



**State of New Hampshire  
Department of Administrative Services  
Division of Personnel  
2005 Annual Report  
Fiscal Year Ended June 30, 2005**

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

Donald S. Hill, Commissioner  
Karen A. Levchuk, Director of Personnel  
Sara J. Willingham, Manager of Employee Relations  
Monika Bissell, Director, Education and Training

John H. Lynch, Governor  
Raymond S. Burton, Executive Councilor  
Ruth L. Griffin, Executive Councilor  
Debora Pignatelli, Executive Councilor  
Peter J. Spaulding, Executive Councilor  
Raymond J. Wieczorek, Executive Councilor

State House Annex  
25 Capitol Street  
Concord, New Hampshire 03301  
[www.nh.gov/hr/](http://www.nh.gov/hr/)

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# GENERAL SUMMARY FY 2005

## Authority

RSA Chapter 21-I:42  
Federal Merit System 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
3	Part-time employees
3	Unclassified employees

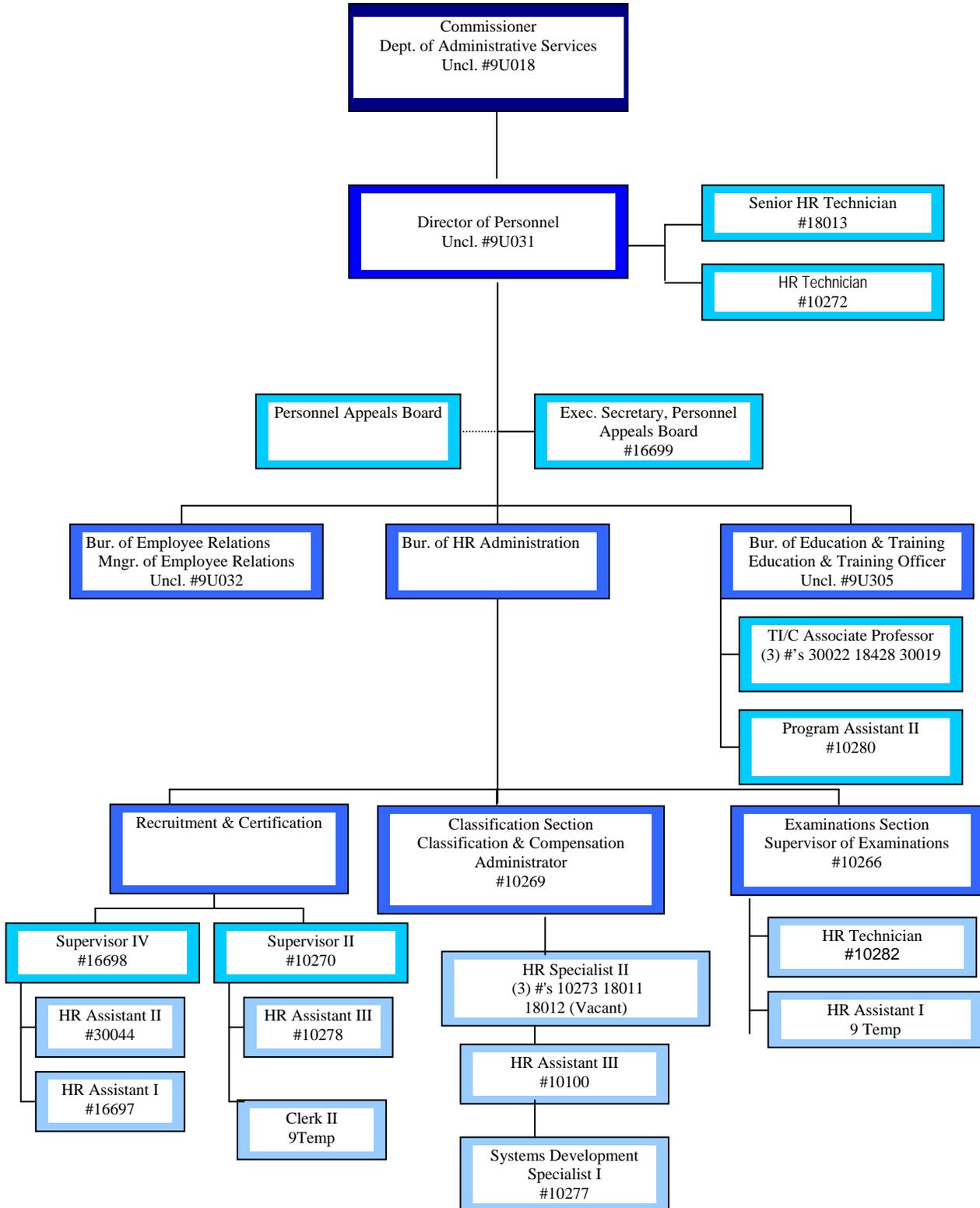
## Fiscal Year Appropriation

\$1,479,914

## 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 2005



# 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.

## State Employee Recognition Week

State Employee Recognition Day was initiated in 2001 by the National Association of State Personnel Executives (NASPE) in partnership with the National Governors Association. This day of recognition, which is celebrated in several States across the nation, presents an excellent opportunity to spotlight the achievements and contributions of state employees in the workplace and in our communities. On May 4, 2005, Governor John H. Lynch announced and issued the first proclamation in honor of State Employee Recognition Week for employees of the State of New Hampshire. The most senior employees from approximately forty State agencies were recognized for their long and dedicated service to the State. In addition, on May 6, 2005, Governor Lynch hosted an Ice Cream Social, serving ice cream to State employees on the State House lawn. The Proclamation and activities associated with State Employee Recognition Week reminded State employees that their hard work, sacrifice and dedication to the citizens of the State of New Hampshire were appreciated.



# State of New Hampshire

## *A Proclamation*

### **STATE EMPLOYEE RECOGNITION WEEK MAY 1-7, 2005**

**WHEREAS**, New Hampshire state employees deliver quality services that enhance the lives of the people of our great state; and

**WHEREAS**, State employees perform countless challenging and important jobs, including: preserving public safety, protecting public health, building and maintaining our roadways, supporting economic development, protecting our environment, supporting quality education, ensuring the rights of our citizens, supporting people in need, and administering justice; and

**WHEREAS**, New Hampshire state employees frequently go the extra mile to help citizens; and

**WHEREAS**, In challenging budget times, these dedicated public servants have often assumed additional responsibilities, with compassion, professionalism and a commitment to those they serve; and

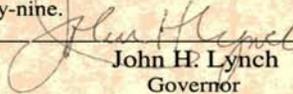
**WHEREAS**, New Hampshire state employees continually strive to make sure they are using resources wisely; and

**WHEREAS**, New Hampshire State Employee Recognition Week provides us an opportunity to express our appreciation and gratitude to our state employees for their hard work and dedication to our continued well-being and quality of life;

**NOW, THEREFORE, I, JOHN H. LYNCH, GOVERNOR** of the State of New Hampshire, do hereby proclaim **MAY 1-7, 2005** as **STATE EMPLOYEE RECOGNITION WEEK** in New Hampshire and encourage citizens to recognize state employees for their hard work, sacrifices, and dedication to the people of New Hampshire.



Given at the Executive Chamber in Concord, this 5th day of May, in the year of Our Lord two thousand and five, and the independence of the United States of America, two hundred and twenty-nine.

  
John H. Lynch  
Governor

## **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**

Executive Order 2004-02, continued 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.

## **RECRUITMENT AND CERTIFICATION ACTIVITIES**

During Fiscal Year 2005, the Recruitment and Certification Section prepared 29 Opportunities Announcements for statewide distribution and approved 650 agency-prepared newspaper advertisements. During the Fiscal Year, 1,547 applications were evaluated for certification purposes by staff in this section. Of this number, 1,160 (75%) applicants 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 2005:

### **RECRUITMENT AND CERTIFICATION ACTIVITIES FISCAL YEAR 2005**

<b>ACTIVITY</b>	<b>NUMBER</b>
Applications Distributed	2,171
Applications Received Statewide	6,908
Applications Accepted as Certified	1,160
Applications Rejected as Not Certified	387
Registers Requested	277
Employees Hired from Registers	118
Newspaper Advertisements Approved	650
On-Line Applications	860
Opportunities Announcements Prepared	29

During Fiscal Year 2005, staff in the Recruitment and Certification Section audited a total of 23,228 actions affecting classified employees. Of this total, 2,540 (10.9%) were personnel actions hiring new employees. The number of employees separating from state service in FY 2005 was 1,252 (10.1%). 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 2005**

<b>PERSONNEL ACTION</b>	<b>NUMBER</b>
New Hires	2,540
Hires Above Minimum Step (both full-time & part-time)	267
Separations	1,252
Promotions	1,238
Demotions	172
Total Personnel Action Forms Processed	23,228

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

## **EMPLOYEE REDUCTION IN FORCE (RIF) LIST**

Effective July 1, 2005, 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 July 1, 2005 and June 30, 2007, 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 2005:

<b>ACTION</b>	<b>NUMBER</b>
<b>Names Submitted to Personnel</b>	<b>1</b>
<b>Names Removed from RIF List</b>	<b>1</b>
<b>Names Remaining on RIF List</b>	<b>0</b>
<b>Placements</b>	<b>0</b>
<b>Vacant Positions Released for Recruitment</b>	<b>1,349</b>
<b>Total Number of Vacant Positions Submitted by Agencies</b>	<b>1,349</b>

*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**

<b><u>Department</u></b>	<b><u>1996</u></b>	<b><u>1997</u></b>	<b><u>1998</u></b>	<b><u>1999</u></b>	<b><u>2000</u></b>	<b><u>2001</u></b>	<b><u>2002</u></b>	<b><u>2003</u></b>	<b><u>2004</u></b>	<b><u>2005</u></b>
Adjutant General Department	102	102	108	108	108	113	113	122	120	120
Administrative Services Dept.	309	311	316	319	324	338	338	319	245	250
Agriculture Department	31	31	32	32	32	32	31	33	33	33
Banking Department	27	27	27	27	27	27	27	41	41	41
Business Finance Authority	7	7								
Christa McAuliffe Planetarium							8	13	12	12
Com. Dev. Finance Authority									7	
Corrections Department	808	813	813	869	1,088	1,088	1,083	1,132	1,096	1,087
Cultural Resources Department	62	62	66	66	67	69	69	74	69	70
Education Department	305	305	300	303	306	313	312	326	316	305
Employment Security	377	333	315	313	385	402	385	408	367	367
Environmental Services Dept.	426	432	429	429	429	439	435	546	528	549
Executive Department	79	79	81	81	81	81	44	44	33	26
Fish and Game Department	168	168	171	171	171	173	173	174	165	164
Health & Human Services Dept.										
Alcohol and Drug Abuse Prev.	49				45	47	47	47	44	44
Anna Philbrick Center						89	89			
Behavioral Health	139	183	93	95	51	51	56	56	61	61
Children, Youth & Family Services	380	387		370	394	394	397	350	367	355
Commissioner's Office	204	211	878	599	617	494	493	469	340	430
Community and Public Health	307	299		272	255	257	256	218	224	132
Developmental Services			68	66	59	58	54	54	53	53
Elderly & Adult Services	95	94	65	112	131	130	129	128	131	131
Family Services	628	619	709	327	327	327	326	327	322	322
Glenclyff Home	156	156	156	156	168	168	168	168	164	164
Information Services							122	146	155	155
Juvenile Justice Services								369	360	360
NH Hospital	992	992	968	941	875	874	870	867	846	833
Youth Development Center							183	185		
Highway Safety Agency	3	3	3	3	3	6	6	6	6	6
Human Rights Commission	7	7	7	7	7	7	7	10	9	9
Insurance Department	46	46	50	50	51	53	53	72	72	70
Judicial Council	1	1	2	2	2	2	2	2	2	2
Justice Department	53	53	54	54	54	55	56	65	61	61
Labor Department	76	76	80	81	82	82	82	84	83	77
Liquor Commission	311	311	311	312	314	314	313	313	315	304
Office of Information Technology									335	397
Pari-Mutuel Commission	11	11	11	11	11	11	11	11	11	20
Pease Development Authority	4	4	4	4	5	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	73	73	72	72	72	69
Real Estate Commission	7	7	7	7	7	8	8	8	8	8
Regional Comm. Tech. College Sys.	668	660	641	641	649	662	654	745	707	707



## FY 2005 Authorized Positions

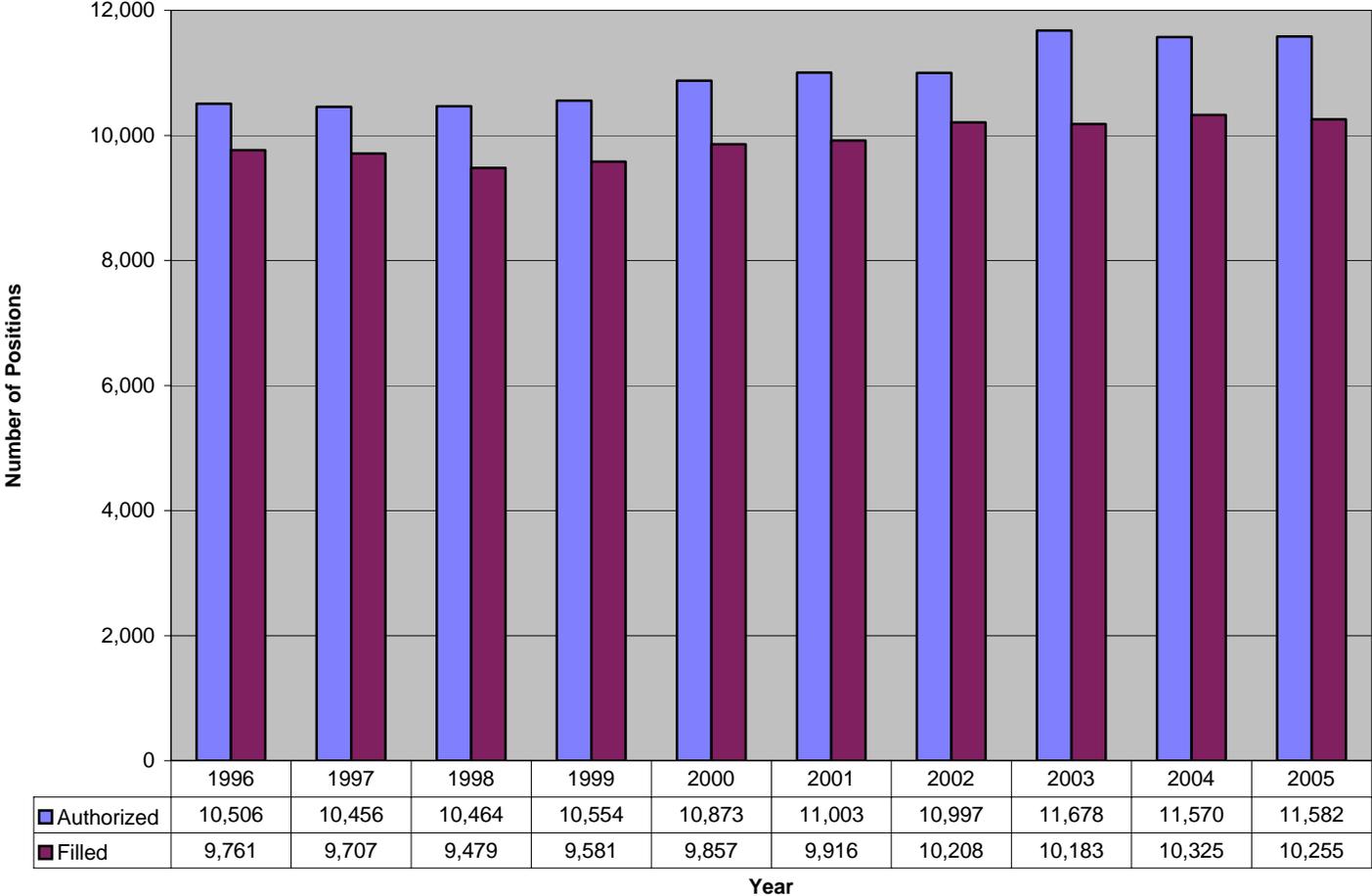
<u>Department &amp; Components</u>	<u>CI 10 Filled</u>	<u>CI 10 Vacant</u>	<u>CI 59 Filled</u>	<u>CI 59 Vacant</u>	<u>Unclassified Filled</u>	<u>Unclassified Vacant</u>	<u>Total Positions</u>
<b>Adjutant General Department</b>	<b>113</b>	<b>7</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>125</b>
<b>Administrative Services, Dept. of</b>							<b>260</b>
Commissioner's Office	1	1	-	-	1	-	3
Accounting Services	15	1	-	-	1	-	17
Budget Office	12	2	-	-	1	-	15
Business Office	5	1	-	-	-	-	6
Cost Containment	9	-	-	-	-	-	9
Court Facilities	22	5	-	-	-	-	27
Data Center	13	1	-	-	-	-	14
Financial Data Management	6	5	-	-	1	-	12
General Services	60	5	-	-	-	-	65
Graphic Services	23	3	-	-	-	-	26
Personnel	17	3	-	-	3	-	23
Plant & Property Management	15	5	2	-	1	-	23
Risk Management	3	-	-	-	-	-	3
Surplus Distribution	8	1	-	-	-	-	9
Telecommunications	6	2	-	-	-	-	8
<b>Agriculture, Department of</b>	<b>33</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>3</b>	<b>-</b>	<b>36</b>
<b>Banking Department</b>	<b>36</b>	<b>5</b>	<b>1</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>44</b>
<b>Christa McAuliffe Planetarium</b>	<b>11</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>13</b>
<b>Community Development &amp; Finance Authority</b>	<b>-</b>	<b>7</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>8</b>
<b>Corrections, Department of</b>	<b>952</b>	<b>135</b>	<b>15</b>	<b>7</b>	<b>11</b>	<b>1</b>	<b>1121</b>
<b>Cultural Resources, Department of</b>							<b>74</b>
Division of Arts	7	1	-	-	1	-	9
Division of Historical Resources	9	2	-	-	1	-	12
State Library	45	6	-	-	2	-	53
<b>Education, Department of</b>	<b>256</b>	<b>49</b>	<b>17</b>	<b>3</b>	<b>5</b>	<b>-</b>	<b>330</b>
<b>Employment Security</b>	<b>338</b>	<b>29</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>382</b>
<b>Environmental Services, Dept. of</b>							<b>571</b>
Commissioner's Office	72	15	6	7	3	-	103
Air Resources	62	13	-	-	1	-	76

