

STATE OF NEW HAMPSHIRE DIVISION OF PERSONNEL

DEPARTMENT OF ADMINISTRATIVE SERVICES



2004 ANNUAL REPORT



**New Hampshire
Department of Administrative Services
Division of Personnel
2004 Annual Report
Fiscal Year Ended June 30, 2004**

Pursuant to RSA 21-I:42

Donald S. Hill, Commissioner
Karen A. Levchuk, Director of Personnel
Sara W. Willingham, Manager of Employee Relations
Peter Gamache, Director, Education and Training

Craig R. Benson, Governor
Raymond S. Burton, Executive Councilor
Ruth L. Griffin, Executive Councilor
Peter J. Spaulding, Executive Councilor
David K. Wheeler, Executive Councilor
Raymond J. Wieczorek, Executive Councilor

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GENERAL SUMMARY FY 2004

Authority

RSA Chapter 21-I:42
Federal Merit Standards

Mission

To serve the public interest by providing the State of New Hampshire with fair, equitable, and comprehensive systems of personnel and labor relations; to assist State agencies in implementing and maintaining efficient and expedient personnel transactions.

Location

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

Staff Composition

19	Full-time classified employees
2	Part-time employees
3	Unclassified employees

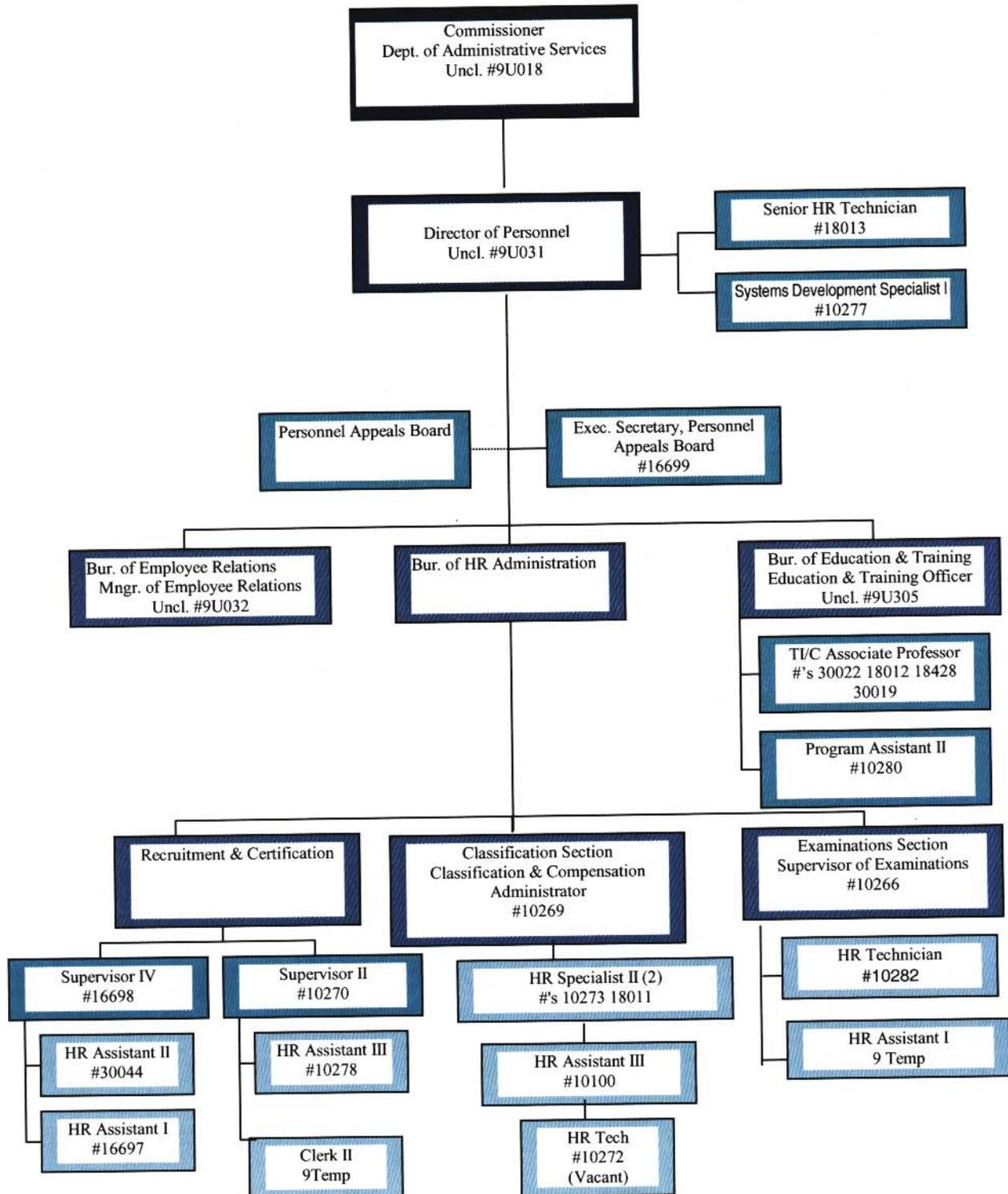
Fiscal Year Appropriation

\$1,442,615

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.

**ORGANIZATIONAL CHART
DEPARTMENT OF ADMINISTRATIVE SERVICES
DIVISION OF PERSONNEL
JUNE 2004**



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. 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 Managers program. The Manager of Employee Relations conducts negotiations on behalf of the Governor, represents the State in grievance actions related to the Collective Bargaining Agreement and assists in administering employee benefit plans and programs. In addition to serving as a fiscal "gatekeeper," 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.

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.

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 applications for certification (eligibility) purposes and maintaining/updating registers of eligible job candidates.
- Auditing all personnel actions affecting classified employees to ensure compliance with the Collective Bargaining Agreement and the Administrative Rules of the Division of Personnel.
- Establishing, maintaining and managing centralized personnel records for all classified employees.
- Compiling EEO data on characteristics of job applicants for state and federal reporting purposes.

STATEWIDE HIRING FREEZE

Executive Order 2004-02

On March 24, 2004, Governor Craig Benson issued Executive Order 2004-02, instituting a hiring freeze to effect a reduction in state general fund expenditures. This Executive Order mandated that all full-time classified and unclassified employee 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 during the 2004/2005 biennium. 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, law enforcement positions, and those positions at the Community Technical Colleges that were directly responsible for academic instruction including, but not limited to, academic faculty and counseling.

Executive Order 2004-02 mandated that no general fund monies appropriated for Class 30 equipment could be expended or encumbered for the balance of Fiscal Year 2004, 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 Class 80 out-of-state travel for the balance of Fiscal Year 2004 could be expended or encumbered on or after the date of the Executive Order.

Executive Order 2004-02 directed that the statewide freeze on hiring, equipment and out-of-state travel would remain in effect until June 30, 2004, or until terminated under the provisions of RSA 9:16-b. The Executive Order also 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 2004, the Recruitment and Certification Section prepared 13 Opportunities Announcements for statewide distribution and approved 492 agency-prepared newspaper advertisements. During the Fiscal Year, 1,244 applications were evaluated for certification purposes by staff in this section. Of this number, 990 (79.6%) applicants were determined to have met the minimum qualifications. The following Recruitment and Certification table lists the work activities performed in the Recruitment and Certification Section during Fiscal Year 2004:

RECRUITMENT AND CERTIFICATION ACTIVITIES FISCAL YEAR 2004

ACTIVITY	AMOUNT
Applications Distributed	2,080
Applications Received	3,876
Applications Accepted as Certified	990
Applications Rejected as Not Certified	254
Registers Requested	160
Employees Hired From Registers	50
Newspaper Advertisements Approved	492
Opportunities Announcements Prepared	13

PERSONNEL ACTIONS FISCAL YEAR 2004

PERSONNEL ACTION	AMOUNT
New Hires	2,233
Hires Above Minimum Step (both full-time & part-time)	243
Separations	1,199
Promotions	990
Demotions	247
Total Personnel Action Forms Processed	27,649

During Fiscal Year 2004, staff in the Recruitment and Certification Section audited a total of 27,649 actions affecting classified employees. Of this total, 2,233 (8.1%) were personnel actions hiring new employees. The number of employees separating from state service in FY 2004 was 1,199 (4.3% of all transactions processed). Noted above is a summary of the type and number of personnel actions audited by the Recruitment and Certification Section.

Note: Total forms processed included increments and miscellaneous data changes such as seniority adjustments and temporary assignments.

EMPLOYEE REDUCTION IN FORCE (RIF) LIST

Effective July 1, 2003, the Legislature passed Chapter 319:7, 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 January 1, 2003 and July 1, 2005 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 2004:

ACTION	AMOUNT
Names Submitted to Personnel	18
Names Removed from RIF List	18
Names Remaining on RIF List	0
Placements	13
Vacant Positions Released for Recruitment	1,024
Total Number of Vacant Positions Submitted by Agencies	1,037

Note: The total number of names on the RIF List includes 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 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 - Fiscal Year -

Department	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
Adjutant General Department	103	102	102	108	108	108	113	113	122	120
Administrative Services Dept.	308	309	311	316	319	324	338	338	319	245
Agriculture Department	31	31	31	32	32	32	32	31	33	33
Banking Department	29	27	27	27	27	27	27	27	41	41
Business Finance Authority	7	7	7							
Christa McAuliffe Planetarium								8	13	12
Com. Dev. Finance Authority										7
Corrections Department	816	808	813	813	869	1,088	1,088	1,083	1,132	1,096
Cultural Resources Department	67	62	62	66	66	67	69	69	74	69
Education Department	306	305	305	300	303	306	313	312	326	316
Employment Security	368	377	333	315	313	385	402	385	408	367
Environmental Services Dept.	434	426	432	429	429	429	439	435	546	528
Executive Department	79	79	79	81	81	81	81	44	44	33
Fish and Game Department	168	168	168	171	171	171	173	173	174	165
Health & Human Services Dept.										
Alcohol and Drug Abuse Prev.	49	49				45	47	47	47	44
Anna Philbrick Center							89	89		
Behavioral Health	199	139	183	93	95	51	51	56	56	61
Children, Youth & Family Svcs.	460	380	387		370	394	394	397	350	367
Commissioner's Office	148	204	211	878	599	617	494	493	469	340
Community and Public Health	310	307	299		272	255	257	256	218	224
Developmental Services				68	66	59	58	54	54	53
Elderly & Adult Services	96	95	94	65	112	131	130	129	128	131
Family Services	528	628	619	709	327	327	327	326	327	322
Glenclyff Home	156	156	156	156	156	168	168	168	168	164
Information Services								122	146	155
Juvenile Justice Services									369	360
NH Hospital	979	992	992	968	941	875	874	870	867	846
Youth Development Center								183	185	
Highway Safety Agency	3	3	3	3	3	3	6	6	6	6
Human Rights Commission	7	7	7	7	7	7	7	7	10	9
Insurance Department	43	46	46	50	50	51	53	53	72	72
Judicial Council	1	1	1	2	2	2	2	2	2	2
Justice Department	56	53	53	54	54	54	55	56	65	61
Labor Department	77	76	76	80	81	82	82	82	84	83
Liquor Commission	304	311	311	311	312	314	314	313	313	315
Office of Information Technology										335

TEN YEAR HISTORY OF AUTHORIZED PERMANENT POSITIONS BY DEPARTMENT

Number of Class 10 Positions Authorized - Fiscal Year -

Department	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
Pari-Mutuel Commission	11	11	11	11	11	11	11	11	11	11
Pease Development Authority	4	4	4	4	4	5	5	5	5	5
Postsecondary Education Comm.	6	6	6	6	6	6	6	6	6	6
Public Utilities Commission	74	74	74	74	74	73	73	72	72	72
Real Estate Commission	8	7	7	7	7	7	8	8	8	8
Regional Comm. Tech. College Sys.	633	668	660	641	641	49	662	654	745	707
Police Standards & Training										25
Regulatory Boards										
Electricians Licensing Board	6	6	6	6	6	6	7	7	7	7
Health & Human Services Boards				23	22	27	30	30	31	31
Joint Board of Licensing & Cert.	3	3	3	4	4	5	5	5	5	5
Plumbers Board	6	6	6	6	6	6	6	6	6	6
Pub. Empl. Labor Relations Board	4	4	4	4	4	4	4	4	4	4
Real Estate Appraisers Bd.	1	1	1	1	1	1	1	1	1	1
Tax & Land Appeals Board	10	8	8	8	8	8	10	9	10	10
Veterinarians Exam. Board	1	1	1	1	1	1	1	1	1	1
Resources & Econ. Dev. Dept.	177	159	159	153	154	142	147	149	184	184
Retirement System	41	41	41	41	41	45	48	48	54	54
Revenue Administration Dept.	158	150	151	153	168	171	179	191	214	175
Safety Department	748	755	749	772	782	803	811	859	1,046	1,027
State Department	22	30	30	30	30	30	33	33	33	43
Status of Women Commission	1	1	1	1	1	1	2	2	2	2
Sweepstakes Commission	60	60	60	60	60	60	60	60	60	60
Transportation Department	1,960	5	1,915	1,913	1,913	1,913	1,913	1,913	1,913	1,868
Treasury Department	17	19	20	21	21	21	21	21	21	21
Veterans' Council	4	4	4	4	4	4	4	4	4	4
Veterans' Home	148	148	148	148	148	150	168	168	251	251
Youth Development Services Dept.		261	261	268	268	269				
TOTALS	10,235	10,490	10,438	10,462	10,550	10,871	10,698	10,994	11,862	11,570

**FY 2004
AUTHORIZED POSITIONS**

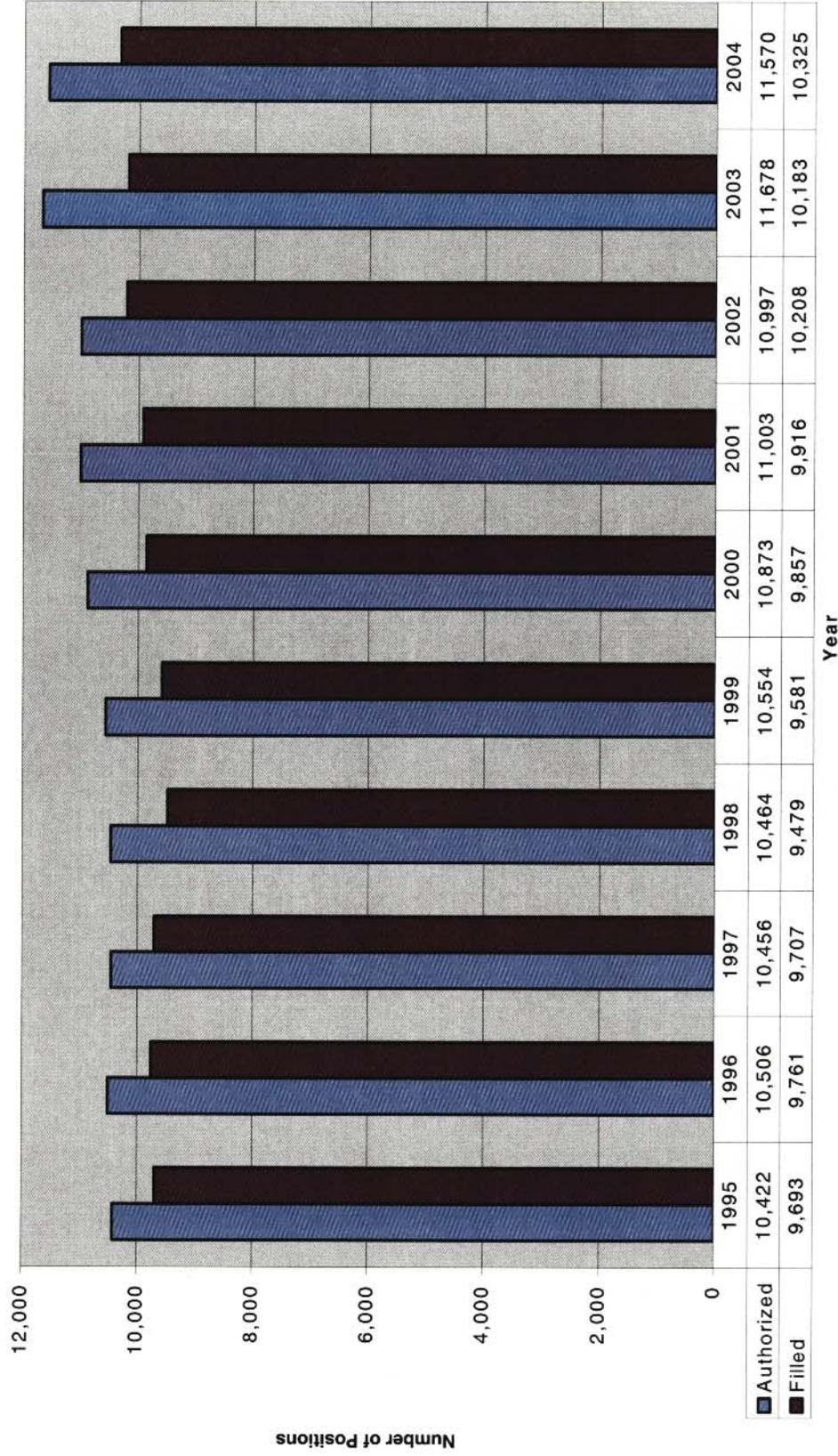
Department & Components	CI 10 Filled	CI 10 Vacant	CI 59 Filled	CI 59 Vacant	Unclassified Filled	Unclassified Vacant	Total Positions
Adjutant General Department	112	8	1	2	2	-	125
Administrative Services, Dept. of							256
Commissioner's Office	2	0	-	-	1	-	(3)
Accounting Services	16	0	-	-	1	-	(17)
Budget Office	11	4	-	-	-	1	(16)
Business Office	5	1	-	-	-	-	(6)
Cost Containment	9	-	-	-	-	-	(9)
Court Facilities	19	5	-	-	-	-	(24)
Data Center	14	2	-	-	-	-	(16)
Financial Data Management	7	1	-	-	1	-	(9)
General Services	56	7	-	-	-	-	(63)
Graphic Services	24	1	-	-	-	-	(25)
LCHIP	-	-	-	1	-	-	(1)
Personnel	19	1	-	-	3	-	(23)
Plant & Property Management	15	5	2	-	1	-	(23)
Risk Management	3	-	-	-	-	-	(3)
Surplus Distribution	8	1	-	-	-	-	(9)
Telecommunications	8	1	-	-	-	-	(9)
Agriculture, Department of	30	3	-	-	3	-	36
Banking Department	37	4	-	-	2	-	43
Christa McAuliffe Planetarium	9	3	-	-	1	-	13
Community Development & Finance Authority	7	-	1	-	-	-	8
Corrections, Department of	969	127	13	10	10	3	1,132
Cultural Resources, Department of							73
Division of Arts	8	-	-	-	1	-	(9)
Division of Historical Resources	9	2	-	-	1	-	(12)
State Library	47	3	-	-	2	-	(52)
Education, Department of	271	45	12	3	5	-	336
Employment Security	340	27	7	-	4	1	379
Environmental Services, Dept. of							537
Commissioner's Office	54	12	1	-	3	-	(70)
Air Resources	62	13	-	-	1	-	(76)
Waste Management	77	18	2	-	1	-	(98)
Water Pollution	207	33	-	-	1	-	(241)
Water Resources	39	13	-	-	-	-	(52)

