHNICAL SUPPORT SPEC VI	32 03/30/2011
TOTAL	1		
EDUCATION, DEPT OF	ACCOUNT CLERK III	09 REHABILITATION TECHNICIAN	12 01/14/2011
TOTAL	1		
ENVIRONMENTAL SERV, DEPT OF	PLANNING ANALYST/DATA SYSTEM	24 ENVIRONMENTALIST IV	27 03/16/2011
	SANITARY ENGINEER II	28 ENVIRONMENTAL PROGRAM MANAGER	27 03/16/2011
TOTAL	2		

FISH AND GAME DEPARTMENT	PROGRAM ASSISTANT II	15	FISH & GAME MECH/TECH SPEC	18	01/19/2011
TOTAL	1				
HEALTH AND HUMAN SERVICES	ASSISTANT ADMINISTRATOR	29	BUSINESS SYSTEMS ANALYST I	28	09/22/2010
	CLERK INTERVIEWER	09	PROGRAM ASSISTANT I	12	09/22/2010
	CLERK INTERVIEWER	09	PROGRAM ASSISTANT I	12	09/22/2010
	CLERK INTERVIEWER	09	FAMILY SERVICES SPECIALIST I	15	02/16/2011
	FAMILY SERVICES SPECIALIST I	15	PROGRAM ASSISTANT I	12	11/17/2010
	FRAUD INVESTIGATOR	21	PROGRAM SPECIALIST II	21	05/06/2011
	FRAUD INVESTIGATOR	21	PROGRAM SPECIALIST II	21	03/30/2011
	LEGAL SECRETARY II	11	PROGRAM ASSISTANT I	12	09/22/2010
	PUBLIC HEALTH NURSE COORD	23	SENIOR MANAGEMENT ANALYST	26	01/19/2011
	SECRETARY II	09	PROGRAM ASSISTANT I	12	09/22/2010
TOTAL	10				
INSURANCE, DEPT OF	INSURANCE COMPANY EXAMINER I	29	ATTORNEY III	30	09/22/2010
TOTAL	1				
RESOURCES & ECONOMIC DEVEL, DEPT. OF	CLERK III	08	PROGRAM SPECIALIST II	21	03/30/2011
TOTAL	1				
REVENUE, DEPT OF	REAL ESTATE APPRAISER	23	FINANCIAL DATA SPECIALIST I	26	08/11/2010
TOTAL	1				
SAFETY, DEPT OF	STATE POLICE SERGEANT	24	SUPERVISOR IV	25	11/17/2010
	STATE POLICE TROOPER I	19	SUPERVISOR I	19	11/17/2010
	TECHNICAL SUPPORT SPEC V	29	ADMINISTRATOR II	29	01/19/2011
TOTAL	3				
TRANSPORTATION, DEPT OF	BRIDGE CONSTRUCTION FOREMAN	18	BRIDGE MAINTAINER III	15	09/22/2010
	CIVIL ENGINEER III	24	PROGRAM SPECIALIST II	21	01/19/2011
	TOLL ATTENDANT I	09	CIVIL ENGINEER III	24	09/22/2010
	TOLL SUPERVISOR	13	PROGRAM SPECIALIST II	21	01/19/2011
TOTAL	4				

TOTAL POSITIONS G&C APPROVED: 38

REQUESTS FOR TEMPORARY POSITIONS
JULY 1, 2010 - JUNE 30, 2011

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>
Adjutant General	State Fire Fighter I (6)	15	FT
Administrative Services	Business Systems Analyst II	30	FT
	Program Specialist III	23	FT
	TI/College Associate Professor	22	FT
	Building Service Worker II (2)	5	PT
	Public Works Project Manager VI	34	PT
Community College System of NH	Accounting Technician (2)	12	FT
	Building & Grounds Utility Person	8	FT
	Executive Secretary	11	FT
	I/C Counselor I	21	FT
	I/C Counselor II	23	FT
	Plant Maintenance Engineer I	17	FT
	Program Assistant I	12	FT
	Program Specialist III	23	FT
	Secretary II	9	FT
	Technical Support Specialist I	17	FT
	Technical Support Specialist IV	27	FT
	Accounting Technician (2)	12	PT
	Audio Visual Specialist	17	PT
	CC Instructor	18	PT
	Financial Aid Officer	25	PT
	I/C Counselor I	21	PT
	Program Assistant I	12	PT
	Program Assistant II (3)	15	PT
	Program Specialist I (2)	19	PT
	Program Specialist II	21	PT
	Program Specialist III (5)	23	PT
	Security Officer I	12	PT
	Supervisor I	19	PT
Technical Support Specialist I	17	PT	
Corrections	HR Assistant II	12	PT
	Medical Records Technician	13	PT
	Teacher 1-III	18	PT

