



**State of New Hampshire
Department of Administrative Services
Division of Personnel
2008 Annual Report
Fiscal Year Ended June 30, 2008**

Pursuant to RSA 21-I:42

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Karen D. Hutchins, Director of Personnel
Sara J. Willingham, Deputy Director
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State House Annex
25 Capitol Street
Concord, New Hampshire 03301
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GENERAL SUMMARY FY 2008

Authority

RSA Chapter 21-I:42-44, RSA Chapters 21-I:52
Federal Merit System Standards

Mission

To provide consistent leadership, guidance, and support in all aspects of human resource management and labor relations within State government by promoting equity and workforce excellence, assisting agencies in transacting their business efficiently, and protecting the rights of individuals.

Location

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

Staff Composition

| | |
|----|--------------------------------|
| 22 | Full-time classified employees |
| 4 | Part-time employees |
| 3 | Unclassified employees |

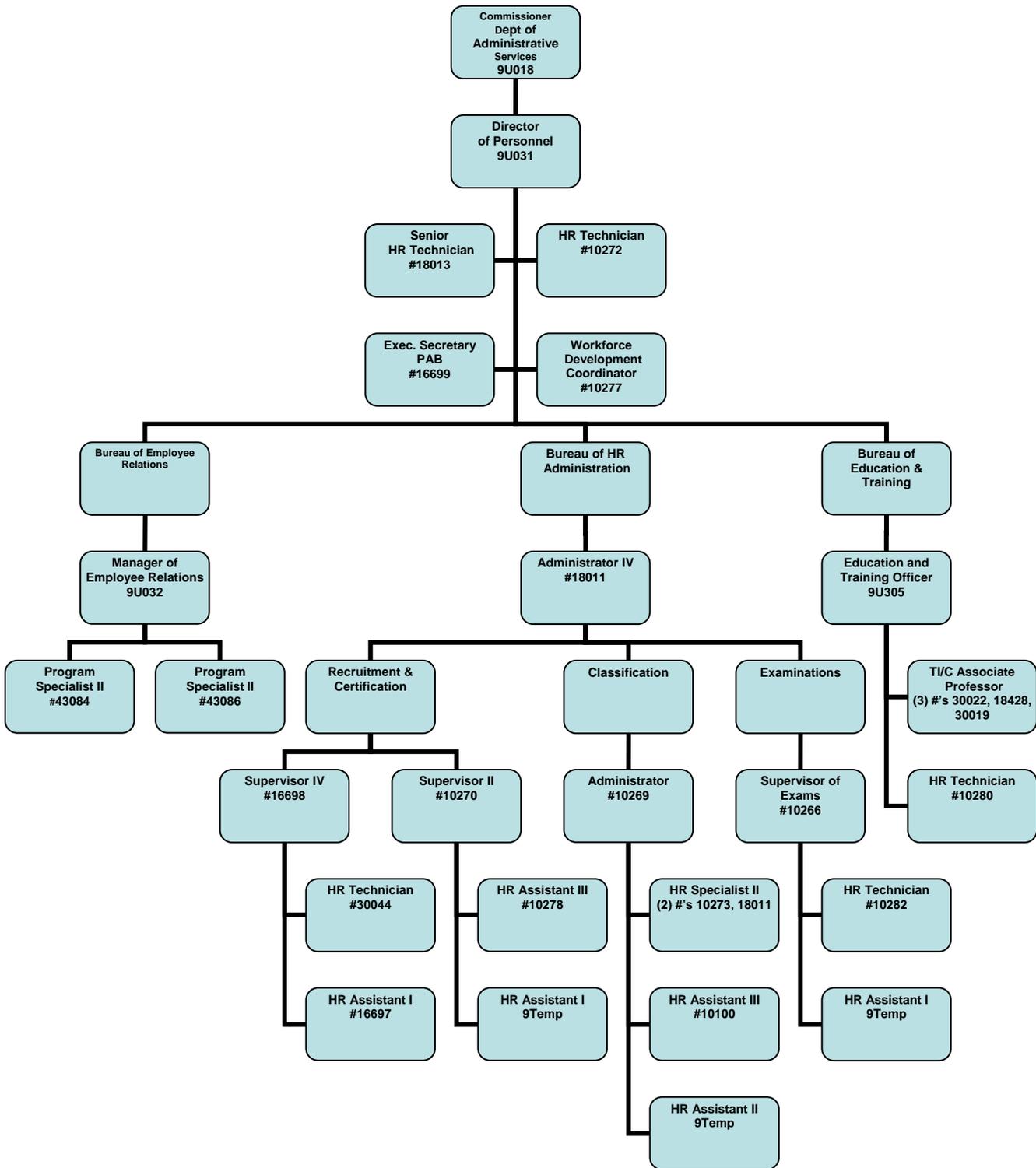
Fiscal Year Appropriation

\$1,938,557

Personnel Appeals Board

The Personnel Appeals Board consists of three regular members and two alternates appointed by the Governor and Executive Council for three (3) year terms. The members of the Personnel Appeals Board for Fiscal Year 2008 were: Patrick Wood, Chairman, Philip Bonafide, Joseph Casey and Robert Johnson.

Department of Administrative Services
 Division of Personnel – Organizational Structure
 Fiscal Year 2008



DIVISION OF PERSONNEL

Overview

The Division of Personnel was created in 1989 to maintain a centralized State system of personnel administration based on merit principles. The Division is tasked with establishing and enforcing appropriate methods of recruitment, appointment, compensation, promotion, transfer, layoff, removal and discipline of classified state employees. It assists in procuring and administering employee benefit programs, including health benefits, group life insurance and flexible spending. The Division also provides employee testing services and is responsible for oversight of the State classification system, and many other areas as mandated by RSA 21:1:42-44. The Division's Bureau of Education and Training provides comprehensive management training through the auspices of the Certified Public Manager and Supervisors program. The Manager of Employee Relations conducts negotiations on behalf of the Governor and represents the State in grievance actions related to the Collective Bargaining Agreement and is involved in administering employee benefit plans and programs. In addition, the Division serves a valuable function in overseeing a fair, equitable and comprehensive system of personnel and labor relations for the State and its employees.

Employee Suggestion and Extraordinary Service Award Program

Senate Bill 52 (Laws 2005, Chapter 258) became effective on September 14, 2005. This law reorganized the "Employee Incentive and Reward Program" of RSA 99-E and established a fund of \$10,000 in the Governor's Office for implementation of the program. Drafted by members of the State Committee, the new law revitalized and streamlined the program for providing monetary and non-monetary recognition to classified executive branch employees who have performed extraordinary services or provided original suggestions of substantial value to the State. The new RSA 99-E integrates each Department into the process of reviewing employee suggestions and services. Chapter 99-E requires that each Department establish an award evaluation committee consisting of three (3) employees appointed by the agency. The agency committee completes the initial review of suggestions and services submitted for award. They are forwarded to the Director of Personnel who shares them with the State Committee, which then conducts its own review and makes award recommendations to the Governor and Executive Council. During Fiscal Year 2008 six employees received non-monetary recognition and three employees received monetary awards totaling \$2,875.

Workforce Development

Introduction

Although components of workforce development [e.g. education and training] have been provided by the Division of Personnel for two decades a comprehensive view and approach to workforce development had not been, until recently, pursued by the State. A concern for the potentially large number of employees [baby-boomers] retiring in mass motivated many state officials [elected, appointed and classified] to create a workforce development position to develop and coordinate a workforce plan that benefits all state agencies.

Given the challenges surrounding the image of state government as an employer of choice, New Hampshire needs to list existing advantages of employment and develop additional advantages in order to compete with the private sector and other government entities. A comprehensive strategy for workforce development in New Hampshire will require organizational leadership, sustained investment of resources and a system to measure progress if we are to achieve enhancement and sustainability of core competencies. A comprehensive strategy for workforce development is most effective when it includes strategies for recruiting, advancing, and retaining productive individuals who can learn and use core competencies for meeting the needs of customers and stakeholders.

Identification, development, and sustainment of core competencies for state agencies require long-term organizational leadership and commitment. Professional development must be valued by the leadership at all levels and aligned with the organization's mission and functions. It should be an institutionalized part of a talent retention and succession planning system. To make this happen, organizational learning will need to be assimilated into the organization's culture, integrated into the performance evaluation system, and supported through the annual budget.

The Workforce Development Program recognizes there are various approaches to organizational learning which have yielded some principles, also called "truisms" [Rose and Nicholl, 1997]. These principles can serve as guides for promoting an organizational learning philosophy:

- Every person can learn.
- Individuals learn at different rates in different ways.
- Learning is a lifelong process.
- Every person wants to do a good job.
- Self-esteem affects learning; learning enhances self-esteem.
- Success promotes other successes.
- Education and learning are shared responsibilities.
- People are accountable for their own decisions and actions.
- Appreciation of individuality and diversity is important; cultural diversity enhances education.

Many organizations, public and private, have developed workforce planning models. A review of those models reveals that, while the terminology may vary, and some models may consist of as many as nine steps and others consist of as few as four steps, they all contain the same basic processes, and provide the same tools and considerations necessary for pro-active, comprehensive, strategic workforce planning. A study of numerous models developed by other states, private entities, and the federal government enabled the New Hampshire Division of Personnel to glean the information most pertinent to state government, and develop a four-step model as a resource for agencies and departments of the State of New Hampshire.

Workforce planning addresses both current and anticipated staffing needs. The current workforce is assessed in terms of whether or not its size is adequate, whether it is deployed effectively and whether employees possess the competencies necessary for high performance. Future staffing needs are assessed by analyzing the number of employees approaching retirement, turnover rates, environmental impacts on service needs and delivery, as well as anticipated legislative and technological changes.

The assessments of current and future staffing needs are used to develop action plans to address closing or avoiding skill gaps. Such action plans may include recruitment strategies, use of compensation tools, succession planning, and the development of training or retraining solutions.

Why is Workforce Planning Important?

The “why” of workforce planning is grounded in the benefits to managers. Workforce planning provides managers with a strategic basis for making human resource decisions. It allows managers to anticipate change rather than being surprised by events, as well as providing strategic methods for addressing present and anticipated workforce issues.

Organizational success depends on having the employees with the right competencies at the right time. Workforce planning provides managers the means of identifying the competencies needed in the workforce – not only in the present but also in the future – and then selecting and developing that workforce.

Some of the key benefits of workforce planning include:

- Allows more effective utilization of employees through accurate, efficient alignment of the workforce with strategic objectives.
- Helps ensure that replacements are available to fill important vacancies – especially critical as we face increased turnover, coupled with labor market shortages and limited compensation levels.
- Provides realistic staffing projections for budget purposes.
- Ensures that recruitment resources are more efficiently and effectively used.
- Provides better focused investment in training and retraining, development, career counseling, and productivity enhancement.
- Helps maintain or improve diversity profile.

As the problems facing society and state government become continually more complex, and risks associated with solving them grow, the importance of attracting and retaining state

employees with necessary skills and commitment increases. Achieving results in government, probably more than any other business, is highly dependent upon the quality, judgment, and motivation of its workforce. Maintaining that workforce today requires careful management planning to be an attractive, competitive employer.

Planning for human resources needs is one of the greatest challenges facing state agencies. To meet this challenge, it is essential that agencies utilize a structured, strategic approach to ensuring that they have the skilled and knowledgeable employees they need to accomplish their mission.

Within the next decade, the state government can expect to see:

- Its workforce to grow older and more diverse.
- An upward shift in the demand for higher-skilled jobs held by “knowledge workers” [defined by Peter F. Drucker as a “person who has been schooled to use knowledge, theory, and concept, rather than physical force or manual skill”]
- Advancement of technology, which may require different workforce skills to meet agencies’ needs.

What is Workforce Planning?

Workforce planning is an organized process for:

- Identifying the number of employees and the types of employee skill sets required to meet agency goals and strategic objectives.
- Developing a plan of action to ensure that the appropriate workforce will be available to provide quality services to the citizens of New Hampshire.

Workforce Planning Benefits:

- Helps prepare for the growing number of retirements
- Helps identify gaps between current job skills and job skills needed to perform work in the future
- Helps maintain or recruit a diversified workforce
- Provides an orderly way to address new external or internal environmental changes that could change the workforce
- Helps prepare for expansion, restructuring, or reduction in the workforce
- Helps employees with obsolete skills get needed training so that they can continue to contribute
- Provides a workplace and work opportunities that make employees actually want to stay in the agency
- Sets training priorities so agencies don’t waste valuable time and money training people in skills that don’t support the agency’s strategic direction

Workforce development needs to be a key priority for all state government. Authorities need to encourage and support all employees and managers in learning and development. The New Hampshire Division of Personnel recommends that all agencies or organizations:

- Strive to become “learning organizations”
- Ensure that each member of staff has an active, regularly reviewed, individual development plan
- Give priority to time/opportunities for development, including those leading to qualifications for high level positions
- Use recognized professional and industry standards as a tool for determining their employees’ competencies, and for monitoring their development.

External Issues

The modernizing of state government has provided challenges to authorities while also presenting them with tremendous opportunities. These challenges have implications for the skills needed by state government’s employees at all levels.

The concept of “best value” emphasizes the need for state government to continuously improve services. As part of this concept state leaders need to improve communications with stakeholders, review methods of service deliver, assess services and compare them with other organizations and increase the transparency of the performance of services. These changes call for new types of management arrangements and new management skills.

Internal Issues

Achieving changes in government can be complex and challenging given both public and political accountability.

There is increasing difficulty in recruiting into certain occupations. State government can offer a rewarding career and needs to market this to potential recruits. Many authorities are preoccupied with short-term pressures at the expense of more long-term thinking and planning. Workforce planning tends to be neglected, and investment of time and money is not always seen as a priority when resources are under pressure.

The New Hampshire Division of Personnel and its partners will support the development of a high performance culture, working to achieve three key aims:

- To support and improve leadership development, so that state government benefits from improved:
 - a. General leadership skills
 - b. Performance management and performance development skills
- To support and improve the development of employees at all levels, supporting authorities in:
 - a. Becoming “learning Organizations”, facilitating learning for everyone who works for them
 - b. Achieving good practice in training and development
- To help to tackle major skills shortages

Accomplishments

- A. The division of personnel filled its' workforce development coordinator position on January 15, 2008. As of February 1, 2008 a workforce development committee consisting of thirteen employees representing eight agencies began a series of planning sessions to develop a statewide workforce planning model. The committee developed a workforce development strategic plan and a workforce planning tool kit consisting of six workforce models that will be made available to all state agencies. The workforce tool kit includes the following models:
1. Four-step Workforce Planning Model;
 2. Executive & Critical/Difficult to fill Positions Candidate Development Program Model;
 3. Individual Development Plan Model for Organizational Enhancement, Career Ladders, and Career Development;
 4. Knowledge Management & Transfer Model [Techniques and Forms];
 5. Mentoring Model;
 6. Strategic Planning Model.

The workforce tool kit also includes the workforce development committee strategic plan as a sample plan for agencies, a new hire/transfer orientation checklist, and a list of knowledge, skills and abilities [KSA's] taken from the United States Office of Personnel Management. KSA's can be used by agencies to enhance their performance management and appraisal format.

- B. A workforce development strategic initiatives summit is in the planning phase for the spring of 2009. The summit will provide state agency administrators information about workforce development initiatives and how to implement workforce plans at the agency level.

BUREAU OF HUMAN RESOURCES ADMINISTRATION

(1) Recruitment and Certification Section

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

(2) Examination and Selection Section

Responsible for development and administration of a comprehensive examination program designed to promote equitable competitive standards for applicants to classified positions in state government.

(3) Classification and Organizational Analysis Section

Responsible for implementation and monitoring of the statewide classification system for all classified employees, including allocating all positions to generic classifications and determining appropriate entry-level minimum qualifications. Review requests to establish new state positions and requests to reclassify existing positions, whether vacant or filled.

RECRUITMENT AND CERTIFICATION SECTION

The Recruitment and Certification Section is responsible for performing the following functions:

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

STATEWIDE HIRING FREEZE

Executive Order 2008-1

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

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

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

RECRUITMENT AND CERTIFICATION ACTIVITIES

During Fiscal Year 2008, the Recruitment and Certification Section prepared 33 Opportunities Announcements for statewide distribution and approved 864 agency-prepared newspaper advertisements. During the Fiscal Year, 1,991 applications were evaluated for certification purposes by staff in this section. Of this number, 1,526 applicants (77%) 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 2008:

RECRUITMENT AND CERTIFICATION ACTIVITIES FISCAL YEAR 2008

| ACTIVITY | NUMBER |
|--|--------|
| Applications Distributed | 1,175 |
| Applications Received Statewide | 3,054 |
| Applications Accepted as Certified | 1,526 |
| Applications Rejected as Not Certified | 465 |
| Registers Requested | 228 |
| Employees Hired from Registers | 85 |
| Newspaper Advertisements Approved | 864 |
| EEO Surveys Received | 5,404 |
| Opportunities Announcements Prepared | 33 |

During Fiscal Year 2008, staff in the Recruitment and Certification Section audited a total of 26,302 actions affecting classified employees. Of this total, 2,480 (9.42%) were personnel actions hiring new employees. The number of employees separating from state service in FY 2008 was 1,046 (9%). 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 2008

| PERSONNEL ACTION | NUMBER |
|---|--------|
| New Hires | 2,480 |
| Hires Above Minimum Step (both full-time & part-time) | 374 |
| Separations | 1,046 |
| Promotions | 1,510 |
| Demotions | 145 |
| Total Personnel Action Forms Processed | 26,302 |

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

EMPLOYEE REDUCTION IN FORCE (RIF) LIST

Effective July 1, 2007, the Legislature passed Chapter 263:74, relative to the rehiring of laid-off state employees. This legislation extended the definition of "laid-off employee" to include any state employee laid off between July 1, 2007 and June 30, 2009, as a result of reorganization or downsizing in state government. This legislation mandates that any position that becomes available in a state department be filled, if possible, by a laid-off state employee if such person is not already employed by the State of New Hampshire and if he or she meets the minimum qualifications for the position. It also requires the appointing authority of each department or agency to submit names and classifications of individuals laid off to the Director of Personnel within 10 days of the lay off.