Department & Components	CI 10 Filled	CI 10 Vacant	CI 59 Filled	CI 59 Vacant	Unclassified Filled	Unclassified Vacant	Total Positions
Executive Department							47
Executive	-	-	-	-	-	1	(1)
Executive Council	-	-	-	-	6	-	(6)
Gov. Commission on Disability	6	1	-	-	1	-	(8)
State Planning & Energy Programs	16	10	5	1	-	-	(32)
Fish & Game Department	150	15	29	7	1	-	202
Health & Human Services, Dept. of							3,427
Commissioner's Office	318	55	11	2	21	6	(413)
Alcohol & Drug Abuse Prevention	38	6	3	-	2	-	(49)
Behavioral Health	55	6	1	1	2	1	(66)
Children, Youth & Families	339	28	4	1	7	-	(379)
Community & Public Health	176	48	109	37	11	1	(382)
Developmental Services	41	12	-	-	1	1	(55)
Elderly & Adult Services	102	29	5	2	3	2	(143)
Family Services, Office of	293	29	19	4	3	-	(348)
Glenclyff Home for the Elderly	159	5	22	2	1	-	(189)
Medical Services	104	18	4	2	4	1	(133)
NH Hospital	770	76	10	1	14	4	(875)
Juvenile Justice Services	315	45	23	5	7	-	(395)
Highway Safety Agency	5	1	-	-	1	-	7
Human Rights Commission	8	1	-	-	-	-	9
Information Technology, Office of	309	26	8	4	13	1	361
Insurance Department	62	10	-	-	8	1	81
Judicial Council	2	-	-	-	-	-	2
Justice, Department of	57	4	1	-	63	6	131
Labor Department	77	6	-	-	2	-	85
Liquor Commission	298	17	-	4	3	-	322
Pari-Mutuel Commission	10	1	9	2	6	-	28
Pease Development Authority	5	0	-	-	-	-	5
Postsecondary Education Commission	6	-	-	-	1	-	7
Public Utilities Commission	70	2	-	-	6	-	78
Real Estate Commission	7	1	-	-	1	-	9

Department & Components	CI 10 Filled	CI 10 Vacant	CI 59 Filled	CI 59 Vacant	Unclassified Filled	Unclassified Vacant	Total Positions
Regional Community Technical College System							790
Commissioner's Office	49	7	4	1	3	-	(64)
Berlin Technical College	59	7	4	-	1	-	(71)
Claremont Technical College	55	4	5	3	-	-	(67)
Concord Technical Institute	199	12	10	2	1	-	(224)
Laconia Technical College	58	1	5	2	-	-	(66)
Manchester Technical College	98	14	5	2	1	-	(120)
Nashua Technical College	67	5	1	2	1	-	(76)
Stratham Technical College	68	4	3	1	-	-	(76)
Police Standards & Trng. Council	22	3	-	-	1	-	(26)
Regulatory and Licensing Boards							78
Accountancy Board	-	-	2	-	-	-	(2)
Chiropractic Examiners Board	1	-	-	-	-	-	(1)
Cosmetology & Barbering Board	5	-	-	-	-	-	(5)
Dental Board	2	-	-	-	-	-	(2)
Electricians Licensing Board	7	-	-	-	-	-	(7)
Joint Board of Licensing & Cert.	4	1	-	-	-	-	(5)
Medicine, Board of	5	-	1	-	-	-	(6)
Nursing & Allied Health Prof.	10	-	5	-	-	-	(15)
Pharmacy Board	6	-	-	-	-	-	(6)
Plumbers Board	6	-	-	-	-	-	(6)
Psychology, Board of	2	-	-	-	-	-	(2)
Public Empl. Labor Relations Board	4	-	-	-	-	-	(4)
Real Estate Appraisers Board	1	-	1	-	-	-	(2)
Tax & Land Appeals Board	8	2	-	-	4	-	(14)
Veterinarian Examiners Board	1	-	-	-	-	-	(1)
Resources & Economic Dev., Dept. of	164	20	43	26	6	0	259
Retirement System	53	1	-	-	1	1	56
Revenue Administration, Dept. of	157	18	-	-	21	2	198
Safety, Department of	969	58	39	23	11	4	1,104
State Department	38	5	28	8	9	-	88
Status of Women Commission	2	-	-	-	-	-	2
Sweepstakes Commission	49	11	-	-	4	-	64
Transportation, Department of							1,925
Aeronautics	5	2	-	-	1	-	(8)
Bridge Design	31	-	2	-	-	-	(33)
Bridge Maintenance	105	17	-	-	-	-	(122)
Budget & Finance	33	3	-	-	-	-	(36)
Commissioner's Office	9	1	-	-	4	2	(16)
Construction	89	16	10	2	-	-	(117)
Contracts Administration	1	-	-	-	-	-	(1)
District 1 - Lancaster	132	13	-	-	-	-	(145)
District 2 - Lebanon	104	18	-	6	-	-	(128)
District 3 - Laconia	117	18	-	-	-	-	(135)
District 4 - Keene	82	10	1	-	-	-	(93)
District 5 - Hooksett	138	20	2	-	-	-	(160)

Department & Components	CI 10 Filled	CI 10 Vacant	CI 59 Filled	CI 59 Vacant	Unclassified Filled	Unclassified Vacant	Total Positions
Transportation, Department of (continued)							
District 6 - Durham	89	11	-	-	-	-	(100)
Engineering Audit	8	3	-	-	-	-	(11)
Environment	18	5	-	-	-	-	(23)
Fuel Distribution	3	1	-	-	-	-	(4)
Highway Design	141	28	-	-	-	-	(169)
Human Resources	18	3	-	-	-	-	(21)
Maintenance	5	3	-	-	-	-	(8)
Materials & Research	49	8	1	1	-	-	(59)
Mechanical Services	75	7	1	-	-	-	(83)
Municipal Highways	5	-	-	-	-	-	(5)
Planning & Systems Development	36	6	-	-	-	-	(42)
Public Affairs & Information	4	-	-	-	-	-	(4)
Public Works	24	2	-	-	-	-	(26)
Railroads & Public Transportation	8	1	-	-	-	-	(9)
Review Appraisal	4	2	-	-	-	-	(6)
Right of Way	32	3	-	-	-	-	(35)
Traffic	60	1	15	9	-	-	(85)
Turnpikes	211	30	-	-	-	-	(241)
Treasury Department	17	4	-	-	4	1	26
Veterans' Council	4	-	-	-	1	-	5
Veterans' Home	207	44	-	-	1	-	252
<hr/>							
TOTALS	10,325	1,245	490	179	307	40	12,586
TOTAL VACANCIES	1,464						
VACANCY RATE	11.6%						

Authorized/Filled Positions 10 Year History



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

DEMOGRAPHICS

New Hampshire State Employees

Fiscal Year 2004

State Government Employees Executive Branch

<u>Class Type</u>	<u>Number of Positions*</u>
Classified	12,236
Unclassified	345
TOTAL POSITIONS:	12,581

*Includes vacancies

The Classified State Workforce is made up of...

51.07% Female
48.93% Male

2.66% Minority
97.34% White (not of
Hispanic background)

The Average Classified Employee...

- Is 45 years old
- Has 9.75 years of service
- Earns \$33,603

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

Full time.....	11,748
Part-time.....	3,843

Classified Employees work in...

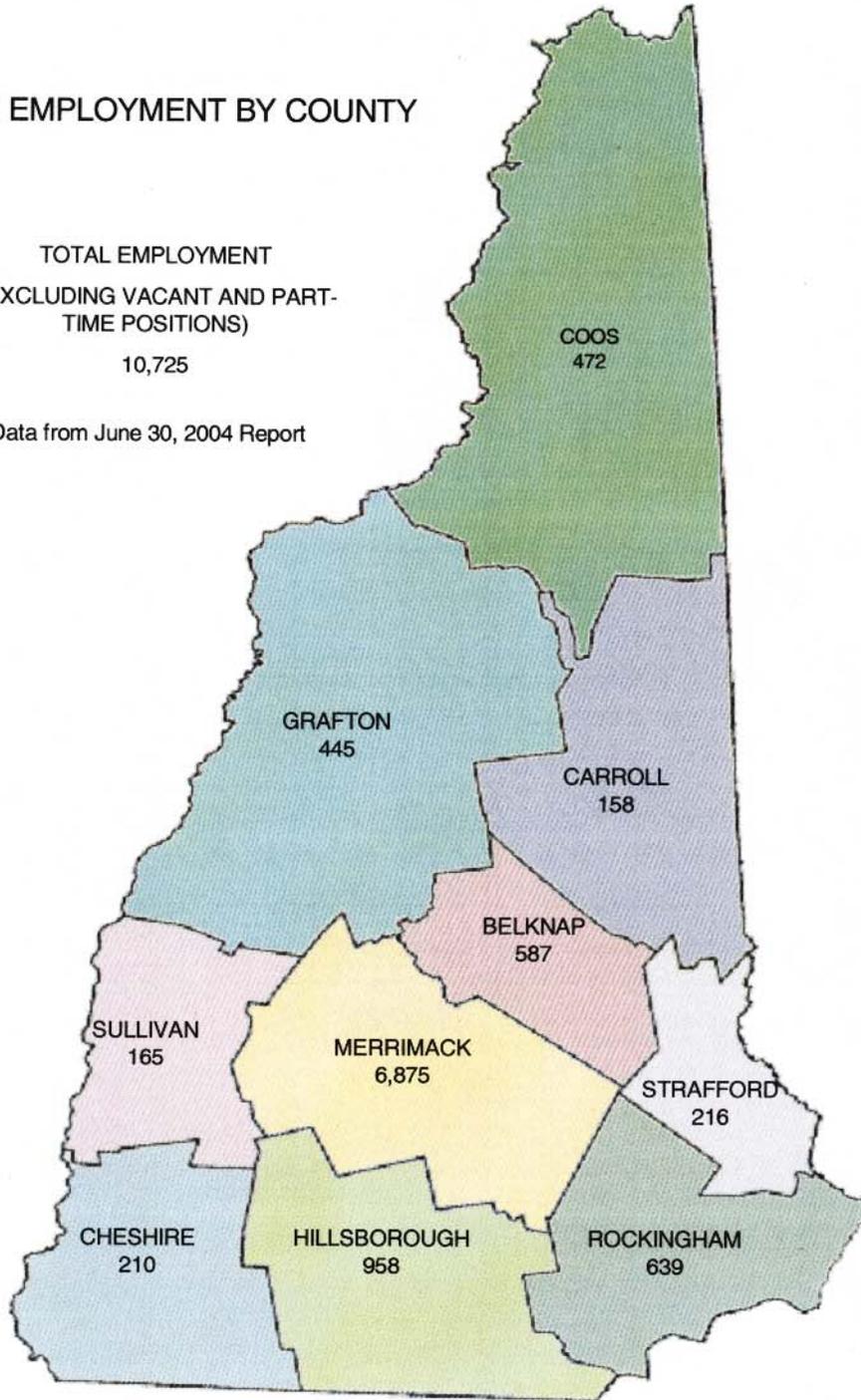
Belknap County.....	5.47%
Carroll County.....	1.47%
Cheshire County.....	1.95%
Coos County.....	4.40%
Grafton County.....	4.14%
Hillsborough County.....	8.93%
Merrimack County.....	64.10%
Rockingham County.....	5.95%
Strafford County.....	2.01%
Sullivan County.....	1.53%

STATE EMPLOYMENT BY COUNTY

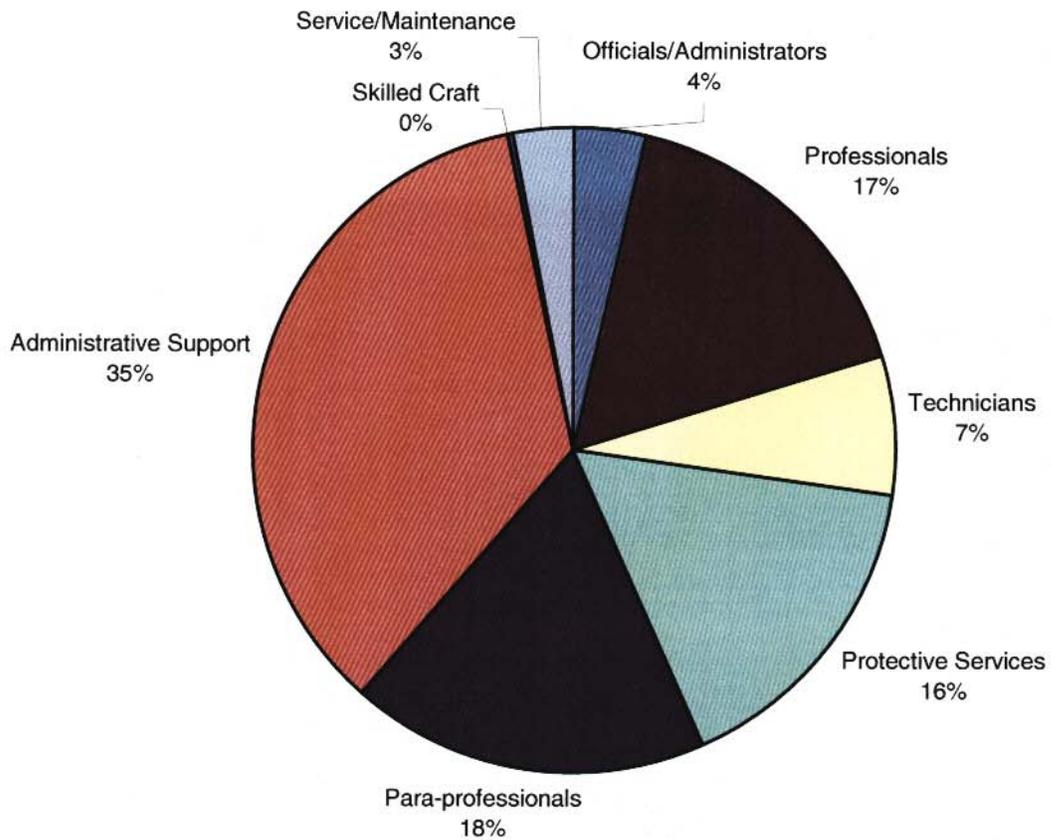
TOTAL EMPLOYMENT
(EXCLUDING VACANT AND PART-
TIME POSITIONS)