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>
Council on Developmental Disabilities	Senior Accounting Technician	14	PT
Dept of Information Technology	Information Technology Mgr III	31	FT
	Systems Development Specialist V	28	PT
	Technical Support Specialist VI	32	PT
Education	Accountant II	18	PT
	Accounting Technician	12	PT
Employment Security	Clerk II	5	FT
	Field Auditor (3)	22	FT
	Financial Analyst	28	FT
	Interviewer I (2)	16	FT
	Mail Clerk II	9	FT
	Program Specialist II (3)	21	FT
	Interviewer I	16	PT
	Interviewer II (2)	18	PT
	Certifying Officer I (10)	16	PT
Environmental Services	Accountant I	16	PT
	Environmental Technician III (3)	14	PT
	Environmental IV	24	PT
	Program Planner I	19	PT
Fish and Game	Biological Aide	13	FT
	Program Assistant I	12	FT
	Biological Aide (2)	13	PT
	Technical Support Specialist IV	27	PT
	Biological Aide (3)	13	SEAS
	Laborer (2)	5	SEAS
Governor's Commission on Disability	Program Assistant II	15	PT
	Program Specialist IV	25	PT
HHS	Administrator I (2)	27	FT
	Program Assistant II	15	FT
	Program Specialist III	23	FT
	Program Specialist IV (3)	25	FT
	Family Service Specialist Tr-II	13-15	PT
	Payroll Officer I	14	PT
	Program Specialist III	23	PT

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>
HHS, continued	Program Specialist IV	25	PT
	Switchboard Operator I	8	PT
	Teacher Assistant	11	PT
	Teacher 1-III (2)	18-22	PT
	Warehouse Supervisor	17	PT
Insurance, Dept of	Grants and Contract Technician (2)	15	PT
Judicial Council	Administrative Assistant II	19	PT
Justice, Dept of	Data Control Clerk II	10	PT
Liquor	Administrator IV	33	PT
	Human Resources Assistant I	9	PT
	Liquor Licensure Specialist	18	PT
	Program Assistant I	12	PT
	Retail Store Clerk II (50)	12	PT
	Secretary II	9	PT
	Supervisor III	23	PT
Training Coordinator (2)	21	PT	
McAuliffe-Shepard Discovery Center	Cashier/Clerk	8	PT
Medicine, Board of	Executive Dir-Board of Medicine	35	PT
Police Standards & Training Council	Training Coordinator	21	PT
Postsecondary Education	Program Specialist III	23	FT
Resources & Economic Development, Dept of	Business Administrator III	27	FT
	Grounds Supervisor	12	FT
	Accountant II	18	PT
	Administrator IV	33	PT
	Program Specialist I (2)	19	PT
	Program Specialist IV	25	PT
	Supervisor VI	27	PT
Warehouse Manager II	18	PT	

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>
Safety, Dept of	Microwave Technician (2)	21	FT
	Accountant I (2)	16	PT
	Cash Terminal Operator I	11	PT
	Data Control Clerk II	10	PT
	Fire Investigator	22	PT
	Hearings Officer	26	PT
	Police Communications Specialist I (7)	11	PT
	Police Communications Specialist II (3)	16	PT
	Program Assistant I	12	PT
	Program Specialist I	19	PT
	Program Specialist II	21	PT
	Supv of Cash Terminal Operations	16	PT
	Transportation, Dept of	Program Specialist IV	25
Accountant III (2)		21	PT
Administrative Secretary		14	PT
Administrator III		31	PT
Bridge Inspector		18	PT
Bridge Maintainer III		15	PT
Business Systems Analyst I		28	PT
Civil Engineer I (5)		18	PT
Civil Engineer IV		27	PT
Civil Engineer V		30	PT
Civil Engineer VI		32	PT
Engineer		29	PT
Engineering Technician V (3)		22	PT
Financial Analyst		28	PT
Traffic Signal Technician IV		19	PT
Veterans Home	Registered Nurse II	21	PT