<u>Department &amp; Components</u>	<u>CI 10 Filled</u>	<u>CI 10 Vacant</u>	<u>CI 59 Filled</u>	<u>CI 59 Vacant</u>	<u>Unclassified Filled</u>	<u>Unclassified Vacant</u>	<u>Total Positions</u>
Waste Management	71	24	3	-	1	-	99
Water Division	210	30	-	-	1	-	241
Water Resources	40	12	-	-	-	-	52
Executive Council	-	-	-	-	6	-	6
Gov. Commission on Disability	6	1	-	-	1	-	8
Office of Energy & Planning	11	8	2	1	-	-	22
<b>Fish &amp; Game Department</b>	<b>151</b>	<b>13</b>	<b>30</b>	<b>8</b>	<b>1</b>	<b>-</b>	<b>203</b>
<b>Health &amp; Human Services, Dept. of</b>							<b>3,394</b>
Commissioner's Office	313	60	12	1	21	6	413
Alcohol & Drug Abuse Prevention	38	6	3	-	2	-	49
Behavioral Health	49	12	1	1	3	-	66
Children, Youth & Families	350	17	5	1	7	-	380
Community & Public Health	171	39	113	26	10	2	361
Developmental Services	41	12	-	-	1	1	55
Elderly & Adult Services	109	22	5	2	5	-	143
Family Services, Office of	301	21	21	2	2	1	348
Glenclyff Home for the Elderly	154	10	23	1	1	-	189
Medical Services	104	18	5	1	5	-	133
NH Hospital	778	55	10	1	15	3	862
Juvenile Justice Services	325	35	25	3	6	1	395
<b>Highway Safety Agency</b>	<b>8</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>9</b>
<b>Human Rights Commission</b>	<b>8</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>9</b>
<b>Information Technology, Office of</b>	<b>346</b>	<b>51</b>	<b>11</b>	<b>4</b>	<b>12</b>	<b>2</b>	<b>426</b>
<b>Insurance Department</b>	<b>59</b>	<b>11</b>	<b>-</b>	<b>-</b>	<b>7</b>	<b>2</b>	<b>79</b>
<b>Judicial Council</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2</b>
<b>Justice, Department of</b>	<b>56</b>	<b>5</b>	<b>1</b>	<b>-</b>	<b>66</b>	<b>3</b>	<b>131</b>
<b>Labor Department</b>	<b>68</b>	<b>9</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>79</b>
<b>Liquor Commission</b>	<b>294</b>	<b>10</b>	<b>-</b>	<b>1</b>	<b>3</b>	<b>-</b>	<b>308</b>
<b>Pari-Mutuel Commission</b>	<b>17</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>-</b>	<b>37</b>
<b>Pease Development Authority</b>	<b>4</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>5</b>
<b>Postsecondary Education Commission</b>	<b>5</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>7</b>
<b>Public Utilities Commission</b>	<b>67</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>6</b>	<b>-</b>	<b>75</b>

<u>Department &amp; Components</u>	<u>CI 10 Filled</u>	<u>CI 10 Vacant</u>	<u>CI 59 Filled</u>	<u>CI 59 Vacant</u>	<u>Unclassified Filled</u>	<u>Unclassified Vacant</u>	<u>Total Positions</u>
<b>Real Estate Commission</b>	7	1	-	-	1	-	9
<b>Regional Community Technical College System</b>							<b>797</b>
Commissioner's Office	35	9	1	1	3	-	49
Berlin Technical College	58	10	4	-	1	-	73
Claremont Technical College	57	5	7	1	-	-	70
Concord Technical Institute	197	17	13	-	1	-	228
Laconia Technical College	53	8	8	1	-	-	70
Manchester Technical College	96	13	7	1	1	-	118
Nashua Technical College	66	6	4	1	1	-	78
Stratham Technical College	69	8	8	-	-	-	85
Police Standards & Trng. Council	22	3	-	-	1	-	26
<b>Regulatory and Licensing Boards</b>							<b>78</b>
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.	9	1	4	1	-	-	15
Pharmacy Board	5	1	-	-	-	-	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
<b>Resources &amp; Economic Dev., Dept. of</b>	<b>156</b>	<b>21</b>	<b>47</b>	<b>24</b>	<b>6</b>	<b>0</b>	<b>254</b>
<b>Retirement System</b>	-	<b>54</b>	-	-	-	<b>2</b>	<b>56</b>
<b>Revenue Administration, Dept. of</b>	<b>149</b>	<b>25</b>	-	-	<b>19</b>	<b>4</b>	<b>197</b>
<b>Safety, Department of</b>	<b>991</b>	<b>43</b>	<b>46</b>	<b>14</b>	<b>12</b>	<b>2</b>	<b>1108</b>
<b>State Department</b>	<b>36</b>	<b>5</b>	<b>29</b>	<b>8</b>	<b>9</b>	-	<b>87</b>
<b>Status of Women Commission</b>	<b>2</b>	-	-	-	-	-	<b>2</b>
<b>Sweepstakes Commission</b>	<b>46</b>	<b>6</b>	-	-	<b>4</b>	-	<b>56</b>

<u>Department &amp; Components</u>	<u>CI 10 Filled</u>	<u>CI 10 Vacant</u>	<u>CI 59 Filled</u>	<u>CI 59 Vacant</u>	<u>Unclassified Filled</u>	<u>Unclassified Vacant</u>	<u>Total Positions</u>
<b>Transportation, Department of</b>							<b>1,899</b>
Aeronautics	4	3	-	-	1	-	8
Bridge Design	31	-	-	-	-	-	31
Bridge Maintenance	101	21	-	-	-	-	122
Budget & Finance	33	3	-	-	-	-	36
Commissioner's Office	8	2	-	-	6	-	16
Construction	96	9	-	-	-	-	105
Contracts Administration	1	-	-	-	-	-	1
District 1 – Lancaster	139	6	-	-	-	-	145
District 2 - Lebanon	105	17	-	-	-	-	122
District 3 - Laconia	117	17	-	-	-	-	134
District 4 - Keene	85	7	-	-	-	-	92
District 5 - Hooksett	139	20	-	-	-	-	159
District 6 - Durham	95	5	-	-	-	-	100
Engineering Audit	10	1	-	-	-	-	11
Environment	18	6	-	-	-	-	24
Fuel Distribution	4	-	-	-	-	-	4
Highway Design	127	41	-	-	-	-	168
Human Resources	18	3	-	-	-	-	21
Maintenance	6	2	-	-	-	-	8
Materials & Research	52	5	-	-	-	-	57
Mechanical Services	78	4	-	-	-	-	82
Municipal Highways	4	1	-	-	-	-	5
Planning & Systems Development	30	12	-	-	-	-	42
Public Affairs & Information	3	1	-	-	-	-	4
Public Works	20	6	-	-	-	-	26
Railroads & Public Transportation	7	2	-	-	-	-	9
Right of Way	32	9	-	-	-	-	41
Traffic	57	4	10	14	-	-	85
Turnpikes	204	37	-	-	-	-	241
<b>Treasury Department</b>	<b>16</b>	<b>5</b>	<b>-</b>	<b>-</b>	<b>4</b>	<b>1</b>	<b>26</b>
<b>Veterans' Council</b>	<b>4</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>5</b>
<b>Veterans' Home</b>	<b>217</b>	<b>34</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>254</b>
<b>TOTALS</b>	<b>10,266</b>	<b>1,316</b>	<b>518</b>	<b>148</b>	<b>312</b>	<b>33</b>	<b>12,593</b>
<b>TOTAL VACANCIES</b>		<b>1,497</b>					
<b>VACANCY RATE</b>		<b>11.89%</b>					

### Authorized/Filled Positions 10 Year History



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

## DEMOGRAPHICS

### New Hampshire State Employees Fiscal Year 2005

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

<b><u>Class Type</u></b>	<b><u>Number of Positions*</u></b>
Classified	12,248
Unclassified	345
<b>TOTAL POSITIONS:</b>	<b>12,593</b>

\*Full Time Only - Includes vacancies

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

51.30% Female  
48.70% Male

2.76% Minority  
97.24% White (not of  
Hispanic background)

**The Average Classified Employee...**

- Is 45 years old
- Has 10 years of service
- Earns \$36,092

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

Full time.....	11,695
Part-time.....	4,166

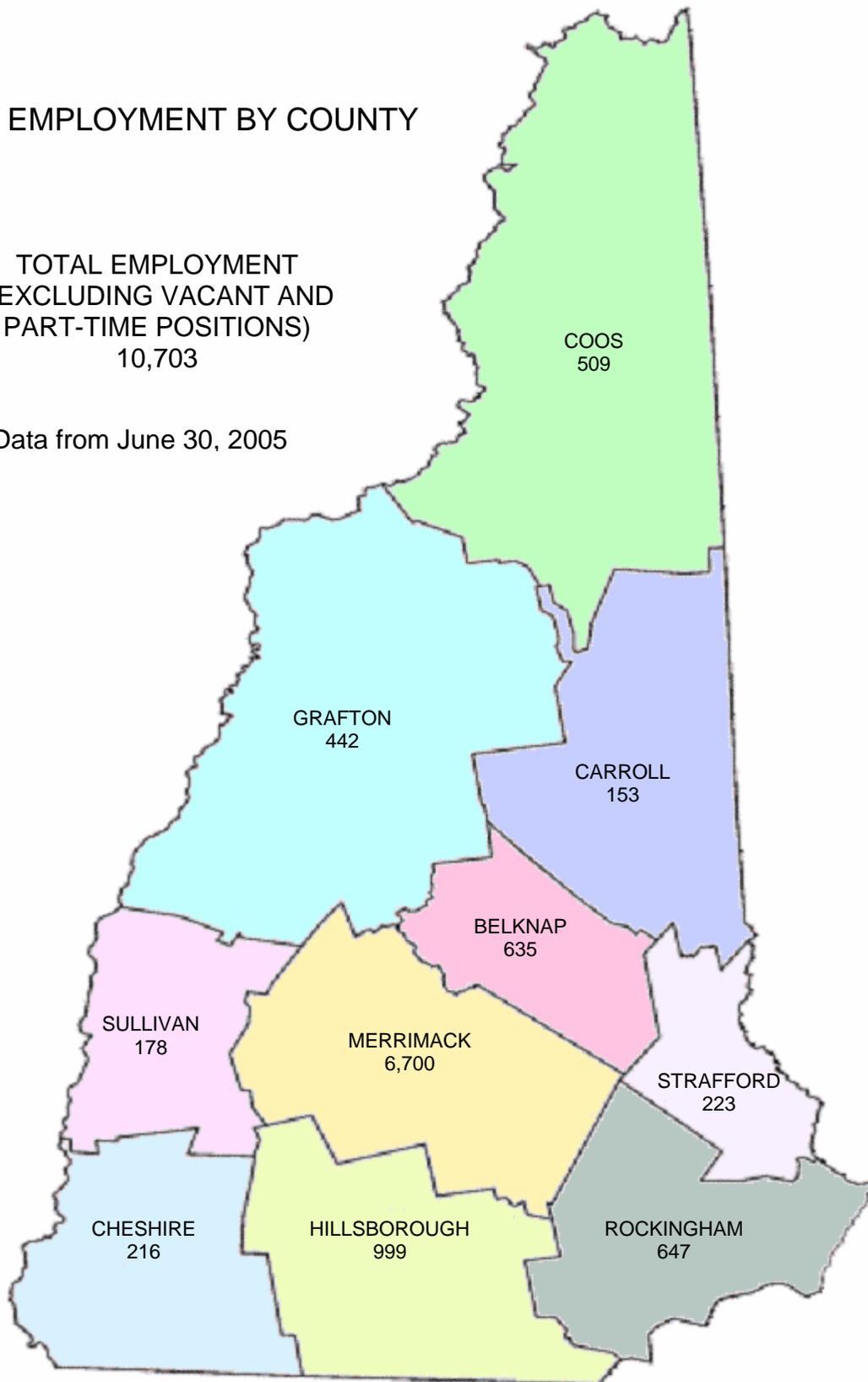
**Classified Employees work in...**

Belknap County.....	5.93%
Carroll County.....	1.42%
Cheshire County.....	2.01%
Coos County.....	4.76%
Grafton County.....	4.12%
Hillsborough County.....	9.33%
Merrimack County.....	62.60%
Rockingham County.....	6.04%
Strafford County.....	2.08%
Sullivan County.....	1.66%

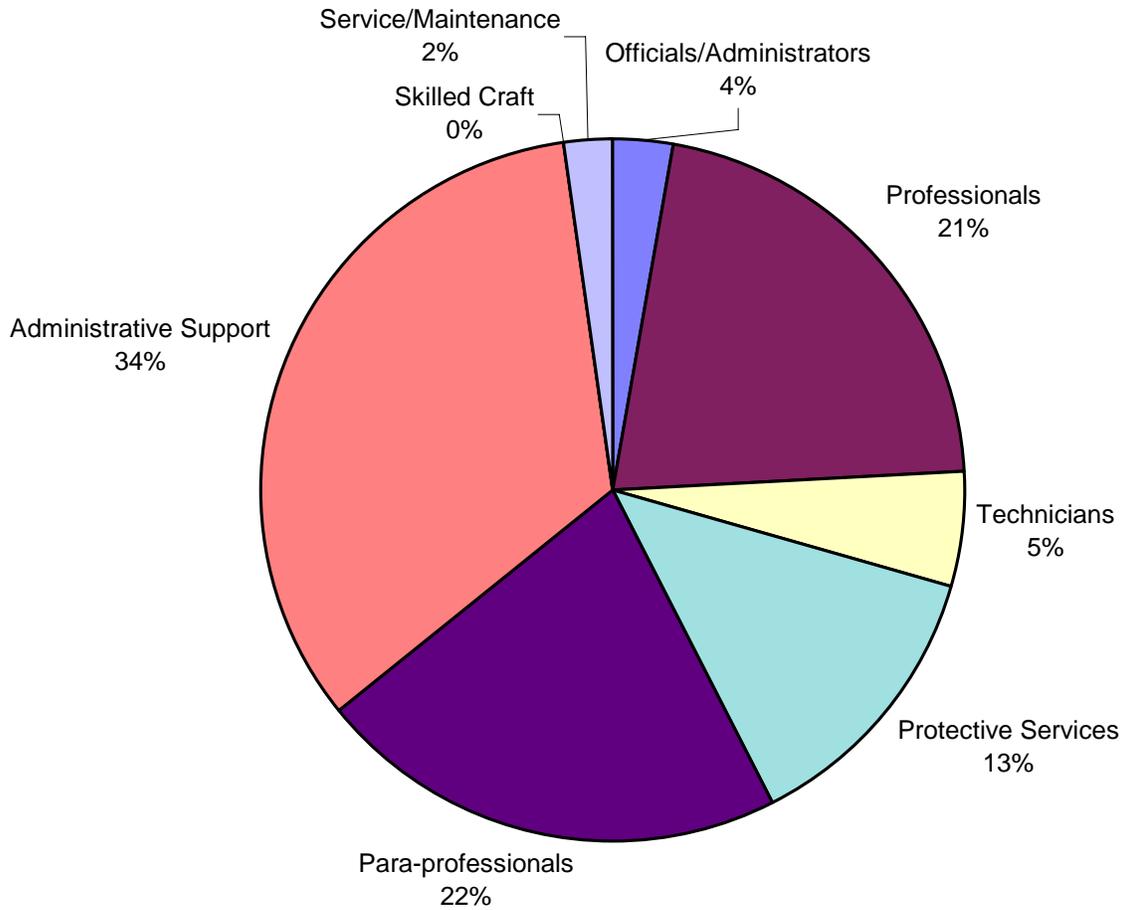
# STATE EMPLOYMENT BY COUNTY

TOTAL EMPLOYMENT  
(EXCLUDING VACANT AND  
PART-TIME POSITIONS)  
10,703

Data from June 30, 2005



## APPLICANTS BY EEO CATEGORY Fiscal Year 2005

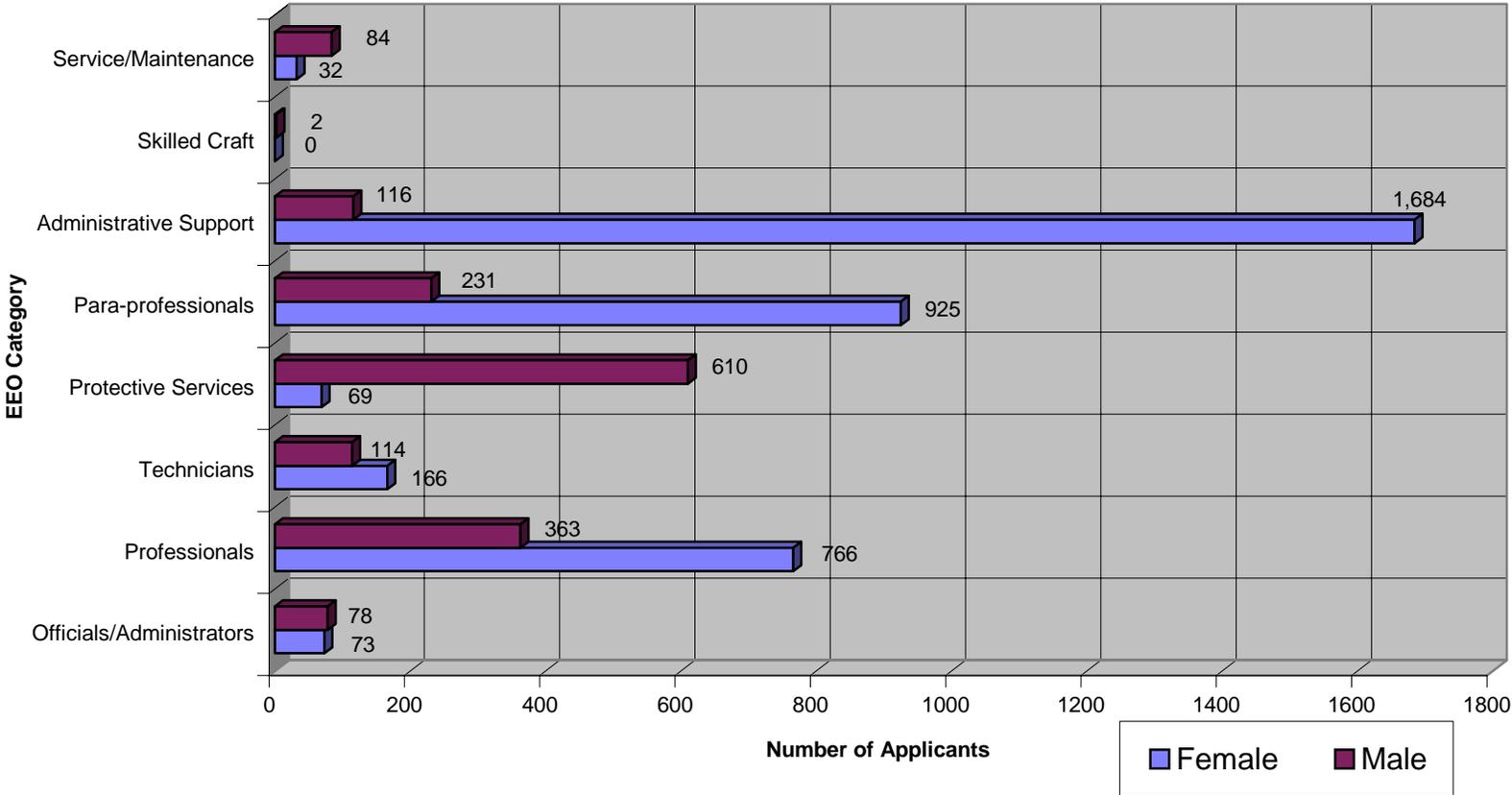


	<b>Number Of Applicants</b>
Administrative Support	1,814
Officials/Administrators	152
Para-professionals	1,167
Professionals	1,158
Protective Services	699
Service/Maintenance	119
Skilled Craft	2
Technicians	286
<b>TOTAL</b>	<b>5,397</b>

Note: This information is voluntarily submitted by applicants.