The following is a summary of the actions that took place in connection with the RIF List during Fiscal Year 2008:

| ACTION | NUMBER |
|--|---------------|
| Names Submitted to Personnel | 1 |
| Names Removed from RIF List | 0 |
| Names Remaining on RIF List | 1 |
| Placements From Prior Fiscal Years | 1 |
| Vacant Positions Released for Recruitment | 1,640 |
| Total Number of Vacant Positions Submitted by Agencies | 1,641 |

Note: The total number of names on the RIF List may include employees who have been re-employed on a continuing part-time basis at the agency from which they were originally laid off. Other names remaining on the RIF List may include individuals who have retired, are on Workers' Compensation, or have set their own limitations to re-employment as a full-time employee due to location, salary requirements or other personal reasons.

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

| <u>Department</u> | <u>1999</u> | <u>2000</u> | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>2004</u> | <u>2005</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Adjutant General Department | 108 | 108 | 113 | 113 | 122 | 120 | 120 | 130 | 127 | 134 |
| Administrative Services Dept. | 319 | 324 | 338 | 338 | 319 | 245 | 250 | 260 | 289 | 302 |
| Public Works Design & Construction | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 26 | 27 | 29 |
| Agriculture Department | 32 | 32 | 32 | 31 | 33 | 33 | 33 | 33 | 33 | 33 |
| Banking Department | 27 | 27 | 27 | 27 | 41 | 41 | 41 | 42 | 45 | 48 |
| Christa McAuliffe Planetarium | 0 | 0 | 0 | 8 | 13 | 12 | 12 | 13 | 13 | 13 |
| Com. Dev. Finance Authority | 0 | 0 | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 |
| Corrections Department | 869 | 1,088 | 1,088 | 1,083 | 1,132 | 1,096 | 1,087 | 1,081 | 1,065 | 1,063 |
| Cultural Resources Department | 66 | 67 | 69 | 69 | 74 | 69 | 70 | 70 | 69 | 69 |
| Development Disabilities Council | | | | | | | | | | 4 |
| Education Department | 303 | 306 | 313 | 312 | 326 | 316 | 305 | 316 | 297 | 302 |
| Employment Security | 313 | 385 | 402 | 385 | 408 | 367 | 367 | 372 | 338 | 329 |
| Environmental Services Dept. | 429 | 429 | 439 | 435 | 546 | 528 | 549 | 540 | 514 | 531 |
| Executive Department | 81 | 81 | 81 | 44 | 44 | 33 | 26 | 22 | 22 | 22 |
| Fish and Game Department | 171 | 171 | 173 | 173 | 174 | 165 | 164 | 200 | 194 | 194 |
| Health & Human Services Dept. | | | | | | | | | | |
| Alcohol and Drug Abuse Prev. | 0 | 45 | 47 | 47 | 47 | 44 | 44 | 44 | 41 | 40 |
| Anna Philbrick Center | 0 | 0 | 89 | 89 | 0 | 0 | 0 | 0 | 0 | 0 |
| Behavioral Health | 95 | 51 | 51 | 56 | 56 | 61 | 61 | 59 | 54 | 53 |
| Children, Youth & Family Services | 370 | 394 | 394 | 397 | 350 | 367 | 355 | 363 | 364 | 362 |
| Commissioner's Office | 599 | 617 | 494 | 493 | 469 | 340 | 430 | 630 | 587 | 636 |
| Community and Public Health | 272 | 255 | 257 | 256 | 218 | 224 | 132 | 264 | 248 | 253 |
| Developmental Services | 66 | 59 | 58 | 54 | 54 | 53 | 53 | 53 | 54 | 45 |
| Elderly & Adult Services | 112 | 131 | 130 | 129 | 128 | 131 | 131 | 127 | 127 | 134 |
| Family Services | 327 | 327 | 327 | 326 | 327 | 322 | 322 | 345 | 346 | 361 |
| Glenclyff Home | 156 | 168 | 168 | 168 | 168 | 164 | 164 | 188 | 187 | 187 |
| Information Services | 0 | 0 | 0 | 122 | 146 | 155 | 155 | 0 | 0 | 0 |
| Juvenile Justice Services | 0 | 0 | 0 | 0 | 369 | 360 | 360 | 379 | 381 | 337 |
| NH Hospital | 941 | 875 | 874 | 870 | 867 | 846 | 833 | 830 | 816 | 824 |
| Youth Development Center | 0 | 0 | 0 | 183 | 185 | 0 | 0 | 0 | 0 | 0 |
| Highway Safety Agency | 3 | 3 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| Human Rights Commission | 7 | 7 | 7 | 7 | 10 | 9 | 9 | 9 | 9 | 9 |
| Insurance Department | 50 | 51 | 53 | 53 | 72 | 72 | 70 | 70 | 70 | 70 |
| Judicial Council | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| Justice Department | 54 | 54 | 55 | 56 | 65 | 61 | 61 | 62 | 61 | 64 |
| Labor Department | 81 | 82 | 82 | 82 | 84 | 83 | 77 | 80 | 80 | 87 |
| Liquor Commission | 312 | 314 | 314 | 313 | 313 | 315 | 304 | 304 | 304 | 317 |
| Office of Information Technology | 0 | 0 | 0 | 0 | 0 | 335 | 397 | 411 | 408 | 418 |
| Pari-Mutuel Commission | 11 | 11 | 11 | 11 | 11 | 11 | 20 | 21 | 21 | 22 |
| Pease Development Authority | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 6 |
| Postsecondary Education Comm. | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 8 |
| Public Utilities Commission | 74 | 73 | 73 | 72 | 72 | 72 | 69 | 69 | 69 | 69 |

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

| <u>Department</u> | <u>1999</u> | <u>2000</u> | <u>2001</u> | <u>2002</u> | <u>2003</u> | <u>2004</u> | <u>2005</u> | <u>2006</u> | <u>2007</u> | <u>2008</u> |
|---------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Real Estate Commission | 7 | 7 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 8 |
| Regional Comm. Tech. College Sys. | 641 | 649 | 662 | 654 | 745 | 707 | 707 | 753 | 753 | 785 |
| Police Standards & Training | 0 | 0 | 0 | 0 | 0 | 25 | 25 | 25 | 25 | 25 |
| Regulatory Boards | | | | | | | | | | |
| Board of Accountancy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 3 |
| Electricians Licensing Board | 6 | 6 | 7 | 7 | 7 | 7 | 7 | 0 | 0 | 0 |
| Health & Human Services Boards | 22 | 27 | 30 | 30 | 31 | 31 | 31 | 38 | 37 | 38 |
| Joint Board of Licensing & Cert. | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Plumbers Board | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 7 |
| Pub. Empl. Labor Relations Board | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 |
| Real Estate Appraisers Bd. | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 2 |
| Tax & Land Appeals Board | 8 | 8 | 10 | 9 | 10 | 10 | 10 | 8 | 8 | 8 |
| Veterinarians Exam. Board | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Resources & Econ. Dev. Dept. | 154 | 142 | 147 | 149 | 184 | 184 | 177 | 185 | 177 | 179 |
| Retirement System | 41 | 45 | 48 | 48 | 54 | 54 | 54 | 0 | 0 | 0 |
| Revenue Administration Dept. | 168 | 171 | 179 | 191 | 214 | 175 | 174 | 181 | 180 | 190 |
| Safety Department | 782 | 803 | 811 | 859 | 1,046 | 1,027 | 1,036 | 1,092 | 1,085 | 1,131 |
| State Department | 30 | 30 | 33 | 33 | 33 | 43 | 41 | 41 | 40 | 40 |
| Status of Women Commission | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| Sweepstakes Commission | 60 | 60 | 60 | 60 | 60 | 60 | 52 | 52 | 49 | 49 |
| Tobey School | | | | | | | | | | 1 |
| Transportation Department | 1,886 | 1,887 | 1,887 | 1,887 | 1,887 | 1,842 | 1,842 | 1,841 | 1,824 | 1,815 |
| Public Works Design & Construction | 27 | 26 | 26 | 26 | 26 | 26 | 26 | 0 | 0 | 0 |
| Treasury Department | 21 | 21 | 21 | 21 | 21 | 21 | 21 | 19 | 18 | 19 |
| Veterans' Council | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 |
| Veterans' Home | 148 | 150 | 168 | 168 | 251 | 251 | 251 | 328 | 369 | 367 |
| Youth Development Services Dept. | 268 | 269 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTALS | 10550 | 10871 | 10698 | 10994 | 11862 | 11570 | 11575 | 12030 | 11879 | 12068 |

**FY 2008
Authorized Positions**

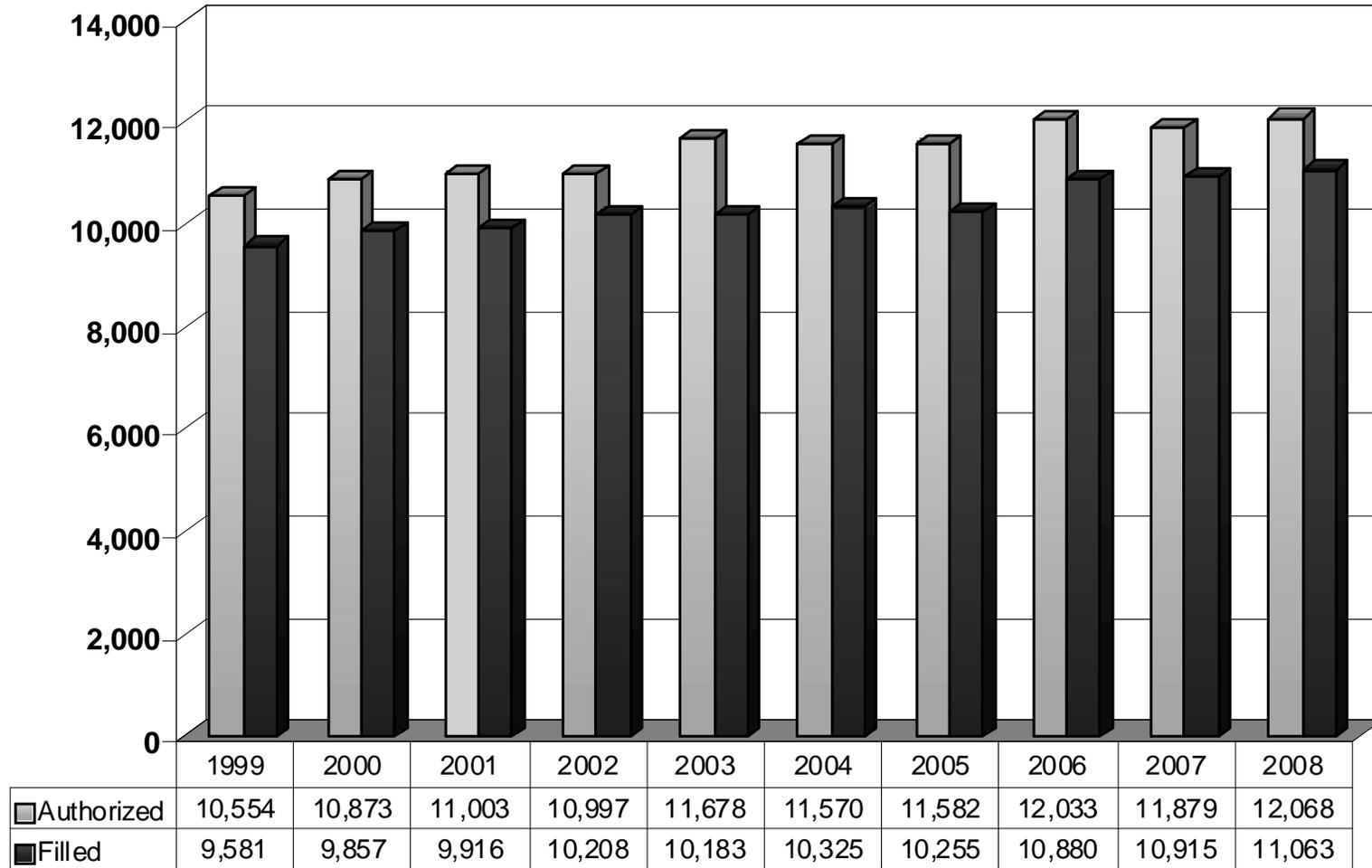
| <u>Department & Components</u> | <u>CI 10 Filled</u> | <u>CI 10 Vacant</u> | <u>CI 59 Filled</u> | <u>CI 59 Vacant</u> | <u>Unclass. Filled</u> | <u>Unclass. Vacant</u> | <u>Total Positions</u> |
|--|-------------------------|-------------------------|-------------------------|-------------------------|----------------------------|----------------------------|----------------------------|
| Adjutant General Department | 119 | 15 | 1 | - | 2 | 0 | 137 |
| Administrative Services, Dept. of | | | | | | | 349 |
| Commissioner's Office | 2 | - | - | - | 1 | - | 3 |
| Accounting Services | 17 | 3 | 1 | - | - | 1 | 22 |
| Budget Office | 12 | 2 | - | - | 1 | - | 15 |
| Business Office | 6 | 1 | - | - | - | - | 7 |
| Cost Containment | 6 | 3 | - | - | - | - | 9 |
| Court Facilities | 27 | - | - | - | - | - | 27 |
| Financial Data Management | 16 | 6 | - | - | 1 | - | 23 |
| General Services | 68 | 1 | - | - | - | - | 69 |
| Graphic Services | 23 | 2 | - | - | - | - | 25 |
| Personnel | 22 | 1 | - | - | 2 | 1 | 26 |
| Plant & Property Management | 14 | 5 | 1 | 1 | 1 | - | 22 |
| Public Works Design | 27 | 2 | 2 | 3 | - | - | 34 |
| Risk Management | 8 | 2 | - | - | - | - | 10 |
| Surplus Distribution | 7 | 2 | - | - | - | - | 9 |
| Telecommunications | 6 | 1 | - | - | - | - | 7 |
| Facilities, Assets & Management | 36 | 3 | - | - | 2 | - | 41 |
| Agriculture, Department of | 31 | 2 | - | - | 3 | - | 36 |
| Banking Department | 45 | 3 | - | - | 2 | - | 50 |
| Christa McAuliffe Planetarium | 11 | 2 | - | - | 1 | - | 14 |
| Corrections, Department of | 959 | 104 | 12 | 3 | 11 | 1 | 1,090 |
| Cultural Resources, Department of | | | | | | | 75 |
| Division of Arts | 8 | - | - | - | 1 | - | 9 |
| Division of Historical Resources | 10 | 1 | 1 | - | 1 | - | 13 |
| State Library | 47 | 3 | 1 | - | 2 | - | 53 |
| Development Disabilities Council | 3 | 1 | - | - | - | - | 4 |
| Education, Department of | 263 | 39 | 6 | 2 | 5 | 0 | 315 |
| Employment Security | 290 | 39 | 20 | 17 | 5 | 0 | 371 |

| <u>Department & Components</u> | <u>CI 10 Filled</u> | <u>CI 10 Vacant</u> | <u>CI 59 Filled</u> | <u>CI 59 Vacant</u> | <u>Unclass. Filled</u> | <u>Unclass. Vacant</u> | <u>Total Positions</u> |
|--|-------------------------|-------------------------|-------------------------|-------------------------|----------------------------|----------------------------|----------------------------|
| Environmental Services, Dept. of | | | | | | | 539 |
| Commissioner's Office | 94 | 6 | 1 | 1 | 3 | - | 105 |
| Air Resources | 59 | 13 | 0 | - | 1 | - | 73 |
| Water Division | 244 | 35 | - | - | 1 | - | 280 |
| Waste Management | 69 | 11 | - | - | 1 | - | 81 |
| Executive Department | | | | | | | 30 |
| Executive | - | - | - | - | 1 | - | 1 |
| Executive Council | - | - | - | - | 6 | - | 6 |
| Gov. Commission on Disability | 4 | 3 | - | - | 1 | - | 8 |
| Office of Energy & Planning | 10 | 5 | - | - | - | - | 15 |
| Fish & Game Department | 182 | 12 | 2 | - | 1 | - | 197 |
| Health & Human Services, Dept. of | | | | | | | 3,349 |
| Commissioner's Office | 459 | 31 | - | - | 31 | 4 | 525 |
| Alcohol & Drug Abuse Prevention | 37 | 3 | - | - | - | 1 | 41 |
| Behavioral Health | 49 | 4 | - | - | 3 | - | 56 |
| Children, Youth & Families | 351 | 11 | 4 | 6 | 4 | - | 376 |
| Community & Public Health | 231 | 22 | - | 1 | 2 | 3 | 259 |
| Developmental Services | 38 | 7 | - | - | 1 | - | 46 |
| Elderly & Adult Services | 122 | 12 | - | - | 4 | - | 138 |
| Family Services, Office of | 334 | 27 | - | - | 2 | 1 | 364 |
| Glenclyff Home for the Elderly | 174 | 13 | - | - | 1 | - | 188 |
| Medical Services | 134 | 12 | - | - | 8 | - | 154 |
| NH Hospital | 780 | 44 | 11 | - | 15 | 2 | 852 |
| Juvenile Justice Services | 312 | 25 | 4 | 2 | 6 | - | 349 |
| Toby School | 1 | - | - | - | - | - | 1 |
| Highway Safety Agency | 6 | - | - | - | 1 | - | 7 |
| Human Rights Commission | 9 | - | - | - | - | - | 9 |
| Information Technology, Office of | 383 | 35 | 1 | 1 | 9 | - | 429 |
| Insurance Department | 65 | 5 | - | - | 10 | - | 80 |
| Judicial Council | 2 | - | - | - | - | - | 2 |
| Justice, Department of | 61 | 3 | - | - | 78 | 1 | 144 |
| Labor Department | 83 | 4 | - | - | 2 | - | 89 |
| Liquor Commission | 305 | 12 | - | - | 2 | 1 | 320 |