TOTAL FULL TIME TEMPORARY ESTABLISHED: 48
TOTAL PART TIME TEMPORARY ESTABLISHED: 180
TOTAL SEASONAL ESTABLISHED: 5

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, 2011 through June 30, 2013:

- State Employees Association (SEA)
- New England Police Benevolent Association (NEPBA Locals; 260, 265, and 270)

The State has reached tentative agreements with the New Hampshire State Troopers and three of the six New England Police Benevolent Association bargaining units, including: NH Fish and Game Conservation Officers, Local 40; NH Fish and Game Supervisory Officers, Local 45 and Corrections Officers, Local 250.

CHANGES TO 2011-2013 CBA BETWEEN STATE AND ITS' UNIONS

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>

STATE BENEFITS

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

Medical and Prescription Drug Administration:

On October 17, 2007, the Governor and Executive Council authorized an agreement with Anthem Blue Cross and Blue Shield of New Hampshire to administer medical benefits for active state employees, retirees, and eligible dependents. This contract was extended for two additional years and will expire on December 31, 2012.

On May 22, 2007, the Governor and Executive Council authorized an agreement with Local Government Center, HealthTrust, LLC and its PBM partner, CVS/Caremark, to administer a pharmacy benefit including retail, home delivery, and specialty drug pharmacy services for active state employees, retirees and their families. The Department conducted a PBM procurement last year, and LGC/Caremark was the successful bidder. The contract will expire on December 31, 2013.

Medical expenditures for the FY 2011 reporting period were:

\$187,009,986 (Active only)
<u>\$ 76,235,864 (Retiree only)</u>
<u>\$263,245,850</u> TOTAL

Dental Administration :

On June 7, 2010, the Governor and Executive Council authorized an agreement with Northeast Delta Dental to administer dental benefits for eligible State employees and their dependents. The dental benefit plan provides 100% coverage for preventive procedures, 80% coverage for basic restorative procedures and 50% coverage, with a \$25.00 deductible, for major procedures. The dental plan also provides an orthodontic benefit, limited to dependent children and eligible students, with a \$1,200 lifetime maximum. This contract will expire December 31, 2012.

Premiums for the FY 2011 reporting period were: \$11,623,627

Life Insurance:

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

Premiums for the FY 2011 reporting period were: \$178,789

Flexible Spending Program:

On October 4, 2011, the Governor and Executive Council authorized an agreement with Employee Benefits Management, Inc. to provide a medical and dependent care flexible spending program for State employees.

The flexible spending program 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 State benefit plans. The State pays an administrative fee per employee per month plus a charge per debit card. This fee is offset by the FICA savings. This contract will expire December 31, 2014.

Salary reductions for the FY 2011 reporting period were: \$2,504,250

FICA savings for the reporting period were: \$191,575

**STATE EMPLOYEE'S ASSOCIATION
SUPPLEMENTAL SICK LEAVE PLAN**

Fiscal Year 2011

Requesting Agency	Requests Submitted	Requests Approved	Days of Leave Approved
Adjutant General	1	1	45
Administrative Services Department	9	9	192
Agriculture	3	3	42
Banking	6	4	152
Community Technical College System	2	1	35
Corrections Department	20	18	399
Education Department	9	7	107
Employment Security	10	10	183
Environmental Services Department	15	14	352
Fish and Game	1	1	10
Health and Human Services	165	127	2349
Insurance Department	2	1	24
Labor Department	6	5	228
Liquor Commission	12	7	260
Office of Information Technology (OIT)	4	2	23
Racing and Charitable Gaming	2	1	15
Resources and Economic Development	5	5	53
Revenue Administration Department	11	4	100
Safety Department	38	27	558
Transportation Department	63	49	1044
Treasury	1	1	10
Veterans' Home	29	19	446
Totals	414	316	6627