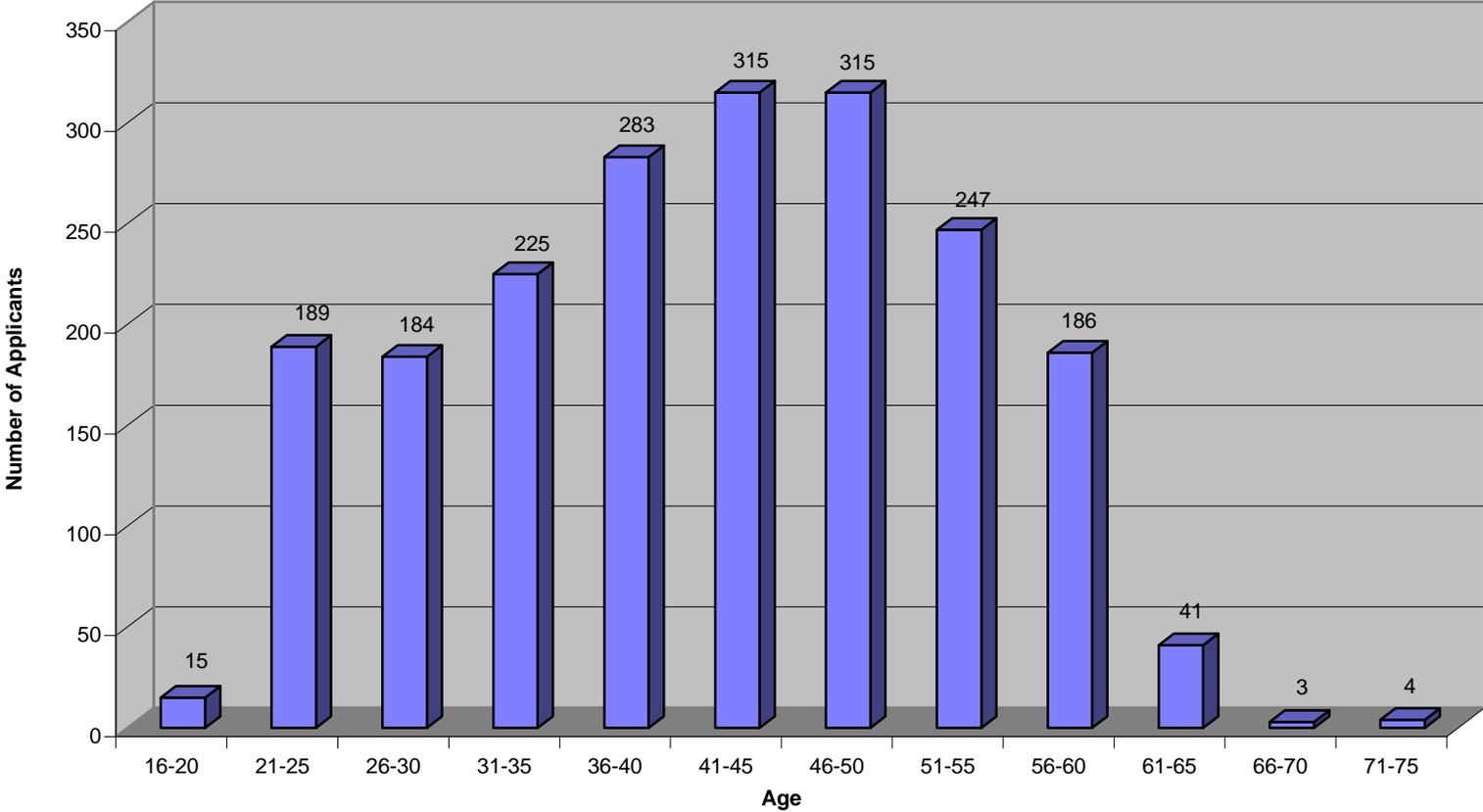
# APPLICANT GENDER DISTRIBUTION BY EEO CATEGORY

## Fiscal Year 2005



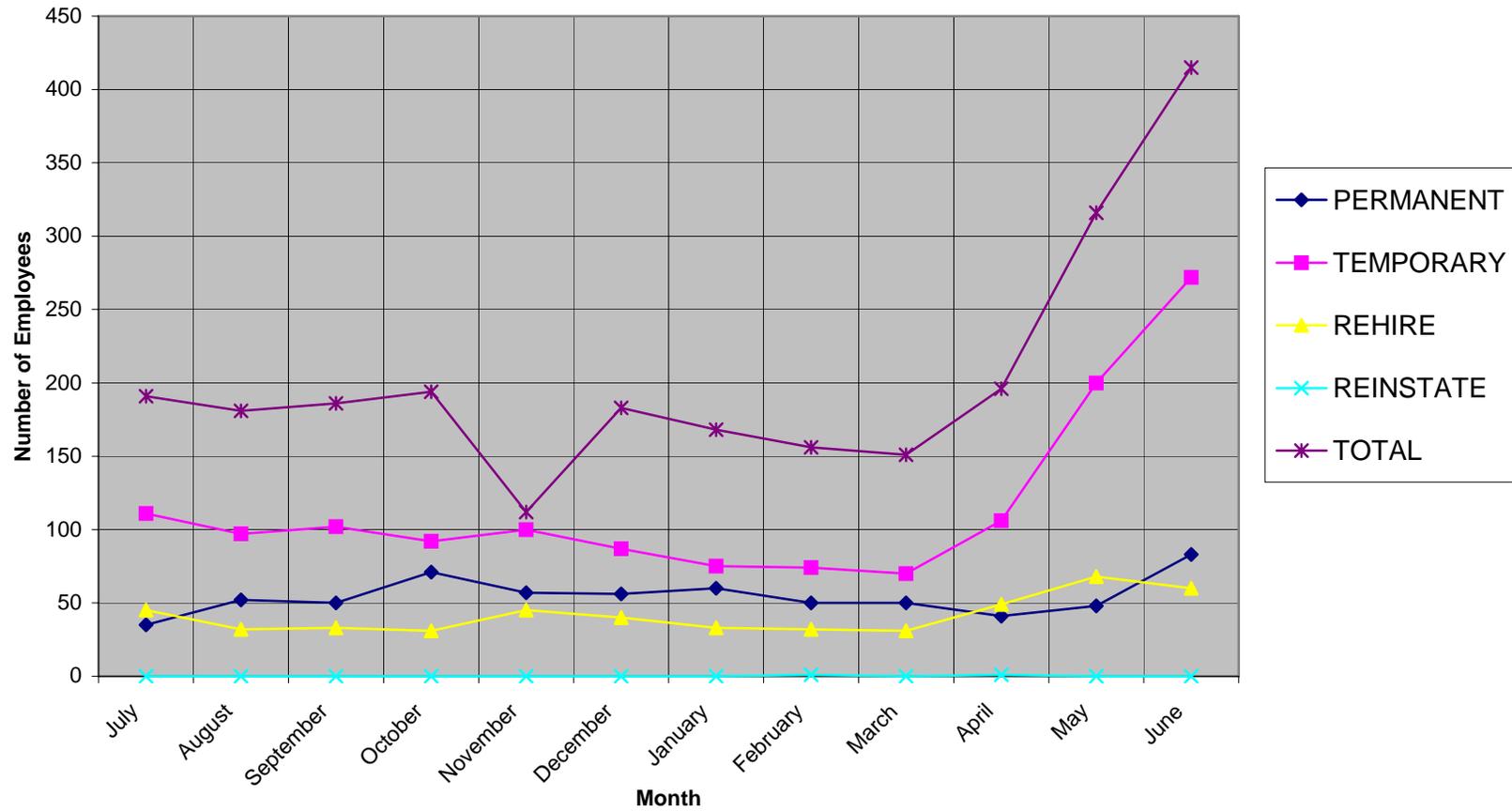
Note: Applicants voluntarily submit this information.  
 Total number responding = 5,313

**APPLICANTS BY AGE DISTRIBUTION  
Fiscal Year 2005**



Note: This information is voluntarily submitted.  
Total number of applicants = 2,007

## TOTAL NEW HIRES BY MONTH Fiscal Year 2005



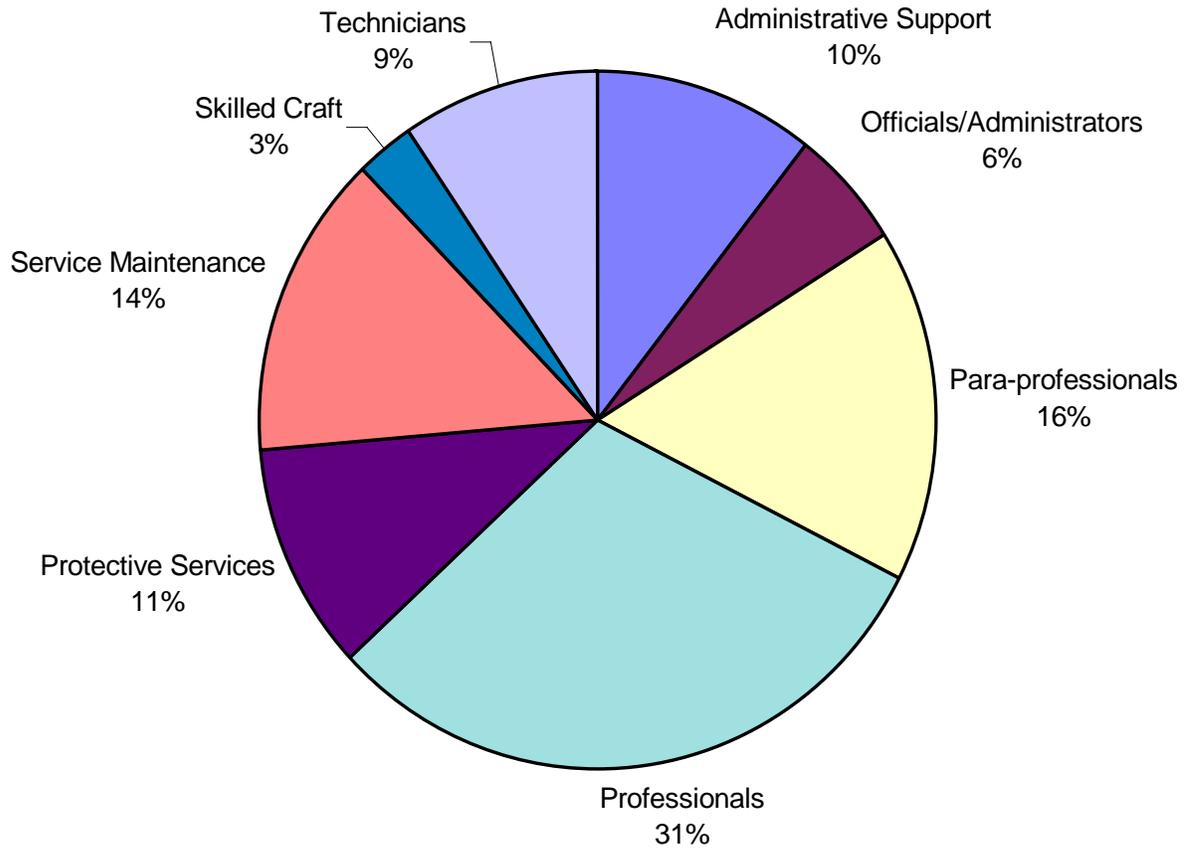
Note: Total new hires for Fiscal Year 2005 = 2,540

## TOTAL NUMBER OF NEW HIRES BY AGENCY

AGENCY	NEW HIRES	HIRES above min.	% HIRED above min.
Adjutant General Department	18	6	33.3%
Administrative Services Department	83	7	8.4%
Agriculture Department	7	4	57.1%
Banking Department	3	1	33.3%
Boards and Commissions	1	0	0.0%
Christa McAuliffe Planetarium	15	2	13.3%
Corrections Department	111	9	8.1%
Cultural Resources	4	0	0.0
Education Department	33	11	33.3%
Employment Security	39	3	7.7%
Environmental Services Department	76	9	18.0%
Executive Department	6	4	67.0%
Fish and Game Department	50	2	4.0%
Health and Human Services Department			
Attached Boards	3	0	0.00%
Behavioral Health	21	1	4.8%
Children, Youth & Families	49	11	22.4%
Commissioner's Office	42	7	16.7%
Developmental Services	5	1	20.0%
Elderly and Adult Services	15	6	40.0%
Glenciff Home for the Elderly	47	8	17.0%
Health Management	34	13	38.0%
Juvenile Justice Services	43	1	2.3%
New Hampshire Hospital	126	25	19.8%
Transitional Assistance	50	4	8.0%
Highway Safety	1	1	100.0%
Insurance Department	3	2	66.6%
Justice Department	5	1	20.0%
Labor Department	6	1	16.6%
Liquor Commission	412	3	0.7%
Office of Information Technology	12	3	25.0%
Pari-Mutuel Commission	10	0	0.0%
Pease Development Authority	1	0	0.0%
Police Standards and Training Council	3	2	6.66%
Public Utilities Commission	4	3	75.0%
Real Estate Commission	2	0	0.0%
Regional Community Technical College System	184	23	12.5%
Resources & Economic Development Dept.	330	3	0.09%
Retirement System	8	2	25.0%
Revenue Administration Department	12	1	8.3%
Safety Department	166	31	18.7%
Secretary of State Department	14	1	7.1%
Sweepstakes Commission	11	0	0.0%
Transportation Department	373	8	0.8%
Treasury Department	1	0	0.0%
Veterans' Home	101	47	46.5%

**Note: Includes all full-time and part-time hires, rehires and reinstatements. Total new hires for FY 2005 = 2,540. Total hires above minimum = 267.**

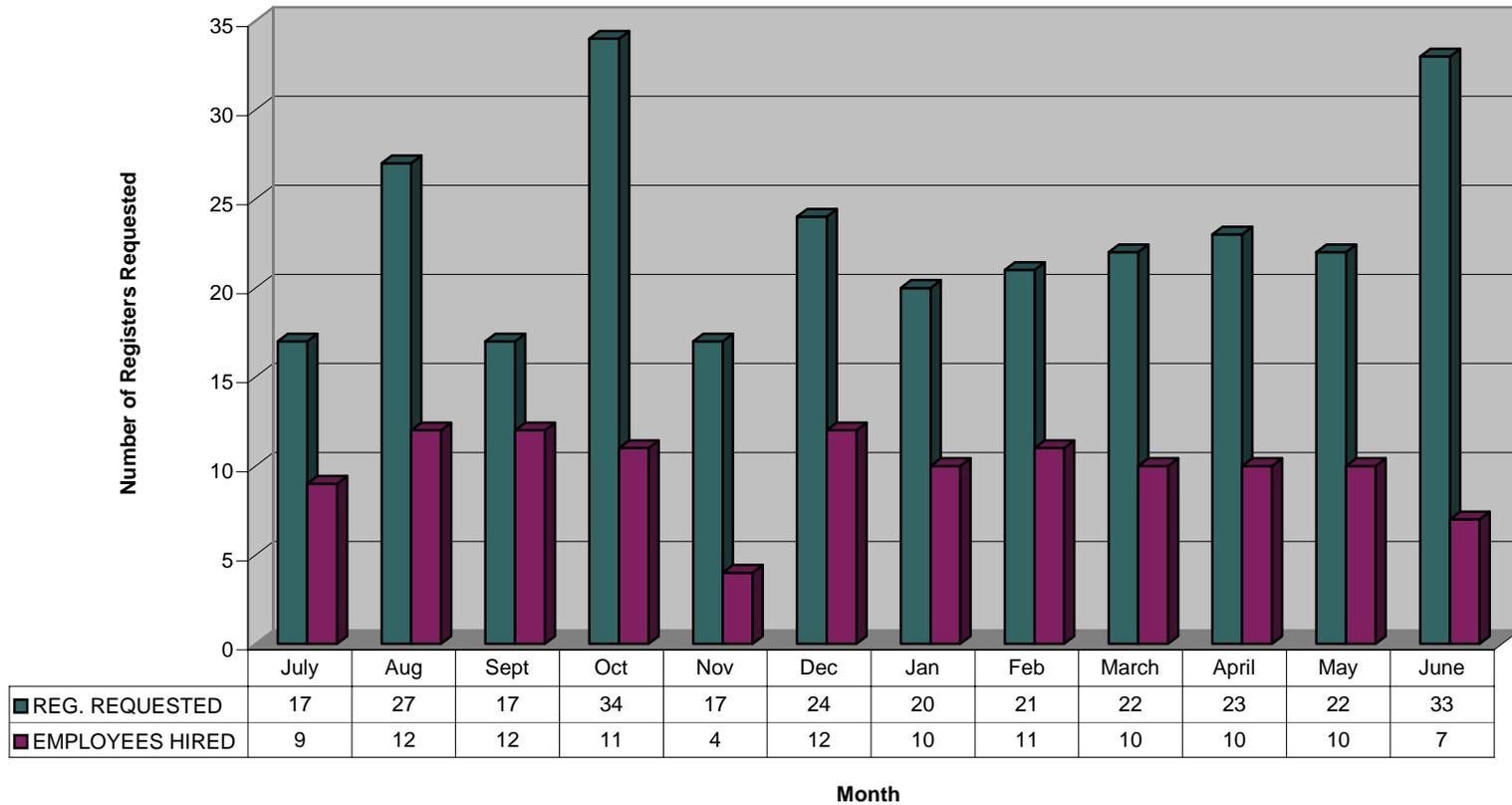
## EMPLOYEES BY EEO CATEGORY WORKFORCE PARTICIPATION RATES Fiscal Year 2005



	<b>Number Of Employees</b>
Administrative Support	1,097
Officials/Administrators	592
Para-professionals	1,772
Professionals	3,295
Protective Services	1,137
Service/Maintenance	1,527
Skilled Craft	300
Technicians	983
<b>TOTAL</b>	<b>10,703</b>

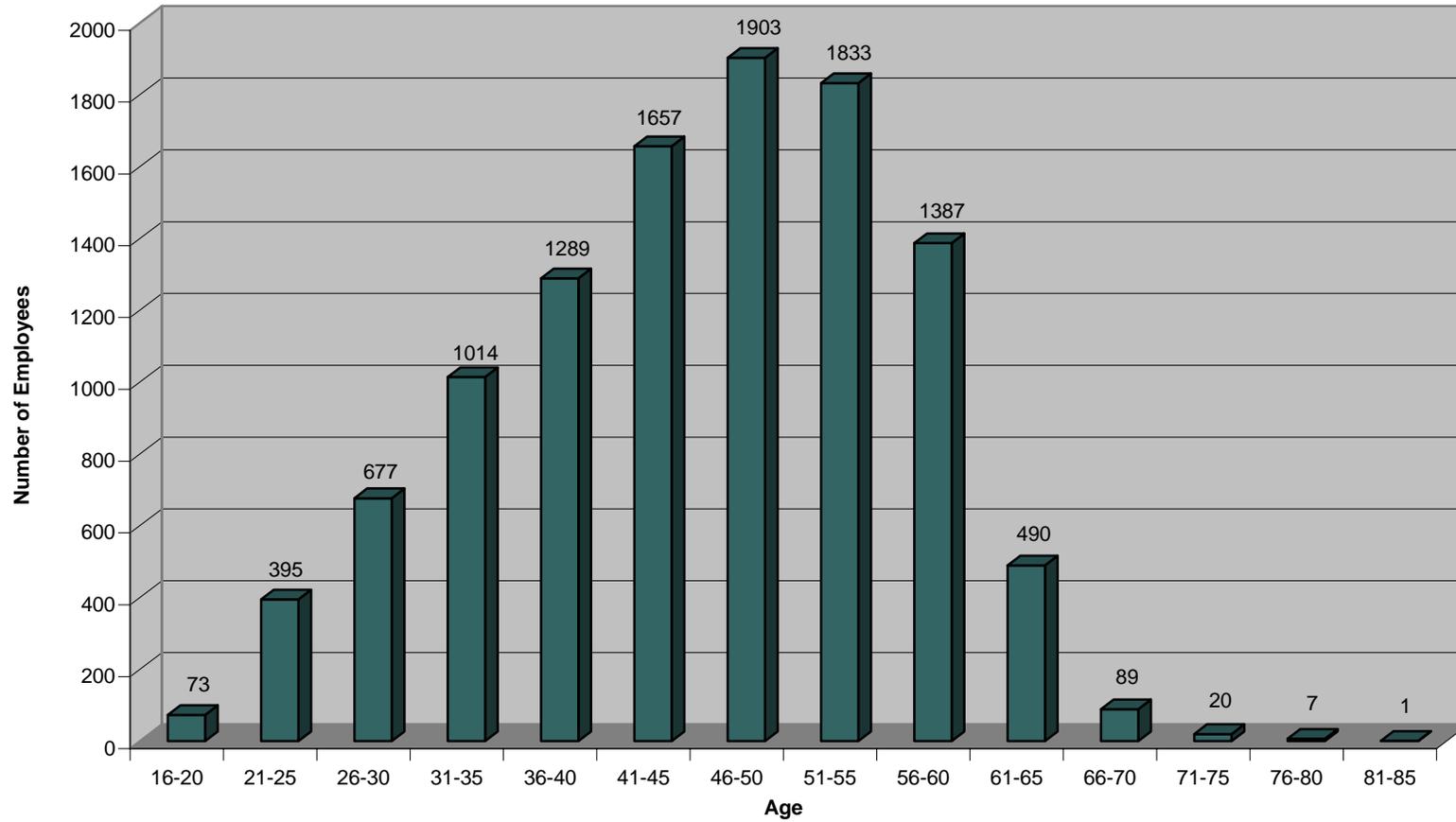
Note: Data from 6-30-05 report.