10,725

Data from June 30, 2004 Report



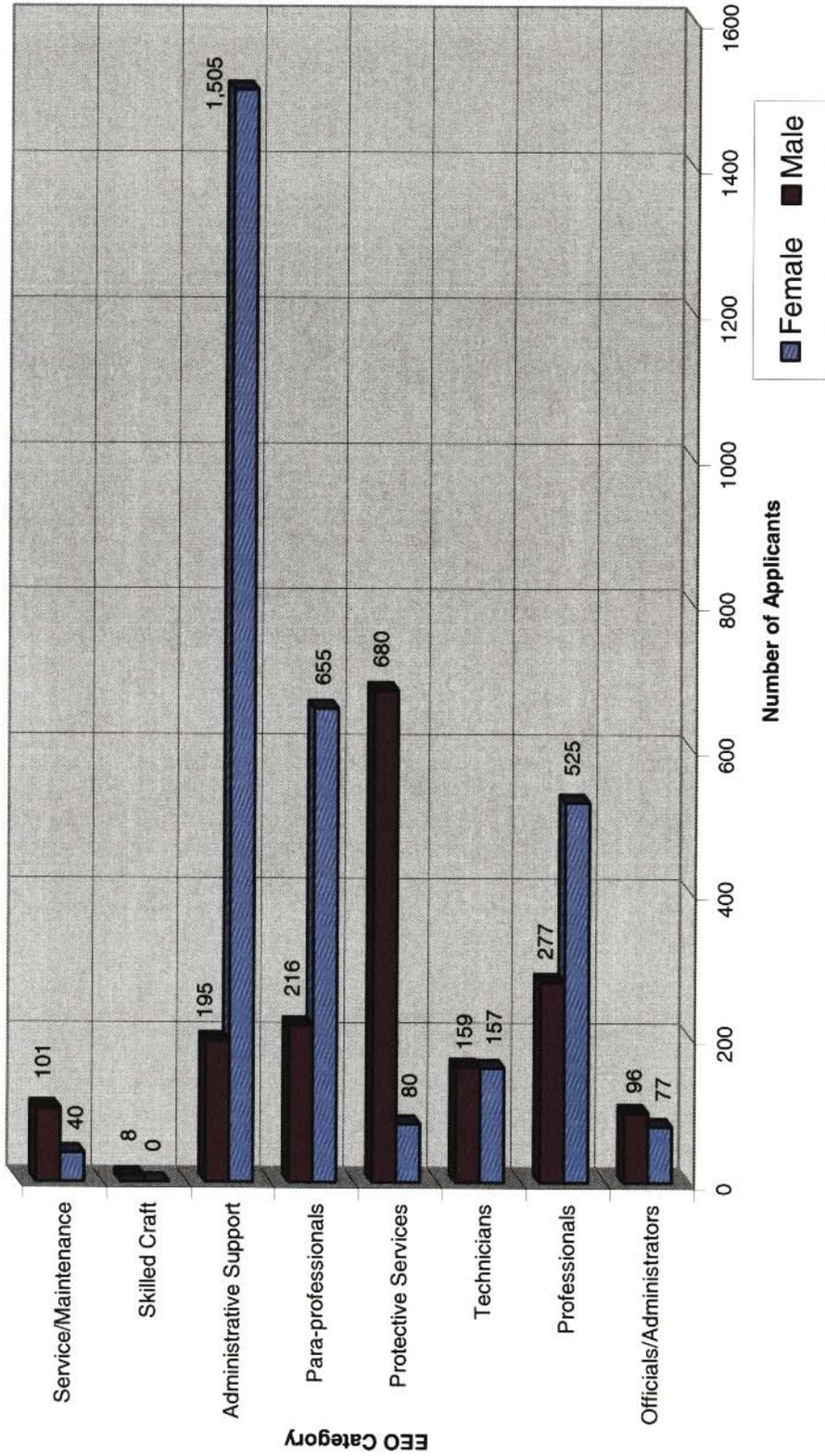
APPLICANTS BY EEO CATEGORY Fiscal Year 2004



	Number Of Applicants
Administrative Support	1,707
Officials/Administrators	175
Para-professionals	880
Professionals	810
Protective Services	776
Service/Maintenance	148
Skilled Craft	9
Technicians	328
TOTAL	4,833

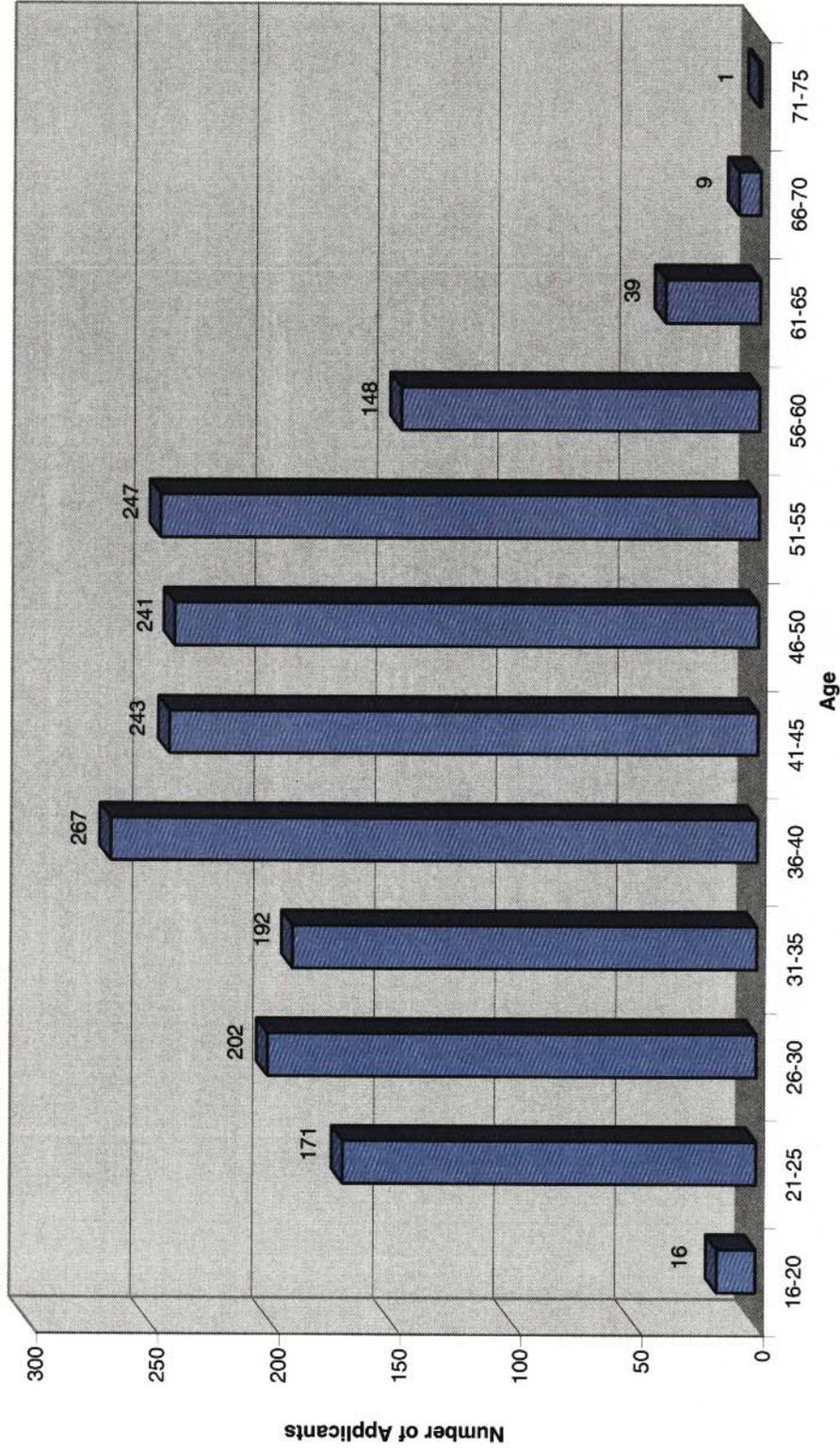
Note: This information is voluntarily submitted by applicants.

APPLICANT GENDER DISTRIBUTION BY EEO CATEGORY Fiscal Year 2004



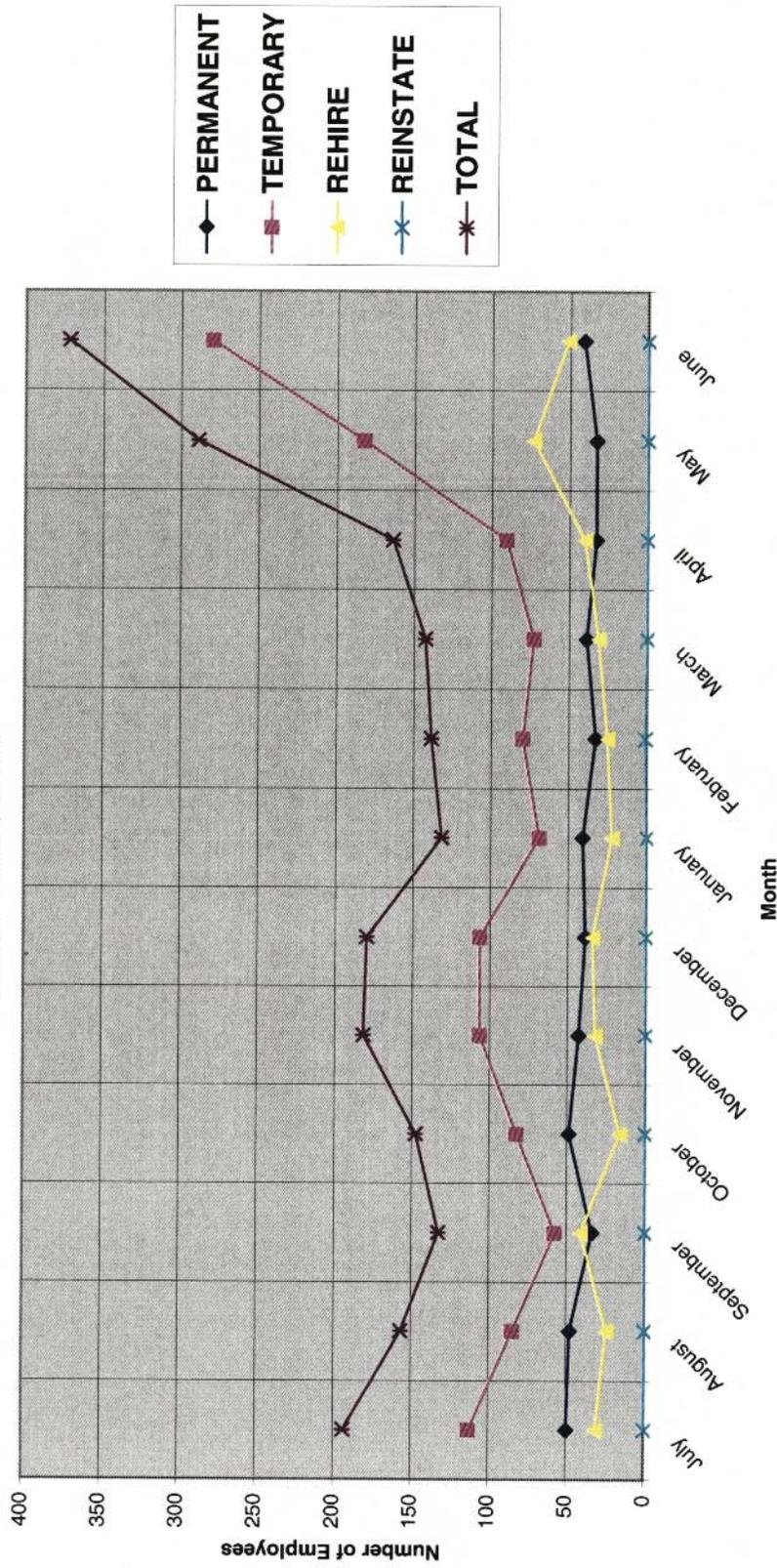
Note: Applicants voluntarily submit this information.
Total number responding = 4,771

APPLICANTS BY AGE DISTRIBUTION Fiscal Year 2004



Note: This information is voluntarily submitted.
Total number of applicants = 1 776

TOTAL NEW HIRES BY MONTH Fiscal Year 2004



Note: Total new hires for Fiscal Year 2004 = 2,233

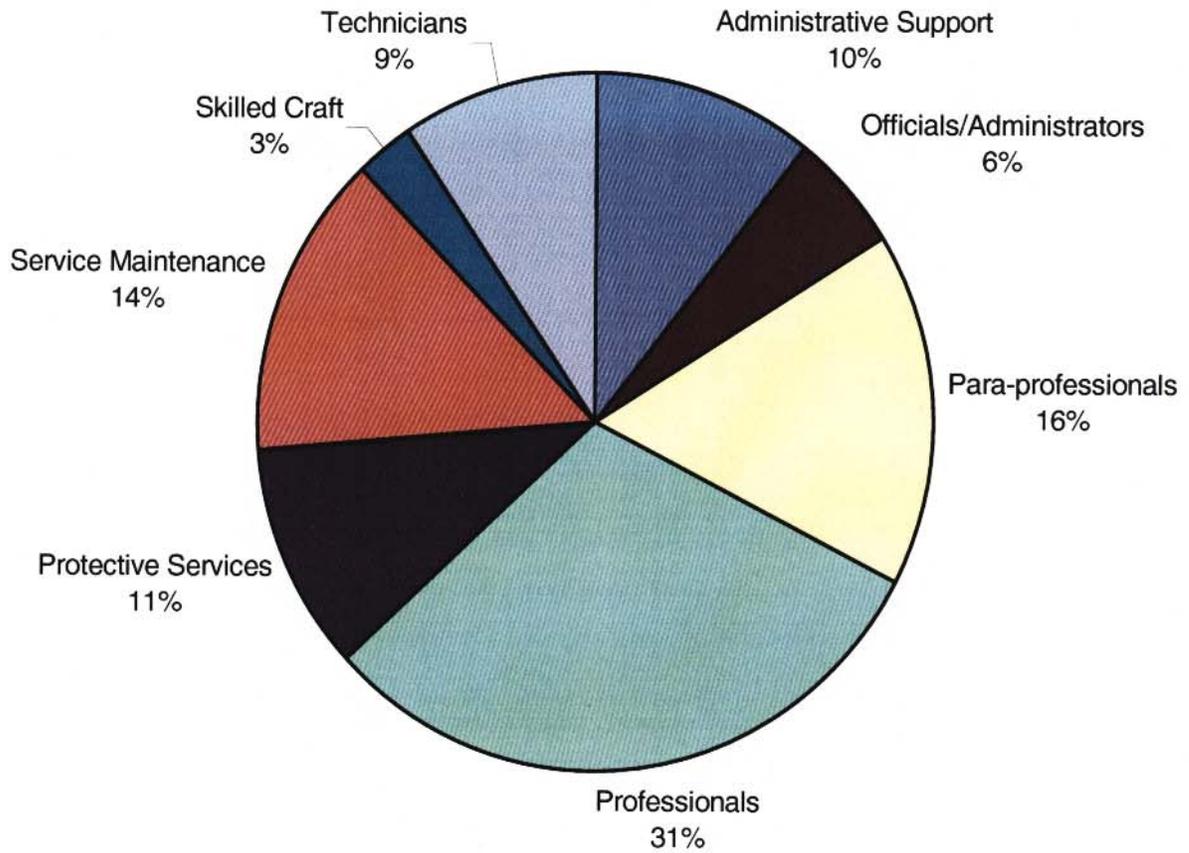
TOTAL NUMBER OF NEW HIRES BY AGENCY

AGENCY	NEW HIRES	HIRES above min.	% HIRED above min.
Adjutant General Department	12	4	33.3%
Administrative Services Department	56	4	7.1%
Agriculture Department	1	0	0.0%
Banking Department	10	5	50.0%
Board of Accountancy	2	0	0.0%
Boards and Commissions	3	2	66.6%
Christa McAuliffe Planetarium	7	0	0.0%
Corrections Department	80	17	21.2%
Cultural Resources	8	1	12.5%
Education Department	25	9	36.0%
Employment Security	61	3	4.9%
Environmental Services Department	76	6	7.8%
Executive Department	2	2	100.0%
Fish and Game Department	46	0	0.0%
Health and Human Services Department			
Attached Boards	2	1	50.0%
Behavioral Health	5	1	20.0%
Children, Youth & Families	50	8	16.0%
Commissioner's Office	10	2	20.0%
Developmental Services	1	0	0.0%
Elderly and Adult Services	1	0	0.0%
Glenclyff Home for the Elderly	19	1	5.2%
Health Management	25	7	28.0%
Juvenile Justice Services	32	2	6.2%
New Hampshire Hospital	130	13	10.0%
Transitional Assistance	13	0	0.0%
Insurance Department	5	3	60.0%
Joint Board of License & Certification	3	1	33.3%
Judicial Council	1	0	0.0%
Justice Department	9	3	33.3%
Labor Department	6	1	16.6%
Liquor Commission	405	3	0.7%
Office Information Technology	7	3	42.8%
Pari-Mutuel Commission	8	1	12.5%
Post Secondary Education Commission	3	2	66.6%
Public Employee Labor Relations Board	1	1	100.0%
Public Utilities Commission	5	4	80.0%
Regional Community Technical College System	163	22	13.4%
Resources & Economic Development Dept.	348	1	0.2%
Retirement System	9	2	22.2%

AGENCY	NEW HIRES	HIRES above min.	% HIRED above min.
Revenue Administration Department	14	0	0.0%
Safety Department	179	49	27.3%
Secretary of State Department	13	0	0.0%
Sweepstakes Commission	13	0	0.0%
Transportation Department	262	9	3.4%
Treasury Department	1	0	0.0%
Veterans' Home	101	50	49.5%

Note: Includes all full-time and part-time hires, rehires and reinstatements. Total new hires for FY 2004 = 2,233. Total hires above minimum = 243.