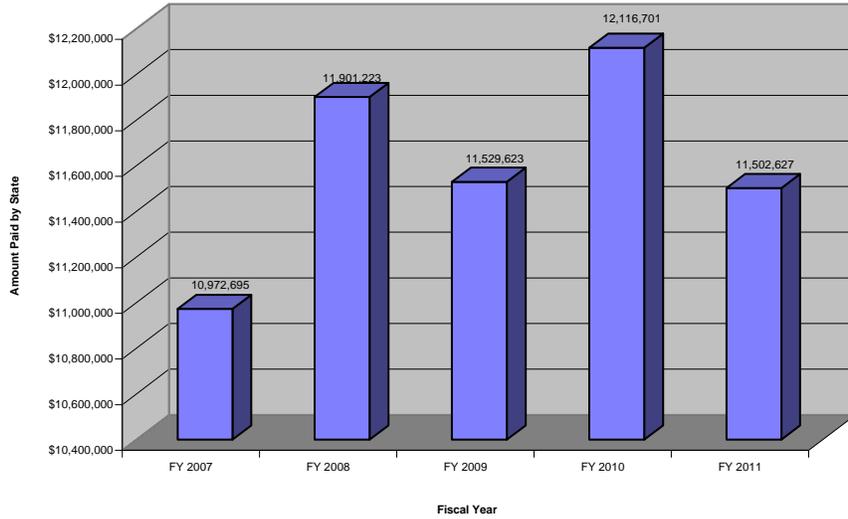
Total requests = 414

Total approved = 316 requests or 76%

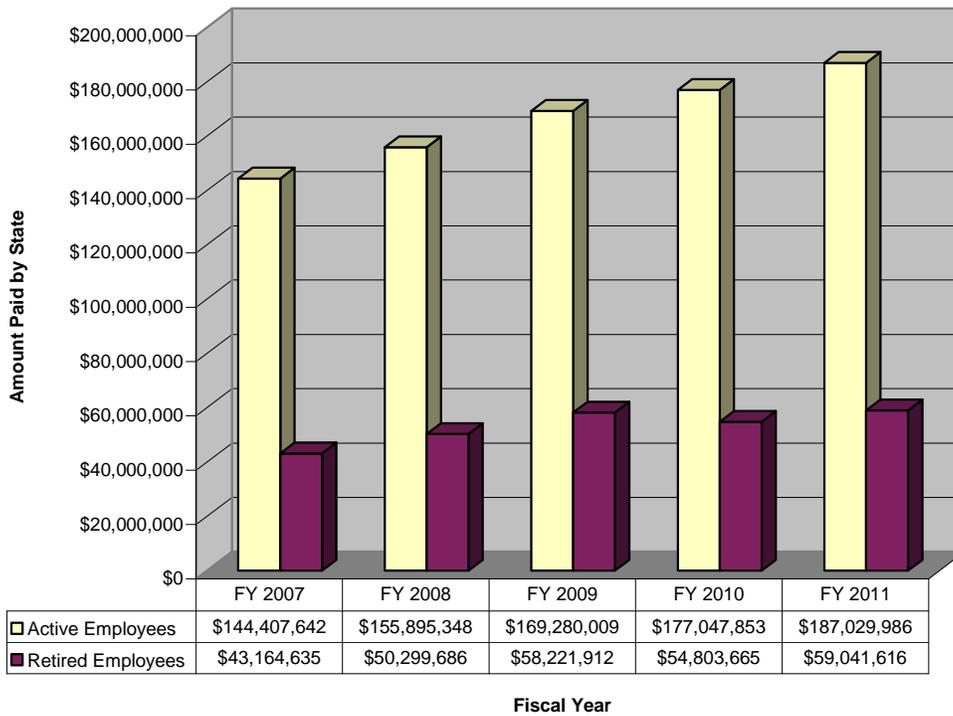
Average days approved per requesting employee = 16 days