## EMPLOYEES HIRED FROM REGISTERS By Month - Fiscal Year 2005



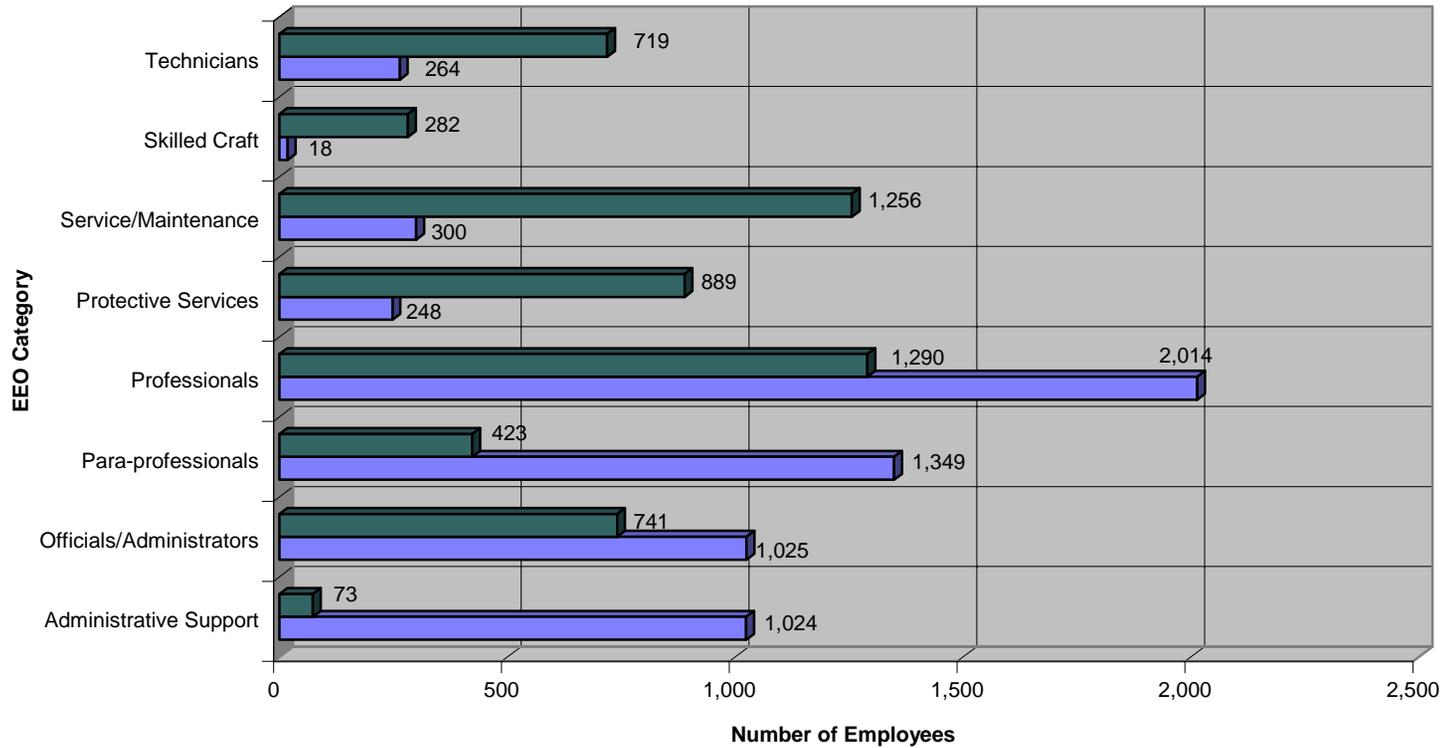
Total Employment Registers Requested by State Agencies = 277  
 Total Employees Hired from Registers = 118

## EMPLOYEES BY AGE DISTRIBUTION Fiscal Year 2005



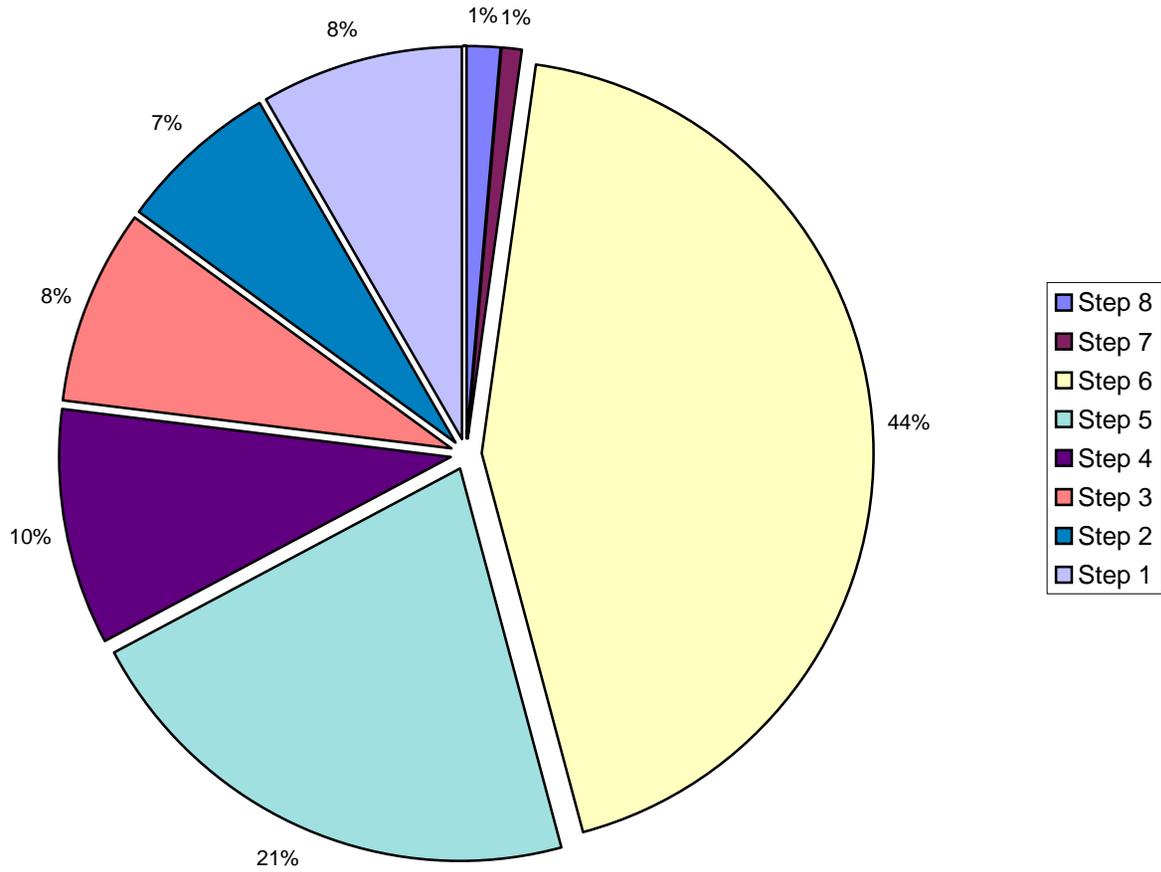
Date from 07-01-05  
Note: Employee with no D.O.B. on file = 4

## EMPLOYEES BY GENDER AND EEO CATEGORY



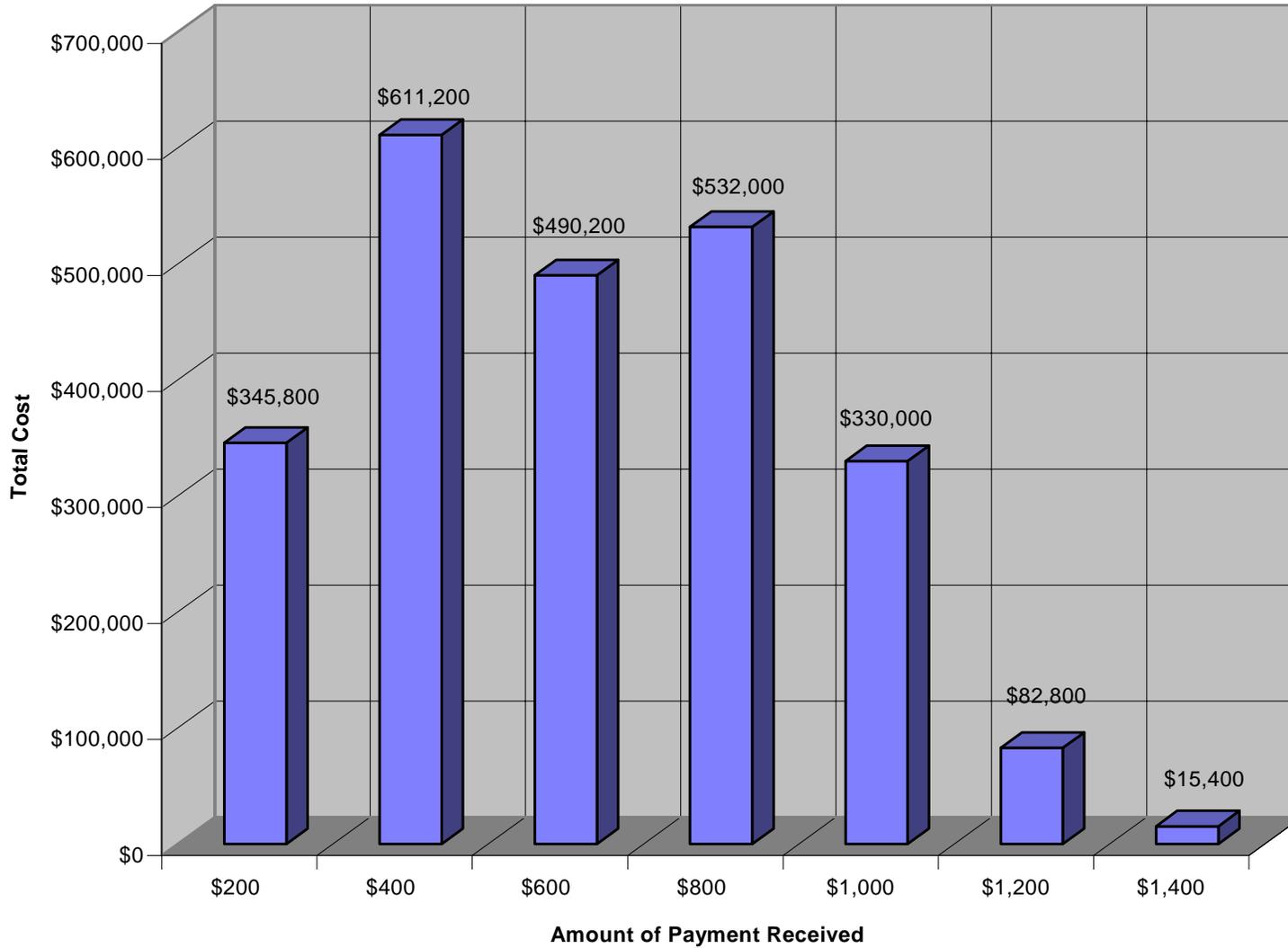
Note: Includes all full-time classified employees as of 06-30-05

# OVERALL SALARY DISTRIBUTION Fiscal Year 2005



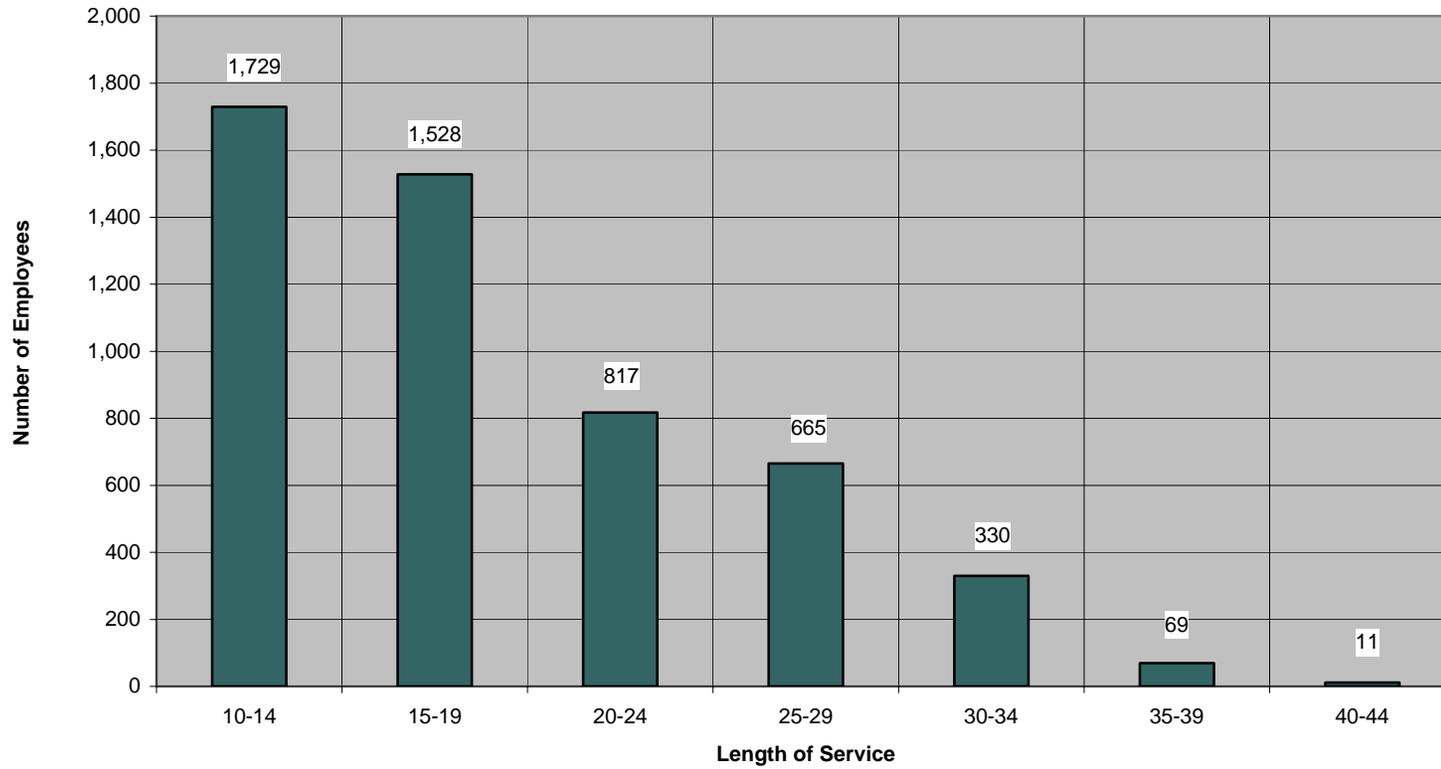
Includes all full-time classified employees as of 06-30-05

## LONGEVITY IN CLASSIFIED SERVICE Cost of Longevity

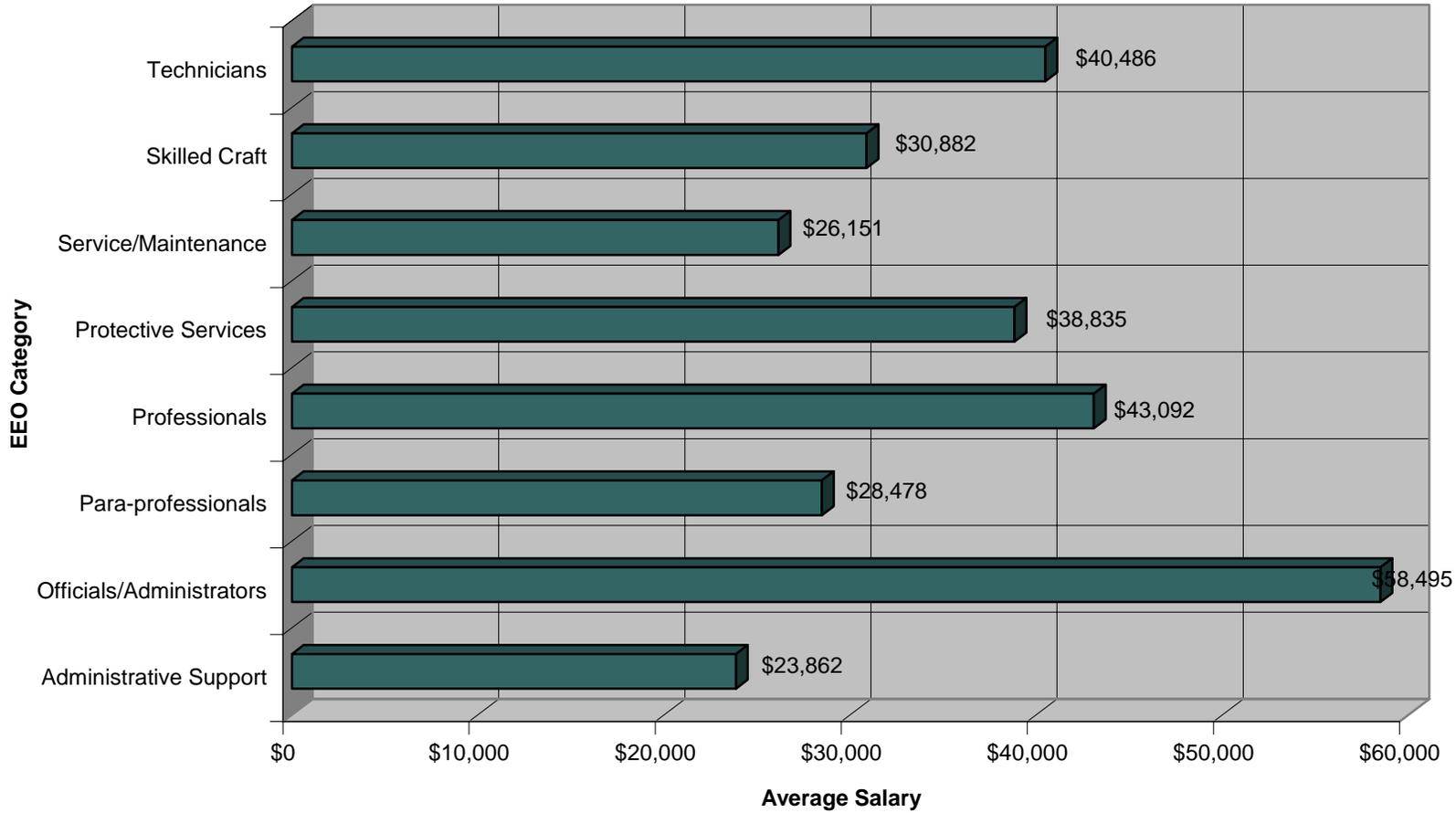


Note: Employees receive \$200 for 10 years of service and an additional \$200 for each 5 years of service beyond 10 years. 44% of the state workforce received a longevity payment in Fiscal Year 2005