| <u>Department & Components</u> | <u>CI 10 Filled</u> | <u>CI 10 Vacant</u> | <u>CI 59 Filled</u> | <u>CI 59 Vacant</u> | <u>Unclass. Filled</u> | <u>Unclass. Vacant</u> | <u>Total Positions</u> |
|--|-------------------------|-------------------------|-------------------------|-------------------------|----------------------------|----------------------------|----------------------------|
| Pari-Mutuel Commission | 18 | 4 | 6 | 2 | 6 | - | 36 |
| Pease Development Authority | 6 | - | - | - | - | - | 6 |
| Postsecondary Education Commission | 8 | 0 | - | - | 1 | - | 9 |
| Public Utilities Commission | 64 | 5 | - | - | 6 | - | 75 |
| Real Estate Commission | 8 | - | - | - | 1 | - | 9 |
| Regional Community Technical College System | | | | | | | 856 |
| Commissioner's Office | 43 | 4 | 3 | 3 | 3 | - | 56 |
| Berlin Technical College | 65 | 6 | - | - | 1 | - | 72 |
| Claremont Technical College | 63 | 9 | 1 | - | 1 | - | 74 |
| Concord Technical Institute | 222 | 13 | 5 | 3 | 1 | - | 244 |
| Laconia Technical College | 73 | 2 | 2 | - | 1 | - | 78 |
| Manchester Technical College | 107 | 9 | 5 | - | 1 | - | 122 |
| Nashua Technical College | 74 | 9 | 3 | 2 | 1 | - | 89 |
| Stratham Technical College | 76 | 10 | 7 | 1 | 1 | - | 95 |
| Police Standards & Trng. Council | 25 | - | - | - | 1 | - | 26 |
| Regulatory and Licensing Boards | | | | | | | 73 |
| Accountancy Board | 3 | - | - | - | - | - | 3 |
| Chiropractic Examiners Board | 1 | - | - | - | - | - | 1 |
| Cosmetology & Barbering Board | 5 | 1 | - | - | - | - | 6 |
| Dental Board | 2 | - | - | - | - | - | 2 |
| Joint Board of Licensing & Cert. | 5 | - | - | - | - | - | 5 |
| Medicine, Board of | 18 | 1 | - | - | - | - | 19 |
| Allied Health Prof. | 2 | - | - | - | - | - | 2 |
| Pharmacy Board | 6 | - | - | - | - | - | 6 |
| Plumbers Board | 6 | 1 | - | - | - | - | 7 |
| Psychology, Board of | 2 | - | - | - | - | - | 2 |
| Public Empl. Labor Relations Board | 3 | 2 | - | - | - | - | 5 |
| Real Estate Appraisers Board | 1 | 1 | - | - | - | - | 2 |
| Tax & Land Appeals Board | 7 | 1 | - | - | 4 | - | 12 |
| Veterinarian Examiners Board | 1 | - | - | - | - | - | 1 |
| Resources & Economic Dev., Dept. of | 166 | 13 | 32 | 32 | 6 | 0 | 249 |
| Revenue Administration, Dept. of | 164 | 26 | - | - | 23 | 1 | 214 |
| Safety, Department of | 1,060 | 71 | 24 | 1 | 13 | - | 1,169 |
| State Department | 36 | 4 | 32 | 9 | 9 | 2 | 92 |

| <u>Department & Components</u> | <u>CI 10 Filled</u> | <u>CI 10 Vacant</u> | <u>CI 59 Filled</u> | <u>CI 59 Vacant</u> | <u>Unclass. Filled</u> | <u>Unclass. Vacant</u> | <u>Total Positions</u> |
|--------------------------------------|---------------------|---------------------|---------------------|---------------------|------------------------|------------------------|------------------------|
| Status of Women Commission | 2 | - | - | - | - | - | 2 |
| Sweepstakes Commission | 45 | 4 | - | - | 4 | - | 53 |
| Transportation, Department of | | | | | | | 1,844 |
| Aeronautics | 5 | - | - | - | 1 | - | 6 |
| Bridge Design | 35 | - | - | - | - | - | 35 |
| Bridge Maintenance | 107 | 15 | - | - | - | - | 122 |
| Budget & Finance | 33 | 4 | - | - | - | - | 37 |
| Commissioner's Office | 8 | 4 | - | - | 4 | 2 | 19 |
| Construction | 93 | 11 | - | - | - | - | 104 |
| District 1 – Lancaster | 133 | 10 | - | - | - | - | 143 |
| District 2 - Lebanon | 107 | 14 | - | - | - | - | 121 |
| District 3 - Laconia | 113 | 17 | - | - | - | - | 130 |
| District 4 - Keene | 87 | 5 | - | - | - | - | 92 |
| District 5 - Hooksett | 143 | 15 | - | - | - | - | 158 |
| District 6 - Durham | 94 | 8 | - | - | - | - | 102 |
| Environment | 19 | 4 | - | - | - | - | 23 |
| Fuel Distribution | 6 | - | - | - | - | - | 6 |
| Highway Design | 118 | 36 | - | - | - | - | 154 |
| Human Resources | 15 | 6 | - | - | - | - | 21 |
| Maintenance | 9 | 1 | - | - | - | - | 10 |
| Materials & Research | 55 | 5 | - | - | - | - | 60 |
| Mechanical Services | 80 | 4 | - | - | - | - | 84 |
| Planning & Systems Development | 26 | 3 | - | - | - | - | 29 |
| Railroads | 9 | 2 | - | - | - | - | 11 |
| Right of Way | 35 | 4 | - | - | - | - | 39 |
| Traffic | 74 | 7 | 4 | 17 | - | - | 102 |
| Turnpikes | 231 | 5 | - | - | - | - | 236 |
| Treasury Department | 16 | 3 | - | - | 5 | - | 24 |
| Veterans Council | 5 | - | - | - | 1 | - | 6 |
| Veterans Home | 339 | 28 | - | - | 1 | - | 368 |
| TOTALS | 11,063 | 1,005 | 192 | 108 | 331 | 21 | 12,720 |
| TOTAL VACANCIES | | 1,134 | | | | | |
| VACANCY RATE | | 8.91% | | | | | |

Authorized/Filled Positions 10 Year History



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

DEMOGRAPHICS
New Hampshire State Employees
Fiscal Year 2008

State Government Employees
Executive Branch

| <u>Class Type</u> | <u>Number of Positions*</u> |
|-------------------------|-----------------------------|
| Classified | 12,368 |
| Unclassified | 352 |
| TOTAL POSITIONS: | 12,720 |

*Full Time Only - Includes vacancies

The Classified State Workforce
is made up of...

52.54% Female
47.46% Male

2.84% Minority
97.16% White (not of
Hispanic background)

The Average Classified Employee...

- Is 49 years old
- Has 10 years of service
- Earns \$42,504

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

| | |
|----------------|--------|
| Full time..... | 12,141 |
| Part-time..... | 4,129 |

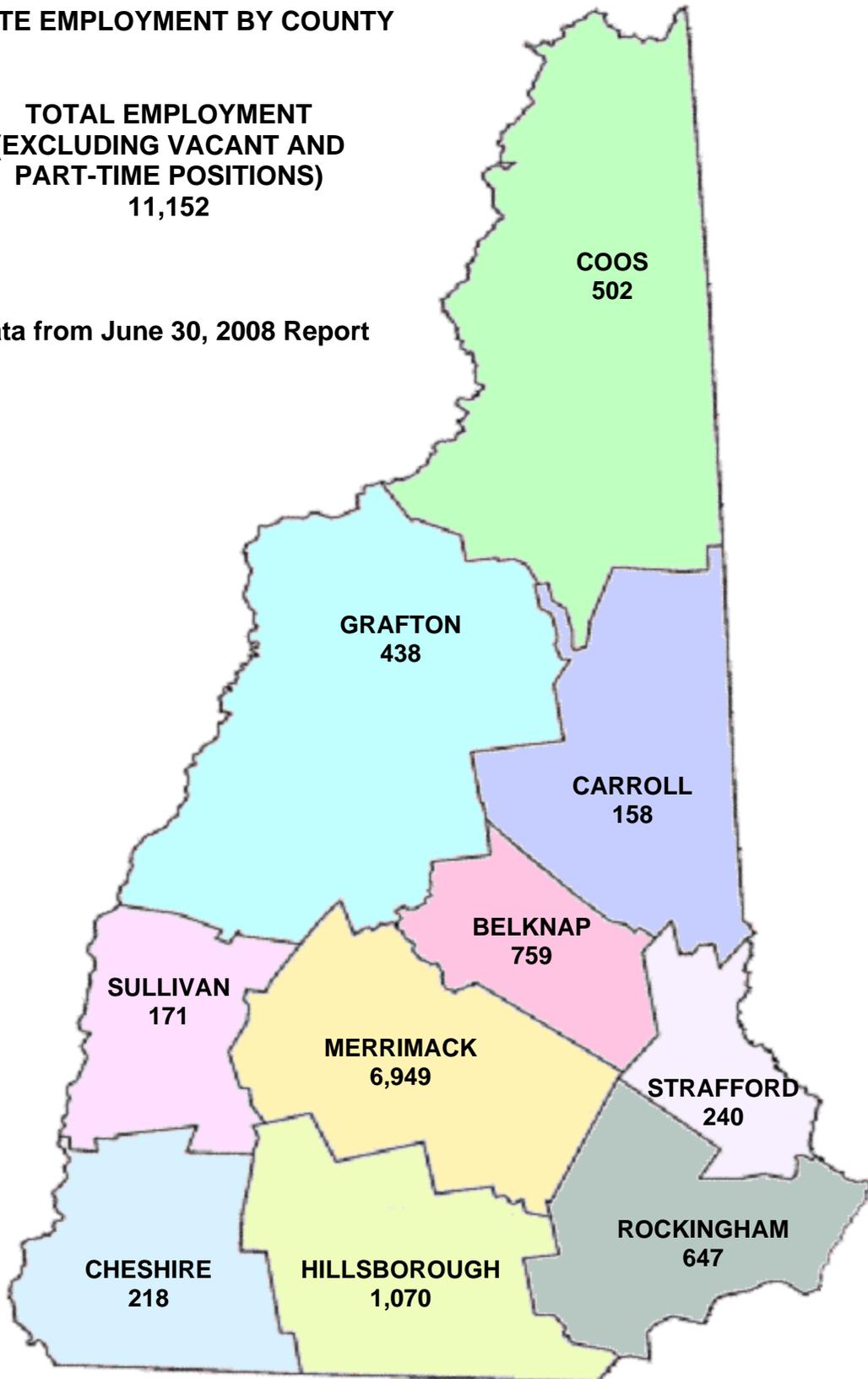
Classified Employees work in...

| | |
|--------------------------|--------|
| Belknap County..... | 6.80% |
| Carroll County..... | 1.42% |
| Cheshire County..... | 1.96% |
| Coos County..... | 4.50% |
| Grafton County..... | 3.93% |
| Hillsborough County..... | 9.59% |
| Merrimack County..... | 62.31% |
| Rockingham County..... | 5.80% |
| Strafford County..... | 2.15% |
| Sullivan County..... | 1.53% |

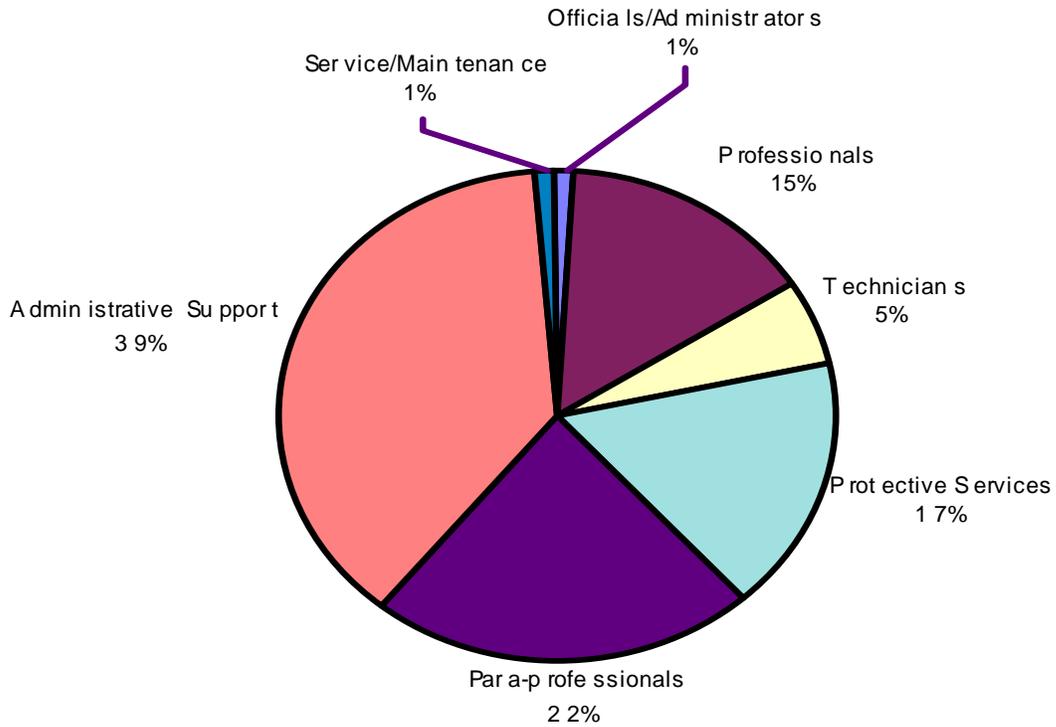
STATE EMPLOYMENT BY COUNTY

**TOTAL EMPLOYMENT
(EXCLUDING VACANT AND
PART-TIME POSITIONS)
11,152**

Data from June 30, 2008 Report



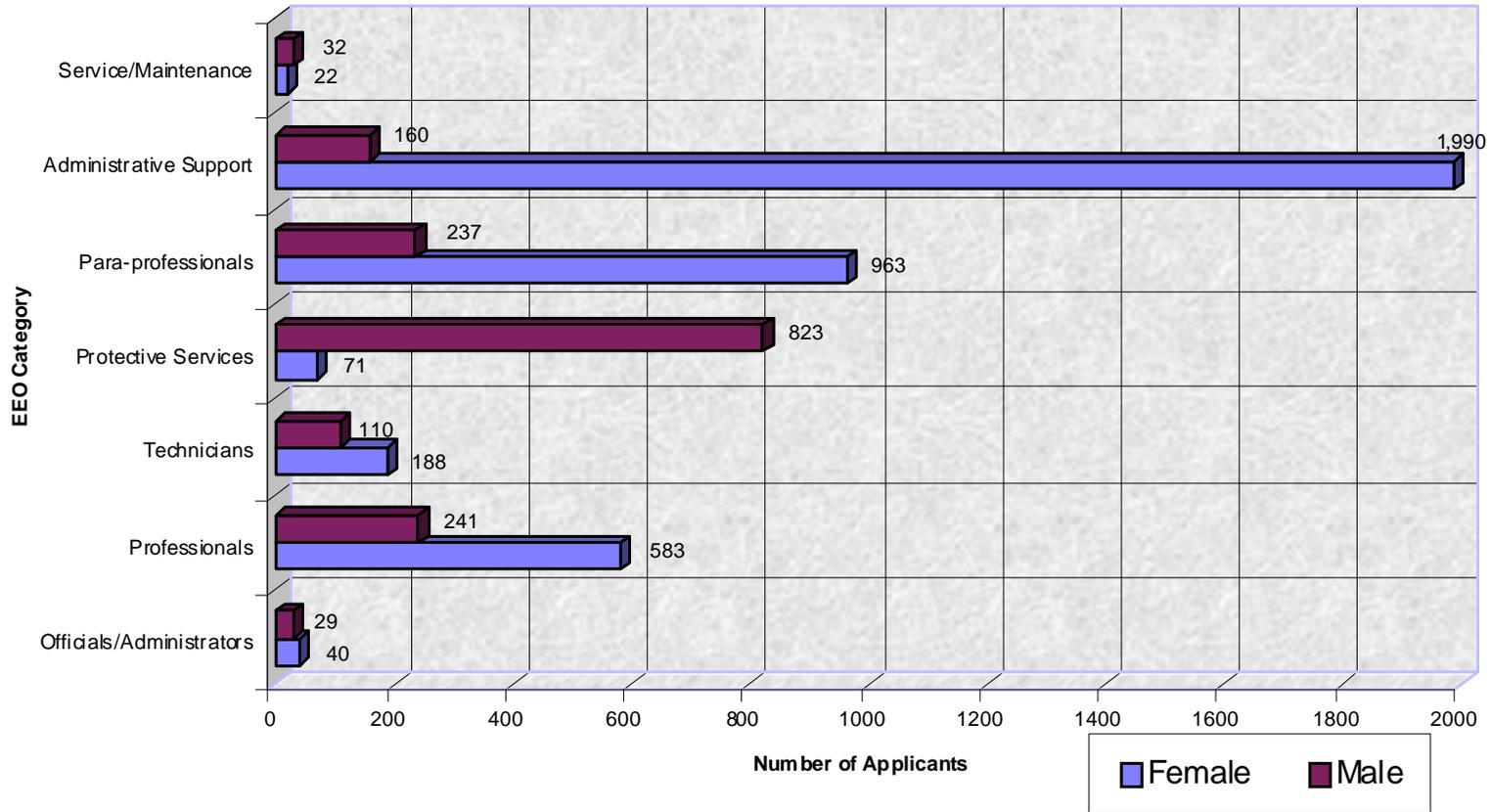
APPLICANTS BY EEO CATEGORY Fiscal Year 2008



| | Number Of Applicants |
|--------------------------|----------------------|
| Administrative Support | 2,223 |
| Officials/Administrators | 71 |
| Para-professionals | 1,260 |
| Professionals | 861 |
| Protective Services | 982 |
| Service/Maintenance | 57 |
| Technicians | 309 |
| TOTAL | 5,763 |