COST OF STATE HEALTH BENEFIT PLANS 5 Year History

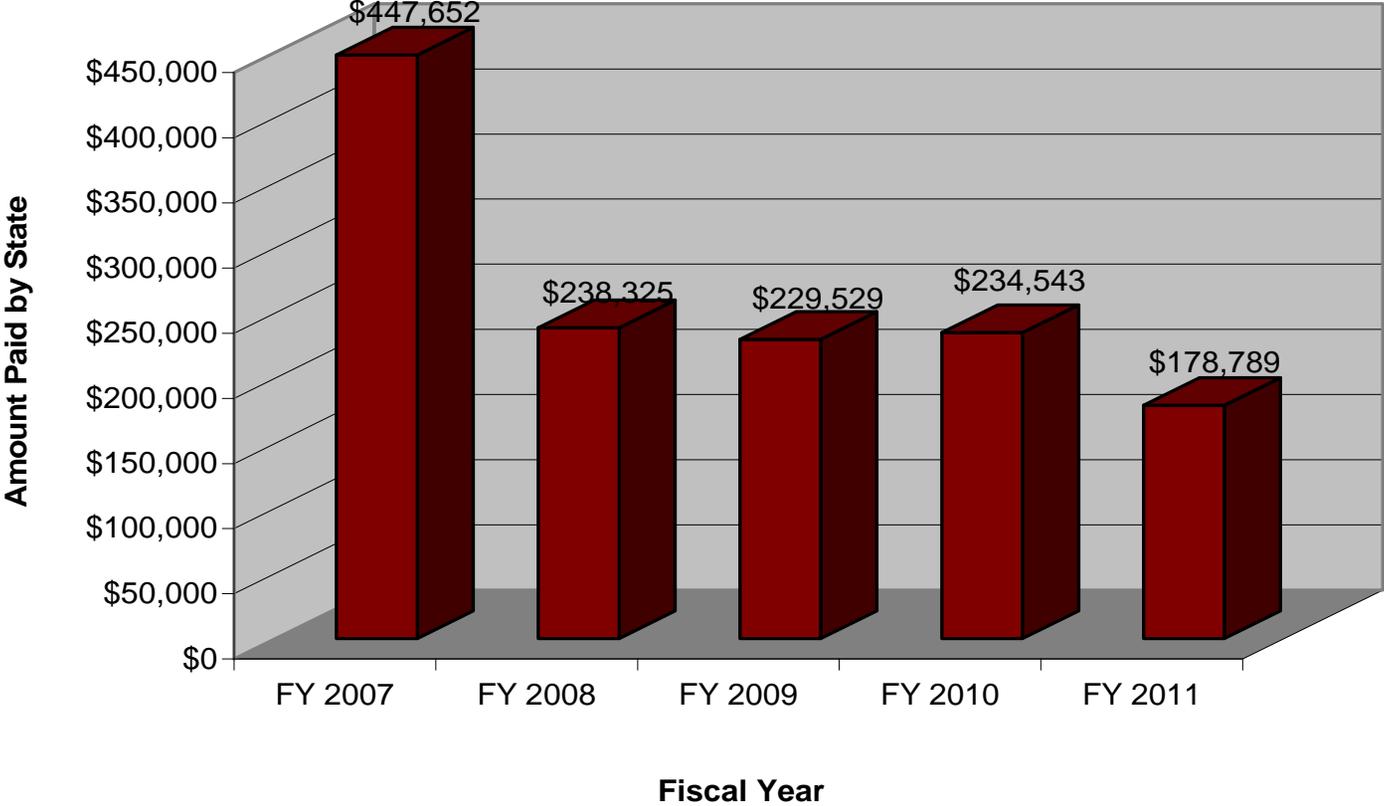
Cost of Dental Plan