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



## AVERAGE SALARY BY EEO CATEGORY Classified Positions

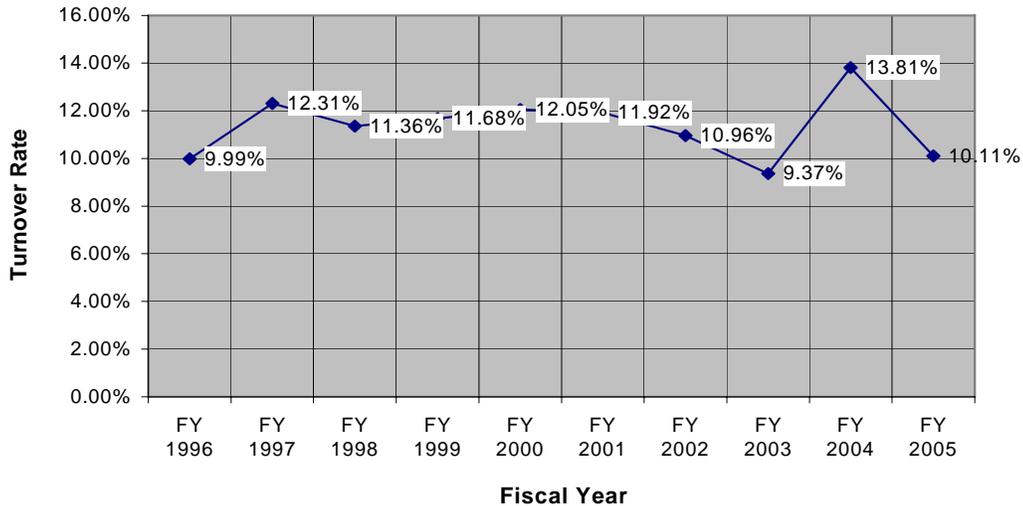


Note: Includes all full-time permanent and full-time temporary employees as of 06-30-05

# TURNOVER

## Separations from Classified Service

### AVERAGE TURNOVER RATE 10 Year History



Highest Turnover Classes with 50 or more FTE's	Percent Turnover
Telecommunications Specialist	36.20%
Nursing Assistant III	23.94%
Building & Grounds Utility Person	22.95%
Child Protective Service Worker III	19.04%
Family Service Specialist I	18.94%
Systems Development Specialist V	18.30%
Systems Development Specialist IV	17.56%
Food Service Worker II	16.94%
Interviewer I	16.66%
Clerk Interviewer	16.21%
Registered Nurse III	15.38%
Technical Support Specialist II	15.38%
Program Specialist IV	15.04%
Highway Maintainer II	14.50%
Supervisor III	13.72%
Correctional Counselor/Case Manager	12.96%
Secretary II	12.90%
Mental Health Worker II	12.71%
Nursing Assistant II	12.50%
Child Protective Service Worker II	12.28%
Executive Secretary	12.19%

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

## TURNOVER RATES BY AGENCY – FY 2005

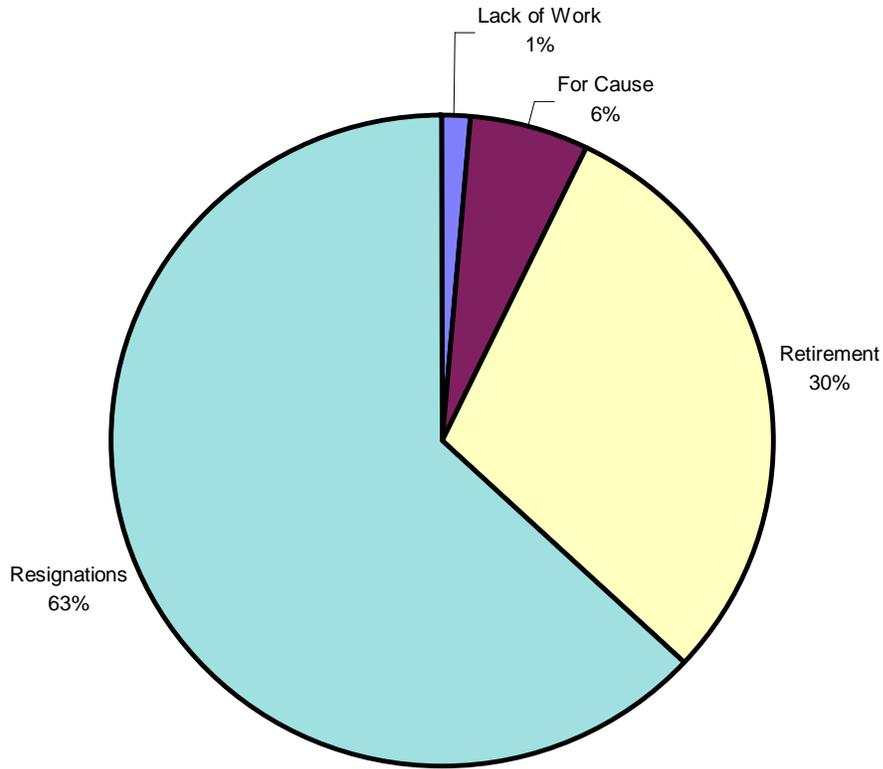
AGENCY NAME	POSITIONS	TERMINATED TRANSFERRED	TURNOVER RATE %
Accountancy Board	2	0	0.00
Adjutant General Department	123	12	9.75
Administrative Services Department	253	33	13.04
Agriculture Department	33	2	6.06
Banking Department	44	6	13.63
Christa McAuliffe Planetarium	12	0	0.00
Corrections Department	1,121	116	10.34
Cultural Resources Department	70	5	7.14
Education Department	336	28	8.33
Electricians Licensing Board	7	0	0.00
Employment Security	377	33	8.75
Environmental Services Department	565	34	6.01
Executive Department	29	11	37.93
Fish and Game Department	205	18	8.78
Health and Human Services Department			
Administratively Attached Boards	37	3	8.10
Behavioral Health	110	16	14.54
Commissioner's Office	618	50	8.09
Children, Youth & Families	363	47	12.94
Developmental Services	53	3	5.66
Elderly & Adult Services	138	14	10.14
Glenclyff Home for the Elderly	188	25	13.29
Health Management	257	35	13.61
Juvenile Justice Services	387	41	10.59
NH Hospital	859	90	10.47
Transitional Assistance	344	49	14.24
Highway Safety Agency	6	0	0.00
Human Rights Commission	9	0	0.00
Information Technology, Office of	412	54	13.10
Insurance Department	72	5	6.94
Joint Board of Licensing & Certification	5	0	0.00
Judicial Council	2	0	0.00
Justice Department	62	10	16.12
Labor Department	83	15	18.07
Liquor Commission	322	38	11.80
Pari-Mutuel Commission	31	3	9.67
Port Authority	5	1	20.00
Postsecondary Education Comm.	6	1	16.66
Public Employees Labor Rel. Board	4	0	0.00
Public Utilities Commission	72	7	9.72

## TURNOVER RATES BY AGENCY – FY 2005

AGENCY NAME	POSITIONS	TERMINATED TRANSFERRED	TURNOVER RATE %
Real Estate Commission	8	1	12.50
Regional Community Tech College System	764	63	8.24
Police Standards & Training	25	4	16.00
Regulatory and Licensing Boards	11	1	9.09
Resources & Econ. Dev. Department	255	14	5.49
Retirement System	54	7	12.96
Revenue Administration Department	174	20	11.49
Safety Department	1,115	112	10.04
State Department	80	7	8.75
Sweepstakes Commission	60	8	13.33
Tax & Land Appeals Board	10	0	0.00
Transportation Department	1,918	156	8.13
Treasury Department	21	2	9.52
Veterans' Council	4	0	0.00
Veterans' Home	253	35	13.83
<b>TOTAL*</b>	<b>12,382</b>	<b>1,252</b>	<b>10.11%</b>

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

**SEPARATION FROM SERVICE**  
**Fiscal Year 2005**  
**Total Separations = 1,112**



<b>RESIGNATIONS:</b>		<b>FOR CAUSE:</b>	
Personal Reasons	426	Termination For Cause	4
Accepted New Job	159	Misconduct	19
Quit Without Notice	26	Leave Expiration	5
Relocation	25	Excessive Absence	10
Death	25	Not Qualified	2
Medical	20	Failed Probation	24
School	5	<b>TOTAL</b>	<b>64</b>
Workers' Compensation	4		
Dissatisfied With Pay	3		
Dissatisfied With Working Conditions	3		
Other	3		
Military	2		
End Of Fill-In	1		
<b>TOTAL</b>	<b>702</b>	Data from 6-30-05 report.	

## **EXAMINATION SECTION**

During the past fiscal year, the Examination Section continued to support processes for selecting applicants for employment in New Hampshire State Government. The section has as its primary objective the design and administration of competitive examinations for entry into, and promotion within, state classified service. Examination techniques utilized to assess applicants' possession of required knowledge, skills, abilities, and personal characteristics included written examinations, structured interviews, and performance tests requiring keyboarding, word processing, data entry, and transcription from dictating machines. The examination program allowed state hiring agencies to identify applicants exhibiting above-average potential for job success. Hiring decisions based on the results of these selection methods are intended to be objective and equitable in accordance with the requirements of a merit system of employment.

State department managers assumed a collaborative role in the examination program. Examination Section professionals worked closely with state government supervisors in seeking input to insure the job-relatedness and pertinence of testing components. These job experts were chosen on the basis of their thorough knowledge of positions' responsibilities and requirements. Utilization of their expertise helped the Examination Section to validate its assessment practices by linking them to specific qualifications necessary for successful job performance. This close association of examination content and the requirements of the various positions to be filled helped to ensure the relevancy and technical accuracy of both written examinations and structured interviews.

Structured interviews were compiled and administered in order to gain appraisals of prospective employees' qualifications by eliciting pertinent information regarding education, experience, and relevant skills. Interviewers were trained in procedures assuring interviews were exclusively concerned with job requirements. Careful preparation prior to conducting interviews increased the likelihood that the information needed to make critical hiring decisions was obtained.

Ongoing revision of the Technical Assistance Manual, Chapter III, Examinations, provided an up-to-date guide for agency human resource representatives and managers to follow in performing personnel-related activities. This written guide promoted a common understanding of how to conduct structured interviews and other hiring process activities. The Technical Assistance Manual was accessible using the New Hampshire State Government Intranet System.

The use of New Hampshire Employment Security local offices as alternative examination sites expedited outreach field testing candidates. This new dimension of examination mobility was realized through on-line test administration on personal computer workstations. The ability to electronically administer tests at New Hampshire Employment Security local offices throughout the state has not only increased efficiency but also provided a more convenient testing location for participants.

Fiscal Year 2005 continued to be one of unprecedented change in the conversion from manual to electronic administration of examinations. On-line testing made use of personal computers in a proctored environment and provided automatic grading of tests immediately

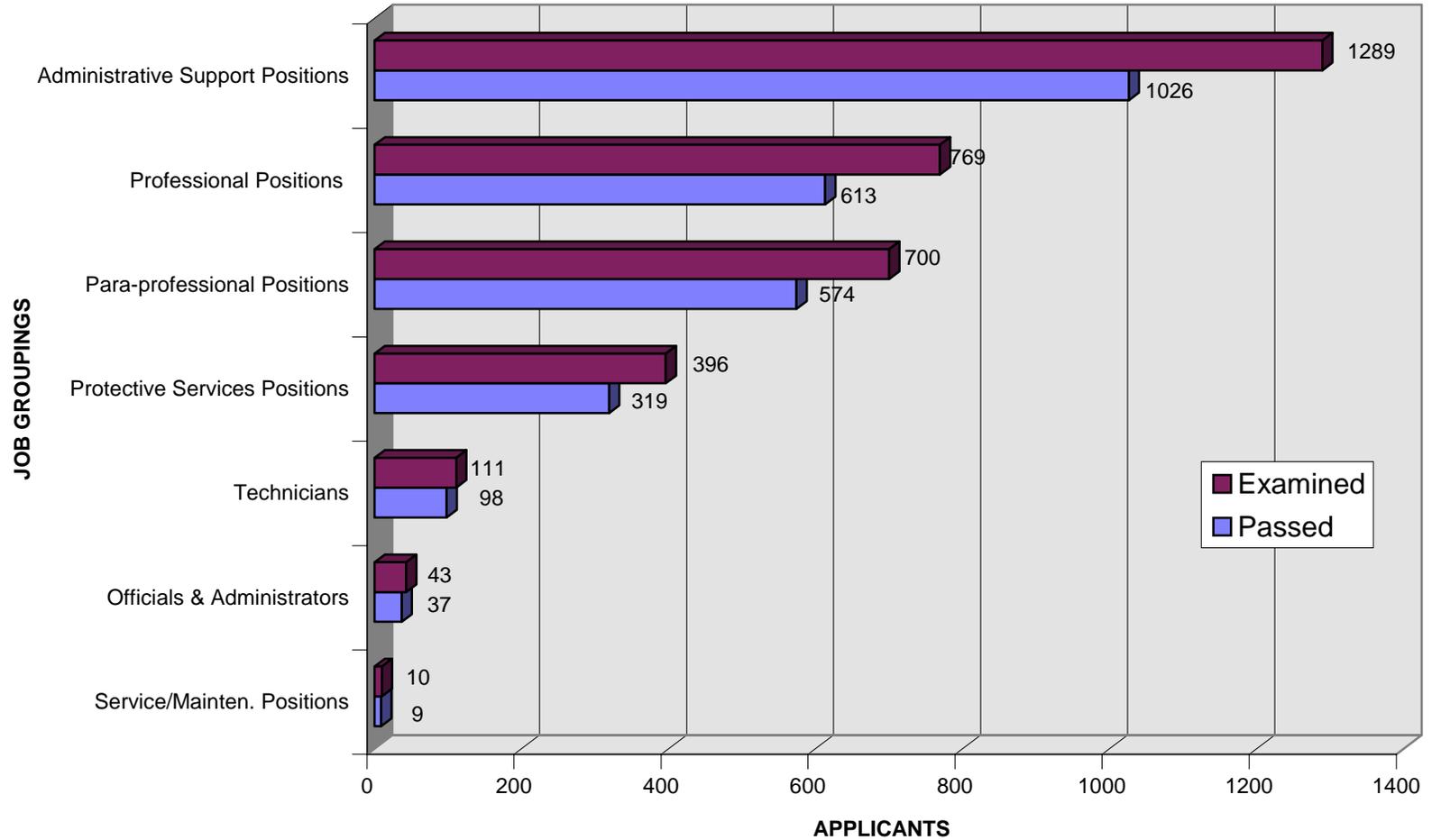
upon completion. The New Hampshire Employment Security local offices were particularly useful as satellite testing centers. Of greatest importance, these innovations improved the efficiency and speed of test services to applicants for state employment and to agencies seeking to fill vacancies.

The Examination Section continued to benefit from emerging technology in automating its support functions. Using a Microsoft Access based system, the Examination Section was able to develop, store, and retrieve written examination items and structured interview questions as well as efficiently process candidates' examination results. Information technology resources promoted an effective response to state agencies' time-critical requests for qualified employees.

Also affecting state government's recruitment, examination, and hiring decisions was the Americans with Disabilities Act (ADA) that encouraged employers in their efforts to integrate persons with disabilities into the workplace. In response to this legislation, the Examination Section developed special procedures including the use of auxiliary aides such as readers, sign language interpreters, and written instructions to insure an equal opportunity for success for physically challenged candidates.

A significant increase in examination administration took place in Fiscal Year 2005 as compared to the previous fiscal period. The number of candidates participating in examinations increased from eighteen hundred (1,800) to thirty-three hundred (3,300) representing an eighty-three percent (83%) rise. During this time, the Examination Section provided candidates with comprehensive information regarding the subject areas of various written examinations and the steps to follow in preparing for structured interviews. Approximately eighty-one percent (81%) of participating candidates received qualifying scores. The total testing activity resulted in two thousand six hundred and seventy-six (2,676) applicant names being added to the Division of Personnel's various registers (see the chart on the following page). In closing, careers in state government became a reality for many candidates who completed Applications for Employment and successfully participated in state examinations. In this manner, the mission of the Examination Section was fulfilled as positions in state government were staffed with knowledgeable, skilled employees.

## EXAMINATION SECTION ACTIVITY July 1, 2004 - June 30, 2005



	Service/Mainten. Positions	Officials & Administrators	Technicians	Protective Services Positions	Para-professional Positions	Professional Positions	Administrative Support Positions
Examined	10	43	111	396	700	769	1289
Passed	9	37	98	319	574	613	1026

## **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 2005, 105 full-time and part-time temporary positions were established in 16 different agencies, compared with the establishment of 142 such positions in 21 different agencies in Fiscal Year 2004. Approximately 20% of these positions were established throughout the New Hampshire Community Technical College System. Of the total established statewide, 47 were established as temporary full-time positions while the remaining 58 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 2005, a total of 428 filled or vacant positions were reviewed by the Classification Section. This is almost twice the number of requests received during the same period in Fiscal Year 2004.

The following chart summarizes the number of positions reviewed and the number of positions established in Fiscal Year 2005, in relation to the total number of state employees in the classified work force.

	Total Positions Reviewed	Temporary Positions Established	
Number Reviewed or Established	428	Full Time 47	Part Time 58
Percentage of Total Classified Positions	3.35%	.37%	--

Other tasks performed by the Classification Section during Fiscal Year 2005 included the following:

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

- Surveying 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 and helping to coordinate the entire 7D process.
- Providing input to the Director of Personnel concerning classification issues and procedures.
- Conducting classification and compensation surveys both in state and with other states.
- Providing guidance to agencies concerning the effect of potential changes to existing organizational structure.
- Drafting and writing decision letters conveying the rationale underlying personnel decisions.
- Analyzing submitted material regarding functions assigned to positions to determine proper classifications.