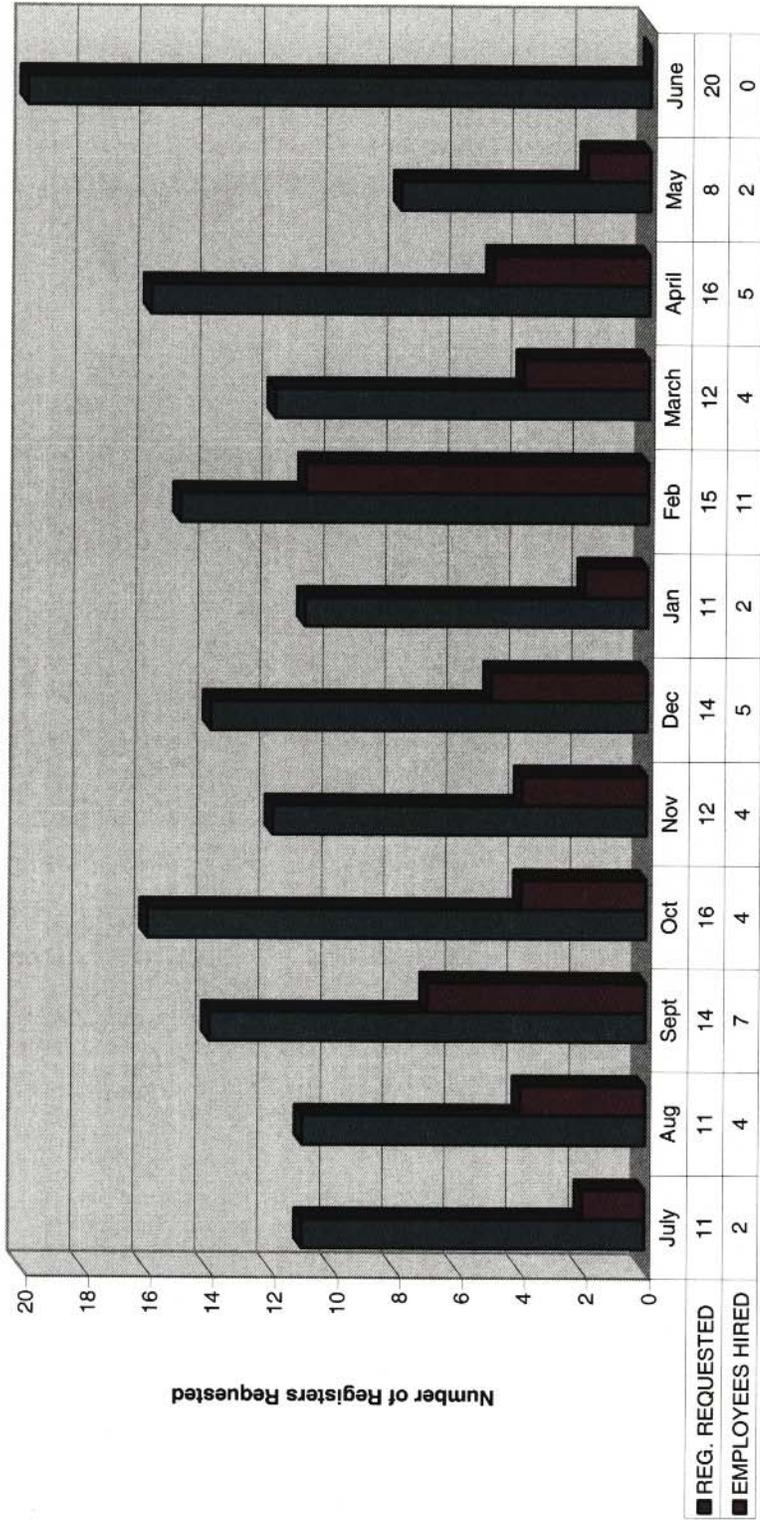
**EMPLOYEES BY EEO CATEGORY
WORKFORCE PARTICIPATION RATES
Fiscal Year 2004**



	Number Of Employees
Administrative Support	1,132
Officials/Administrators	599
Para-professionals	1,748
Professionals	3,278
Protective Services	1,141
Service/Maintenance	1,509
Skilled Craft	299
Technicians	1,022
TOTAL	10,728

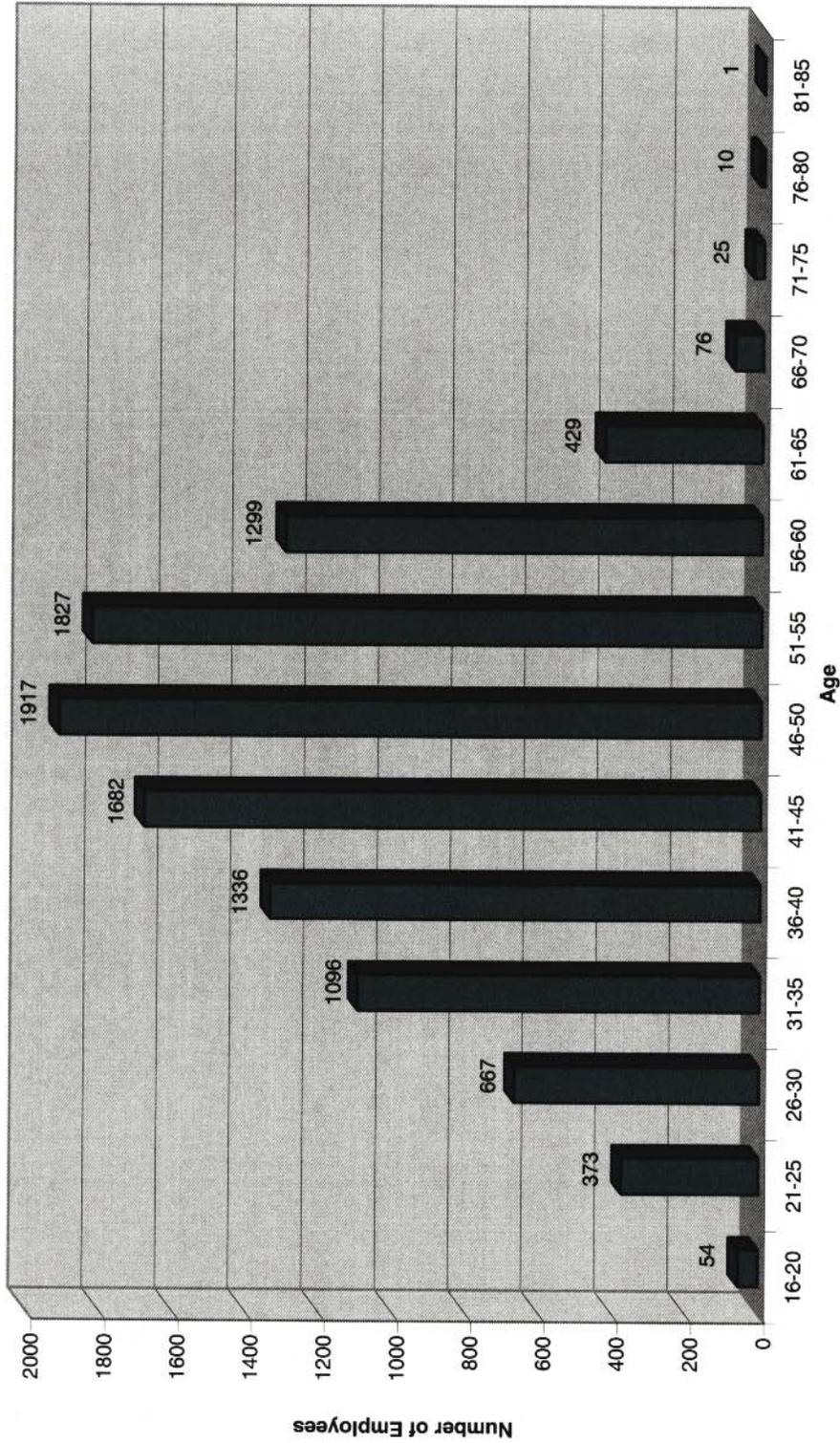
Note: Date from 6-30-04 report.

**EMPLOYEES HIRED FROM REGISTERS
By Month - Fiscal Year 2004**



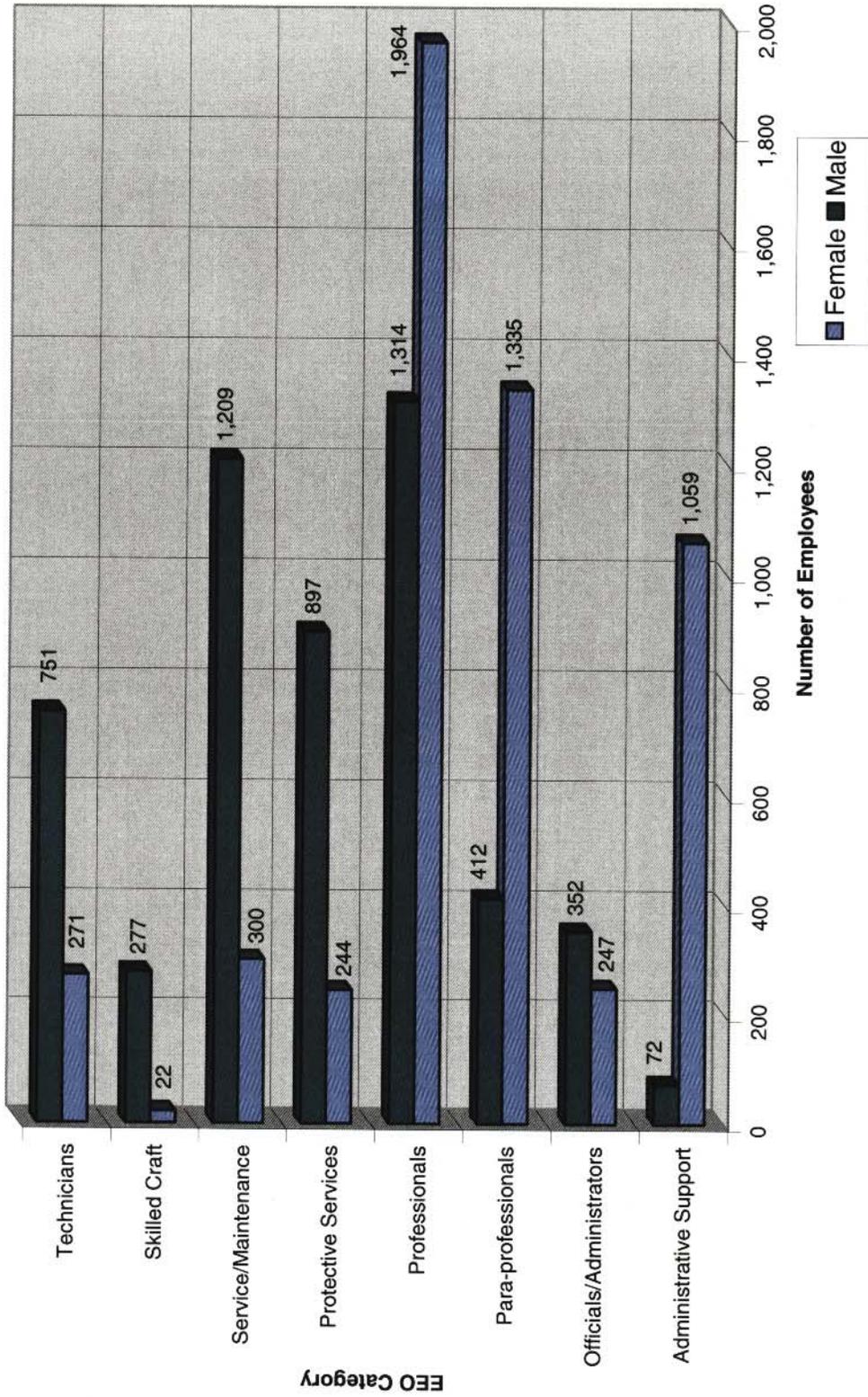
Total Employment Registers Requested by State Agencies = 160
Total Employees Hired from Registers = 50

EMPLOYEES BY AGE DISTRIBUTION Fiscal Year 2004



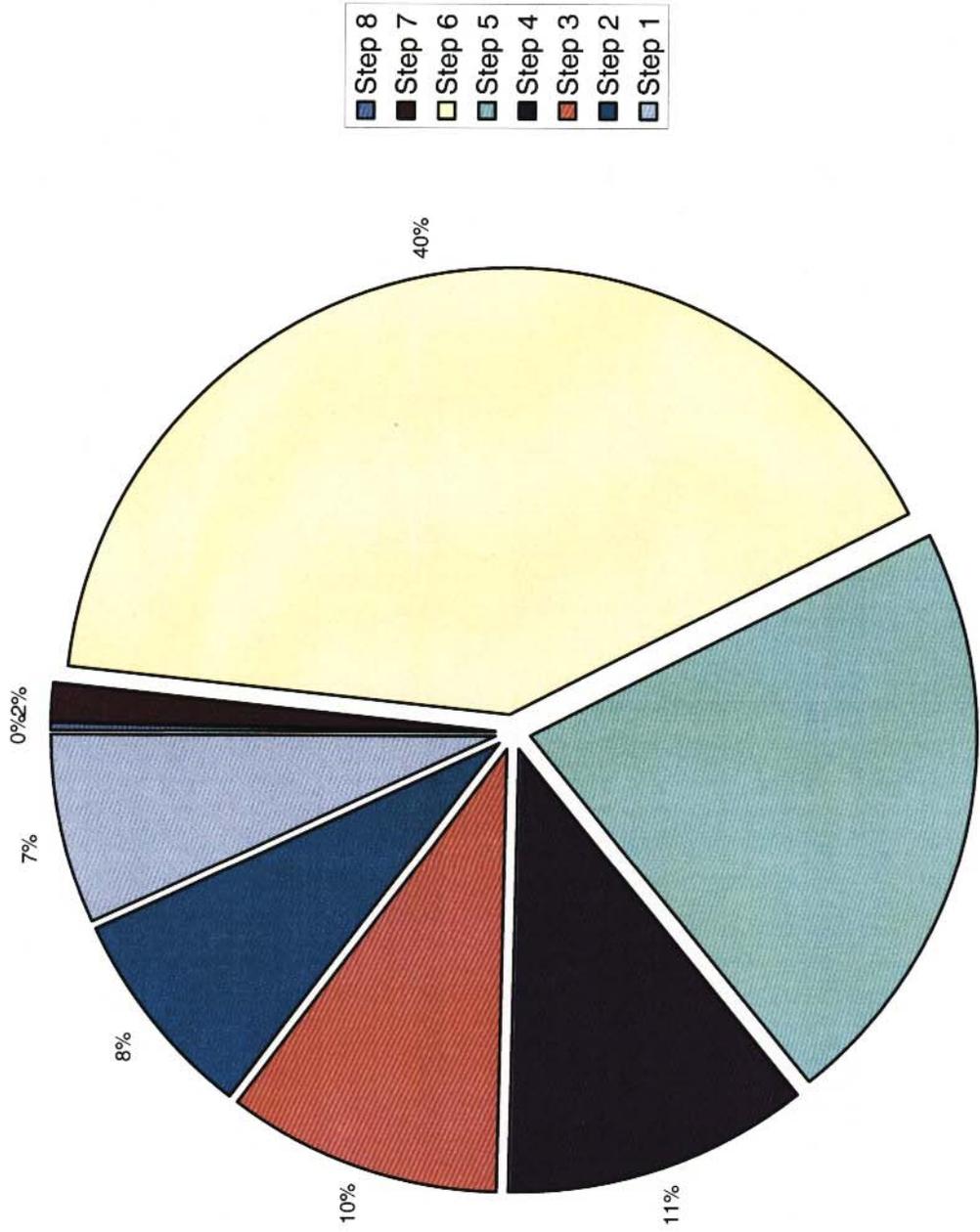
Data from 7-01-04
Note: Employees with no D.O.B. on file = 7