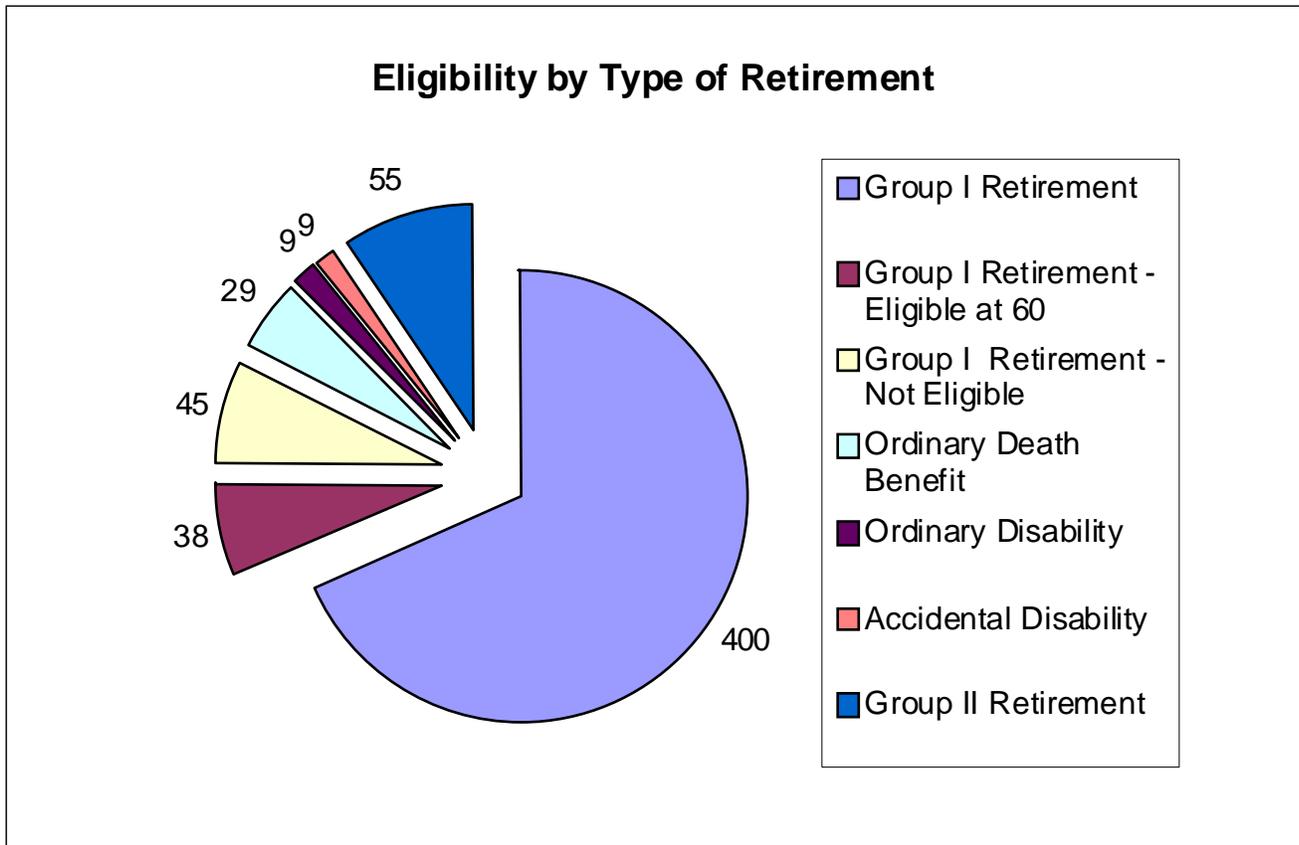
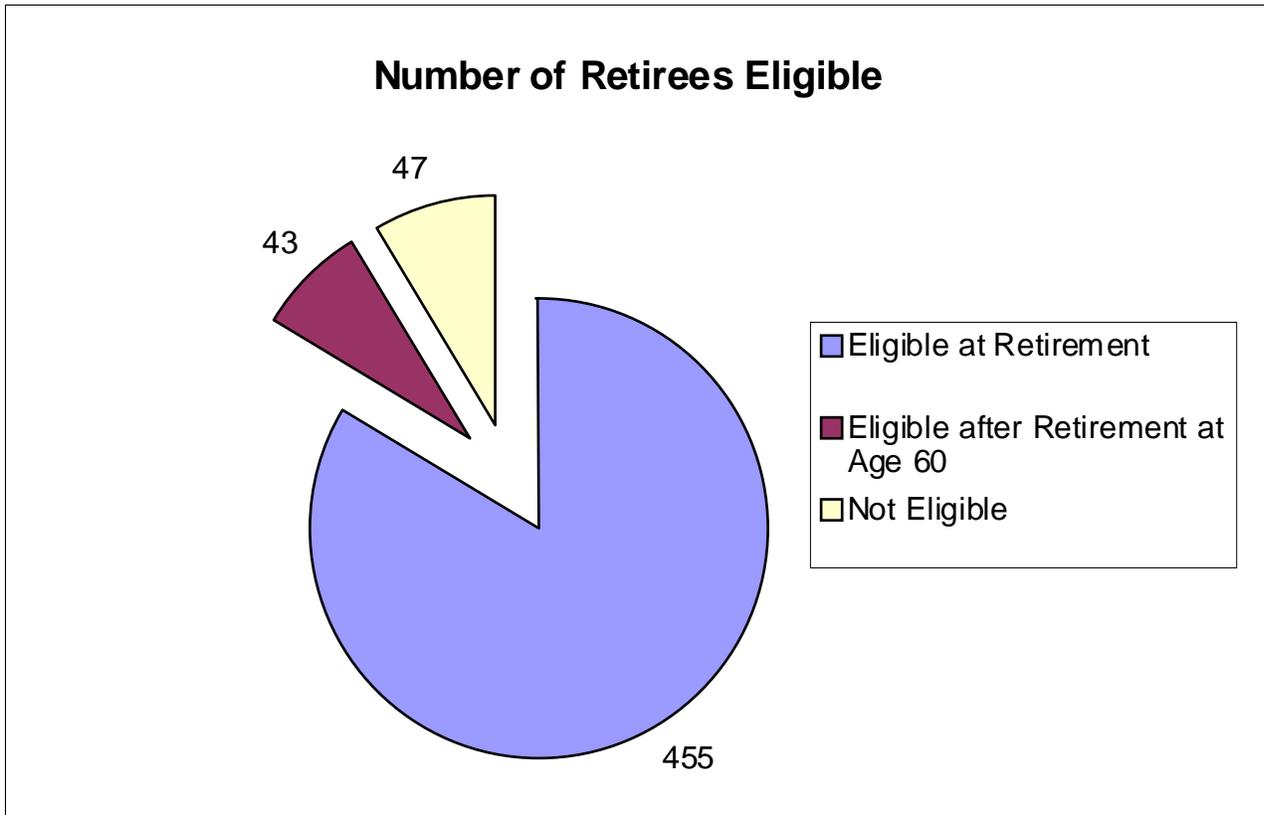
Cost of Medical Benefit Plan