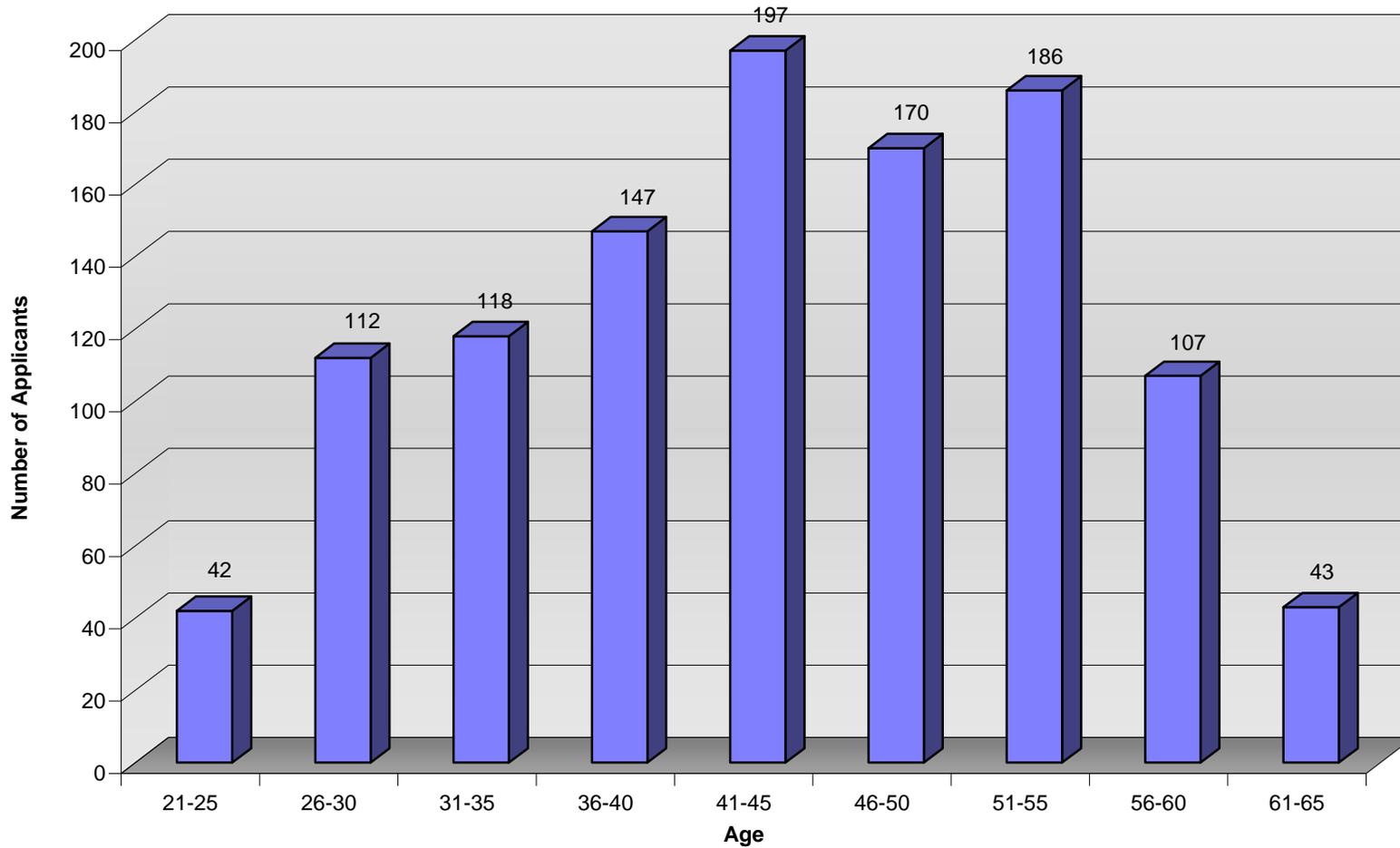
Note: applicants voluntarily submit this information.

APPLICANT GENDER DISTRIBUTION BY EEO CATEGORY Fiscal Year 2008



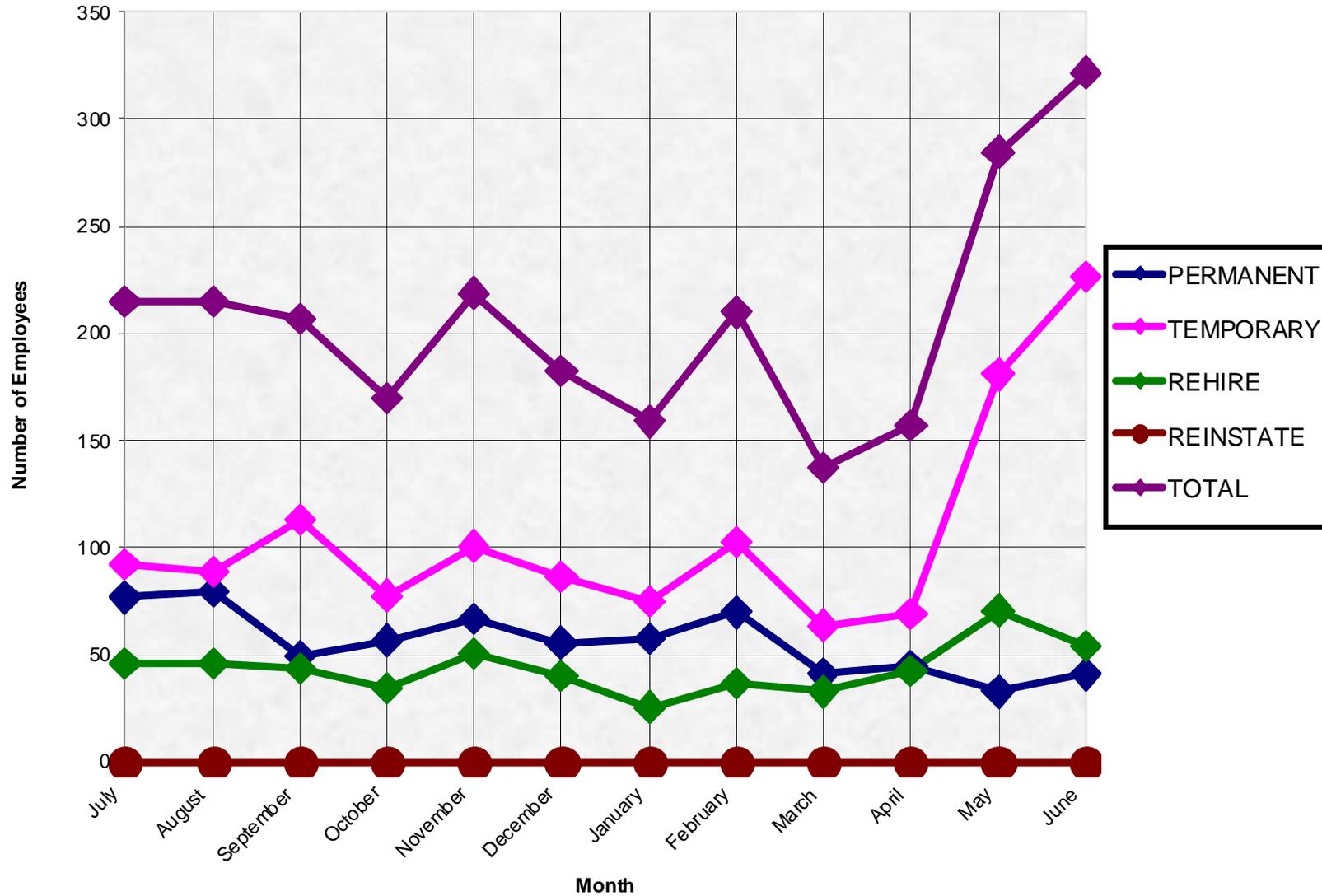
Note: Applicants voluntarily submit this information.
 Total number responding by gender = 5,489

APPLICANTS BY AGE DISTRIBUTION Fiscal Year 2008



Note: This information is voluntarily submitted.
Total number of applicants = 1,122.

TOTAL NEW HIRES BY MONTH Fiscal Year 2008



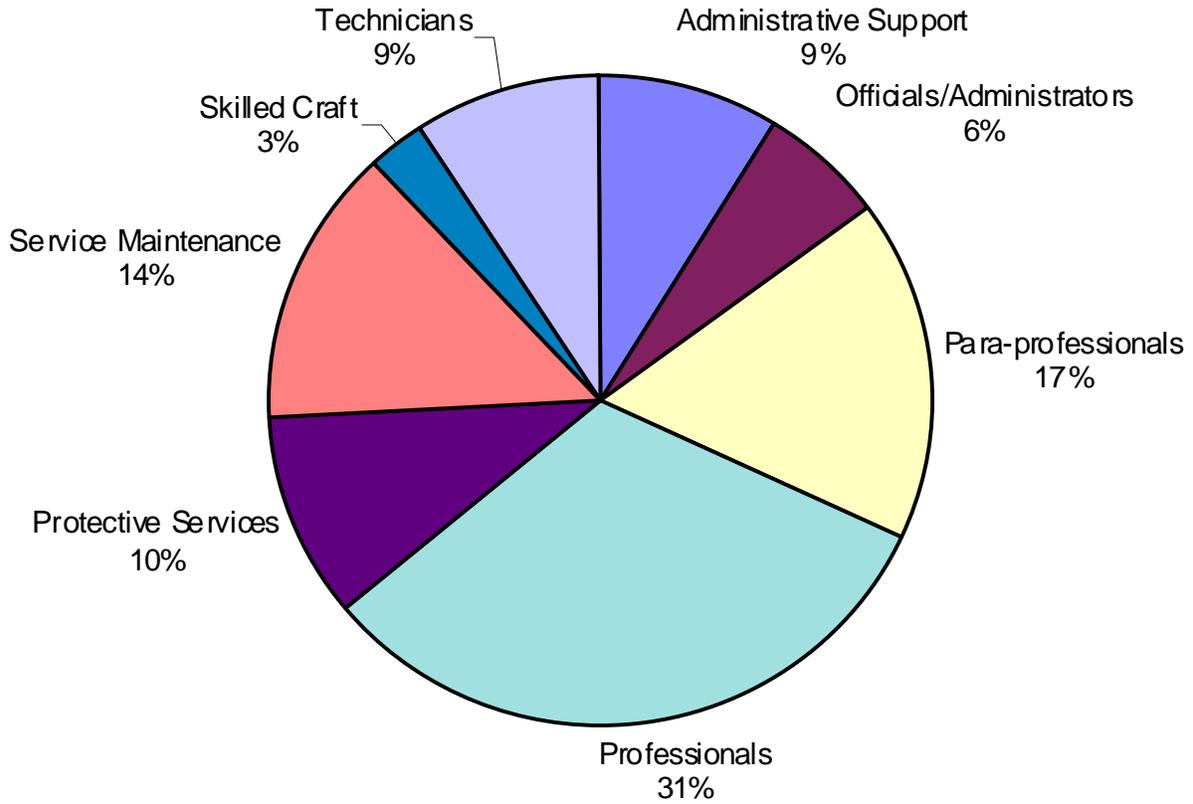
Note: Total new hires for Fiscal Year 2008 = 2,480.

TOTAL NUMBER OF NEW HIRES BY AGENCY

| AGENCY | NEW HIRES | HIRES above min. | % HIRED above min. |
|--|--------------|---------------------|-----------------------|
| Adjutant General Department | 17 | 6 | 35.3% |
| Administrative Services Department | 104 | 11 | 10.6% |
| Agriculture Department | 2 | 0 | 0.0% |
| Banking Department | 6 | 5 | 83.3% |
| Boards and Commissions | 6 | 2 | 33.3% |
| Christa McAuliffe Planetarium | 10 | 2 | 20.0% |
| Corrections Department | 100 | 16 | 16.0% |
| Cultural Resources | 5 | 3 | 60.0% |
| Education Department | 23 | 10 | 43.5% |
| Employment Security | 38 | 4 | 10.5% |
| Environmental Services Department | 81 | 9 | 11.1% |
| Executive Department | 2 | 2 | 100% |
| Fish and Game Department | 55 | 0 | 0.0% |
| Health and Human Services Department | | | |
| Attached Boards | 6 | 2 | 33.3% |
| Behavioral Health | 5 | 0 | 0.0% |
| Children, Youth & Families | 57 | 12 | 21.0% |
| Commissioner's Office | 63 | 11 | 17.5% |
| Developmental Services | 9 | 1 | 11.1% |
| Elderly and Adult Services | 6 | 0 | 0.0% |
| Glenciff Home for the Elderly | 26 | 2 | 7.7% |
| Health Management | 44 | 21 | 47.7% |
| Juvenile Justice Services | 33 | 2 | 6.1% |
| New Hampshire Hospital | 138 | 32 | 23.2% |
| Transitional Assistance | 47 | 4 | 8.5% |
| Human Rights Commission | 4 | 1 | 25.0% |
| Insurance Department | 9 | 7 | 77.8% |
| Justice Department | 8 | 3 | 37.5% |
| Labor Department | 13 | 5 | 38.5% |
| Liquor Commission | 367 | 9 | 2.5% |
| Office of Information Technology | 32 | 14 | 43.8% |
| Police Standards and Training Council | 4 | 1 | 25.0% |
| Postsecondary Education Commission | 3 | 0 | 0.0% |
| Public Utilities Commission | 7 | 3 | 42.9% |
| Racing & Charitable Gaming Commission | 17 | 3 | 17.6% |
| Regional Community Technical College | 231 | 43 | 18.6% |
| Resources & Economic Development Dept. | 318 | 7 | 2.2% |
| Revenue Administration Department | 10 | 2 | 20.0% |
| Safety Department | 158 | 11 | 7.0% |
| Secretary of State Department | 11 | 1 | 9.0% |
| Sweepstakes Commission | 11 | 3 | 27.3% |
| Transportation Department | 286 | 32 | 11.2% |
| Treasury Department | 1 | 0 | 0.0% |
| Veterans Home | 107 | 72 | 67.3% |

Note: Includes all full-time and part-time hires, rehires and reinstatements. Total new hires for FY 2008 = 2,480. Total hires above minimum = 374.

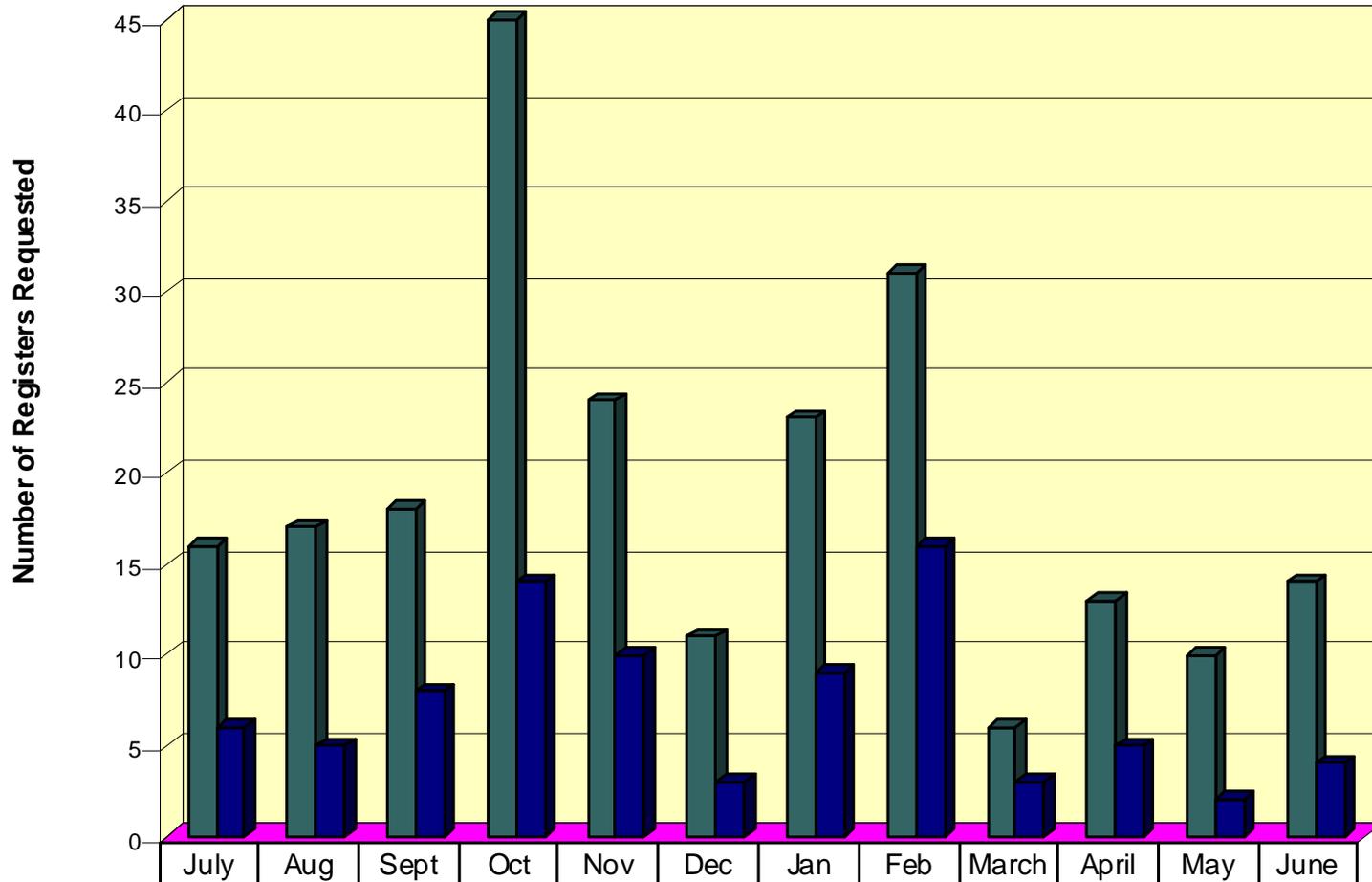
**EMPLOYEES BY EEO CATEGORY
WORKFORCE PARTICIPATION RATES
Fiscal Year 2008**



| | Number Of Employees |
|--------------------------|--------------------------------|
| Administrative Support | 984 |
| Officials/Administrators | 684 |
| Para-professionals | 1,908 |
| Professionals | 3,551 |
| Protective Services | 1,136 |
| Service/Maintenance | 1,559 |
| Skilled Craft | 304 |
| Technicians | 1,026 |
| TOTAL | 11,152 |
| | |

Note: Data from 6-30-08 report.