**CLASSIFIED POSITIONS REVIEWED**  
**JULY 1, 2004 - JUNE 30, 2005**

<b>DEPARTMENT</b>	<b># PERM. POS.</b>	<b>SG CHG</b>	<b>TITLE CHG</b>	<b>RECL UP</b>	<b>RECL DOWN</b>	<b>NO CHG</b>	<b>G&amp;C APPRL</b>
Accountancy Board	2	0	0	0	0	0	0
Adjutant General	124	5	0	5	1	0	5
Administrative Services -							
Bureau of Accounting	17	0	0	0	0	0	0
Admin. Services Data Center	14	0	0	0	0	0	0
Budget Office	15	0	0	0	0	0	4
Business Office	6	0	0	0	0	0	0
Commissioner's Office	3	0	0	0	0	0	0
Cost Containment	9	0	0	0	0	0	0
Court Facilities	27	0	0	0	0	0	0
Financial Data Mgmt.	12	0	0	0	4	0	4
Bureau of General Services	65	0	0	0	0	0	0
Graphic Services	26	0	0	0	0	0	0
LCHIP		0	0	0	0	0	0
Division of Personnel	23	0	0	0	0	0	0
Plant & Property Mgmt.	23	0	0	0	0	0	0
Purchase & Property Warehouse		0	0	0	0	0	0
Risk Management	3	0	0	0	0	0	0
Surplus Distribution	9	0	0	0	0	0	0
Telecommunications	8	0	0	0	0	0	0
Workers' Compensation							
Agriculture	36	0	0	0	0	0	0
Allied Health Professionals	2	0	0	0	0	0	0
Bank Commission	44	1	0	0	0	0	0
Barbers' & Cosmetology Board	5	0	0	0	0	0	0
Board of Medicine (DHHS)	1	0	0	0	0	0	
Chiropractic Examiners	1	0	0	0	0	0	0

<b>DEPARTMENT</b>	<b># PERM. POS.</b>	<b>SG CHG</b>	<b>TITLE CHG</b>	<b>RECL UP</b>	<b>RECL DOWN</b>	<b>NO CHG</b>	<b>G&amp;C APPRL</b>
Community Tech. College System -	49	9	0	0	3	0	0
Berlin Technical College	73	0	0	0	0	0	0
Claremont Technical College	70	1	0	0	0	0	0
Laconia Technical College	70	0	0	0	0	0	0
Manchester Technical College	117	0	0	0	0	0	0
Nashua Technical College	78	0	0	0	0	0	0
Stratham Technical College	86	0	0	0	0	0	0
Technical Institute - Concord	228	0	0	0	0	0	0
Corrections	1122	14	0	0	5	0	1
Dept. of Cultural Resources							
Division of Arts	9	0	0	0	0	0	0
Div. of Historic Resources	12	0	0	0	0	0	0
State Library	53	0	0	0	0	0	0
Dental Board	2	0	0	0	0	0	0
Education	331	5	0	2	3	0	3
Electricians' Licensing Board	7	0	0	0	0	0	0
Emergency Mgmt. (Civil Defense)	0	0	0	0	0	0	0
Employment Security	382	2	0	3	0	0	3
Environmental Services -	103	4	0	3	0	1	3
Air Resources	75	0	0	0	0	0	0
Waste Management	100	0	0	0	0	0	0
Water Pollution Division	241	0	0	0	0	0	0
Water Resources	52	0	0	0	0	0	0
Executive Department	1	0	0	0	0	0	0
Fish & Game	203	3	0	3	1	0	3
Dept. of Health & Human Services -							
Div. of Behavioral Health	66	0	0	1	0	0	1
Alcohol & Drug Abuse	49	0	0	0	0	0	0
Glenclyff Home for the Elderly	189	10	0	1	0	0	1
NH Hospital	863	4	0	7	2	1	10
Div. for Children, Youth & Families	366	1	0	0	1	0	1
Div. Of Child Support Services	176	0	0	1	0	0	0
Div. of Community & Public Health	260	3	0	1	2	0	1

<b>DEPARTMENT</b>	<b># PERM. POS.</b>	<b>SG CHG</b>	<b>TITLE CHG</b>	<b>RECL UP</b>	<b>RECL DOWN</b>	<b>NO CHG</b>	<b>G&amp;C APPRL</b>
Div. of Developmental Services	55	0	0	0	0	0	0
Div. of Elderly & Adult Services	143	4	0	0	2	0	2
Div. of Family Assistance	348	0	0	0	0	0	0
Office of Administration	51	0	0	0	0	0	0
Office of the Commissioner	186	1	0	0	0	0	0
Office of Planning & Research	101	0	0	0	0	0	0
Office of Program Support	133	0	0	0	0	0	0
DHHS-DCYF Brown 4th Floor	14	0	0	0	0	0	0
Highway Safety	7	0	0	0	0	0	0
Human Rights Commission	9	0	0	0	0	0	0
Office of Information Technology	425	11	0	6	4	1	11
Insurance Department	79	3	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)	131	0	0	0	0	0	0
Labor Department	79	1	2	0	0	0	0
Liquor Commission	308	5	0	1	1	0	1
Mental Health Practice Board	2	0	0	0	0	0	0
Nurses Registration	13	0	0	0	0	0	0
Pari-Mutuel Commission	37	1	0	0	0	0	0
Pharmacy Commission	6	0	0	0	0	0	0
Plantetarium (Christa McAuliffe)	13	0	0	0	0	0	0
Plumbers Board	6	0	0	0	0	0	0
Police Standards & Training	26	0	0	0	0	0	0
Port Authority	5	0	0	0	0	0	0
Postsecondary Education Commission	7	0	0	0	0	0	0

<b>DEPARTMENT</b>	<b># PERM. POS.</b>	<b>SG CHG</b>	<b>TITLE CHG</b>	<b>RECL UP</b>	<b>RECL DOWN</b>	<b>NO CHG</b>	<b>G&amp;C APPRL</b>
Public Employees Labor Rel. Bd.	4	0	0	0	0	0	0
Public Utilities Commission	75	3	0	1	0	0	1
Real Estate Commission	9	0	0	0	0	0	0
Real Estate Appraisers Board	2	0	0	0	0	0	0
DHHS-Bd. of Registration in Medicine	5	1	0	0	0	0	0
Resources & Economic Development	254	2	0	4	0	0	4
Retirement	56	0	0	0	0	0	0
Revenue Administration	197	2	0	5	0	0	5
Department of Safety	1,110	24	0	7	0	2	7
Secretary of State	77	2	0	0	0	0	0
Securities Regulation	10	0	0	0	0	0	0
Office of Energy & Planning	22	0	0	0	0	0	0
Commission on Status of Women	2	0	0	0	0	0	0
Sweepstakes Commission	56	0	0	0	0	0	0
Bd. of Tax & Land Appeals	14	0	0	0	1	0	0
Transportation	1,889	22	0	8	3	22	3
Treasury	26	0	0	0	0	0	0
Veterans' Council	5	0	0	0	0	0	0
Veterans' Home	254	3	0	2	1	3	5
Veterinary Examining Board	1	0	0	0	0	0	0
Youth Development Services	395	0	0	6	0	0	0
<b>TOTALS</b>	<b>12,562</b>	<b>147</b>	<b>2</b>	<b>67</b>	<b>34</b>	<b>30</b>	<b>79</b>

**POSITIONS RECLASSIFIED - APPROVAL BY GOVERNOR & COUNCIL  
PERIOD OF 6/30/2004 TO 7/1/2005**

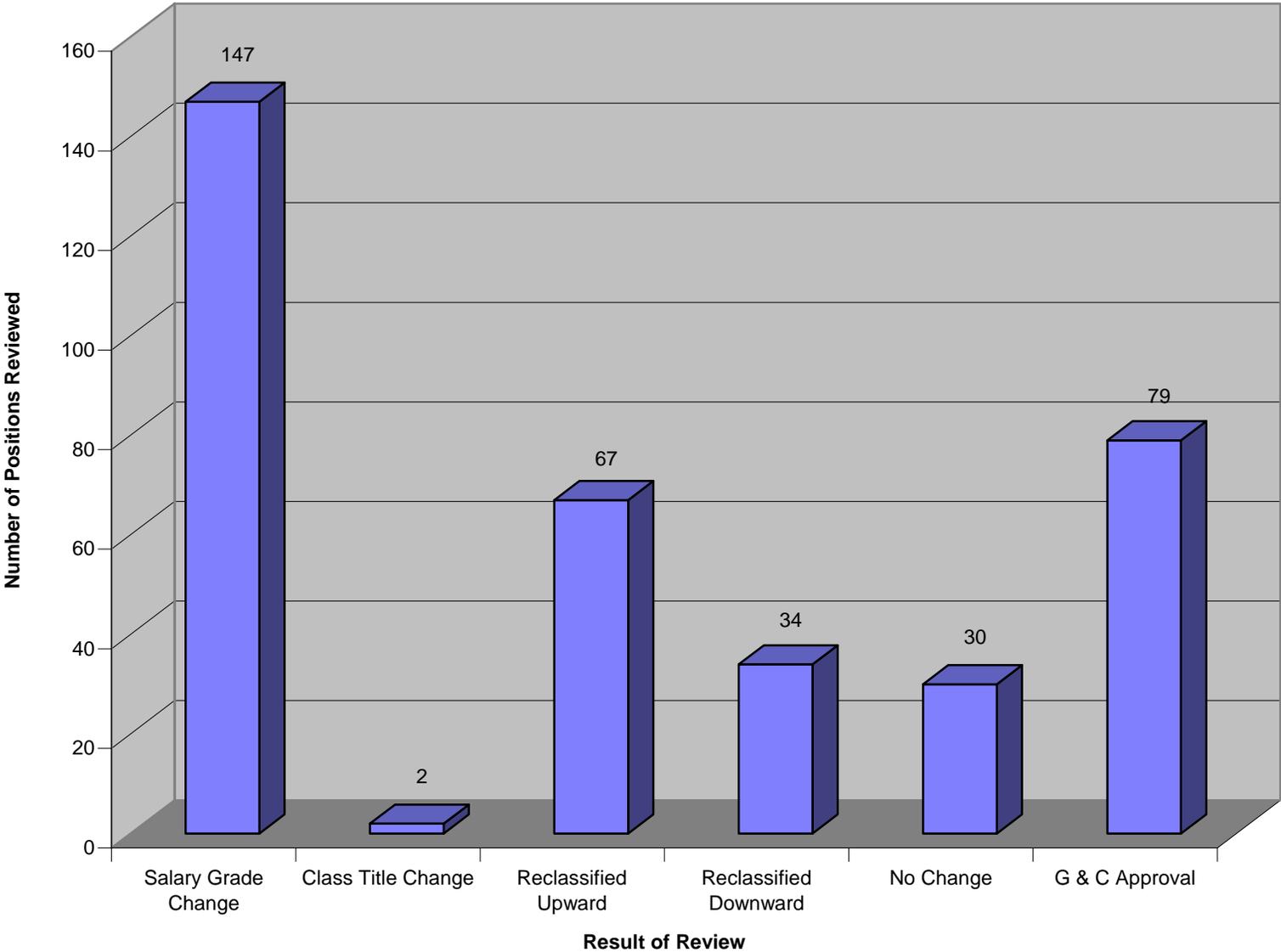
<u>DEPARTMENT</u>	<u>FROM (TITLE &amp; SALARY GRADE)</u>	<u>TO (TITLE &amp; SALARY GRADE)</u>	<u>G&amp;C APPVL DATE</u>
<b>ADJUTANT GENERAL</b>	ACCOUNTING TECHNICIAN SG-12	ACCOUNTANT I SG-16	6/10/2005
	ACCOUNTING TECHNICIAN SG-12	ACCOUNTANT I SG-16	6/10/2005
	BLDGS & GROUNDS UTILITY PERSON SG-08	MAINTENANCE MECHANIC II SG-12	8/18/2004
	HUMAN RESOURCES ASSISTANT II SG-12	PROGRAM ASSISTANT II SG-15	6/24/2005
	SECURITY OFFICER I SG-12	SUPERVISOR II SG-21	4/20/2005
	<b>TOTAL 5</b>		
<b>ADMINISTRATIVE SERVICES</b>	INFORMATION TECHNOLOGY MGR IV SG-32	FINANCIAL DATA ADMIN II SG-30	6/24/2005
	INFORMATION TECHNOLOGY MGR IV SG-32	FINANCIAL DATA ADMIN II SG-30	6/24/2005
	INFORMATION TECHNOLOGY MGR IV SG-32	FINANCIAL DATA ADMIN II SG-30	6/24/2005
	INFORMATION TECHNOLOGY MGR IV SG-32	FINANCIAL DATA ADMIN II SG-30	6/24/2005
	<b>TOTAL 4</b>		
<b>DEPARTMENT OF CORRECTIONS</b>	TEACHER III SG-22	CHAPLAIN I SG-21	12/ 1/2004
	<b>TOTAL 1</b>		
<b>DEPARTMENT OF TRANSPORTATION</b>	HIGHWAY MAINTAINER II SG-09	RADIO DISPATCHER SG-08	9/ 8/2004
	TRADES HELPER SG-07	ACCOUNT CLERK III SG-09	9/ 8/2004
	TRADES HELPER SG-07	AUTOMOTIVE SERVICE TECHNICIAN SG-10	11/12/2004
	<b>TOTAL 3</b>		
<b>DRED</b>	MAINTENANCE MECHANIC I SG-08	PARK MANAGER I SG-09	6/ 2/2005
	MAINTENANCE MECHANIC I SG-08	PARK MANAGER I SG-09	6/ 2/2005
	MAINTENANCE MECHANIC II SG-12	SNOWMAKING & CONS SUB-FOREMAN SG-14	10/20/2004
	PROGRAM ASSISTANT I SG-12	PROGRAM SPECIALIST I SG-19	8/ 6/2004
	<b>TOTAL 4</b>		
<b>EDUCATION</b>	ADMINISTRATOR II SG-29	EDUCATION CONSULTANT I SG-26	6/10/2005
	PROGRAM REVIEWER SG-20	PROGRAM SPECIALIST II SG-21	12/17/2004
	<b>TOTAL 2</b>		
<b>EMPLOYMENT SECURITY</b>	LEGAL SECRETARY III SG-13	PARALEGAL I SG-16	12/15/2004
	PROGRAM ASSISTANT I SG-12	PROGRAM SPECIALIST I SG-19	12/ 1/2004
	STATISTICAL CLERK III SG-12	STATISTICIAN I SG-16	2/25/2005
	<b>TOTAL 3</b>		

<u>DEPARTMENT</u>	<u>FROM (TITLE &amp; SALARY GRADE)</u>		<u>TO (TITLE &amp; SALARY GRADE)</u>		<u>G&amp;C APPVL DATE</u>
<b>ENVIRONMENTAL SERVICES</b>	AIR POLLUTION CONTROL ENG III	SG-24	ADMINISTRATOR III	SG-31	12/15/2004
	AIR POLLUTION TECHNICIAN II	SG-17	ENVIRONMENTALIST II	SG-19	4/1/2005
	PLANNING TECHNICIAN I	SG-14	ENVIRONMENTAL TECHNICIAN III	SG-14	6/22/2005
	<b>TOTAL</b>	<b>3</b>			
<b>FISH AND GAME</b>	BIOLOGICAL TECHNICIAN	SG-17	BIOLOGIST I	SG-21	12/1/2004
	BUSINESS ADMINISTRATOR III	SG-27	ADMINISTRATOR II	SG-29	7/9/2004
	STOCK CLERK III	SG-11	SUPERVISOR I	SG-19	7/9/2004
	<b>TOTAL</b>	<b>3</b>			
<b>HEALTH AND HUMAN SERVICES</b>	ASST STATE EPIDEMIOLOGIST	SG-23	PROGRAM PLANNER III	SG-25	9/22/2004
	BLDGS & GROUNDS UTILITY PERSON	SG-08	PROG PLNG & REVIEW SPECIALIST	SG-28	8/18/2004
	CHEF I	SG-11	PHARMACIST	SG-25	2/22/2005
	DIETITIAN ASSISTANT	SG-11	DIETETIC TECHNICIAN	SG-14	6/20/2004
	EXECUTIVE SECRETARY	SG-11	DIETITIAN ASSISTANT	SG-11	11/10/2004
	INTERNAL AUDITOR II	SG-21	ADMINISTRATOR IV	SG-33	8/18/2004
	INTERNAL AUDITOR II	SG-21	PROGRAM SPECIALIST IV	SG-25	8/18/2004
	LAUNDRY WORKER III	SG-07	MENTAL HEALTH WORKER III	SG-13	11/10/2004
	MEDICAL RECORDS SUPERVISOR	SG-15	SUPERVISOR IV	SG-25	6/8/2005
	PROGRAM PLANNER III	SG-25	BUSINESS ADMINISTRATOR II	SG-24	8/18/2004
	PROGRAM PLANNER III	SG-25	BUSINESS ADMINISTRATOR II	SG-24	8/18/2004
	PROGRAM SPECIALIST III	SG-23	ADULT PROTECTIVE SOCIAL WKR II	SG-21	10/20/2004
	PROGRAM SPECIALIST IV	SG-25	ADULT PROTECTIVE SOCIAL WKR II	SG-21	10/20/2004
	REFRIGERATION MECHANIC	SG-14	PROGRAM PLANNER I	SG-19	8/18/2004
	WORD PROC OPERATOR I	SG-09	INSTITUTIONAL STAFF DEV COORD	SG-18	3/28/2005
	<b>TOTAL</b>	<b>15</b>			
	<b>LIQUOR COMMISSION</b>	WAREHOUSEMAN	SG-10	ATTORNEY II	SG-28
<b>TOTAL</b>		<b>1</b>			
<b>N.H. VETERANS HOME</b>	HEALTH FACILITIES CLEANER SUPV	SG-12	MAINTENANCE MECHANIC II	SG-12	11/10/2004
	MEDICAL RECORDS TECHNICIAN	SG-11	RECREATIONAL THERAPY ASST II	SG-11	11/10/2004
	MEDICAL TYPIST I	SG-07	CHAUFFEUR	SG-07	11/10/2004
	MEDICAL TYPIST I	SG-07	SWITCHBOARD OPERATOR I	SG-08	11/10/2004
	MEDICAL TYPIST I	SG-07	SWITCHBOARD OPERATOR I	SG-08	11/10/2004
<b>TOTAL</b>	<b>5</b>				
<b>OFFICE OF INFORMATION TECHNOLOGY</b>	ADMINISTRATOR II	SG-29	HUMAN RESOURCES ADMINISTRATOR	SG-26	5/18/2005
	ADMINISTRATOR IV	SG-33	INFORMATION TECHNOLOGY MGR IV	SG-32	7/14/2004
	HEARINGS EXAMINER	SG-31	TECHNICAL SUPPORT SPEC VI	SG-32	5/18/2005
	INFORMATION TECHNOLOGY MGR III	SG-31	SYSTEMS DEVELOPMENT SPEC VI	SG-30	4/6/2005
	INFORMATION TECHNOLOGY MGR V	SG-34	TECHNICAL SUPPORT SPEC VI	SG-32	7/14/2004
	PROGRAM SPECIALIST IV	SG-25	BUSINESS SYSTEMS ANALYST II	SG-30	3/23/2005
	SUPERVISOR II	SG-21	TECHNICAL SUPPORT SPEC II	SG-21	7/14/2004

<u>DEPARTMENT</u>	<u>FROM (TITLE &amp; SALARY GRADE)</u>	<u>TO (TITLE &amp; SALARY GRADE)</u>	<u>G&amp;C APPVL DATE</u>
<b>OFFICE OF INFORMATION TECHNOLOGY</b>			
	SUPERVISOR III SG-23	TECHNICAL SUPPORT SPEC V SG29	3/18/2005
	SUPERVISOR PRODUCTION CONTROL SG-18	TECHNICAL SUPPORT SPEC VI SG-32	1/12/2005
	SYSTEMS DEVELOPMENT SPEC II SG-21	TECHNICAL SUPPORT SPEC VI SG-32	1/12/2005
	SYSTEMS DEVELOPMENT SPEC V SG-28	TECHNICAL SUPPORT SPEC V SG-29	7/14/2004
	<b>TOTAL</b> 11		
<b>PUBLIC UTILITIES COMMISSION</b>			
	PUBLIC UTILITIES COMM EXAMINER SG-25	UTILITY ANALYST III SG-28	3/ 9/2005
	<b>TOTAL</b> 1		
<b>REVENUE ADMINISTRATION</b>			
	ADMINISTRATIVE SECRETARY SG-14	TAX AUDITOR II SG-19	9/ 8/2004
	AUDITOR II SG-12	TAX AUDITOR I SG-16	5/27/2005
	AUDITOR II SG-12	TAX AUDITOR I SG-16	5/27/2005
	LEGAL SECRETARY II SG-11	LEGAL AIDE SG-15	9/ 8/2004
	RECORDS CONTROL CLERK SG-10	FORMS DESIGN & CONTROL CLERK SG-15	10/20/2004
	<b>TOTAL</b> 5		
<b>SAFETY</b>			
	AUDIT TECHNICIAN SG-11	ADMINISTRATIVE SECRETARY SG-14	4/ 6/2005
	COUNTER CLERK II SG-09	ADMINISTRATIVE SUPERVISOR SG-17	3/23/2005
	DATA CONTROL CLERK III SG-12	SUPERVISOR I SG-19	8/18/2004
	EQUIPMENT SUPERVISOR SG-19	FIRE SERVICE INST/SUPV SG-23	9/ 8/2004
	LICENSING OFFICER SG-14	HWY PATROL & ENF OFFICER I SG-19	3/23/2005
	LICENSING OFFICER SG-14	HWY PATROL & ENF OFFICER I SG-19	5/13/2005
	SUPERVISING CRIMINALIST SG-29	ADMINISTRATOR IV SG-33	12/15/2004
	<b>TOTAL</b> 7		
<b>TOTAL POSITIONS RECLASSIFIED</b>	<b>73</b>		