EMPLOYEES BY GENDER AND EEO CATEGORY



Note: Includes all full-time classified employees as of 6-30-04

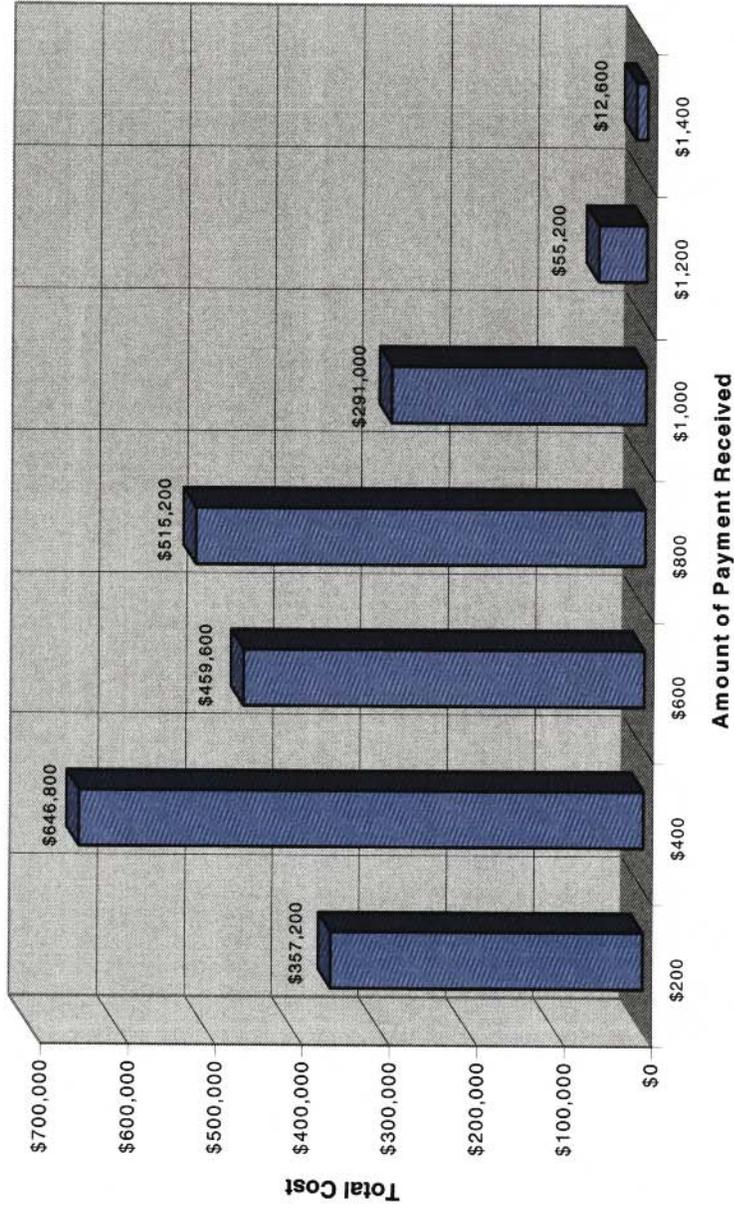
OVERALL SALARY DISTRIBUTIONS Fiscal Year 2004



Includes all full-time classified employees as of 6-30-04

LONGEVITY IN CLASSIFIED SERVICE

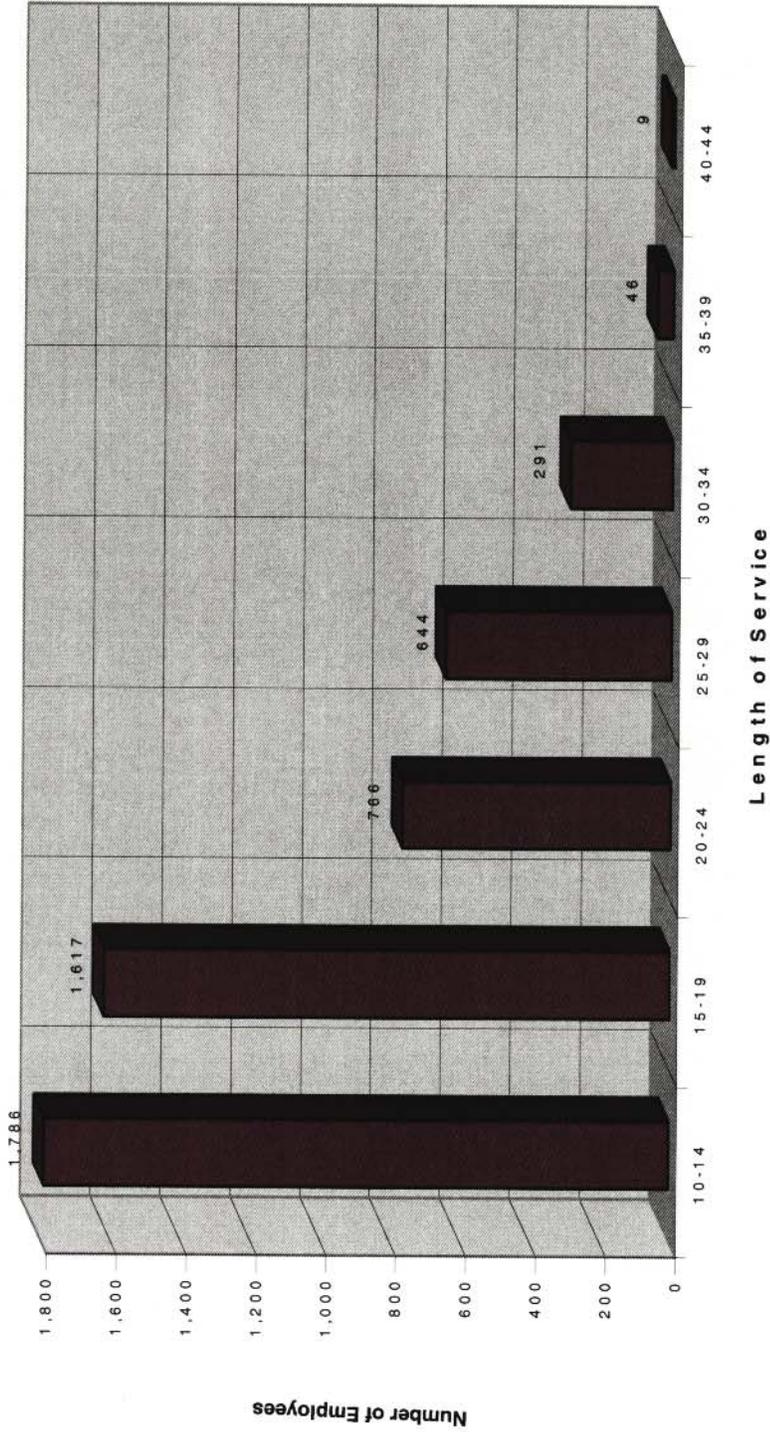
Cost of Longevity



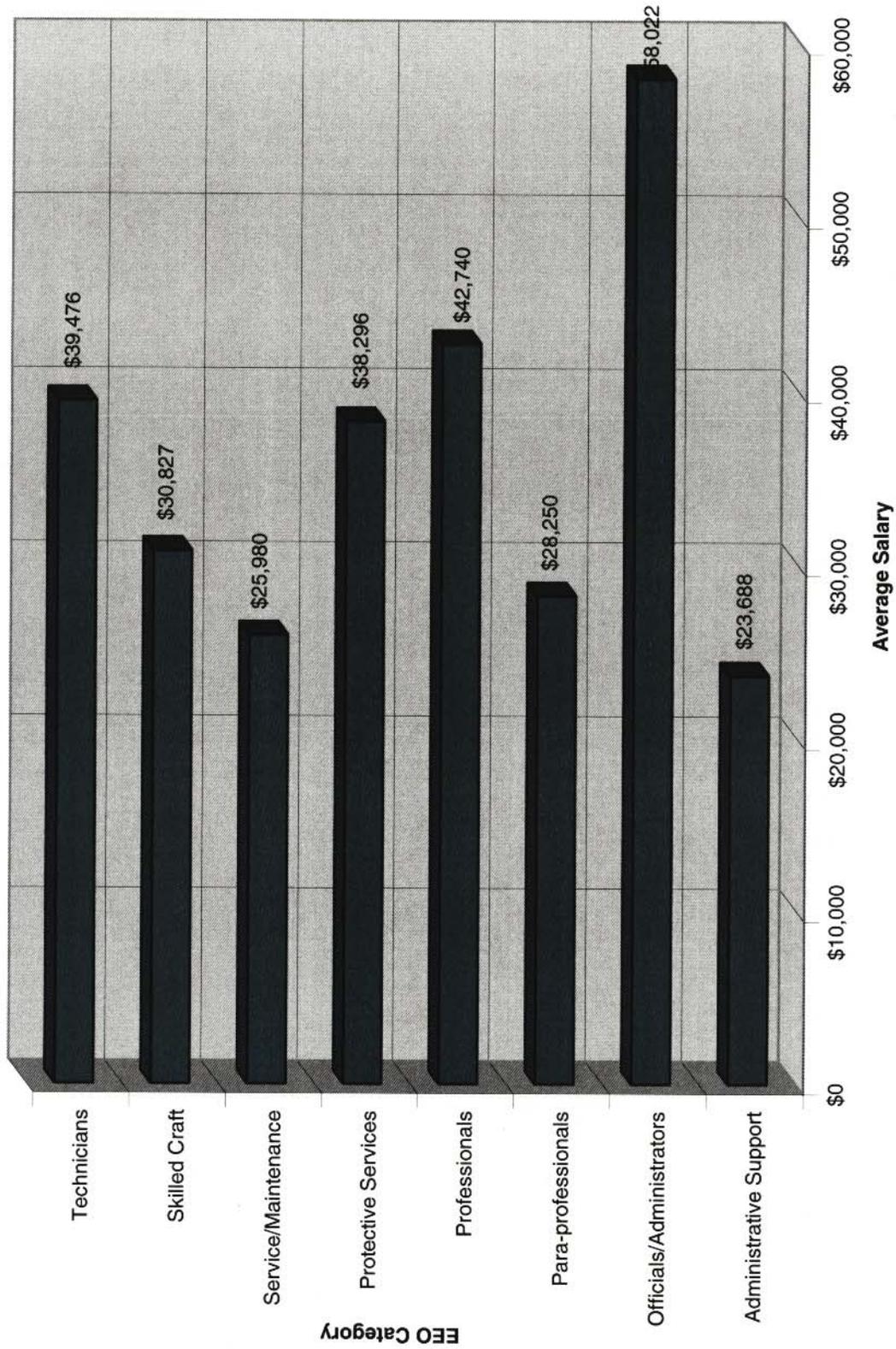
Note: Employees receive \$200 for 10 years of service and an additional \$200 for each 5 years of service beyond 10 years. 48.1% of the state workforce received a longevity payment in Fiscal Year 2004

LONGEVITY IN CLASSIFIED SERVICE

Number of Employees by Length of Service



AVERAGE SALARY BY EEO CATEGORY Classified Positions



Note: Includes all full-time permanent and full-time temporary employees as of 6-30-04

TURNOVER RATES BY AGENCY – FY 2004

AGENCY NAME	POSITIONS	TERMINATED TRANSFERRED	TURNOVER RATE %
Accountancy Board	2	0	0.00
Adjutant General Department	124	12	9.67
Administrative Services Department	284	56	19.71
Agriculture Department	33	2	6.06
Banking Department	41	2	4.87
Christa McAuliffe Planetarium	12	1	8.33
Corrections Department	1,122	100	8.91
Cultural Resources Department	74	12	16.21
Education Department	331	30	9.06
Electricians Licensing Board	7	0	0.00
Employment Security	419	57	13.60
Environmental Services Department	564	68	12.05
Executive Department	41	9	21.95
Fish and Game Department	205	15	7.31
Health and Human Services Department			
Administratively Attached Boards	37	1	2.70
Behavioral Health	110	20	18.18
Commissioner's Office	750	267	35.60
Children, Youth & Families	362	63	17.40
Developmental Services	53	4	7.54
Elderly & Adult Services	138	24	17.39
Glencliff Home for the Elderly	188	17	9.04
Health Management	316	63	19.93
Juvenile Justice Services	389	48	12.33
NH Hospital	858	110	12.82
Transitional Assistance	344	31	9.01
Highway Safety Agency	6	1	16.66
Human Rights Commission	9	0	0.00
Information Technology, Office of	350	32	9.14
Insurance Department	72	6	8.33
Joint Board of Licensing & Certification	5	0	0.00
Judicial Council	2	0	0.00
Justice Department	64	4	6.25
Labor Department	83	9	10.84
Liquor Commission	319	34	10.65
Pari-Mutuel Commission	26	3	11.53
Port Authority	5	3	60.00
Postsecondary Education Comm.	6	0	0.00
Public Employees Labor Rel. Board	4	1	25.00
Public Utilities Commission	72	5	6.94

TURNOVER RATES BY AGENCY – FY 2004

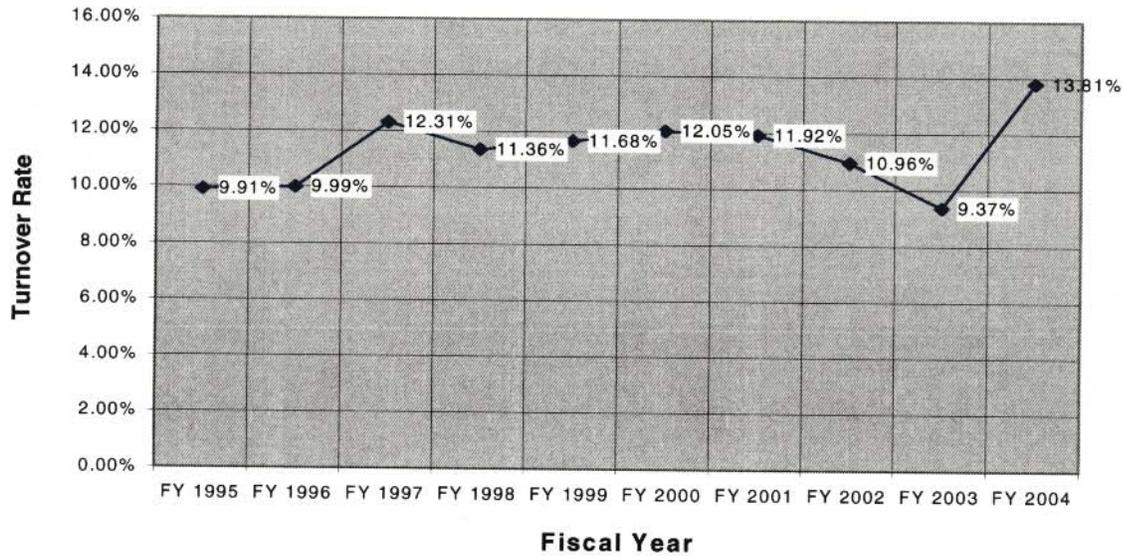
AGENCY NAME	POSITIONS	TERMINATED TRANSFERRED	TURNOVER RATE %
Real Estate Commission	8	1	12.50
Regional Community Tech College Sys.	761	61	8.01
Police Standards & Training	25	2	8.00
Regulatory and Licensing Boards	11	0	0.00
Resources & Econ. Dev. Department	255	20	7.84
Retirement System	54	6	11.11
Revenue Administration Department	196	33	16.83
Safety Department	1,134	241	21.25
State Department	79	10	12.65
Sweepstakes Commission	60	3	5.00
Tax & Land Appeals Board	10	2	20.00
Transportation Department	1,961	224	11.42
Treasury Department	21	0	0.00
Veterans' Council	4	0	0.00
Veterans' Home	251	29	11.55
TOTAL*	12,665	1,750	13.81%