EMPLOYEES HIRED FROM REGISTERS By Month - Fiscal Year 2008

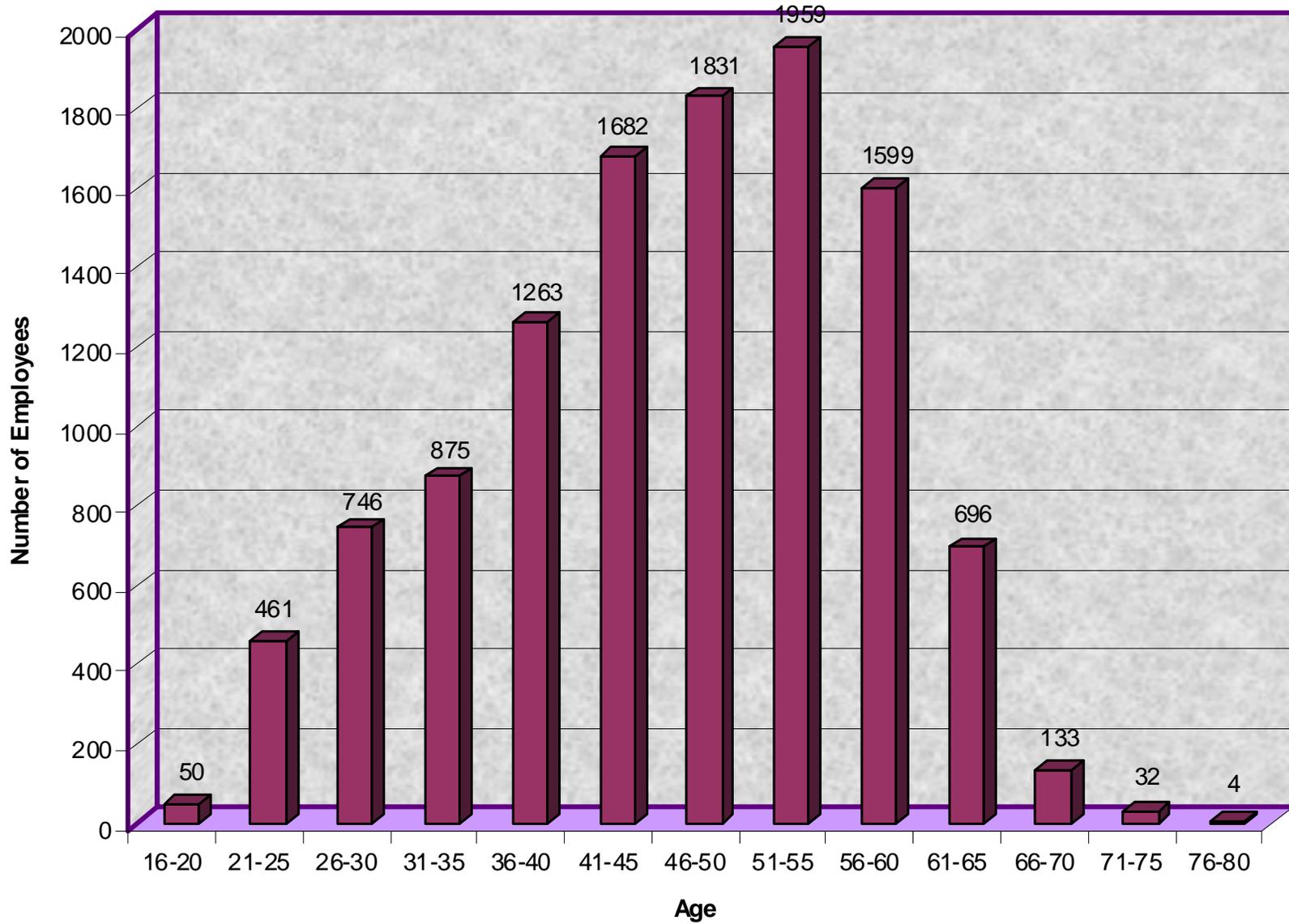


| | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | March | April | May | June |
|-----------------|------|-----|------|-----|-----|-----|-----|-----|-------|-------|-----|------|
| REG. REQUESTED | 16 | 17 | 18 | 45 | 24 | 11 | 23 | 31 | 6 | 13 | 10 | 14 |
| EMPLOYEES HIRED | 6 | 5 | 8 | 14 | 10 | 3 | 9 | 16 | 3 | 5 | 2 | 4 |

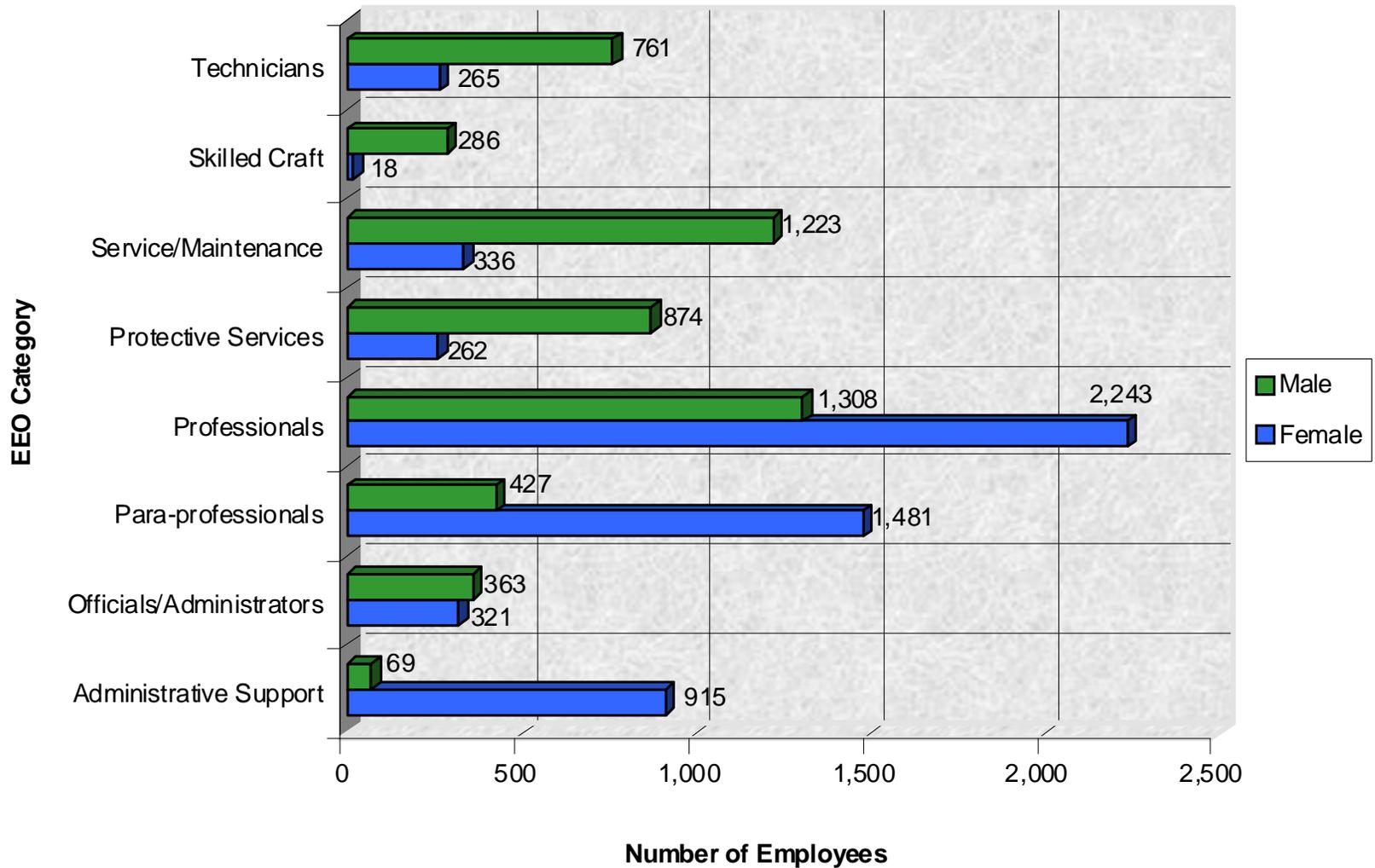
Total Employment Registers Requested by State Agencies = 228
 Total Employees Hired from Registers = 85

EMPLOYEES BY AGE DISTRIBUTION

Fiscal Year 2008

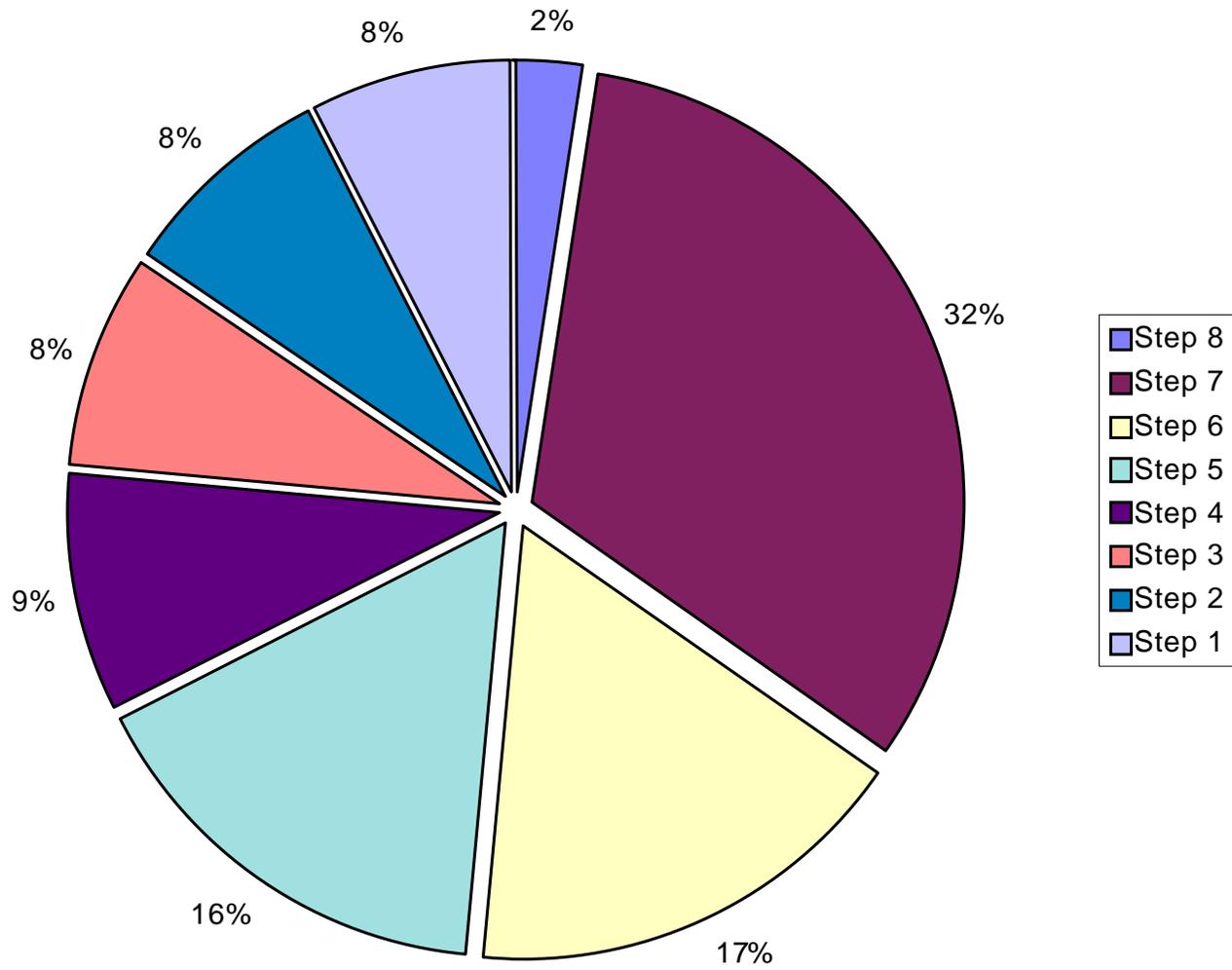


EMPLOYEES BY GENDER AND EEO CATEGORY



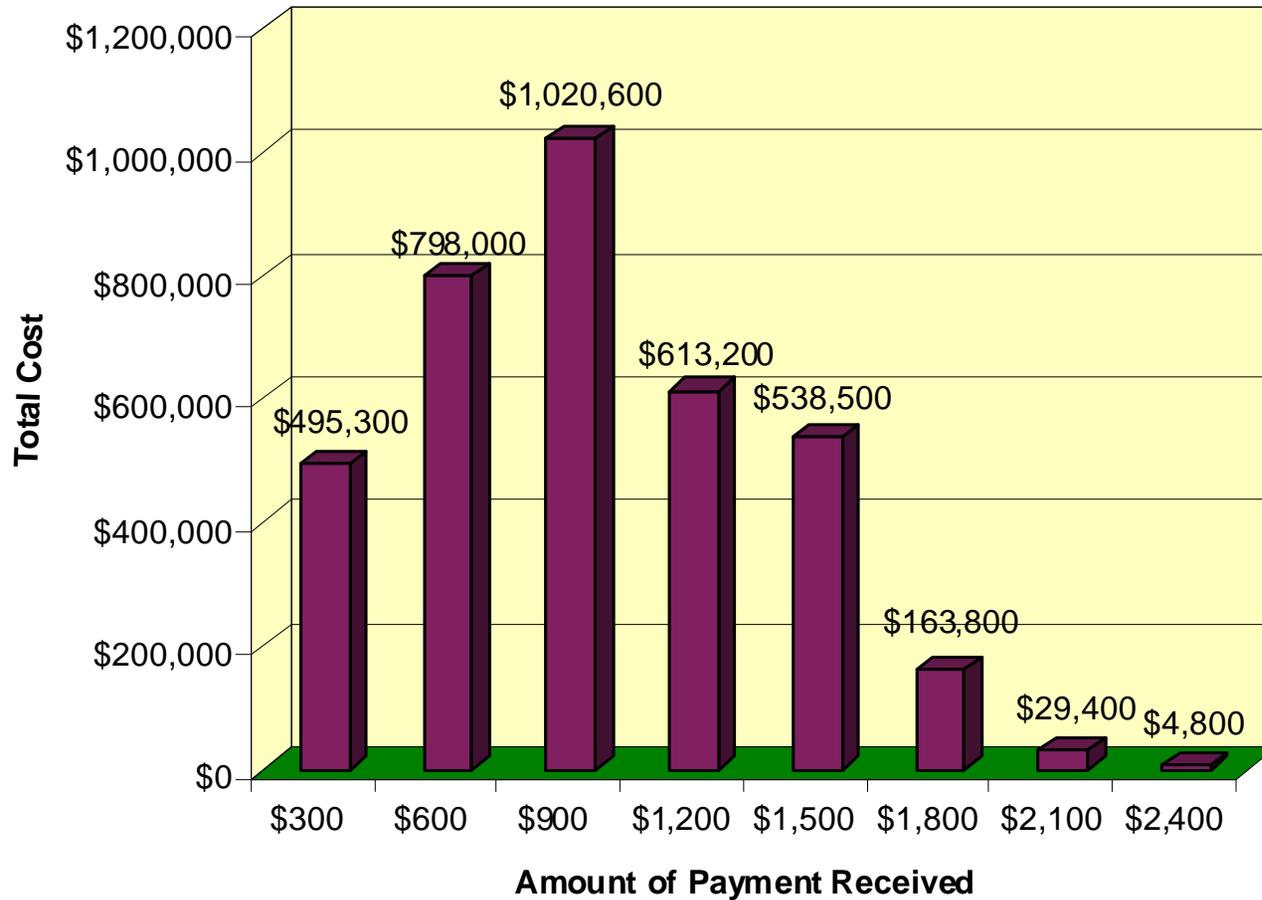
Note: Includes all full-time classified employees as of 06-30-08