# CLASSIFICATION CHANGES BASED ON POSITION REVIEWS

July 1, 2004 - June 30, 2005



**REQUEST FOR TEMPORARY POSITIONS****July 1, 2004 - June 30, 2005**

<b>Agency</b>	<b>Approved Class</b>	<b>Approved LG</b>	<b>Part-Time/ Full-Time</b>
<b>Adjutant General</b>	Equipment Operator - seasonal (3)	12	FT
	Program Specialist III	23	FT
<b>Community Technical College</b>	Accountant I	16	PT
	Bldg. & Grounds Utility Person	8	PT
	Building Service Worker III	9	PT
	Financial Aid Officer	25	PT
	I/C Counselor I (3)	21	PT
	Law Enforcement Training Specialist (2)	25	PT
	PME I	17	PT
	Program Assistant I	12	PT
	Program Assistant II (2)	15	PT
	Program Specialist I (3)	19	PT
	Program Specialist II (2)	21	PT
	Program Specialist III	23	PT
	Program Specialist IV (2)	25	PT
	Security Officer I (3)	12	PT
	Systems Development Spec. I	18	PT
	Technical Support Specialist II	21	PT
	TI College Instructor	18	PT
	Secretary II (2)	9	FT
	Program Specialist IV	25	FT
	TI/C Assoc. Prof. to TI/C Prof.	22 - 25	FT
Systems Development Specialist III	23	FT	
TI/C Assoc. Prof. to TI/C Prof.	22	FT	
<b>Corrections</b>	Human Resource Assistant II	12	PT
	Program Assistant I	12	PT
	Corrections Counselor/Case Manager (2)	20	FT
	Secretary II	9	FT
<b>Cultural Res.-Div.Of Hist. Res.</b>	Program Assistant I	12	PT
<b>Cultural Res.-Library Division</b>	Library Assistant II	8	FT
<b>DRED</b>	Program Planner II	21	PT
	Forest Technician III	15	FT
<b>Education</b>	Accounting Technician	12	PT
	Clerk II	5	PT
	Clerk III	8	PT
	Program Assistant I (3)	12	PT
	Program Assistant II	15	PT
	Program Specialist III	27	PT
	Rehab. Supervisor	25	PT
	Secretary II	9	PT

<b>Agency</b>	<b>Approved Class</b>	<b>Approved LG</b>	<b>Part-Time/ Full-Time</b>
<b>Education, continued</b>	Secretary II	9	PT
	Program Specialist II (2)	21	FT
	Program Specialist IV	25	FT
<b>Employment Security</b>	Claims Representative	21	PT
	Program Specialist I (2)	19	PT
	Program Specialist II (2)	21	PT
	Grants Program Coordinator	23	FT
<b>Environmental Services</b>	Clerk III	8	PT
	Environmental Technician I	9	PT
	Program Assistant II	15	PT
	Hydrogeologist II	23	FT
	Hydrogeologist V	32	FT
<b>Fish &amp; Game</b>	Technical Specialist IV	27	PT
	Bio Tech (2)	17	FT
	Biologist I	21	FT
	Land Agent	22	FT
	Program Assistant II (2)	15	FT
<b>Health &amp; Human Services</b>	Administrator II	29	PT
	Child Protective Service Worker III	22	PT
	Clerk III	8	PT
	Paralegal II	19	PT
	Program Specialist III	23	PT
	Store Clerk II	8	PT
	Teacher I	18	PT
<b>Health &amp; Human Services (Cont)</b>	Training Coordinator	21	PT
	Food Service Worker II	5	FT
	Microbiologist III	26	FT
	Nurse Specialist (2)	25	FT
	Program Planner II	21	FT
	Program Planning & Review Specialist	28	FT
	Program Specialist III	23	FT
	Training Development Manager	24	FT
<b>Labor</b>	Program Specialist III	23	PT
<b>Liquor</b>	Retail Store Clerk II	11	FT
	Retail Store Manager I	13	FT
	Retail Store Manager III	17	FT

<b>Agency</b>	<b>Approved Class</b>	<b>Approved LG</b>	<b>Part-Time/ Full-Time</b>
<b>Safety</b>	Attorney II	28	PT
	Fire Investigator	21	PT
	Word Proc Operator I (2)	9	PT
	Automotive Mechanic	15	FT
	Counter Clerk II (3)	9	FT
	EMS Regional Coordinator I	22	FT
	Program Planner II	22	FT
<b>Secretary of State</b>	Grants Program Coordinator	23	PT
	Administrative Secretary	14	FT
<b>Transportation</b>	Accounting Tech	12	PT
	Civil Engineer III	24	PT
	Eng Tech V	22	PT
	Engineering Technician IV	19	PT
<b>Veterans Home</b>	Dietitian Assistant	11	FT
	Program Specialist II	21	FT

## **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. During Fiscal Year 2005, the Bureau supported master contract negotiations between the State and the two unions representing State employees, the State Employees Association and the NH Troopers Association. Contract negotiations concluded successfully and new Collective Bargaining Agreements were authorized by the legislature and ratified by both unions. The Agreements are effective for a two year period from July 1, 2005, through June 30, 2007.

- **Collective Bargaining:** Supported the Governor's Office in master contract negotiations and negotiated new 2-year Collective Bargaining Agreements with the State Employees Association and the NH Troopers Association. In exchange for higher co-pays for prescription drugs and office visits, the State agreed to the following wage increases:

State Employees Association – 2.0% July, 2005  
2.0% January, 2006  
2.0% July, 2006

NH Troopers Association – 3 ½ % January, 2006  
4.0% July, 2006

- **Sub-unit Negotiations:** Twelve bargaining units were settled and ratified by the State Employees Association and remained pending final authorization at the end of the reporting period in June, 2005. Ten additional bargaining units remained in ongoing negotiations between the State and the State Employees Association at the end of the reporting period.

The changes resulting from master negotiations and affecting the majority of employees are summarized below. The complete text of the Collective Bargaining Agreements with the State Employees Association and NH Troopers Association can be found on the Division of Personnel website under *Collective Bargaining*.

### **Article II Management Prerogatives and Rights**

- 2.4.1 **Privatization and Contracting Out:** Requires that the Association be provided with a minimum of 30 days notice and an opportunity to consult prior to issuing a Request for Proposals concerning contracting out or privatizing state services.

### **Article III Association Rights**

- 3.7.1. **Preparation Time:** Changes preparation time for negotiations to allow meetings one day per week from September 1<sup>st</sup> of an even-numbered year until negotiations actually begin.

- 3.11. President's Leave: Changes notice requirement for President's Leave and strengthens protections for employees who have served as SEA President and are returning to work from President's Leave.

#### **Article IV Consultation and Labor Management Committee**

- 4.2. Labor Management Committee: Restructures the composition of the Committee to allow the Manager of Employee Relations to designate up to four (4) Human Resources Administrators to serve in lieu of the members of the State Negotiating Committee. In addition, the Committee now has the authority to issue interpretive bulletins.
- 4.3. Unit Labor Management Committees: Adds new language to encourage agencies to establish labor management committees at the agency and unit level.

#### **Article VI Basic Work Week**

- 6.4. Schedules: Increases posting and notice requirements for changes in department work schedules for groups of employees, from two (2) to three (3) calendar weeks.
- 6.5. Flexible or Alternative Schedules: Requires prior notice to and approval by the Parties for flexible or alternative work schedules.

#### **Article IX Holidays**

- 9.2. Holidays Listed: Updates names of holidays for Martin Luther King, Jr. /Civil Rights Day and President's Day.

#### **Article X Annual Leave**

- 10.14. Prior Service Credit for Leave Accrual: Adds a new provision which allows a unit employee who has had a break in service to be credited with prior periods of full-time state employment for leave accrual purposes if that employee's current period of full-time state employment has been three (3) or more continuous years in duration. Only prior periods of full-time state employment of two (2) or more consecutive years in duration are eligible for crediting.

#### **Article XI Sick Leave**

- 11.1.3. Payment: Increases the number of days eligible for payment upon retirement under the provision of RSA 100-A:5 and RSA 100-A:6 only, or upon eligibility under RSA 100-A:5 but electing to receive a lump sum payment in lieu of an annuity, from forty (40) to fifty (50) days.
- 11.1.4. Payment: Increases the number of days eligible for payment upon retirement under RSA 100-A:5 or 6 or termination as a result of a reduction in force from forty (40) to fifty (50) days.

- 11.2. Allowable Uses: Expands the definition of immediate family to include other persons at the discretion of a requesting employee's supervisor on a case by case basis. If the supervisor agrees to expand the definition at the request of a subordinate employee, the number of days granted, up to five (5) days, shall also be at the discretion of the supervisor. In addition, the amount of Bereavement Leave is increased from four to five (5) days sick leave for a death in the employee's family.
- 11.9 Supplemental Sick Leave: Adds clarifying language concerning the filing of requests for supplemental sick leave and the disposition of these requests by the Labor Management Committee.
- 11.10 Prior Service Credit for Leave Accrual: Adds a new provision which allows a unit employee who has had a break in service to be credited with prior periods of full-time state employment for leave accrual purposes if that employee's current period of full-time state employment has been three (3) or more continuous years in duration. Only prior periods of full-time state employment of two (2) or more consecutive years in duration are eligible for crediting.

### **Article XII Association Representation**

- 12.1. Stewards: Changes the number of assigned stewards in certain bargaining units.
- 12.4. Training: Changes the number of days authorized for steward training from 2 to 3 days in each contract year.

### **Article XVI Employee Records and Rights**

- 16.5. Disciplinary Investigations: Ensures that employees who are the subject of a disciplinary investigation will be informed in writing of the determination of the investigation.

### **Article XIX Wages and Benefits**

- 19.2.3. Nursing Salary Schedule: Adds a new salary schedule for Registered Nurses and Licensed Practical Nurses working at an institution in a direct care position.
- 19.2.4 Increases all salaries for classified unit employees shall increase by two (2) percent in July, 2005.
- 19.2.5 Increases all salaries for classified unit employees shall increase by two (2) percent in January, 2006.
- 19.2.6 Increases all salaries for classified unit employees shall increase by two (2) percent in July, 2006.
- 19.8.1. Health Plans: Continues the Point-of-Service (POS) health benefit plan and the Network (Health Maintenance Organization, or HMO) health benefit plan for full-time employees and their dependents in accordance with the following:

**Prescription Drugs:** Increases co-payments to \$5.00 for generic drugs, \$10.00 for preferred drugs, \$15.00 for non-preferred drugs, and two times the applicable co-payment for a 90 day mail order supply. Annual out of pocket maximums for prescription drug co-payments per plan are listed below:

One Person: \$500 per person, up to \$500 maximum.

Two Person: \$500 per person, up to \$1000 maximum.

Family: \$500 per person, up to \$1000 maximum.

**Emergency Room Visits:** Increases co-payments to \$50 per visit; fee is waived if admitted.

**Office Visits:** Adds new co-payment of \$5.00 per visit; no co-payments for prenatal, well baby, and annual visit (ob-gyn included).

**Payment of Premiums:** For the POS plan, the Employer agrees to pay the full premium rates for single, two person and family plans. Effective July 1, 2005 employees participating in a Point of Service Plan pay 50% of the difference in cost between the Network (HMO) and POS plans. Effective July 1, 2006 employees participating in a Point of Service Plan pay 100% of the difference in cost between the Network (HMO) and POS plans.

For the Network (HMO) plan, the Employer agrees to pay the full premium rates for single, two person and family plans in an amount not to exceed the Employer's contribution toward the premium rates for the single, two person and family plans of the primary health POS plan.

19.8.2. Health Benefit Advisory Committee: Establishes a Health Benefit Advisory Committee composed of labor and management representatives. The purpose of the Committee is to advise the Employer on all issues related to the purchase and administration of health benefit plans and to make recommendations for changes in benefit design, utilization management, and/or provider payment policies that will preserve the continued viability of the health plan by limiting the growth in claims costs while improving the quality of care. These reports and recommendations are considered by the Employer before making proposals for health benefit plan changes in renegotiation of the Collective Bargaining Agreement.

19.9 Term Life Insurance: Provides full-time employees with group term life insurance of \$20,000, effective January 1, 2006.

19.11 Longevity: Increases annual longevity payments for full-time employees from \$200 to \$300 for employees who have completed ten (10) years of continuous service, with an additional \$300 annually for each additional five years of continuous service.

19.12. Shift Differentials: Increases differential for 2<sup>nd</sup> shift from 50 cents to 60 cents per hour; increases differential for 3<sup>rd</sup> shift from 50 cents to 75 cents per hour.

19.12.6. Nurse Differential: Pays shift differentials to Licensed Practical Nurses and Registered Nurses working at an institution in a direct care position in accordance with the tables below. In addition, the differentials now in effect for full-time and part-time Licensed Practical Nurses and Registered Nurses working at New Hampshire Hospital in a direct care position remain in effect for the two years covered by the CBA.

**Shift Differential**: For full-time and part-time Licensed Practical Nurses and Registered Nurses working at an institution in a direct care position:

Shift	Hours	Amount
1 <sup>st</sup> shift	work commencing at or after 6 AM or before 2:30 PM	\$0.00
2 <sup>nd</sup> shift	work commencing at or after 2:30 PM or before 10:45 PM	\$2.00
3 <sup>rd</sup> shift	work commencing at or after 10:45 PM or before 6:00 AM	\$3.50

**Baylor Plan Shift Differential**: For full-time Licensed Practical Nurses and Registered Nurses working a Baylor Plan schedule at an institution in a direct care position:

Shift	12 Hr Shift	12 ½ Hr Shift	Amount
1 <sup>st</sup> shift	work commencing at or after 7:00 AM or before 7:00 PM	work commencing at or after 6:45 AM or before 7:15 PM	\$0.00
2 <sup>nd</sup> shift	work commencing at or after 11:00 AM or before 11:00 PM	work commencing at or after 10:45 AM or before 11:15 PM	\$2.00
3 <sup>rd</sup> shift	work commencing at or after 7:00 PM or before 7:00 AM	work commencing at or after 6:45 PM or before 7:15 AM	\$2.00

19.13. Dental Plan: Adds orthodontia benefit to dental plan.

19.17. Discount at State Recreational Areas: Allows fifty-percent (50%) discount on the admission price of any state-owned recreational area for full-time employees only.

### **Article XX Training and Education**

20.2. Educational Discount: Entitles non-probationary employees to a 50% discount on the tuition of up to three courses that bear credit per fiscal year (limited to one course per semester) on a space available basis, at any of the state regional community technical colleges. For the purposes of registration, courses will be made available three days prior to the start of classes. This provision remains in effect only for the biennium ending June 30, 2007.

\* \* \* \* \*

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

### **Health Benefit Plans:**

In October, 2003, Governor and Executive Council approved a two-year contract authorizing Cigna Healthcare of New Hampshire as the carrier for the Point of Service plan (POS) and Network plan (HMO) for all active employees and their eligible dependents. These plans continue to be non-contributory (fully paid by the State) for the reporting time period. Plan design and contribution changes resulting from collective bargaining are due to be implemented in September, 2005, and will be discussed in the FY 2006 Annual Report. Monthly per person membership rates paid by the State for the contract period of July 1, 2004, through June 30, 2005, are listed below:

	<u>Active Employees POS</u>	<u>Active Employees HMO</u>
Single	\$527.86	\$420.75
Two person	\$1,052.74	\$838.52
Family	\$1,682.62	\$1,339.86

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 Cigna Healthcare of New Hampshire. Monthly per person membership rates paid by the State for the contract period of July 1, 2004, through June 30, 2005, are listed on the following page:

	<u>Retiree Under 65</u>	<u>Retiree Over 65</u>
Single	\$744.69	\$408.53
Two person	\$1,489.38	
Family	\$2,010.67	
Expenditures for the FY 2005 reporting period were:		
	\$126,632,957	(Active only)
	<u>\$ 38,960,982</u>	(Retiree only)
	\$165,593,939 TOTAL	

### **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 FY 2005 reporting period were: \$8,916,838

### **Life Insurance**

The life insurance program offers a \$20,000 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 FY 2005 reporting period were: \$151,508

### **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 any other plan. The State pays an administrative fee of \$4.00 per employee per month. This fee is offset by the FICA savings.

Salary reductions for the FY 2005 reporting period were: \$1,170,760

FICA savings for the FY 2005 reporting period were: \$89,563

## **EXECUTIVE ORDER 2004-1**

Executive Order 2004-1 was issued and continued providing benefits for state employees who are members of the Reserve or National Guard and have been called to full-time active duty. For employees called to active duty, Executive Order 2004-1 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 18 months, beginning March 9, 2004.

### **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 2005 in response to requests for donated sick leave under the Supplemental Sick Leave Plan:

## SUPPLEMENTAL SICK LEAVE PLAN

Fiscal Year 2005

Requesting Agency	Requests Submitted	Requests Approved	Days of Leave Approved
Adjutant General	1	0	0
Administrative Services Department	4	4	141
Agriculture	1	1	2
Attorney General	2	2	30
Banking	8	5	81
Community Technical College System	12	8	175
Corrections Department	27	18	417
Cultural Resources	1	1	30
Education Department	7	6	111
Employment Security	23	16	354
Environmental Services Department	7	5	53
Fish and Game Department	3	3	56
Glenclyff Home for the Elderly	9	7	195
Health and Human Services	121	90	2,093
Insurance Department	2	1	7
Labor Department	3	3	90
Liquor Commission	8	7	138
NH Hospital	31	25	604
Office of Information Technology (OIT)	3	3	60
Public Utilities Commission	2	1	30
Resources and Economic Development	2	1	10
Retirement Department	2	1	16
Revenue Administration Department	8	6	209
Safety Department	13	7	178
Secretary of State	7	6	99
Sweepstakes	2	2	9
Transportation Department	38	23	623
Veterans' Home	5	2	44

Totals 352 254 5,855

Total requests = 352

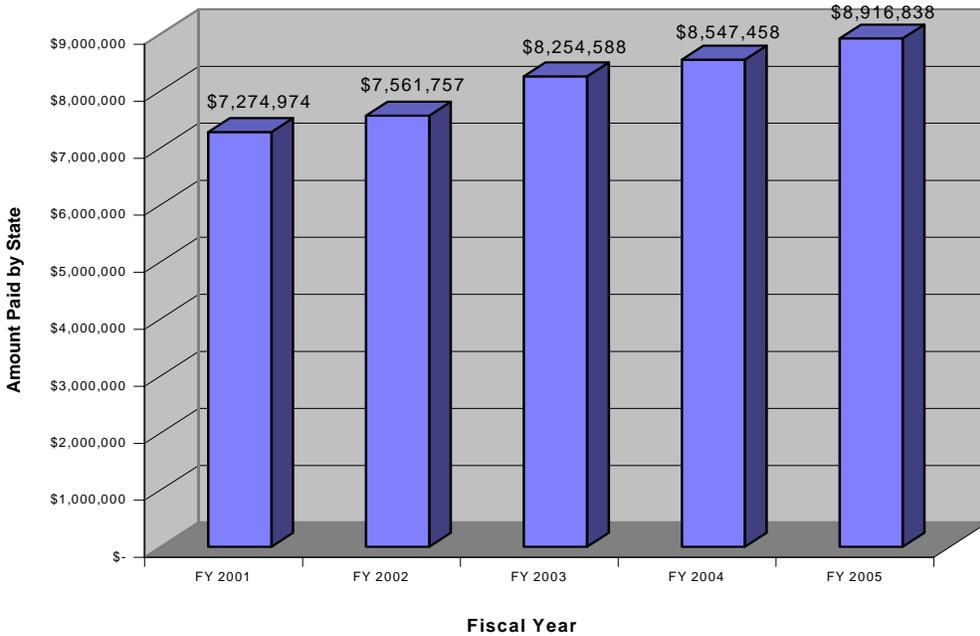
Total approved = 254 requests or 72%

Total days of sick leave approved = 5,855 days

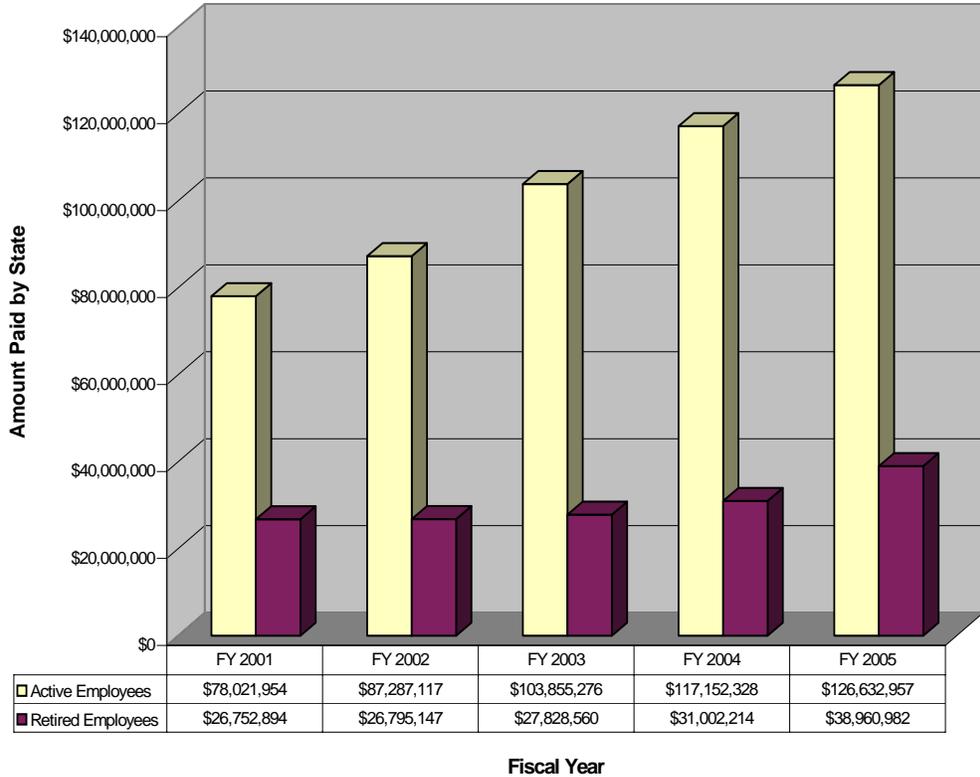
Average days approved per requesting employee = 17 days