Cost of State-Paid Life Insurance Five Year History



Eligibility for Retiree Health Benefit



Note: Total number of retirees = 590

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.

Fiscal Year 11 Accomplishments

Operational Improvements

The Bureau has moved from publishing an annual Training Opportunities catalog to a semi-annual catalog. This has allowed the Bureau to create new classes and advertise them in a timely fashion. The Bureau now uses e-mail distribution lists to send reminders and announcements of upcoming classes and any classes or programs that may have been added to the schedule after the catalog was printed. In FY 11 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 e-mails materials to participants ahead of the scheduled classes. BET also dramatically reduced overhead cost by eliminating two training rooms at 130 Pembroke Road and the training center on 27 Hazen Drive.

While continuing to offer the Certified Public Supervisor, Certified Public Manager, Human Resource, and Continuous Improvement Practitioner programs and numerous open enrollment courses, BET expanded its organizational development services in Fiscal Year 2011. Summary of key programs:

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 uses a consultative approach, wherein assessments of the organization's specific OD needs are conducted and appropriate classes are then prescribed. Customized programs in workforce development, evaluation, motivation, and other topics are available upon request.

Human Resource Certificate Program

The program was established to provide uniform HR Training for all government organizations. It offers training for public sector HR administrators and assistants, payroll personnel, supervisors, and others with human resource responsibilities. The certificate program consists of 15 courses covering a range of subject areas.