OVERALL SALARY DISTRIBUTION Fiscal Year 2008



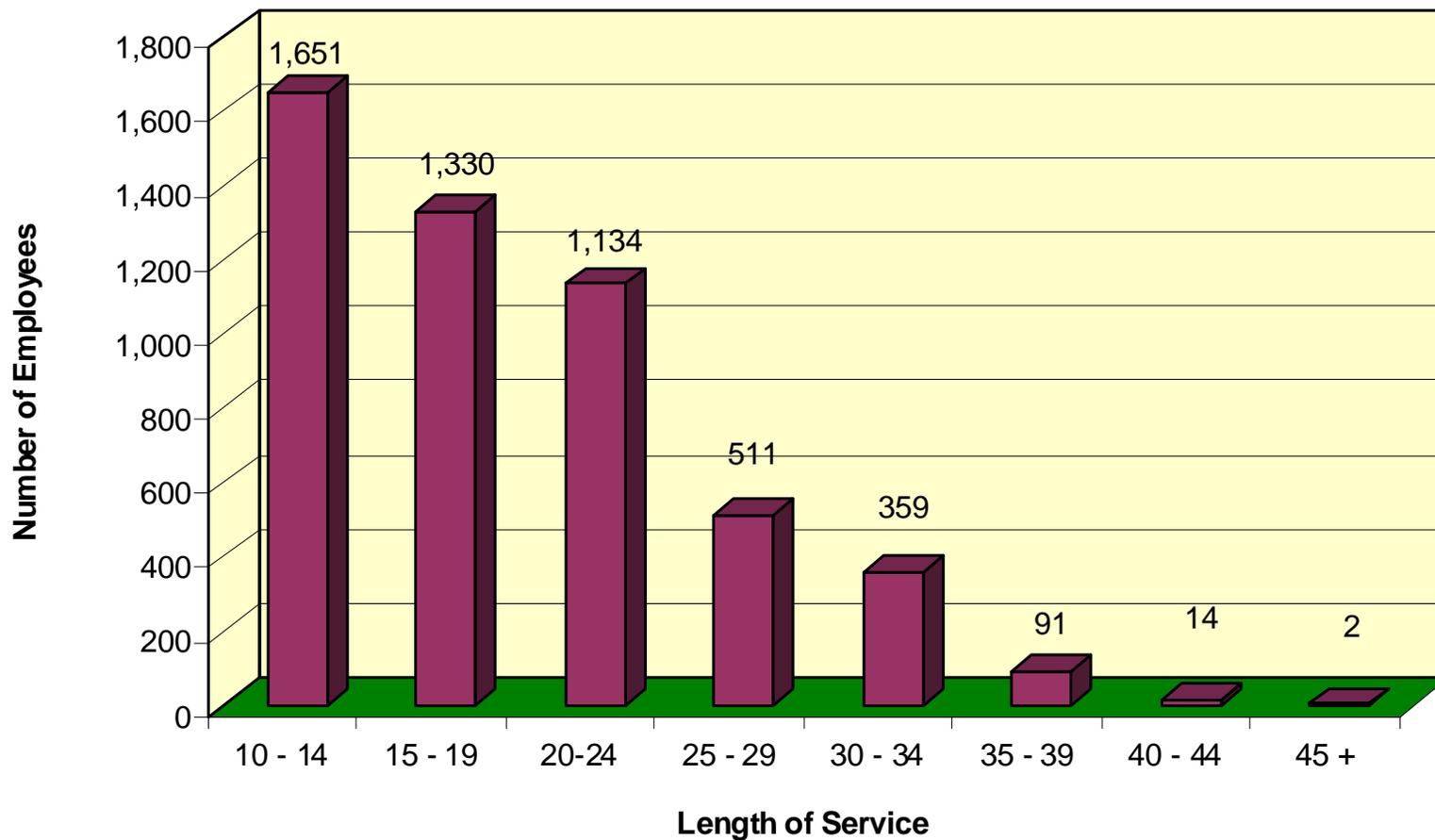
Includes all full-time classified employees as of 06-30-08.

LONGEVITY IN CLASSIFIED SERVICE Cost of Longevity

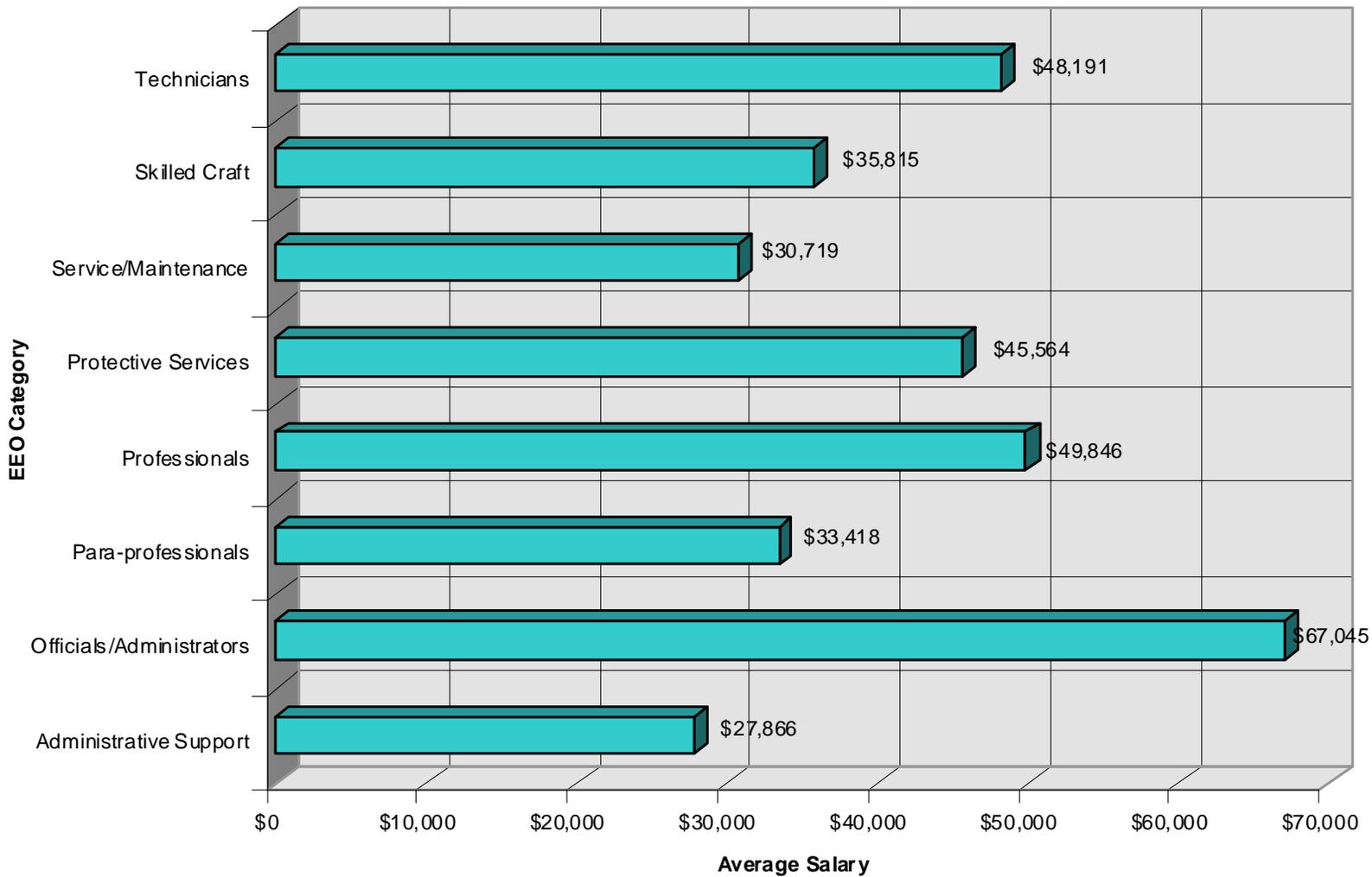


Note: Employees receive \$300 for 10 years of service and an additional \$300 for each 5 years of service beyond 10 years. 46% of the state workforce received a longevity payment in Fiscal Year 2008.

LONGEVITY IN CLASSIFIED SERVICE Number of Employees by Length of Service

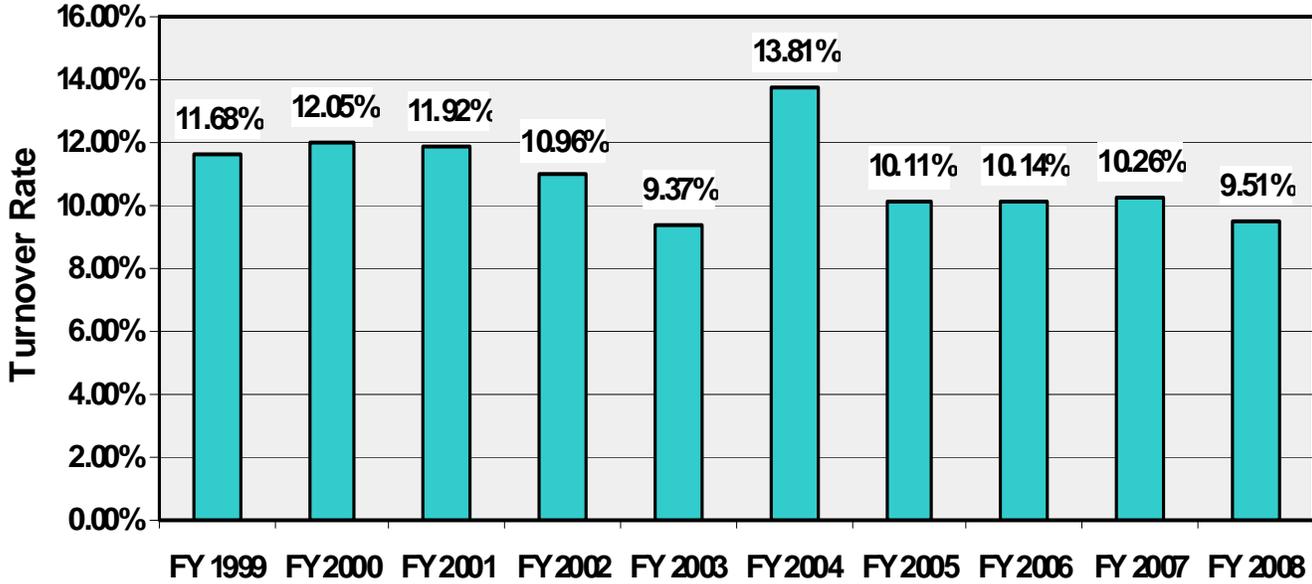


AVERAGE SALARY BY EEO CATEGORY Classified Positions



Note: Includes all full-time permanent and full-time temporary employees as of 06-30-08.

TURNOVER
Separations from Classified Service
10 Year History



| Highest Turnover Classes with 50 or more Full-time Employees | Percent Turnover |
|--|------------------|
| Telecommunications Specialist | 44.82% |
| Child Protective Service Worker IV | 22.22% |
| Clerk Interviewer | 21.12% |
| Mental Health Worker III | 18.30% |
| Administrative Secretary | 17.24% |
| Program Specialist III | 17.11% |
| Nursing Assistant III | 16.27% |
| Cash Terminal Operator I | 16.07% |
| Executive Secretary | 15.38% |
| Registered Nurse III | 13.47% |
| Food Service Worker II | 13.23% |
| Family Service Specialist I | 12.08% |
| Family Service Specialist II | 11.90% |
| Secretary II | 11.82% |

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 2008

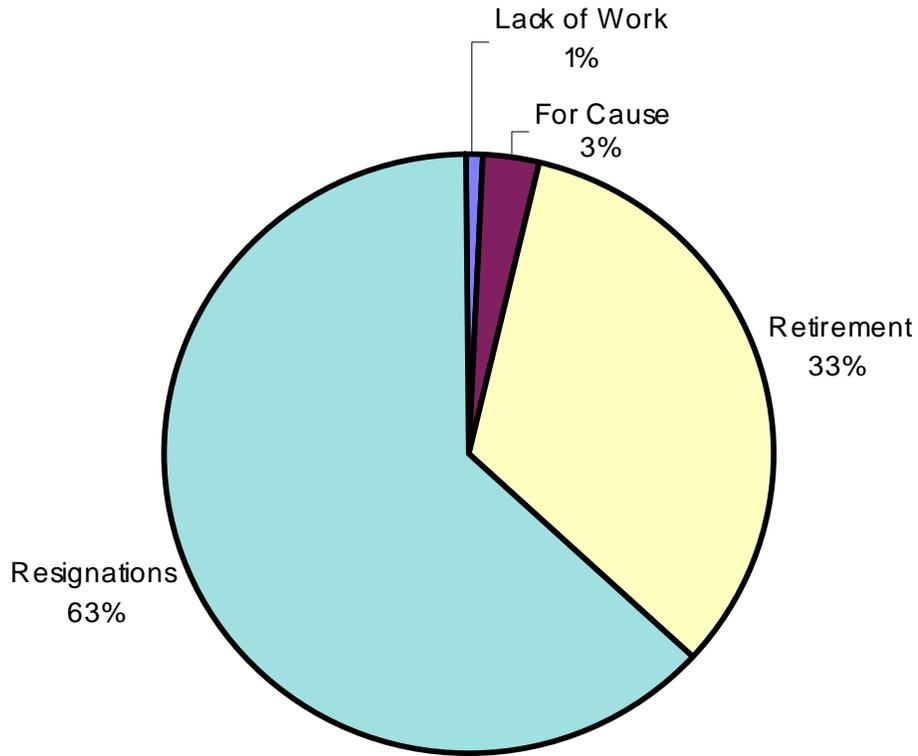
| AGENCY NAME | POSITIONS | TERMINATED TRANSFERRED | TURNOVER RATE % |
|--|-----------|---------------------------|-----------------------|
| Accountancy Board | 3 | 1 | 33.3 |
| Adjutant General Department | 135 | 12 | 8.89 |
| Administrative Services Department | 339 | 42 | 12.38 |
| Agriculture Department | 33 | 2 | 6.06 |
| Banking Department | 48 | 3 | 6.25 |
| Christa McAuliffe Planetarium | 13 | 2 | 15.38 |
| Community Development Finance Authority | 8 | 0 | 0.00 |
| Community College System of NH | 823 | 65 | 7.89 |
| Police Standards & Training | 25 | 2 | 8.00 |
| Corrections Department | 1,080 | 85 | 7.87 |
| Cultural Resources Department | 71 | 7 | 9.85 |
| Development Disabilities Council | 4 | 0 | 0.00 |
| Education Department | 311 | 26 | 8.36 |
| Employment Security | 366 | 24 | 6.55 |
| Environmental Services Department | 533 | 27 | 5.06 |
| Executive Department | 22 | 8 | 36.36 |
| Fish and Game Department | 197 | 13 | 6.59 |
| Health and Human Services Department | | | |
| Administratively Attached Boards | 38 | 2 | 5.26 |
| Behavioral Health | 52 | 3 | 5.76 |
| Commissioner's Office | 659 | 110 | 16.69 |
| Children, Youth & Families | 386 | 48 | 12.43 |
| Developmental Services | 42 | 8 | 19.04 |
| Elderly & Adult Services | 143 | 13 | 9.09 |
| Glencliff Home for the Elderly | 190 | 22 | 11.57 |
| Health Management | 301 | 27 | 8.97 |
| Juvenile Justice Services | 340 | 29 | 8.52 |
| NH Hospital | 813 | 94 | 11.56 |
| Transitional Assistance | 354 | 54 | 15.25 |
| Highway Safety Agency | 6 | 0 | 0.00 |
| Human Rights Commission | 9 | 2 | 22.22 |
| Information Technology, Office of | 420 | 36 | 8.57 |
| Insurance Department | 70 | 3 | 4.28 |
| Joint Board of Licensing & Certification | 5 | 1 | 20.00 |
| Judicial Council | 2 | 0 | 0.00 |
| Justice Department | 65 | 8 | 12.30 |
| Labor Department | 87 | 7 | 8.04 |
| Liquor Commission | 317 | 26 | 8.20 |
| Pease Development Authority | 6 | 0 | 0.00 |
| Postsecondary Education Comm. | 8 | 0 | 0.00 |

TURNOVER RATES BY AGENCY – FY 2008

| AGENCY NAME | POSITIONS | TERMINATED TRANSFERRED | TURNOVER RATE % |
|--|---------------|---------------------------|-----------------------|
| Public Employees Labor Relations Board | 5 | 2 | 40.00 |
| Public Utilities Commission | 69 | 4 | 5.79 |
| Racing & Charitable Gaming Commission | 30 | 5 | 16.66 |
| Real Estate Commission | 8 | 1 | 12.50 |
| Regulatory and Licensing Boards | 12 | 2 | 16.66 |
| Resources & Econ. Dev. Department | 243 | 20 | 8.23 |
| Revenue Administration Department | 190 | 14 | 7.36 |
| Safety Department | 1,158 | 108 | 9.32 |
| State Department | 81 | 5 | 6.17 |
| Sweepstakes Commission | 49 | 6 | 12.24 |
| Tax & Land Appeals Board | 8 | 1 | 12.50 |
| Transportation Department | 1,837 | 134 | 7.29 |
| Treasury Department | 19 | 2 | 10.52 |
| Veterans' Council | 5 | 0 | 0.00 |
| Veterans' Home | 367 | 41 | 11.17 |
| TOTAL* | 12,397 | 1,180 | 9.51% |