## COST OF STATE HEALTH BENEFIT PLANS 5Year History

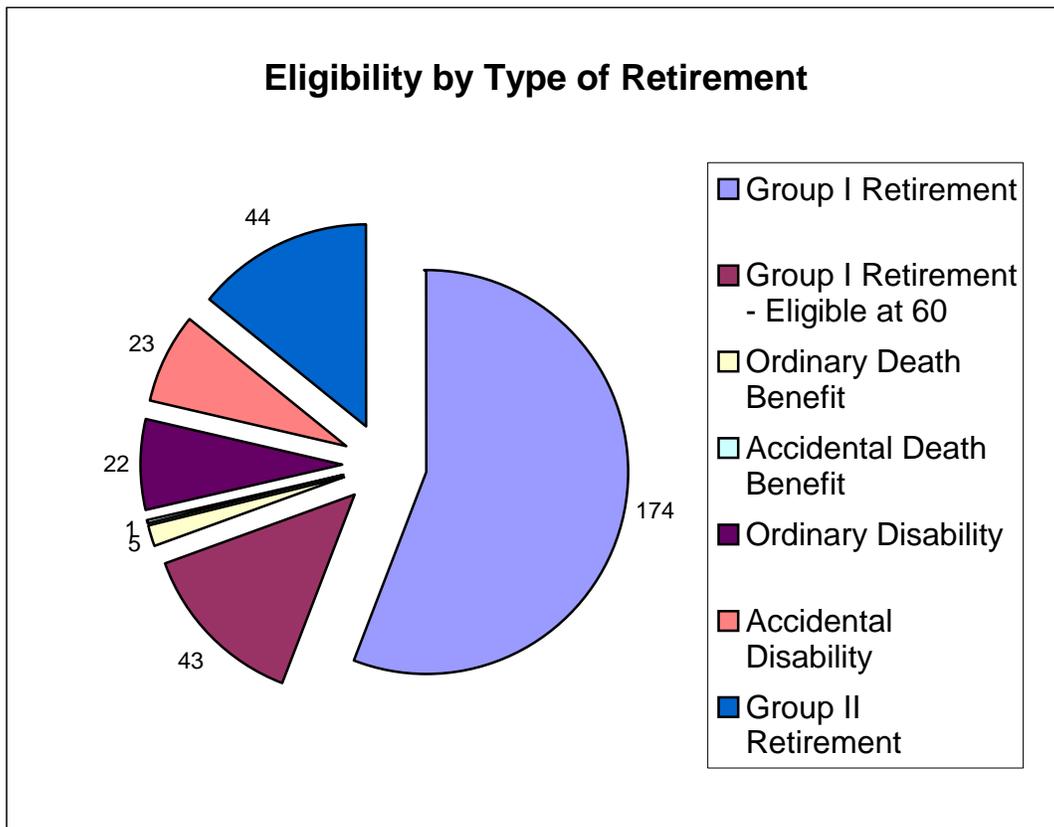
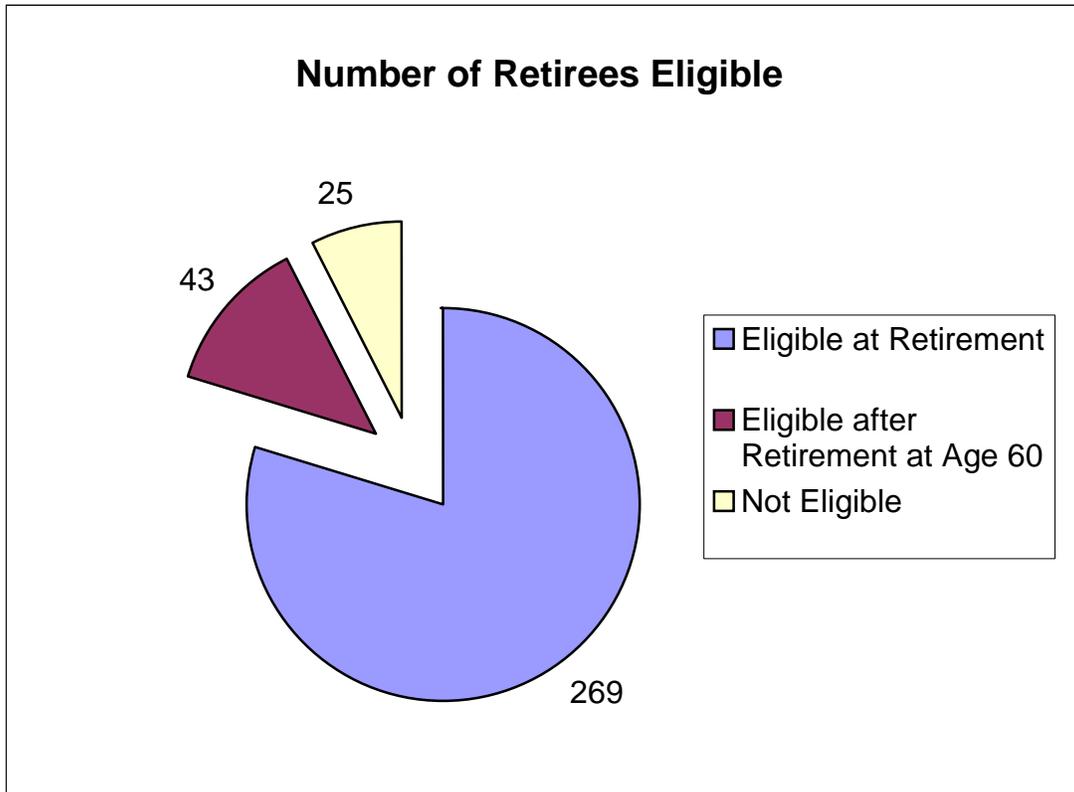
Cost of Dental Plan



Cost of Medical Benefit Plan



## Eligibility for Retiree Health Benefit



Note: Total number of retirees = 337

# **Bureau of Education and Training**

## **July 1, 2004 through June 30, 2005**

### **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 '05 Accomplishments**

#### **Free Training**

This fiscal year, the Bureau offered free computer training classes, including Computer Forensics and Web Development. The Bureau also began offering its Supervising Employee Performance and Preventing Workplace Harassment courses free of charge. These free offerings were instituted in response to a critical need felt by many agencies that lack training budgets.

#### **New and Updated Courses and Procedures**

For the first time since the inception of the Bureau of Education and Training, the Bureau developed a 12-month course catalogue. Significant advantages to this schedule include improved resource management and information availability.

The Bureau continuously updates its course offerings. While continuing to offer the Certified Public Supervisor and Manager programs and numerous open enrollment courses, BET successfully conducted four certificate programs:

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

Three online courses were developed: Employee Orientation, State Personnel Rules, and Preventing Sexual Harassment. A new course and a new certificate program (Managing in a Union Environment and Project Management Fundamentals)

were created in response to market demand, and the Bureau enjoyed great participation in its first offering of a Grant Writing Fundamentals course.

□ **Strategic Planning and Team Building**

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

□ **Certified Public Manager Program**

Dramatic improvements were made to the New Hampshire Certified Public Manager and Certified Public Supervisor Programs this year. Specifically, curricula were reviewed and revamped. (See below.)

**Level I – Certified Public Supervision Program**

<i>Orientation</i>	<i>1 day</i>
<i>Myers-Briggs Type Indicator</i>	<i>1 day</i>
<i>Introduction to Time Management</i>	<i>1 day</i>
<i>Understanding and Valuing Differences</i>	<i>2 days</i>
<i>Creative Problem Solving</i>	<i>2 days</i>
<i>Introduction to Supervision</i>	<i>2 days</i>
<i>Supervising Employee Performance</i>	<i>3 days</i>
<i>Interviewing Techniques</i>	<i>1 day</i>
<i>Personnel Appeals</i>	<i>2 days</i>
<i>Conflict Management</i>	<i>2 days</i>
<i>Effective Speaking and Presentations</i>	<i>2 days</i>
<i>Legislative Process</i>	<i>1 day</i>
<i>Introduction to Continuous Process Improvement</i>	<i>2 days</i>
<i>Excellence in Supervision: The CPS Capstone</i>	<i>1 day</i>
<i>Comprehensive Exam</i>	<i>1 day</i>

## **Level II – Certified Public Manager Program (prerequisite: Level I)**

<i>Orientation</i>	<i>1 day</i>
<i>DISC Personal Profile</i>	<i>1 day</i>
<i>Critical Thinking for Managers</i>	<i>2 days</i>
<i>Using Numbers to Persuade and Inform</i>	<i>1 day</i>
<i>Project Management</i>	<i>2 days</i>
<i>Project Consultation</i>	<i>3 days</i>
<i>Collective Bargaining/Managing in a Union Environment</i>	<i>1 day</i>
<i>Workers Comp/ADA/Sexual Harassment</i>	<i>1 day</i>
<i>State Budget and Purchasing (State employees only)</i>	<i>1 day</i>
<i>Ethics and Integrity in Managing Government Programs</i>	<i>1 day</i>
<i>Negotiation Techniques</i>	<i>3 days</i>
<i>Strategic Planning</i>	<i>3 days</i>
<i>Capstone</i>	<i>1 day</i>
<i>Comprehensive Examination</i>	<i>1 day</i>

This represents a significant change to the programs in that elective courses were eliminated. Advantages to this restructuring are numerous. By virtue of streamlining the programs, registration and payment processes are greatly simplified, both for the Bureau and for participating agencies. Mandating that participants take the selected core courses also ensures more consistent and higher quality outcomes.

Level II was also reorganized so that it became an extension of Level I, again ensuring enhanced consistency and quality. Level II participants are now mandated to have completed Level I, and need only one additional year to achieve Certified Public Manager status. This differs from prior years, when Levels I and II were separate programs altogether.

Another substantial change to the programs involved shifting their schedules to coincide with the traditional academic year. Again, this will result, amongst other benefits, in tremendous simplification of the registration and payment processes

### □ **Web Page**

The Bureau catalogue completed its second year on the internet with continued success. Public employees again were able to visit the site to check course offerings and schedules. Updates to the online catalogue were made continuously. The Bureau newsletter was also posted on the web page, in addition to being distributed electronically.

□ **College and University Affiliation**

As of June 30, 2005, the Bureau of Education and Training completed its twelfth year in a cooperative relationship with 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 continued to offer credit for certain courses.

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 ongoing 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 and Training Outreach**

During Fiscal Year 2005, the Bureau of Education and Training 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.

The Bureau expanded its on-site training offerings, making a concerted effort to accommodate the training needs of agencies that don't have opportunities to send employees to training in Concord.

□ **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 approximately 175 hours of core course work.

Successful completion of the Level II Public Management Program earns participants a *Certificate of Public Management*. The Level II program is available to mid-level and upper-level managers who have successfully completed Level I. It takes two years to complete, and requires an additional 150 hours of core course work (a total of approximately 325 hours), as well as participation in a team project of about 60 to 100 hours.

Both designations are viewed as professional, rather than academic, credentials.

*January 2005, the Bureau celebrated the graduation of 43 people from the Level I program. In February, new classes for Level I and II were started. Sixty-six participants enrolled in Level I.*

During this Fiscal Year, the Bureau made changes to the curricula for the CPS and CPM programs, as described above.

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

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.

Assistance for the New Hampshire Association of Certified Public Managers continued, as the Bureau coordinated the NHACPM spring conference, the theme of which was workforce planning. The conference took place at Franklin Pierce College in Concord, New Hampshire.

## Number of Participants Completing Training Programs

Fiscal Year July 1, 2004 to June 30, 2005

### Management Classes

<u>Number of Participants</u>	<u>Course Title/Code</u>
13	<i>Administrative Rules Review/027</i>
14	<i>Benefits &amp; Compensation</i>
40	<i>Creating a Positive Organizational Culture/032</i>
36	<i>Critical Thinking for Managers/034</i>
51	<i>DISC (DOT)/041</i>
18	<i>Ethics and Integrity in Managing Government Programs/020</i>
43	<i>Excellence in Supervision: The CPS Capstone/037</i>
14	<i>Executive Leadership Institute/029</i>
15	<i>Federal and State Law Workshop/024</i>
1	<i>HR Retirement Presentation/043</i>
78	<i>Interviewing Techniques/012</i>
71	<i>Introduction to Supervision/010</i>
51	<i>Introduction to Time Management/009</i>
18	<i>Motivation/031</i>
7	<i>Personnel Appeals Workshop/005</i>
21	<i>Project Management/014</i>
20	<i>Project Operations/015</i>
27	<i>State Budget and Purchasing/021</i>
24	<i>State Government: Power, Authority, Structure and Legislative Process/017</i>
7	<i>Strategic Planning/007</i>
40	<i>Supervising Employee Performance (DOT)/042</i>
138	<i>Supervising Employee Performance/036</i>
124	<i>Understanding and Valuing Differences/003</i>
871	<i>Subtotal</i>

## Employee Development Classes

<u>Number of Participants</u>	<u>Course Title/Code</u>
18	<i>Accident Reporting and Investigation/620</i>
30	<i>Confined Space/624</i>
17	<i>Department of Labor Rules and Regulations/631</i>
14	<i>DISC Personality Profile/634</i>
16	<i>Effective Joint Loss Management Committees/621</i>
8	<i>Emergency Planning/623</i>
16	<i>Ergonomics/628</i>
6	<i>Fire Safety and Awareness/622</i>
16	<i>General Accounting Principles/500</i>
10	<i>HAZMAT/627</i>
3	<i>Health and Safety Management/632</i>
3	<i>Health and Safety Program Development/618</i>
51	<i>Introduction to Continuous Process Improvement/600</i>
7	<i>Lockout/Tagout/626</i>
102	<i>MBTI Workshop/635</i>
17	<i>Myers-Briggs Type Indicator (MBTI) – Step 2/633</i>
90	<i>Myers-Briggs Type Indicator (MBTI)/605</i>
1	<i>Preventing Workplace Harassment/305</i>
7	<i>Respiratory Protection/625</i>
15	<i>Return to Work Program/630</i>
5	<i>Safety Inspection Programs/619</i>
452	<i>Subtotal</i>

**Communication Classes**

<b><u>Number of Participants</u></b>	<b><u>Course Title/Code</u></b>
88	<i>Assertive Communication/216</i>
13	<i>Assertive Communication Workshop/241</i>
70	<i>Business Writing in Plain English/224</i>
35	<i>Collective Bargaining/215</i>
10	<i>Conducting Effective Meetings/236</i>
113	<i>Creative Problem Solving/203</i>
11	<i>Dealing with Conflict/240</i>
84	<i>Dealing with Difficult People/234</i>
64	<i>Effective Front Line Customer Service/210</i>
24	<i>Effective Management Communication/201</i>
61	<i>Listening Skills/200</i>
47	<i>Managing Conflict Seminar/214</i>
17	<i>Mastering Multiple Projects, Priorities &amp; Demands/238</i>
33	<i>Negotiation Techniques/225</i>
12	<i>Proofreading/226</i>
23	<i>Team Building/204</i>
14	<i>The Grammar Clinic/219</i>
719	<i>Subtotal</i>

**Health and Wellness Classes**

<b><u>Number of Participants</u></b>	<b><u>Course Title/Code</u></b>
61	<i>Plan Your Retirement Early/101</i>
61	<i>Subtotal</i>

## Computer Classes

<u>Number of Participants</u>	<u>Course Title/Code</u>
8	<i>Access 2000 Database Design Workshop/443</i>
22	<i>Adobe Acrobat/470</i>
4	<i>Adobe PageMaker I/439</i>
11	<i>Computer Forensics/721</i>
22	<i>Crystal Reports I/468</i>
9	<i>Crystal Reports II/469</i>
16	<i>Data Recovery/722</i>
9	<i>E-Mail Workshop/440</i>
2	<i>Enhancing Web Pages with JavaScript/489</i>
5	<i>Excel Macro Workshop/718</i>
8	<i>Extending Microsoft Access with Visual Basic/474</i>
13	<i>Introduction to Microsoft Outlook/437</i>
13	<i>Introduction to Microsoft Windows 2000/427</i>
6	<i>Introduction to Web Development using HTML, PHP &amp; MySQL/490</i>
16	<i>Macromedia Dreamweaver I/473</i>
11	<i>Macromedia Dreamweaver II/493</i>
8	<i>Manipulating Data with SQL/486</i>
5	<i>Merge Workshop/445</i>
124	<i>Microsoft Access 2000 – Part I/432</i>
42	<i>Microsoft Access 2000 – Part II/433</i>
13	<i>Microsoft Access 2000 – Part III/434</i>
125	<i>Microsoft Excel 2000 – Part I/430</i>
59	<i>Microsoft Excel 2000 – Part II/435</i>
13	<i>Microsoft Excel 2000 – Part III/485</i>
8	<i>Microsoft FrontPage I/466</i>
15	<i>Microsoft PowerPoint Features &amp; Applications Seminar/716</i>
7	<i>Microsoft Project I/464</i>
5	<i>Microsoft Publisher I/455</i>
42	<i>Microsoft Word 2000 – Part I/431</i>
37	<i>Microsoft Word 2000 – Part II/436</i>
14	<i>Microsoft Word 2000 – Part III/452</i>
8	<i>Optimizing Your Web Site for Search Engines/491</i>
15	<i>Project Management Fundamentals/482</i>
9	<i>QuickBooks Pro I/463</i>
3	<i>QuickBooks Pro II/463A</i>
57	<i>Using Microsoft PowerPoint 2000/421</i>
17	<i>Web Publishing Overview/717</i>
9	<i>Word Booklet and Brochure Workshop/703</i>
810	<i>Subtotal</i>

**Total number of participants for all courses: 2,913**