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

TURNOVER

Separations from Classified Service

AVERAGE TURNOVER RATE 10 Year History



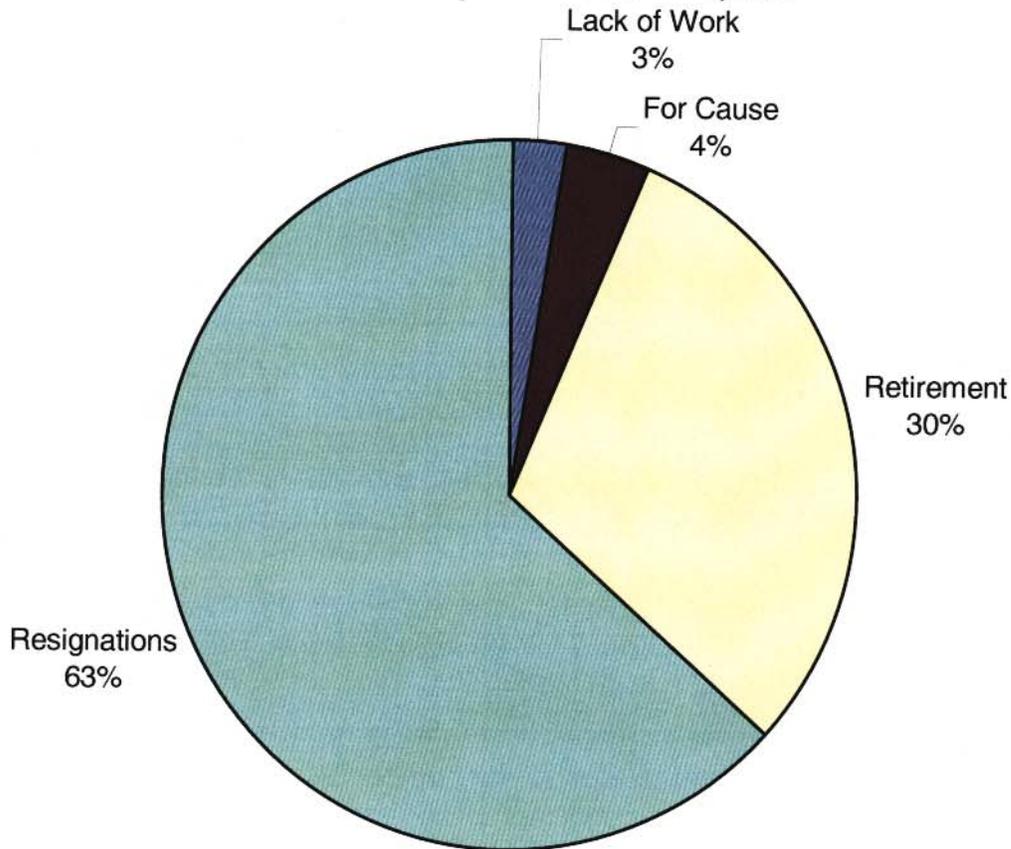
HIGHEST TURNOVER	Percent Turnover
Classes with 50 or more FTE's	
Technical Support Specialist V	47.88%
Systems Development Specialist V	45.61%
Systems Development Specialist IV	40.40%
Technical Support Specialist III	37.73%
Telecommunications Specialist	36.20%
Child Protective Service Worker III	34.37%
Technical Support Specialist II	28.81%
Food Service Worker II	20.68%
Program Specialist III	20.00%
Supervisor III	17.30%
Clerk IV	16.17%
Case Technician I	16.00%
Building & Grounds Utility Person	15.87%
Highway Maintainer II	15.36%
Supervisor I	15.38%
Program Specialist I	15.00%
Program Specialist II	15.00%
Mental Health Worker II	14.89%
Nursing Assistant II	14.77%
Bridge Maintainer III	13.63%
Retail Store Clerk II	13.41%

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

SEPARATION FROM SERVICE

July 1, 2003 - June 30, 2004

Total Separations = 1,199



RESIGNATIONS/FOR CAUSE

RESIGNATIONS:		FOR CAUSE:	
Personal Reasons	433	Unsatisfactory Performance	6
Accepted New Job	183	Misconduct	17
School	13	Failed Probation	12
Relocation	39	Excessive Absence	8
Quit Without Notice	37	Leave Expiration	3
Death	19	Other Conditions Per Parties	0
Medical	17	Not Qualified	1
Workers' Compensation	4	TOTAL	47
Dissatisfied With Pay	3		
Survivor Separated Recv. Workers Compensation	1		
Other	9		
TOTAL	758	Data from 6-30-04 report.	

EXAMINATION SECTION

The New Hampshire Division of Personnel's Examination Section develops and administers competitive examinations to achieve a high quality workforce in accordance with the principles of merit. Examination Section professionals and state agency administrators continue to work together to meet the human resources needs of state government. Written examinations, structured interviews, and skill and ability assessments are the primary strategies used to determine candidates' competency for entry and promotion in state classified service. The section endeavors to identify those people who are likely to make a positive contribution to the efficiency of state agencies and exhibit potential for career progression. The intended outcome of this systematic assessment of prospective employees is an overall increase in the productivity of the state government's workforce and the quality of the services it provides.

The Examination Section schedules and administers examinations ensuring that state departments are provided with registers of qualified candidates in a timely manner. The central testing facility in Concord is equipped with eleven (11) personal computers used to determine proficiency in data entry and keyboarding while simulating the actual office environment. In the event a structured interview is necessary, agency managers define the qualifications necessary for successful job performance and ask questions providing an insight into applicants' respective competency levels. All participants in state examinations are evaluated in a uniform and standardized manner thereby affording each applicant an equal opportunity for success. The selection devices - written examinations, structured interviews, keyboarding/data entry exercises, and physical aptitude and agility tests - are based on measurable skills, knowledge, abilities, and personal characteristics identified by agency representatives as essential to successful job performance. This close association of examination content and the requirements of the positions to be filled assures the job-relatedness of the various selection methods that are used.

The role of the Examination Section is expanding and increasing in complexity as agencies demand more effective means of hiring the most qualified applicants. Administrators have become increasingly aware of the benefits of appointing people with above-average potential for success and continue to review the range of available selection techniques to determine appropriateness. In this regard, the section's Technical Assistance Manual is used as a resource in identifying specific procedures to be followed in determining the relevancy of applicants' education and prior experience. The Technical Assistance Manual is accessed via the New Hampshire State Government intranet website, Sunspot. Also, the Division of Personnel's internet website represents an innovation in the way information about job vacancies and required examinations is publicized for use by both internal and external applicants.

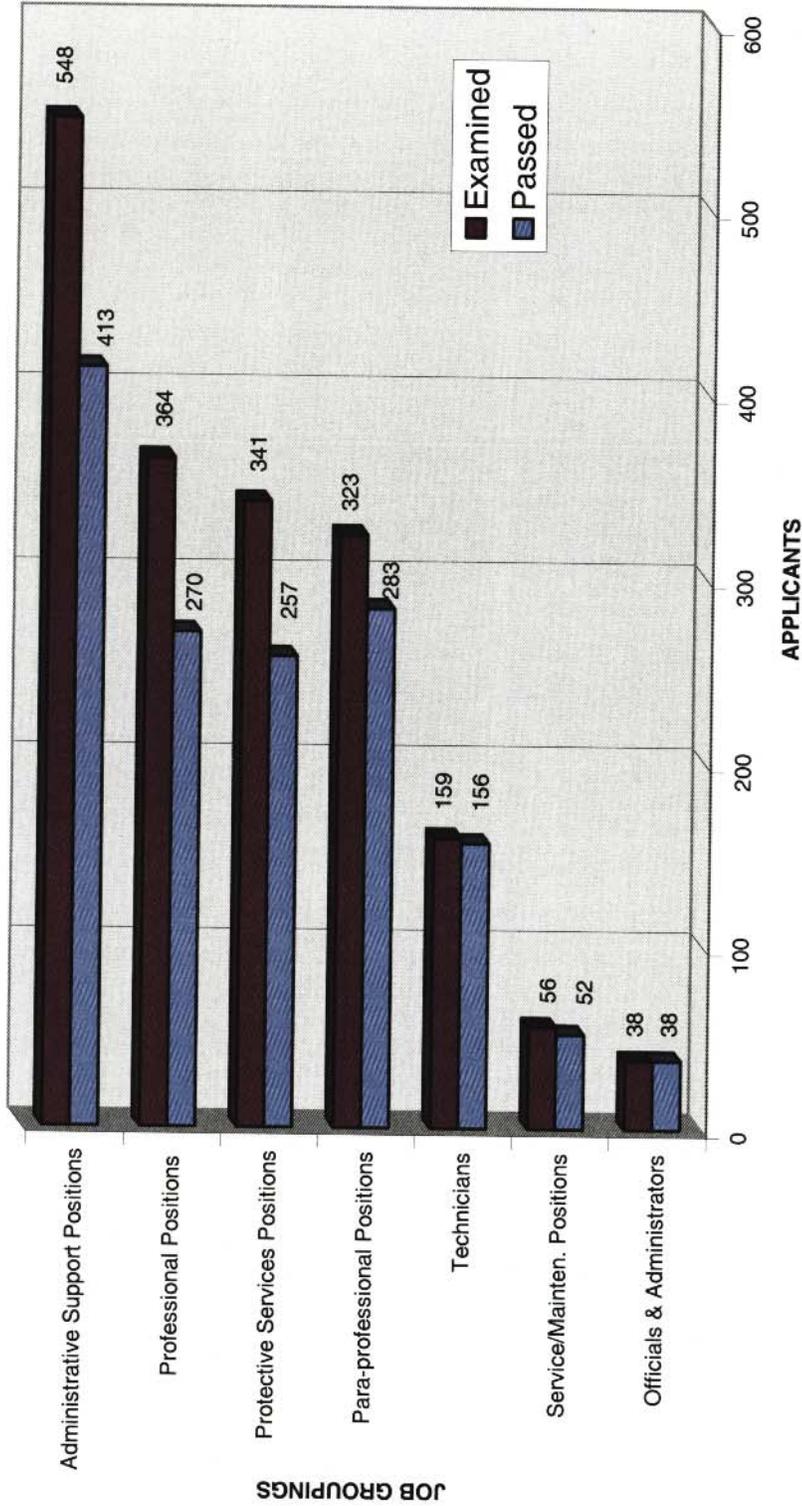
Computer technology is evolving and the Examination Section recognizes its responsibility to change with it. Computer capability serves to enhance written examination item storage and retrieval, error-free printing of examinations, codification and storage of structured interview questions, candidate test scheduling, notifications of

examination results, and the creation of register documents. Electronic information systems allow the development and augmentation of a written examination item database and structured interview question bank.

This twelve-month reporting period was one of unprecedented change from manual to electronic administration of examinations. In Fiscal Year 2004, on-line testing became the section's major project and dominated its time and attention. The Examination Section communicated its vision for an on-line testing program to the Department or Administrative Services data management staff and they, in turn, committed the necessary resources to make this vision a reality. On-line testing makes use of personal computers in a proctored environment allowing candidates to read multiple-choice test questions on the screen and select answers by pointing and clicking on a numbered answer choice using a mouse. Examinations are then automatically graded and candidates are provided with their scores, in printed format, immediately upon test completion. Also, for specific test titles, a graphic depiction of sub-scores in the various subject areas comprising an examination is generated. The New Hampshire Division of Personnel's Examination Section will implement the on-line testing program utilizing New Hampshire Employment Security local offices as satellite testing centers. This geographic dispersion of Employment Security on-line testing facilities will take place within the context of the Wide Area Network (WAN) system. In closing, electronic testing will simplify the administration and monitoring of merit system examinations and, of greatest importance, improve the efficiency and speed of test services to applicants for state employment and to agencies seeking to fill vacancies.

Characteristic ongoing activities within the section during Fiscal Year 2004 included providing candidates with accurate and comprehensive information regarding the subject areas of various written examinations, explaining the steps to follow in preparing for structured interviews, and conducting numerous reviews of test results. Such guidance and assistance contributed to qualifying scores for eighty percent (80%) of those participating in examinations. The total testing activity including written examinations, structured interviews, and secretarial performance tests, resulted in 1,500 names being added to the Division of Personnel's various eligibility lists – see the Examination Section Activity Chart for FY 2004 on the following page.

EXAMINATION SECTION ACTIVITY July 1, 2003 - June 30, 2004



		APPLICANTS						
		Officials & Administrators	Service/Mainten. Positions	Technicians	Para-professional Positions	Protective Services Positions	Professional Positions	Administrative Support Positions
Examined	38	56	159	323	341	364	548	
Passed	38	52	156	283	257	270	413	

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, and establishing both full-time and part-time temporary positions as well as effecting movement of individual positions or large numbers of positions from one agency to another agency. Positions submitted for reclassification by state agencies may be either filled or vacant at the time of the request.

In addition, the Classification Section independently initiates reclassification considerations for specific positions where the classifications are influenced by job analysis data, class title assignments, and salary grade decisions occurring elsewhere in the Classification process. During Fiscal Year 2004, 142 full-time and part-time temporary positions were established in 21 different agencies, compared with the establishment of 278 such positions in 18 different agencies in Fiscal Year 2003. Approximately 40% of these positions were established throughout the Department of Health and Human Services. Of the total established statewide, 73, were established as temporary full-time positions while the remaining 69 were established as temporary part-time positions.

The Classification Section also conducted job audit interviews with incumbents and supervisors for those positions in which incumbents and/or their agencies submitted completed requests for reclassification. During Fiscal Year 2004, a total of 215 filled or vacant positions were reviewed by the Classification Section.

The following chart summarizes the number of positions reviewed and the number of positions established in Fiscal Year 2004, in relation to the total number of state employees in the classified work force.

Number Reviewed or Established	Total Positions Reviewed	Temporary Positions Established	
		Full Time	Part Time
	215	73	69
Percentage of Total Classified Positions	1.75%	.59%	

Other tasks performed by the Classification Section during Fiscal Year 2004 included the following:

- Conducting classification and compensation surveys both in-state and with other states.
- Answering classification and compensation survey questions from other states and/or governmental units.

- Corresponding with other agencies, verbally and in writing, to answer questions.
- Surveying 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.
- Developing and providing formal presentations to groups of state Human Resources Representatives and others concerning the classification process.
- Reviewing and approving changes in organizational charts.
- Reviewing 7D requests for new positions to determine appropriate classification levels.
- Providing input to the Director of Personnel concerning classification issues and procedures.

CLASSIFIED POSITIONS REVIEWED
JULY 1, 2003 - JUNE 30, 2004

<u>DEPARTMENT</u>	<u># PERM.</u>	<u>SG</u>	<u>TITLE</u>	<u>RECL</u>	<u>RECL</u>	<u>NO</u>	<u>G&C</u>
	<u>POS.</u>	<u>CHG</u>	<u>CHG</u>	<u>UP</u>	<u>DOWN</u>	<u>CHG</u>	<u>APPR</u>
Accountancy Board	2	0	0	0	0	0	0
Adjutant General	120	1	0	0	0	0	0
Administrative Services -							
Bureau of Accounting	16	0	0	0	0	0	0
Admin. Services Data Center	25	0	0	0	0	0	0
Budget Office	15	0	0	0	0	0	0
Business Office	2	0	0	0	0	0	0
Commissioner's Office	6	0	0	0	0	0	0
Cost Containment	12	0	0	0	0	0	0
Court Facilities	28	0	0	0	0	0	0
Financial Data Mgmt.	8	0	0	0	0	0	0
Bureau of General Services	63	0	0	0	0	0	0
Graphic Services	25	0	0	0	0	0	0
Division of Info. Technology	0	0	0	0	0	0	0
LCHIP	1	0	0	0	0	0	0
Division of Personnel	20	3	0	0	0	0	0
Plant & Property Mgmt.	23	0	0	0	0	0	0
Purchase & Property Warehouse	0	0	0	0	0	0	0
Risk Management	3	0	0	0	0	0	0
Surplus Distribution	9	0	0	0	0	0	0
Workers' Compensation	0	0	0	0	0	0	0
Agriculture	33	0	0	0	0	0	0
Allied Health Professionals	2	0	0	0	0	0	0
Bank Commission	41	8	0	0	0	0	0
Barbers' & Cosmetology Board	5	0	0	0	0	0	0
Chiropractic Examiners	1	0	0	0	0	0	0
Christa McAuliffe Planetarium	12	0	0	0	0	0	0

DEPARTMENT	# PERM. POS.	SG CHG	TITLE CHG	RECL UP	RECL DOWN	NO CHG	G&C APPRL
Community Regional Tech. College System							
Berlin Technical College	70	0	0	0	0	0	0
Claremont Technical College	67	1	0	0	0	0	0
Office of the Commissioner	61	4	0	0	0	0	0
Stratham Technical College	76	1	0	0	1	0	0
Technical Institute - Concord	222	5	0	0	0	0	0
Corrections	1119	9	1	0	0	0	0
Dept. of Cultural Resources							
Division of Arts	8	0	0	0	0	0	0
Div. of Historic Resources	11	0	0	0	0	0	0
State Library	50	2	0	0	0	0	0
Dental Board	2	0	0	0	0	0	0
Education	329	6	0	0	0	0	0
Electricians' Licensing Board	7	0	0	0	0	0	0
Emergency Mgmt. (Civil Defense)	39	0	0	0	0	0	0
Employment Security	396	2	0	0	0	0	1
Environmental Services -							
Air Resources	75	0	0	0	0	0	0
Office of the Commissioner	68	3	0	0	0	3	0
Waste Management	96	0	0	0	0	0	0
Water Division	52	0	0	0	0	0	0
Water Pollution Division	242	0	0	0	0	0	0
Executive Department	7	1	0	0	0	0	0
Fish & Game	202	10	0	0	1	0	0
Dept. of Health & Human Services -							
Div. of Behavioral Health	63	0	0	0	0	0	0
Alcohol & Drug Abuse	47	0	0	0	0	0	0
Glenclyff Home for the Elderly	188	0	0	0	0	0	0
NH Hospital	857	3	1	0	2	0	0