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

SEPARATION FROM SERVICE
Fiscal Year 2008
Total Separations = 1,046



| RESIGNATIONS: | | FOR CAUSE: | |
|-----------------------|------------|----------------------------------|-----------|
| Personal Reasons | 464 | Termination For Cause | 16 |
| Accepted New Job | 93 | Misconduct | 1 |
| Quit Without Notice | 38 | Leave Expiration | 5 |
| Medical | 23 | Excessive Absence | 5 |
| Relocation | 15 | Failed Probation | 4 |
| Death | 15 | Not Qualified | 2 |
| School | 3 | TOTAL | 33 |
| Workers' Compensation | 3 | | |
| Dissatisfied With Pay | 1 | | |
| Military | 1 | | |
| Other | 5 | | |
| TOTAL | 661 | Data from 6-30-08 report. | |

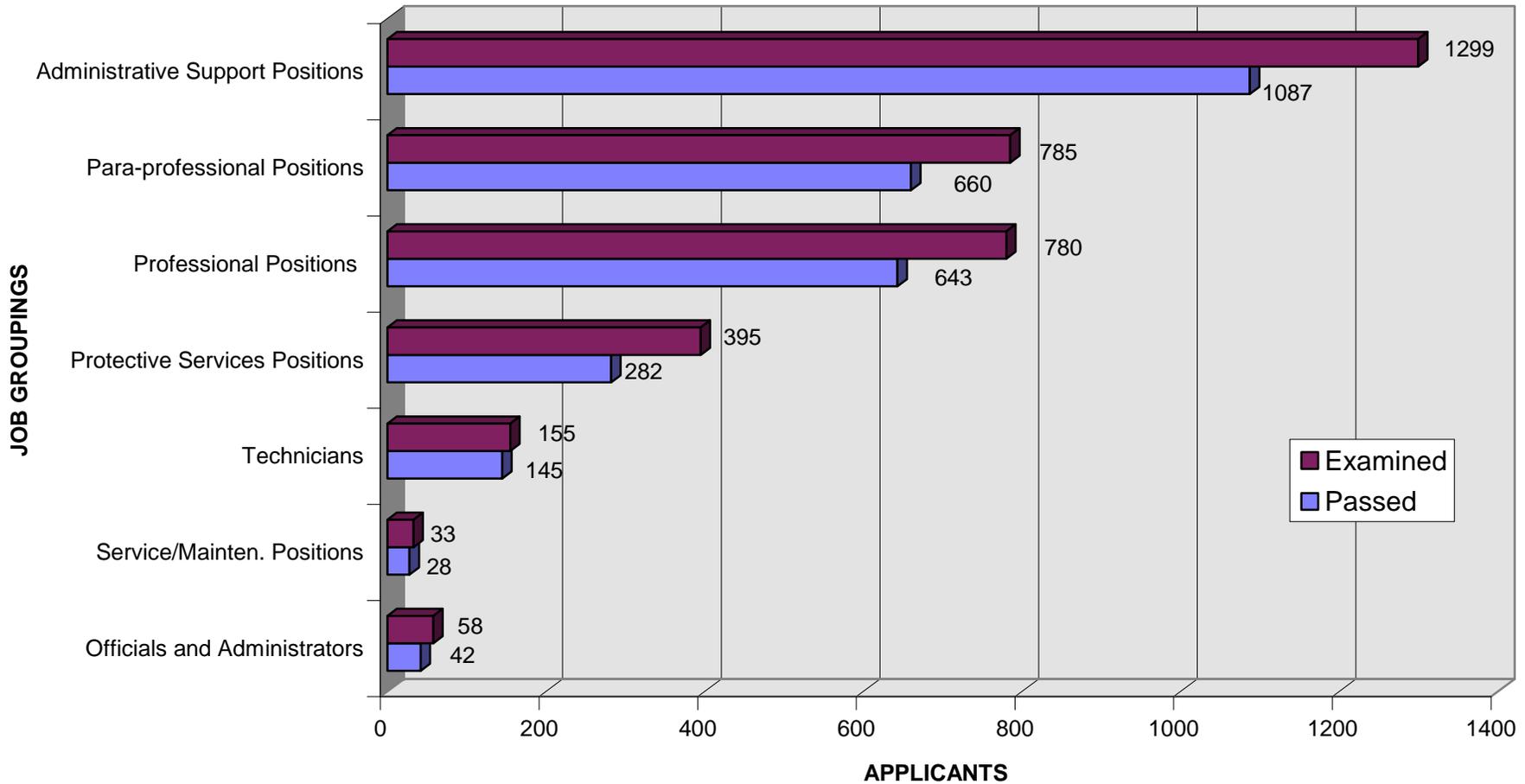
EXAMINATION SECTION

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

Moving towards technology has allowed the Examination Section to convert nearly all of its examinations from the former pencil and paper test administration format to an on-line computer-based presentation. The section's testing facility is equipped with nine (9) workstations and candidates have overwhelmingly indicated a preference for the present computerized environment. Also, outreach field-testing of candidates has been expedited through the use of New Hampshire Employment Security local offices as alternative examination sites. These satellite-testing centers have increased overall efficiency through the provision of more convenient on-line testing locations for a large number of participants.

The Examination Section continues to provide information regarding structured interviews' required scope of expertise thereby promoting optimal performance of participants. We have changed three (3) classifications to Structured Interview format. The total testing activity resulted in three thousand, five hundred and five (3,505) applicants being tested and two thousand, eight seven names being added to the Division of Personnel's various registers - please see the Fiscal Year 2008 Examination Section Activity chart on the following page. In closing, the NH Division of Personnel Examinations Section has gone through significant changes in this fiscal year. Starting with the retirement of the Supervisor of Examinations and filling the vacant Examinations Human Resources Technician position, the Examinations Section currently operates with a full time Human Resources technician and a part time Human Resources Assistant.

EXAMINATION SECTION ACTIVITY July 1, 2007 - June 30, 2008



| | Officials and Administrators | Service/Mainten. Positions | Technicians | Protective Services Positions | Professional Positions | Para-professional Positions | Administrative Support Positions |
|----------|------------------------------|----------------------------|-------------|-------------------------------|------------------------|-----------------------------|----------------------------------|
| Examined | 58 | 33 | 155 | 395 | 780 | 785 | 1299 |
| Passed | 42 | 28 | 145 | 282 | 643 | 660 | 1087 |

CLASSIFICATION SECTION

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

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

During Fiscal Year 2008, 215 full-time and part-time temporary positions were established in 23 different agencies, compared with the establishment of 279 such positions in 23 different agencies in Fiscal Year 2007. Over 57% of these positions were established in three agencies, the Department of Health and Human Services, the Department of Employment Security, and the Community College System of NH. Of the total established statewide, 100 were established as temporary full-time positions, while the remaining 115 were established as temporary part-time positions.

The Classification Section also conducted telephone job audit interviews with incumbents and supervisors for those positions in which incumbents and/or their agencies submitted completed requests for reclassification. During Fiscal Year 2008, a total of 660 filled or vacant positions were reviewed by the Classification Section, compared with 585 such requests in Fiscal Year 2007.

The following chart summarizes the number of positions reviewed and the number of positions established in Fiscal Year 2008 in relation to the total number of positions in the State Classified System.

| | Total Positions Reviewed | Temporary Positions Established | |
|--|--------------------------|---------------------------------|------------------|
| Number Reviewed or Established | 660 | Full Time 100 | Part Time 115 |
| Percentage of Total Classified Positions | 5.34% | .81% | -- |

Other tasks performed by the Classification Section during Fiscal Year 2008 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.
- Providing guidance to agencies concerning the effect of potential changes to existing organizational structure.
- Analyzing submitted material regarding functions assigned to positions to determine proper classifications or reallocation of existing class.
- Drafting and writing decision letters conveying the rationale underlying personnel decisions.
- Maintaining files of supplemental job descriptions, organizational charts, and position review correspondence.
- Entering and maintaining position information in the Government Human Resources System (GHRIS).
- Analyzing job duties, minimum qualifications, and assigned factor levels in order to reallocate the salaries of existing classifications.
- Establishing and revising minimum qualifications, licensure, certification requirements, and special requirements for positions.

CLASSIFIED POSITIONS REVIEWED
July 1, 2007 - June 20, 2008

| DEPARTMENT | #PERM. POS. | SG CHG | TITLE CHG | RECL UP | RECL DOWN | NO CHG | G&C APPRL |
|----------------------------------|------------------------|-------------------|----------------------|--------------------|----------------------|-------------------|--------------------------|
| Accountancy Board | 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| Adjutant General | 135 | 14 | 14 | 11 | 3 | 0 | 1 |
| Administrative Services | | | | | | | |
| Budget Office | 14 | 0 | 0 | 0 | 0 | 0 | 0 |
| Bureau of Accounting | 21 | 2 | 2 | 1 | 1 | 0 | 0 |
| Bureau of General Services | 69 | 2 | 2 | 2 | 0 | 0 | 1 |
| Bureau of Planning & Mgmt. | 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| Business Office | 7 | 0 | 0 | 0 | 0 | 0 | 0 |
| Commissioner's Office | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| Cost Containment | 9 | 0 | 0 | 0 | 0 | 0 | 0 |
| Court Facilities | 27 | 1 | 1 | 0 | 1 | 0 | 1 |
| Division of Personnel | 23 | 4 | 4 | 4 | 0 | 1 | 2 |
| Facilities Asset Management | 36 | 1 | 1 | 0 | 1 | 0 | 0 |
| Financial Data Mgmt. | 22 | 0 | 0 | 0 | 0 | 0 | 0 |
| Graphic Services | 25 | 6 | 6 | 6 | 0 | 1 | 0 |
| Plant & Property Mgmt. | 21 | 0 | 0 | 0 | 0 | 0 | 0 |
| Public Works, Design & Contracts | 34 | 3 | 3 | 2 | 1 | 0 | 0 |
| Purchase & Property Warehouse | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Risk Management | 10 | 4 | 4 | 3 | 1 | 0 | 1 |
| Surplus Distribution | 9 | 0 | 0 | 0 | 0 | 0 | 0 |
| Telecommunications | 7 | 0 | 0 | 0 | 0 | 0 | 0 |
| Agriculture | 33 | 1 | 1 | 1 | 0 | 0 | 1 |
| Allied Health Professionals | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| Bank Commission | 48 | 0 | 0 | 0 | 0 | 0 | 0 |
| Barber's & Cosmetology Board | 6 | 1 | 1 | 1 | 0 | 0 | 0 |
| Board of Land & Tax Appeals | 8 | 0 | 0 | 0 | 0 | 0 | 0 |
| Board of Medicine | 6 | 2 | 2 | 2 | 0 | 0 | 1 |
| Chiropractic Examiners | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Commission of Status of Women | 2 | 0 | 0 | 0 | 0 | 0 | 0 |

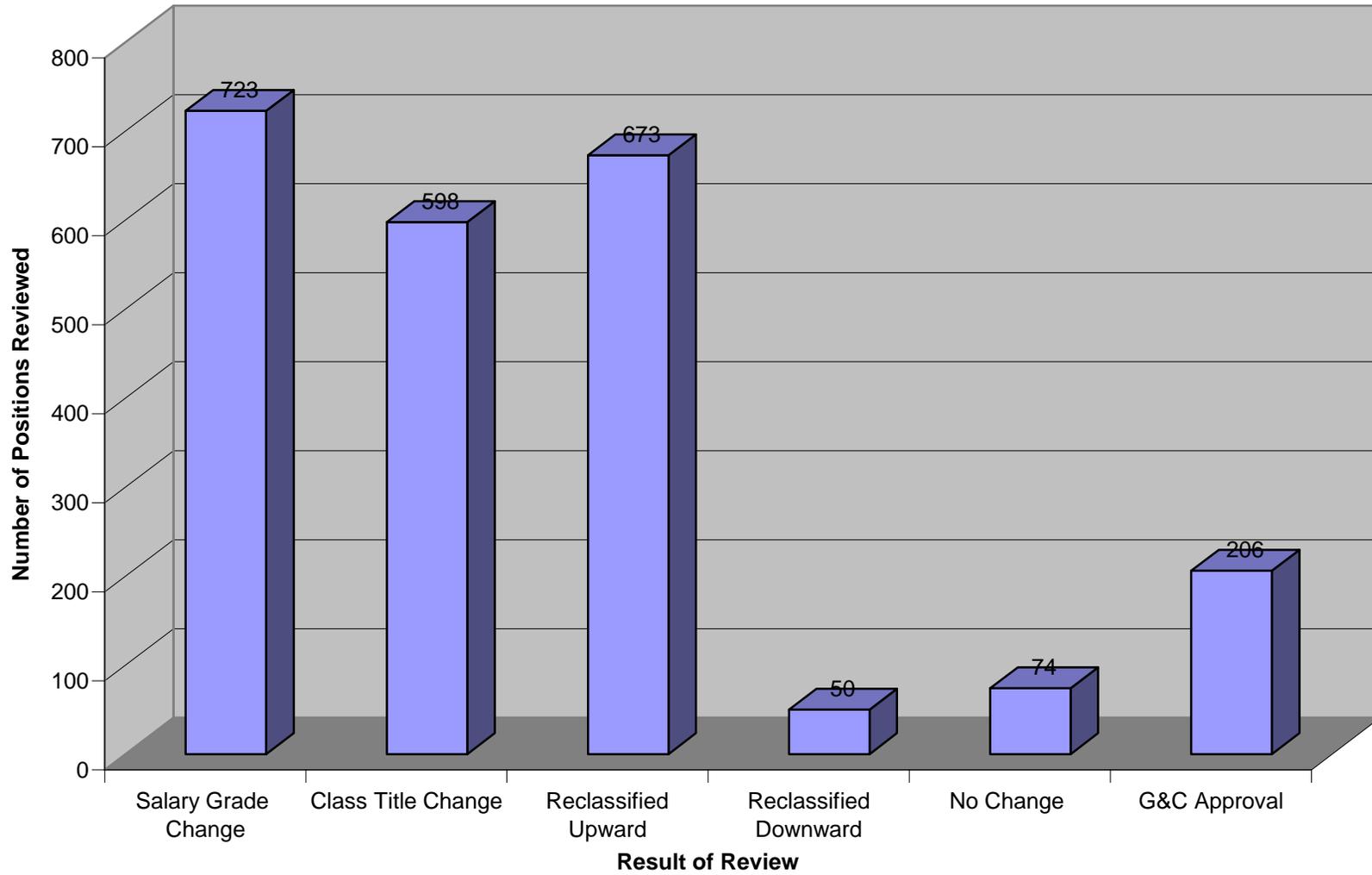
| <u>DEPARTMENT</u> | <u>#PERM. POS.</u> | <u>SG CHG</u> | <u>TITLE CHG</u> | <u>RECL UP</u> | <u>RECL DOWN</u> | <u>NO CHG</u> | <u>G&C APPRL</u> |
|------------------------------------|------------------------|-------------------|----------------------|--------------------|----------------------|-------------------|--------------------------|
| Community Development Authority | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Community College System of NH | | | | | | | |
| Community College System of NH | 53 | 4 | 4 | 4 | 0 | 0 | 0 |
| River Valley Community College | 71 | 6 | 6 | 5 | 1 | 0 | 2 |
| White Mountains Community College | 73 | 2 | 2 | 2 | 0 | 0 | 0 |
| Lakes Region Community College | 77 | 1 | 1 | 1 | 0 | 0 | 0 |
| Manchester Community College | 121 | 6 | 7 | 6 | 0 | 0 | 1 |
| Nashua Community College | 90 | 2 | 3 | 2 | 0 | 0 | 0 |
| Great Bay Community College | 95 | 5 | 5 | 4 | 1 | 0 | 0 |
| Technical Institute - Concord | 243 | 14 | 15 | 14 | 0 | 0 | 1 |
| Corrections | 1,078 | 24 | 20 | 22 | 2 | 4 | 14 |
| Cultural Resources | | | | | | | |
| Div. Of Historic Resources | 12 | 2 | 2 | 2 | 0 | 0 | 1 |
| Division of Arts | 8 | 0 | 0 | 0 | 0 | 0 | 0 |
| State Library | 51 | 0 | 0 | 0 | 0 | 0 | 0 |
| Dental Board | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| Developmental Disabilities Council | 4 | 0 | 0 | 0 | 0 | 0 | 0 |
| Education | 310 | 18 | 19 | 14 | 4 | 0 | 12 |
| Employment Security | 365 | 11 | 11 | 11 | 0 | 0 | 4 |
| Environmental Services | | | | | | | |
| Air Resources | 72 | 3 | 3 | 3 | 0 | 0 | 2 |
| Environmental Services | 102 | 6 | 7 | 4 | 2 | 0 | 5 |
| Waste Management | 80 | 2 | 2 | 2 | 0 | 0 | 0 |
| Water Pollution | 279 | 20 | 21 | 20 | 0 | 0 | 13 |
| Water Resources | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Executive Branch | | | | | | | |
| Gov's Comm on Disability | 7 | 1 | 1 | 1 | 0 | 0 | 0 |
| Office of Energy & Planning | 15 | 0 | 0 | 0 | 0 | 0 | 0 |
| Fish & Game | 196 | 5 | 8 | 5 | 0 | 0 | 5 |
| Health & Human Services | 3,253 | 130 | 139 | 123 | 7 | 11 | 69 |