Continuous Improvement Practitioner (CIP) Certificate Program

In FY 2010, the Bureau established a training program to certify Lean process improvement practitioners. In FY 2011, a dozen new CIPs graduated, increasing the number of agencies/municipalities with internal Lean expertise, as well as the number of practitioners. BET also maintains an e-list of CIPs to facilitate their on-going participation in the NH Lean Network.

New Hampshire Certified Public Manager Program

In FY 1996, BET 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.

- The Level I program is available to supervisors and individuals planning to enter supervision. The Level I program takes one year to complete. It requires approximately 150 hours of core course work. With successful completion of the program, participants earn the designation of Certified Public Supervisor (CPS).
- The Level II program is available to supervisors and managers who have successfully completed Level I. Level II requires an additional 120 hours of core course work, as well as participation in a team project of about 60 to 100 hours. Those who complete the program are awarded the Certified Public Manager® (CPM) designation which is a registered service mark of the National Certified Public Manager Consortium. The Certified Public Manager® program is nationally accredited.
- In Fiscal Year 2011, there were 86 participants in the Level I program and 41 who participated in Level II.
- Both the CPS and CPM designations are viewed as professional, rather than academic, credentials; however the course work is recognized by a number of colleges and universities:

College Credit Agreements

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

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

Number of Participants Completing Training Programs

Lean Process Improvement

<u>Number of Participants</u>	<u>Course Title</u>
37	Lean Briefing for Managers
20	Lean Change Management
9	Lean Facilitator Skills
82	Lean Process Improvement Techniques
12	Continuous Improvement Practitioner (CIP) Certification Program
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160	Subtotal

Management Classes

<u>Number of Participants</u>	<u>Course Title</u>
41	CPM Capstone
17	CPM Graduate Leadership Tune-Up
86	CPS Capstone
90	CPS Orientation
11	Effective Meetings
142	Foundations of Supervision
12	Human Resources & the Law
12	Human Resource Management Certificate Program
21	Interviewing Techniques
12	Introduction to Human Resource Management
97	Introduction to Supervision
22	Introduction to Time Management
97	Personnel Appeals Workshop
29	State Budget and Purchasing
41	Strategic Planning
97	Supervising Employee Performance
97	Understanding and Valuing Differences
41	Women in Management Program
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965	Subtotal

Employee Development Classes

<u>Number of Participants</u>	<u>Course Title</u>
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15	Coaching in the Workplace
11	Conducting Public Meetings and Hearings
23	Conflict Resolution
26	De-escalating Anger
15	Introduction to Time Management
103	Myers-Briggs Type Indicator (MBTI)
17	Networking
70	Resume Writing and Interviewing Workshop
206	Workforce Development Planning / Summit

486 Subtotal

Communication Classes

<u>Number of Participants</u>	<u>Course Title</u>
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33	Assertive Communication
29	Business Writing in Plain English
24	Communication Skills in the Workplace
19	Dealing with Difficult People
45	Effective Front Line Customer Service
9	Effective Speaking and Presentations
23	Let's Talk - How to Communicate Effectively in the Midst of Tension

182 Subtotal

Computer Classes

<u>Number of Participants</u>	<u>Course Title</u>
4	Access Macros Workshop
18	Adobe Acrobat
6	Basic PC Skills
12	Excel Formula Workshop
5	Excel Pivot Tables & Charts
8	Introduction to Microsoft Windows XP
12	Microsoft Access – Part I
11	Microsoft Access – Part II
10	Microsoft Access – Part III
22	Microsoft Excel – Part I
32	Microsoft Excel – Part II
7	Microsoft Excel – Part III
7	Microsoft Outlook
4	Microsoft Word – Part I
9	Microsoft Word – Part II
43	Project Management Fundamentals
14	Structured Query Language (SQL)
4	Using Microsoft PowerPoint 2000
11	Visual Basics to Access
6	Word Form/Template Design Workshop
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245	Subtotal

NH First Trainings

<u>Number of Participants</u>	<u>Course Title</u>
14	Accounts Receivable and Billing
22	Accounts Payable and Approval
9	General Ledger
10	Non Accounts Receivable Cash Receipts
10	Requisition Processing
41	Using Reporting Functions in NH First
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106	Subtotal

Total number of participants for all courses: 2144