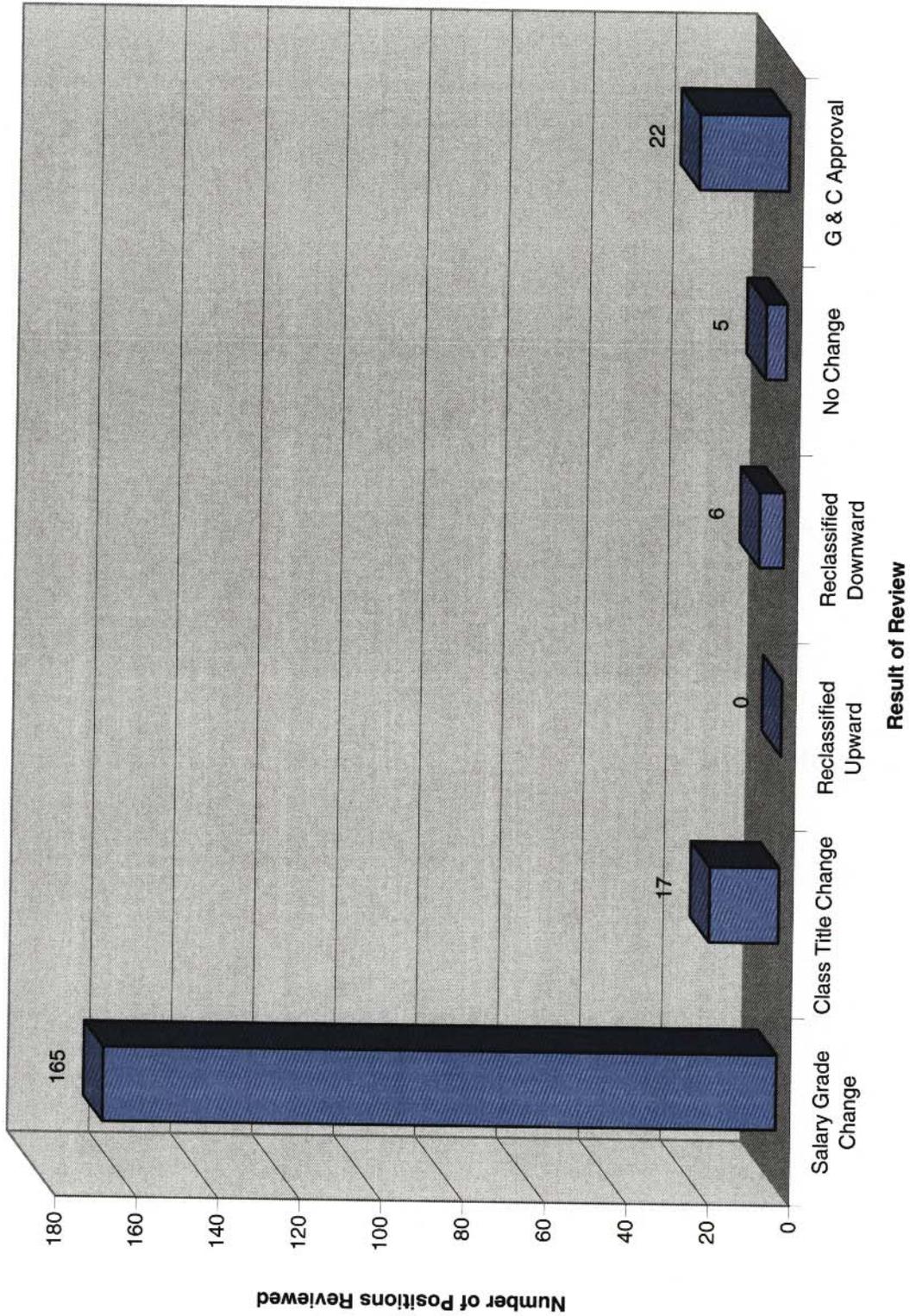
DEPARTMENT	# PERM. POS.	SG CHG	TITLE CHG	RECL UP	RECL DOWN	NO CHG	G&C APPRL
Div. for Children, Youth & Families	330	0	0	0	0	0	0
Div. of Child Support Services	176	0	0	0	0	0	0
Div. of Community & Public Health	276	5	1	0	0	0	4
Div. of Developmental Svcs.	53	0	0	0	0	0	0
Div. of Elderly & Adult Svcs.	138	27	10	0	0	0	0
Div. of Family Assistance	315	0	0	0	0	0	0
Div. of Juvenile Justice Svcs.	379	8	0	0	1	0	0
Office of Administration	51	3	0	0	1	0	0
Office of the Commissioner	159	0	0	0	0	0	0
Office of Information Systems	12	0	0	0	0	0	0
Office of Planning & Research	95	0	0	0	0	0	0
Office of Program Support	128	0	0	0	0	0	0
Highway Safety	6	0	0	0	0	0	0
Human Rights Commission	9	0	0	0	0	0	0
Insurance Department	72	1	0	0	0	0	0
Office of Information Technology	427	1	0	0	0	0	0
Joint Board (Eng., Architects, Surveyors...)	5	0	0	0	0	0	0
Judicial Council	2	0	0	0	0	0	0
Department of Justice (Attorney General)	62	0	0	0	0	0	0
Labor Department	83	0	0	0	0	0	0
Liquor Commission	317	5	0	0	0	0	0
Mental Health Practice Board	2	0	0	0	0	0	0
Nurses Registration	13	0	0	0	0	0	0
Pari-Mutuel Commission	22	0	0	0	0	0	0
Pharmacy Commission	6	0	0	0	0	0	0
Plumbers Board	6	1	0	0	0	0	0
Police Standards & Training	25	0	0	0	0	0	0

DEPARTMENT	# PERM. POS.	SG CHG	TITLE CHG	RECL UP	RECL DOWN	NO CHG	G&C APRRL
Port Authority	5	0	0	0	0	0	0
Postsecondary Education Commission	6	0	0	0	0	0	0
Public Employees Labor Rel. Bd.	4	0	0	0	0	0	0
Public Utilities Commission	72	6	0	0	0	0	16
Real Estate Appraisers Board	2	0	0	0	0	0	0
Real Estate Commission	8	0	0	0	0	0	0
Bd. of Registration in Medicine	5	1	0	0	0	0	0
Resources & Economic Development	257	4	0	0	0	0	0
Retirement	54	0	0	0	1	2	0
Revenue Administration	175	2	0	0	0	0	0
Department of Safety	1058	37	3	0	1	0	0
Secretary of State	70	0	0	0	0	0	0
Securities Regulation	9	0	0	0	0	0	0
Office of State Planning	32	0	0	0	0	0	0
Commission on Status of Women	2	0	0	0	0	0	0
Sweepstakes Commission	60	0	0	0	0	0	0
Bd. of Tax & Land Appeals	10	0	0	0	0	0	0
Transportation	1946	16	1	0	0	0	1
Treasury	21	0	0	0	0	0	0
Veterans' Council	4	0	0	0	0	0	0
Veterans' Home	251	1	0	0	0	0	0
Veterinary Examining Board	1	0	0	0	0	0	0
Totals:	12,306	165	17	0	6	5	22

**POSITIONS RECLASSIFIED – APPROVAL BY GOVERNOR & COUNCIL
PERIOD OF 6/30/03-7/01/04**

DEPARTMENT	FROM (TITLE&SALARY GRADE)		TO (TITLE&SALARY GRADE)		G&C APP DATE
Employment Sec.	Accounting Tech.	SG-12	Program Asst. I	SG-12	10/08/03
	TOTAL	1			
Public Utility Comm.	Accounting Tech.	SG- 12	Clerk IV	SG- 12	12/26/03
	TOTAL	1			
Health & Human Services	Environmentalist III	SG- 23	Health Risk Assessor	SG- 25	12/12/03
	Environmentalist III	SG- 23	Health Risk Assessor	SG- 25	12/12/03
	Environmentalist III	SG- 23	Health Risk Assessor	SG- 25	12/12/03
	Environmentalist III	SG- 23	Health Risk Assessor	SG- 25	12/12/03
	TOTAL	4			
Transportation	Civil Engineer II	SG- 21	Environmentalist II	SG- 19	03/10/03
	TOTAL	1			

CLASSIFICATION CHANGES BASED ON POSITION REVIEWS July 1, 2003 - June 30, 2004



REQUESTS FOR TEMPORARY POSITIONS
JULY 1, 2003 - JUNE 30, 2004

The following pages list full-time and part-time temporary positions granted by the Division of Personnel to state agencies during Fiscal Year 2004. These numbers do not include positions that are exempt from prior approval by the Division of Personnel.

DEPARTMENT	CLASSIFICATION APPROVED	SALARY GRADE	PART-TIME/ FULL-TIME
AGRICULTURE	Organic Processing & Handling Insp.	16	PT
ADJUTANT GEN.	Electronic Tech. II	20	FT
	Environmentalist II	19	FT
	Equipment Operator (3)	12	FT
COMMUNITY TECH.	Building & Grounds Utility Person	8	FT
	Education Consultant III	28	FT
	Financial Aid Officer	24	FT
	Program Specialist III (2)	23	FT
	Teacher Assistant (2)	11	FT
	Tech. Support Spec. I (2)	17	FT
	TI/C Asst. Prof. -Professor (2)	20-25	FT
	TI/C Assoc. Prof.-Professor (4)	22-25	FT
	TI/C Counselor I	21	FT
	Accountant I	16	PT
	Program Assistant I (3)	12	PT
	Program Assistant II (2)	15	PT
	Program Spec. III	23	PT
	Purchasing Assistant	12	PT
	Secretary II (2)	9	PT
	Security Officer I	12	PT
	Statistician II	19	PT
	Tech. Support Spec. III	23	PT
CORRECTIONS	Data Entry Operator III (2)	8	PT
	Print Shop Mgr. I	16	PT
	Probation/Parole Officer I	20	PT
CULTURAL RES.	Data Entry Operator III (4)	8	PT
	Library Assistant II	8	PT
	Program Assistant II	15	PT
DRED	Administrative Assistant I	19	FT
	Equipment Operator	12	FT
	Forest Tech. III	15	FT
	Plant Maint. Engineer II (2)	19	FT

DEPARTMENT	CLASSIFICATION APPROVED	SALARY GRADE	PART-TIME/ FULL-TIME	
DRED Cont.	Program Assistant I	12	FT	
	Retail Store Mgr. I	13	FT	
EDUCATION	Administrator II	29	FT	
	Education Consultant II (2)	27	FT	
	Education Consultant II	27	FT	
	Program Assistant I	12	FT	
	Program Assistant II	15	FT	
	Data Control Clerk III	12	PT	
	Educational Consultant II	27	PT	
	Educational Consultant III	28	PT	
	Program Assistant I (2)	12	PT	
	EMPLOYMENT SECURITY	Clerk II	2	FT
Employment Counselor		18	FT	
Program Assistant II		15	FT	
Program Technician		19	FT	
Chairman, U.C. Appeals Tribunal I		27	PT	
Program Spec. II		21	PT	
Supervisor V		26	PT	
QC Investigator		20	PT	
ENVIRONMENTAL SERVICES		Civil Engineer V	30	FT
		Civil Engineer IV	27	FT
	Environmentalist IV	27	FT	
	Hydrogeologist II	23	FT	
	Program Assistant I	12	FT	
	Supervisor VII	28	FT	
	Waste Management Spec. IV	26	FT	
	Assistant Planner	20	PT	
	Civil Engineer II	21	PT	
	Environmentalist IV	27	PT	
	Environmental Technician I	9	PT	
	Program Assistant I	12	PT	
	Sanitary Engineer III (2)	31	PT	
	FISH AND GAME	Biological Aide (8)	13	FT
		Data Control Clerk II	10	FT
Program Assistant II		15	FT	
Technical Support Specialist IV		27	FT	
Biological Aide (9)		13	PT	
Construction Foreman		17	PT	
Park Guide II (2)		09	PT	

DEPARTMENT	CLASSIFICATION APPROVED	SALARY GRADE	PART-TIME/ FULL-TIME
GLENCLIFF	Boiler Fireman III	11	PT
HEALTH AND HUMAN SERVICES	Medical Services Consultant I (2)	20	FT
	Program Specialist IV	25	FT
	Quality Control Reviewer	20	FT
	Research Analyst	23	FT
	Toxicologist I-IV (2)	20-29	FT
	Toxicologist V	32	FT
	Administrator II	29	PT
	Administrator III	31	PT
	Administrator IV	33	PT
	Administrative Secretary	14	PT
	Administrator of Planning Coord.	30	PT
	Executive Secretary Steno.	12	PT
	Health Program Advisor III	23	PT
	Supervisor III	23	PT
Supervisor IV	33	PT	
LIQUOR COMM.	Retail Store Manager II	15	FT
	Retail Store Clerk II	11	FT
OFFICE INFO. TECH	Information Technology Manager I	28	PT
PARI-MUTUEL	Administrative Secretary	14	PT
PORT AUTHORITY	Deputy Chief Harbormaster	19	FT
PUBLIC UTILITIES COMMISSION	Systems Development Spec. III	23	PT
REAL ESTATE APPRAISER BD.	Secretary Typist I	6	FT
SAFETY	Plant Maintenance Engineer I	17	FT
	Police Communications Spec. II	14	FT
SECRETARY OF STATE	Systems Development Spec. IV	26	FT
TRANSPORTATION	Account Clerk III	09	FT
	Engineering Aide II	08	FT
	Accountant II	18	PT
	Automotive Mech. (2)	15	PT
	Equipment Mechanic Foreman	19	PT

BUREAU OF EMPLOYEE RELATIONS

The Bureau of Employee Relations is responsible for the following benefits and employee relations functions in accordance with applicable law (RSA 21-I: 44):

BENEFITS

- **Administering employee benefit programs;**
- **Conducting ongoing studies of alternative financing methods and benefit offerings;**
- **Administering the state employee group insurance program.**

The Bureau administers health insurance, 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.

Health Insurance:

In October, 2003, the Governor and Executive Council approved Cigna Healthcare of New Hampshire as the carrier for the Point of Service plan (POS) and Health Maintenance Organization plan (HMO) for all active employees and their eligible dependents. These plans continue to be non-contributory (fully paid by the State). Monthly per person membership rates paid by the State for the contract period of October 1, 2003 through June 30, 2004, are listed below:

	<u>Active Employees POS</u>	<u>Active Employees HMO</u>
Single	\$409.30	\$326.48
Two person	\$816.45	\$650.50
Family	\$1,304.37	\$1,039.33

The State also provides a non-contributory Point of Service plan for under age 65 retirees and a non-contributory Medicare supplemental plan for Medicare eligible retirees through Anthem Blue Cross and Blue Shield.

Expenditures for the reporting period were: \$160,018,243 (Retirees included)

Dental Insurance:

The dental insurance program is a fully-paid, conventionally insured plan offered through Northeast Delta Dental which provides 100% coverage for preventive procedures, 80% coverage for basic restorative procedures and 50% coverage, with a \$25.00 deductible, for major procedures.

Premiums for the reporting period were: \$8,547,458

Life Insurance:

The life insurance program offers a \$10,000 basic term life policy for employees at a cost of \$10.92 per year, per employee, to the State. 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 reporting period were: \$154,546

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 another plan. The State pays an administrative fee of \$4.00 per employee per month. This fee is more than offset by the FICA savings.

Salaried reductions for the reporting period were: \$1,387,765

FICA savings for the reporting period were: \$106,164

EMPLOYEE RELATIONS

- **Administering all collective bargaining agreements with classified employees;**
- **Providing professional support and assistance to the Governor in the conduct of negotiations with representatives of classified employees;**
- **Representing the State, in cooperation with the N.H. Attorney General, in all grievance actions related to collective bargaining agreements before the PELRB.**

NEW LEGISLATION – CHAPTER 319:7

Effective July 1, 2003, the Legislature passed Chapter 319:7 which provided that any full-time State employee who was laid off, who before the layoff was receiving State-paid medical benefits, who was not eligible to retire and receive post-retirement medical benefits, and who was not eligible for employer-paid medical coverage under the plan of any other employee, or as the spouse of a person covered under the plan of any other employee, or under the State plan as the spouse of a State employee, shall continue to receive State-paid benefits as if continuing in active employment. This benefit continues for a period not to exceed six months after the date of termination of State employment. For the first three months of this six-month period, the State pays the full cost of continuing medical coverage, and for the latter three months of this six-month period, the

State pays one-half the cost and the laid-off employee pays one-half the cost of continuing medical coverage.

EXECUTIVE ORDER 2003-4

On March 21, 2003, Governor Craig R. Benson signed Executive Order 2003-4 concerning benefits for state employees that are members of the Reserve or National Guard and have been called to full-time active duty in response to the conflict in Iraq. For employees called to active duty, Executive Order 2003-4 mandates that the State pay the difference between the employee's regular State salary and the employee's full-time military salary. The Executive Order also requires the State to maintain health and dental insurance coverage for the eligible legal dependents of the employee called to active duty. In addition, the Executive Order allowed employees to continue to earn seniority and retirement service credit. In accordance with the Executive Order, these benefits will be in effect for a period not to exceed one year beginning March 21, 2003.

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 2004 in response to requests for donated sick leave under the Supplemental Sick Leave Plan:

SUPPLEMENTAL SICK LEAVE PLAN
Fiscal Year 2004

Requesting Agency	Requests Submitted	Requests Approved	Days of Leave Approved
Administrative Services Department	10	10	299
Agriculture	2	1	30
Banking	4	2	52
Community Technical College System	12	12	303
Corrections Department	33	23	648
Education Department	9	8	91
Employment Security	25	19	524
Environmental Services Department	8	7	225
Fish and Game Department	1	1	30
Glenclyff Home for the Elderly	13	13	255
Health and Human Services	84	70	1736
Labor Department	6	6	143
Liquor Commission	5	4	154
NH Highway Safety Department	1	1	13
NH Hospital	61	45	963
Office of Information Technology (OIT)	2	1	30
Public Utilities Commission	1	1	30
Resources and Economic Development	4	4	119
Revenue Administration Department	4	3	17
Safety Department	24	17	332
Secretary of State	5	2	47
Sweepstakes	1	1	16
Transportation Department	45	25	859
Veterans' Home	14	9	107
YDC	14	12	212

Total requests = 388

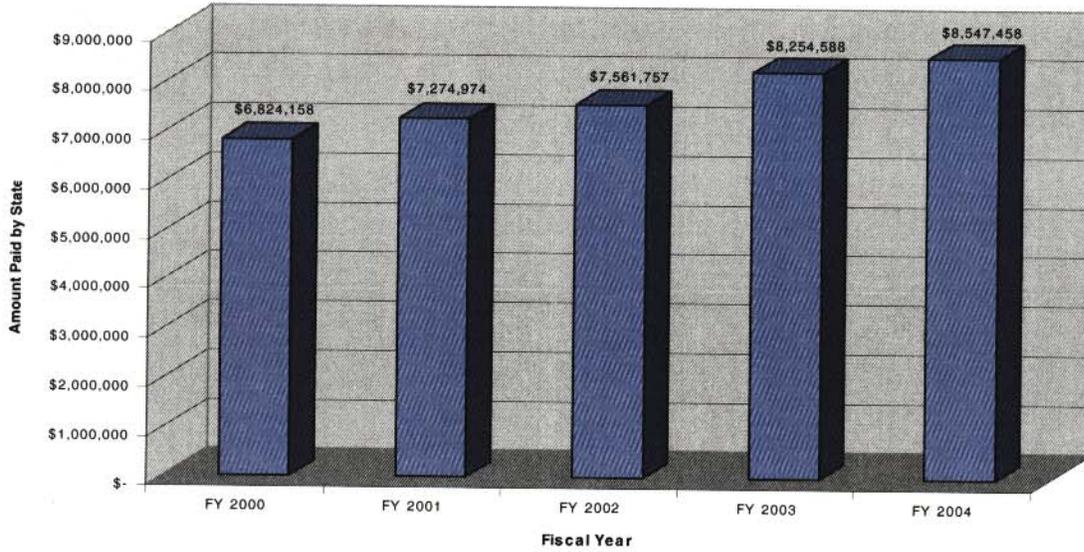
Total approved = 297 requests or 76.5%

Total days of sick leave approved = 7,235 days

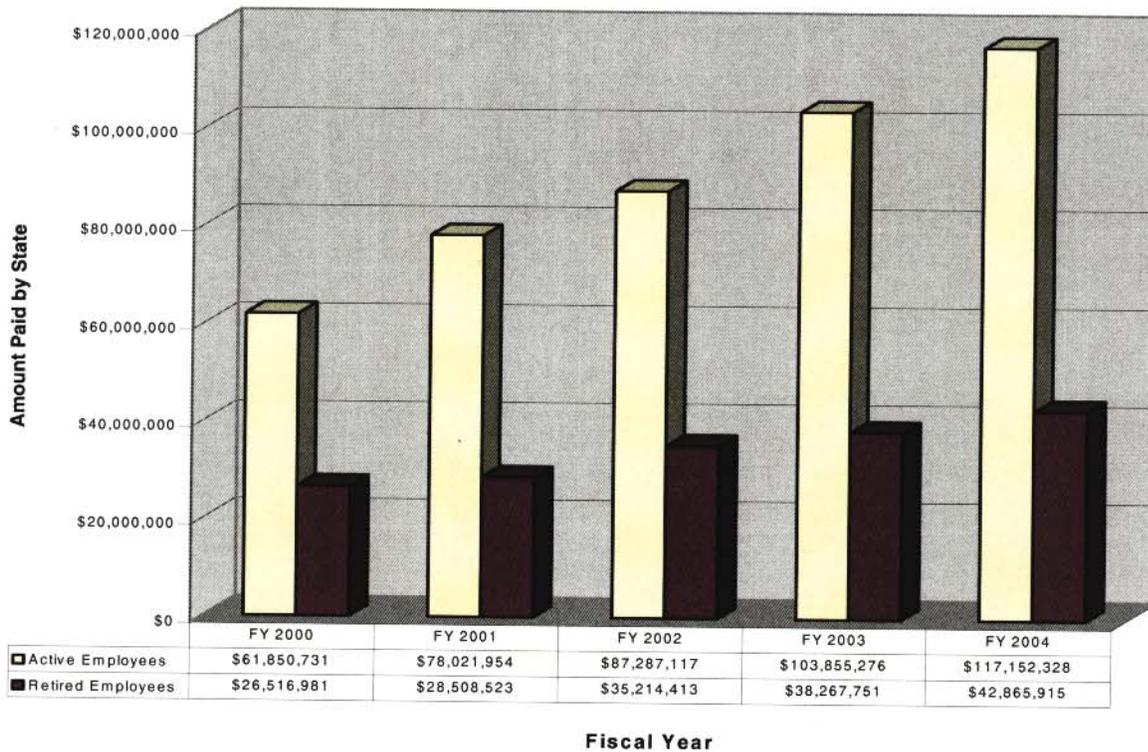
Average days approved per requesting employee = 24 days

COST OF STATE MEDICAL INSURANCE 5 Year History

Dental Insurance Premiums



Medical Insurance Premiums



Bureau of Education and Training

July 1, 2003 through June 30, 2004

Mission Statement

The mission of the Division of Personnel, Bureau of Education and Training, is to provide quality education, training, and resource services to enhance the skills, knowledge, and abilities of government employees who provide services to the citizens of New Hampshire.

To fulfill this mission, the Bureau is committed to the following guiding principles:

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

FY '04 Goals and Special Accomplishments

□ Computer Training

The Bureau of Education and Training computer lab was updated with thirteen new computers. This fiscal year the bureau added additional technical classes including a computer forensics class and a web development track. Handouts for seven classes were updated.

□ New and Updated Courses

The Bureau created a new version of the Time Management Workshop and the Effective Meetings Workshop. The Bureau also added four new certificate programs including the following:

- Human Resources Management Certificate Program
- Front-line Support Certificate Program
- Safety Certificate Program
- Fundamentals of Supervision Certificate Program

Assistance for the New Hampshire Association of Certified Public Managers continues, as the Bureau helped plan a statewide professional development conference entitled, "*Transitions in Leadership*". The conference took place at the Center of New Hampshire, Manchester, New Hampshire in September, 2003.

□ **Strategic Planning and Team Building**

The Bureau continued to assist state organizations with their strategic planning and team building efforts by providing facilitation and consultation services.

□ **Certified Public Manager Program**

The Bureau again met with special success this year in its Certified Public Manager Program (CPMP) when a team project completed by four of its participants won an award for Best Project from the New Hampshire Association of Certified Public Managers. The award was presented at the American Academy of Certified Public Managers' annual conference in Topeka, Kansas during June, 2004.

The Bureau continues a strong relationship with the National Certified Public Managers Consortium. The Director of Training, Peter Gamache, serves as a member of the Board of Directors for the consortium. In the Spring, 2004, the Bureau held a one-day conference on "Ethics in Government". The conference was attended by one hundred government employees and included presentations from Peter Gamache, Bureau Director, Karen Levchuk, Director of Personnel and Peter Spaulding, member of the New Hampshire Governor's Council.

□ **Web Page**

The Bureau catalog completed its first year on the Internet. Employees were able to visit the site to check course offerings and schedules. Improvements to the online catalog continue to be made. The Bureau newsletter is also on the web page as well as being distributed via electronic mail.

Continuing Programs

□ **College and University Affiliation**

As of June 30, 2002, the Bureau of Education and Training completed its eleventh year of cooperative relationship with the New Hampshire Community Technical College System and the UNH Cooperative Extension Service. This relationship has allowed the Division of Personnel to expand its program offerings and to increase the number of state, municipal and county employees receiving training and education.

Through agreements with the New Hampshire Community Technical College's Concord campus, Franklin Pierce College, College for Lifelong Learning, Springfield College, New England College and Daniel Webster College, the Bureau continues to offer college credits for certain courses offered through its catalog.

Due to the increased demand for training and education for government employees and a lack of training space, the Bureau of Education and Training entered into a contractual arrangement with Franklin Pierce College for a five-year rental of classrooms beginning September, 2003. The agreement provides the Bureau with two classrooms twenty-four hours per day, seven days per week, and two additional classrooms Monday through Friday from 8:00 a.m. to 5:00 p.m.

□ **Community Links**

During Fiscal Year 2004, the Bureau of Education and Training has worked with the University of New Hampshire's Cooperative Extension Division to provide education to government employees. This has enabled the conduct of a wide variety of health and family-life focused training sessions to government employees.

□ **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 measures 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 100 hours of core course work and 50 hours of elective 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. It takes two years to complete, and requires 200 hours of core course work, 100 hours of elective work, and participation in a team project of approximately 60 to 100 hours.

Each participant in the program is paired with a mentor. Mentors and participants work together for the length of the program.

Both designations are viewed as professional rather than academic credentials.

In January, 2004, the Bureau celebrated the graduation of 78 people from the Level I program and 22 people from the Level II program. In February, new classes for Level I and II were started. Forty-eight participants enrolled in Level I and 28 enrolled in Level II.

During this Fiscal Year, the Bureau made changes to the core curriculum required for CPS and CPM programs.

This year the Bureau again used the 360-degree assessment survey, written specifically for government employees, as part of the CPM Level I program. The Level II program used the 360-degree assessment, as well as five additional assessments, administered during a two-day assessment seminar.

This year saw a revision of the Bureau's program matrix which provides course suggestions based on 360 degree assessment results. This tool is designed to assist government employees in selecting training to meet individual needs.

New Hampshire is an accredited member of the National Certified Public Manager Consortium. The Consortium is made up of 27 member states. Benefits and recognition are reciprocal from state to state for Level II graduates.

The Bureau revised its Certified Public Supervisor [CPS] Orientation Program and Mentoring Program. Revisions were also made to the CPS and CPM pamphlets. In an effort to save money on printing time and materials, many of the training workbooks, as well as training catalogs, are directly sent to the student via e-mail. Another cost effective procedure has been the distribution of training certificates immediately following the close of the training thereby negating the need to mail them. These changes are in keeping with the Bureau's commitment to continuous process improvement.

Training Program Participants

July 1, 2003 to June 30, 2004

Management Classes

Number of Participants	Course Title/Code
30	Administrative Rules Review/027
42	Applied Management Techniques/011
25	Assessment Seminar/019
42	Creating a Positive Organizational Culture/032
28	Developing Your Organizational Talent/018
48	DISC (DOT)/041
20	Essentials of Supervision (DOT)/040
26	Ethics and Integrity in Managing Government Programs/020
33	Federal and State Law Workshop/024
14	HR Retirement Presentation/043
204	Interviewing Techniques/012
13	Introduction to Human Resources Management/039
67	Introduction to Supervision/010
37	Introduction to Time Management/009
38	Motivation/031
31	Performance Management and Appraisal/002
17	Performance Review Training/033
9	Personnel Appeals Workshop/005
154	Personnel Rules Review/008
1	Project Management/014
21	State Budget and Purchasing/021
8	State Government: Power, Authority, Structure and Legislative Process/017
5	Strategic Planning/007
47	Supervising Employee Performance (DOT)/042
84	Supervising Employee Performance/036
155	Understanding and Valuing Differences/003
25	Using Numbers to Persuade and Inform/016
1224	Subtotal

**Training Program Participants
July 1, 2003 to June 30, 2004**

Employee Development Classes

Number of Participants	Course Title/Code
14	Accident Reporting and Investigation/620
75	Conferences/Symposiums/617
9	Confined Space/624
15	Department of Labor Rules and Regulations/631
138	Drugs-Alcohol in the Workplace: A Manager's Response (EAP)/303
15	Effective Joint Loss Management Committees/621
11	Emergency Planning/623
17	Ergonomics/628
12	Fire Safety and Awareness/622
25	General Accounting Principles/500
10	HAZMAT/627
16	Health and Safety Management/632
13	Health and Safety Program Development/618
22	Indoor Air Quality/629
88	Introduction to Continuous Process Improvement/600
18	Left/Right Brain/614
19	Lockout/Tagout/626
30	Myers-Briggs Type Indicator (MBTI) – Step 2/633
223	Myers-Briggs Type Indicator (MBTI)/605
19	Preventing Workplace Harassment/305
45	Projecting Confidence in the Workplace/602
20	Respiratory Protection/625
16	Return to Work Program/630
15	Safety Inspection Programs/619
885	Subtotal

**Training Program Participants
July 1, 2003 to June 30, 2004**

Communication Classes

Number of Participants	Course Title/Code
61	Assertive Communication/216
18	Business Writing in Plain English/224
17	Collective Bargaining/215
9	Conducting Effective Meetings/236
22	Creative Problem Solving/203
96	Dealing with Difficult People/234
50	Effective Front Line Customer Service/210
10	Effective Management Communication/201
35	Effective Speaking and Presentation Dynamics/209
60	Listening Skills/200
82	Managing Conflict Seminar/214
6	Mediation Skills/232
36	Negotiation Techniques/225
13	Proofreading/226
31	Taking Minutes at Meetings/237
35	Team Building/204
25	The Grammar Clinic/219
606	Subtotal

Health and Wellness Classes

Number of Participants	Course Title/Code
96	Plan Your Retirement Early/101
96	Subtotal

**Training Program Participants
July 1, 2003 to June 30, 2004
Computer Classes**

Number of Participants	Course Title/Code
9	Access 2000 Database Design Workshop/443
6	Access Query Design Workshop/444
24	Adobe PageMaker I/439
4	Adobe PageMaker II/447
19	Basic PC Skills/438
3	CISCO Network Devices/487
19	Computer Forensics and Data Recovery/712
32	Crystal Reports I/468
13	Crystal Reports II/469
3	Enhancing Web Pages with JavaScript/489
10	Excel Formula Workshop/446
4	Extending Microsoft Access with Visual Basic/474
4	Fireworks Introduction/475
1	Flash MX: Level I/477
11	Form/Template Design Workshop/454
3	Implementing Microsoft Network Infrastructure/706
6	Internet Explorer/426
5	Introduction to Microsoft Outlook/437
16	Introduction to Microsoft Windows 2000/427
3	Introduction to Web Development using HTML, PHP & MySQL/490
18	Macromedia Dreamweaver I/473
6	Macromedia Dreamweaver II/493
5	Managing a Microsoft Windows 2000 Network Environment/707
16	Manipulating Data with SQL/486
7	Merge Workshop/445
113	Microsoft Access 2000 – Part I/432
53	Microsoft Access 2000 – Part II/433
27	Microsoft Access 2000 – Part III/434
83	Microsoft Excel 2000 – Part I/430
59	Microsoft Excel 2000 – Part II/435
16	Microsoft Excel 2000 – Part III/485
11	Microsoft FrontPage I/466
9	Microsoft FrontPage II/467
15	Microsoft Project I/464
12	Microsoft Project II/465
13	Microsoft Publisher I/455
2	Microsoft Visio Professional I/471
37	Microsoft Word 2000 – Part I/431
21	Microsoft Word 2000 – Part II/436
10	Microsoft Word 2000 – Part III/452
2	MSDOS I/456
2	MSDOS II/457
2	Optimizing Your Web Site for Search Engines/491
11	Project Management Fundamentals/482
4	QuickBooks Pro I/463
14	Research on the Internet/460
23	Using Microsoft PowerPoint 2000/421
11	Web Publishing Overview/717
2	Windows 2000 Network and Operating System Basics/704
8	Word Booklet and Brochure Workshop/703
807	Subtotal

Total number of participants for all courses: 3618