| <u>DEPARTMENT</u> | <u>#PERM. POS.</u> | <u>SG CHG</u> | <u>TITLE CHG</u> | <u>RECL UP</u> | <u>RECL DOWN</u> | <u>NO CHG</u> | <u>G&C APPRL</u> |
|---|------------------------|-------------------|----------------------|--------------------|----------------------|-------------------|--------------------------|
| Highway Safety | 6 | 0 | 0 | 0 | 0 | 0 | 0 |
| Human Rights Commission | 9 | 0 | 0 | 0 | 0 | 0 | 0 |
| Insurance | 70 | 5 | 3 | 4 | 1 | 0 | 3 |
| Joint Board | 5 | 2 | 2 | 2 | 0 | 0 | 0 |
| Judicial Council | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| Justice Department | 65 | 3 | 3 | 3 | 0 | 2 | 1 |
| Labor | 87 | 19 | 6 | 19 | 0 | 0 | 2 |
| Liquor Commission | 317 | 180 | 6 | 179 | 1 | 50 | 1 |
| Massage Therapy Advisory Board | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mental Health Practice Board | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| Nurses Registration | 12 | 0 | 0 | 0 | 0 | 0 | 0 |
| Department of Information Technology | 428 | 18 | 18 | 17 | 1 | 1 | 8 |
| Racing and Charitable Gaming Commission | 30 | 0 | 0 | 0 | 0 | 0 | 0 |
| Pease Development Authority | 6 | 0 | 0 | 0 | 0 | 0 | 0 |
| Pharmacy Board | 6 | 0 | 0 | 0 | 0 | 0 | 0 |
| Planetarium (Christa McAuliffe) | 13 | 0 | 0 | 0 | 0 | 1 | 0 |
| Plumbers Board | 7 | 0 | 0 | 0 | 0 | 0 | 0 |
| Police Standards & Training | 25 | 2 | 2 | 2 | 0 | 0 | 1 |
| Postsecondary Education Commission | 8 | 1 | 1 | 1 | 0 | 0 | 1 |
| Public Employees Labor Rel. Bd | 5 | 0 | 0 | 0 | 0 | 0 | 0 |
| Public Utilities Commission | 69 | 6 | 6 | 6 | 0 | 0 | 2 |
| Real Estate Appraisers Board | 2 | 1 | 1 | 1 | 0 | 0 | 1 |

| <u>DEPARTMENT</u> | <u>#PERM. POS.</u> | <u>SG CHG</u> | <u>TITLE CHG</u> | <u>RECL UP</u> | <u>RECL DOWN</u> | <u>NO CHG</u> | <u>G&C APPRL</u> |
|----------------------------------|------------------------|-------------------|----------------------|--------------------|----------------------|-------------------|--------------------------|
| Real Estate Commission | 8 | 0 | 0 | 0 | 0 | 0 | 0 |
| Resources & Economic Development | 243 | 18 | 12 | 16 | 2 | 0 | 4 |
| Revenue Administration | 190 | 4 | 5 | 3 | 1 | 0 | 4 |
| Safety | 1,157 | 67 | 119 | 55 | 12 | 3 | 8 |
| Secretary of State | | | | | | | |
| Div. Of Records & Archives | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| Secretary of State | 70 | 1 | 1 | 1 | 0 | 0 | 1 |
| Securities Regulation | 9 | 0 | 0 | 0 | 0 | 0 | 0 |
| Lottery Commission | 49 | 4 | 3 | 4 | 0 | 0 | 2 |
| Transportation | | | | | | | |
| Dept. of Transportation | 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| District 1 | 143 | 1 | 1 | 1 | 0 | 0 | 0 |
| District 2 | 121 | 5 | 5 | 5 | 0 | 0 | 3 |
| District 3 | 130 | 4 | 4 | 4 | 0 | 0 | 3 |
| District 4 | 92 | 1 | 1 | 1 | 0 | 0 | 0 |
| District 5 | 158 | 2 | 2 | 1 | 1 | 0 | 1 |
| District 6 | 102 | 3 | 3 | 3 | 0 | 0 | 1 |
| Commissioner's Office | 9 | 1 | 1 | 1 | 0 | 0 | 1 |
| Fuel Distribution | 6 | 0 | 0 | 0 | 0 | 0 | 0 |
| Budget & Finance | 37 | 1 | 1 | 1 | 0 | 0 | 1 |
| Human Resources | 21 | 5 | 6 | 3 | 2 | 0 | 2 |
| Environment | 23 | 4 | 4 | 3 | 1 | 0 | 3 |
| Bridge Design | 35 | 1 | 1 | 1 | 0 | 0 | 0 |
| Bridge Maintenance | 122 | 0 | 0 | 0 | 0 | 0 | 0 |
| Construction | 104 | 10 | 10 | 10 | 0 | 0 | 0 |
| Highway Design | 154 | 14 | 14 | 14 | 0 | 0 | 0 |
| Mechanical Div. - Swanzey | 84 | 0 | 0 | 0 | 0 | 0 | 0 |
| Materials & Research | 60 | 0 | 0 | 0 | 0 | 0 | 0 |
| Planning & System Development | 29 | 2 | 2 | 2 | 0 | 0 | 2 |
| Right of Way | 39 | 1 | 2 | 1 | 0 | 0 | 1 |
| Traffic | 102 | 9 | 9 | 7 | 2 | 0 | 4 |
| Maintenance | 10 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aeronautics | 5 | 0 | 0 | 0 | 0 | 0 | 0 |
| Railroads | 11 | 1 | 1 | 1 | 0 | 0 | 0 |
| Turnpikes | 236 | 9 | 9 | 9 | 0 | 0 | 4 |
| Treasury | 19 | 0 | 1 | 0 | 0 | 0 | 0 |
| Veterans' Council | 5 | 0 | 0 | 0 | 0 | 0 | 0 |

| <u>DEPARTMENT</u> | <u>#PERM. POS.</u> | <u>SG CHG</u> | <u>TITLE CHG</u> | <u>RECL UP</u> | <u>RECL DOWN</u> | <u>NO CHG</u> | <u>G&C APPRL</u> |
|----------------------------|------------------------|-------------------|----------------------|--------------------|----------------------|-------------------|--------------------------|
| Veterans' Home | 367 | 15 | 16 | 14 | 1 | 0 | 4 |
| Veterinary Examining Board | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTALS | 12,371 | 723 | 598 | 673 | 50 | 74 | 206 |

CLASSIFICATION CHANGES BASED ON POSITION REVIEWS
July 1, 2007 - June 30, 2008



**POSITIONS RECLASSIFIED - APPROVED BY GOVERNOR & COUNCIL
JULY 1, 2007 - JUNE 30, 2008**

| <u>DEPARTMENT</u> | <u>FROM (TITLE & SALARY GRADE)</u> | <u>TO (TITLE & SALARY GRADE)</u> | <u>G&C APPVL DATE</u> |
|-------------------------------------|--|--------------------------------------|---------------------------|
| ADJUTANT GENERAL | MAINTENANCE MECHANIC II | 12 BLDGS & GROUNDS UTILITY PERSON | 08 11/28/2007 |
| TOTAL | 1 | | |
| ADMINISTRATIVE SERV, DEPT OF | ADMINISTRATOR II | 29 PURCHASING AGENT | 24 03/26/2008 |
| | MAIL CLERK II | 09 ACCOUNTANT IV | 23 09/05/2007 |
| | MAINTENANCE MECHANIC II | 12 BUILDING SERVICES SUPERVISOR | 11 11/28/2007 |
| | PROGRAM ASSISTANT II | 15 HUMAN RESOURCES TECHNICIAN | 17 08/03/2007 |
| | SYSTEMS DEVELOPMENT SPEC I | 18 PROGRAM SPECIALIST IV | 25 10/03/2007 |
| TOTAL | 5 | | |
| AGRICULTURE, DEPT OF | ADMINISTRATIVE SECRETARY | 14 PROGRAM ASSISTANT II | 15 03/28/2008 |
| TOTAL | 1 | | |
| BOARD OF MEDICINE | ADMINISTRATIVE SECRETARY | 14 ADMINISTRATIVE SUPERVISOR | 17 02/29/2008 |
| TOTAL | 1 | | |
| COMMUNITY COLLEGE SYSTEM | BUILDING SERVICE WORKER II | 05 SECURITY OFFICER I | 12 08/22/2007 |
| | PROGRAM SPECIALIST IV | 25 TECHNICAL SUPPORT SPEC III | 25 08/22/2007 |
| | SECRETARY II | 09 PROGRAM SPECIALIST III | 23 08/22/2007 |
| | SUPERVISOR III | 23 BUSINESS ADMINISTRATOR III | 27 07/20/2007 |
| TOTAL | 4 | | |
| CORRECTIONS, DEPT OF | CORREC COUNSELOR/CASE MGR | 20 SYSTEMS DEVELOPMENT SPEC IV | 26 01/18/2008 |
| | CORREC COUNSELOR/CASE MGR | 20 PROGRAM COORDINATOR | 26 02/13/2008 |
| | CORRECTIONS OFFICER | 14 SENIOR PSYCHIATRIC SOCIAL WKR | 26 03/05/2008 |
| | CORRECTIONS OFFICER | 14 PHYSICAL THERAPIST II | 21 03/26/2008 |
| | CORRECTIONS OFFICER | 14 SYSTEMS DEVELOPMENT SPEC V | 28 03/05/2008 |
| | CORRECTIONS OFFICER | 14 MEDICAL RECORDS TECHNICIAN | 13 03/26/2008 |
| | CORRECTIONS OFFICER | 14 HUMAN RESOURCES COORDINATOR I | 21 02/13/2008 |
| | CORRECTIONS SERGEANT | 18 HEARINGS OFFICER | 26 05/23/2008 |
| | CORRECTIONS UNIT MANAGER | 24 ADMINISTRATOR II | 29 10/31/2007 |
| | EXECUTIVE SECRETARY | 11 HUMAN RESOURCES ASSISTANT III | 14 02/29/2008 |

| <u>DEPARTMENT</u> | <u>FROM (TITLE & SALARY GRADE)</u> | <u>TO (TITLE & SALARY GRADE)</u> | <u>G&C APPVL DATE</u> | | |
|---------------------------------------|--|--------------------------------------|--------------------------------|----|------------|
| CORRECTIONS, continued | HEALTH FACILITIES CLEANER III | 08 | MEDICAL RECORDS TECHNICIAN | 13 | 01/30/2008 |
| | MEDICAL RECORDS ADMINISTRATOR | 24 | SUPERVISOR II | 21 | 03/26/2008 |
| | OCCUPATIONAL THERAPIST II | 21 | CLINICAL MH COUNSELOR | 21 | 02/13/2008 |
| | RECREATIONAL THERAPIST II | 21 | RECREATIONAL THERAPIST II | 21 | 05/07/2008 |
| | TOTAL | 14 | | | |
| CULTURAL RESOURCES, DEPT OF | PROGRAM ASSISTANT II | 15 | PROGRAM SPECIALIST I | 19 | 10/17/2007 |
| TOTAL | 1 | | | | |
| DEPT OF INFORMATION TECHNOLOGY | ADMINISTRATIVE SECRETARY | 14 | ADMINISTRATIVE SUPERVISOR | 17 | 03/05/2008 |
| | COMPUTER OPERATOR III | 16 | TECHNICAL SUPPORT SPEC IV | 27 | 08/22/2007 |
| | COMPUTER OPERATOR III | 16 | TECHNICAL SUPPORT SPEC VI | 32 | 10/17/2007 |
| | INFORMATION TECHNOLOGY MGR II | 30 | TECHNICAL SUPPORT SPEC VI | 32 | 07/20/2007 |
| | INFORMATION TECHNOLOGY MGR II | 30 | TECHNICAL SUPPORT SPEC VI | 32 | 01/16/2008 |
| | SYSTEMS DEVELOPMENT SPEC V | 28 | TECHNICAL SUPPORT SPEC VI | 32 | 10/31/2007 |
| | SYSTEMS DEVELOPMENT SPEC V | 28 | INFORMATION TECHNOLOGY MGR III | 31 | 07/20/2007 |
| | TECHNICAL SUPPORT SPEC V | 29 | INFORMATION TECHNOLOGY MGR III | 31 | 08/17/2007 |
| TOTAL | 8 | | | | |
| EDUCATION, DEPT OF | ACCOUNTANT III | 21 | PROGRAM SPECIALIST II | 21 | 05/07/2008 |
| | ADMINISTRATOR II | 29 | EDUCATION CONSULTANT III | 28 | 08/22/2007 |
| | CLAIMS PROCESSOR II | 12 | CASE TECHNICIAN I | 14 | 08/22/2007 |
| | DATA CONTROL CLERK III | 12 | PROGRAM ASSISTANT II | 15 | 01/16/2008 |
| | EDUCATION CONSULTANT I | 26 | PROGRAM SPECIALIST IV | 25 | 08/22/2007 |
| | EDUCATION CONSULTANT I | 26 | PROGRAM SPECIALIST III | 23 | 07/18/2007 |
| | PROGRAM ASSISTANT II | 15 | ADMINISTRATIVE SUPERVISOR | 17 | 06/06/2008 |
| | PROGRAM SPECIALIST II | 21 | BUSINESS ADMINISTRATOR II | 24 | 04/09/2008 |
| | SECRETARY II | 09 | PROGRAM SPECIALIST III | 23 | 12/11/2007 |
| | SECRETARY II | 09 | REHAB TECHNICIAN | 12 | 07/20/2007 |
| | SECRETARY II | 09 | REHAB TECHNICIAN | 12 | 07/20/2007 |
| | WORD PROC OPERATOR I | 09 | CASE TECHNICIAN I | 14 | 08/22/2007 |
| TOTAL | 12 | | | | |

| <u>DEPARTMENT</u> | <u>FROM (TITLE & SALARY GRADE)</u> | <u>TO (TITLE & SALARY GRADE)</u> | <u>G&C APPVL DATE</u> |
|-------------------------------------|--|--------------------------------------|---------------------------|
| EMPLOYMENT SECURITY, DEPT OF | ACCOUNTANT III | 21 BUSINESS ADMINISTRATOR II | 24 03/14/2008 |
| | ACCOUNTING TECHNICIAN | 12 TAX AUDITOR I | 16 07/20/2007 |
| | CLERK IV | 12 SENIOR ACCOUNTING TECHNICIAN | 14 03/14/2008 |
| | PAYROLL OFFICER II | 16 SUPERVISOR I | 19 02/29/2008 |
| | TOTAL 4 | | |
| ENVIRONMENTAL SERV, DEPT OF | ADMINISTRATOR III | 31 SANITARY ENGINEER III | 31 11/28/2007 |
| | AIR POLLUTION CONTROL ENG V | 28 ADMINISTRATOR II | 29 09/28/2007 |
| | AIR POLLUTION CONTROL ENG V | 28 ADMINISTRATOR II | 29 09/28/2007 |
| | ELECTRICIAN SUPERVISOR I | 16 ELECTRONIC TECHNICIAN II | 20 07/06/2007 |
| | ELECTRICIAN SUPERVISOR II | 17 ELECTRONIC TECHNICIAN II | 20 07/06/2007 |
| | ENVIRONMENTAL PROGRAM MNGR | 27 SUPERVISOR VII | 28 11/28/2007 |
| | EXECUTIVE SECRETARY | 11 ENVIRONMENTAL TECHNICIAN III | 14 04/23/2008 |
| | HEALTH PROMOTION ADVISOR | 23 ENVIRONMENTAL PROGRAM MNGR | 27 05/09/2008 |
| | HYDROGEOLOGIST V | 32 ADMINISTRATOR IV | 33 11/28/2007 |
| | LABORATORY SCIENTIST V | 27 ADMINISTRATOR III | 31 08/22/2007 |
| | PARALEGAL I | 16 PROGRAM SPECIALIST I | 19 11/28/2007 |
| | PRINCIPAL PLANNER | 24 ACCOUNTANT III | 21 03/26/2008 |
| | PROGRAM ASSISTANT I | 12 ACCOUNTING TECHNICIAN | 12 01/30/2008 |
| | WATER POLL SANITARIAN I | 17 ENVIRONMENTALIST III | 23 09/19/2007 |
| | WATER POLL SANITARIAN I | 17 ENVIRONMENTALIST III | 23 04/09/2008 |
| | WATER POLL SANITARIAN I | 17 ENVIRONMENTALIST III | 23 04/09/2008 |
| | WATER POLL SANITARIAN II | 19 ENVIRONMENTALIST III | 23 11/28/2007 |
| | WATER POLL SANITARIAN II | 19 ENVIRONMENTALIST III | 23 09/19/2007 |
| | WATER POLL SANITARIAN II | 19 ENVIRONMENTALIST III | 23 09/19/2007 |
| | WATER POLL SANITARIAN II | 19 ENVIRONMENTALIST III | 23 11/28/2007 |
| TOTAL 20 | | | |
| FISH AND GAME DEPARTMENT | CARPENTER II | 14 MAINTENANCE MECHANIC III | 14 01/16/2008 |
| | PROGRAMS INFORMATION OFFICER | 23 SUPERVISOR VI | 27 04/11/2008 |
| | PUBLIC WORKS PROJECT MGR III | 27 SUPERVISOR VI | 27 07/18/2007 |
| | SECRETARY II | 09 PROGRAM ASSISTANT I | 12 10/12/2007 |
| | SUPERVISOR VI | 27 PUBLIC WORKS PROJECT MGR III | 27 04/09/2008 |
| TOTAL 5 | | | |

| <u>DEPARTMENT</u> | <u>FROM (TITLE & SALARY GRADE)</u> | <u>TO (TITLE & SALARY GRADE)</u> | <u>G&C APPVL DATE</u> |
|---------------------------|--|--------------------------------------|---------------------------|
| HEALTH AND HUMAN SERVICES | ACCOUNT CLERK III | 09 CASE TECHNICIAN I | 14 04/09/2008 |
| | ACCOUNT CLERK III | 09 AUDIT TECHNICIAN | 11 07/06/2007 |
| | ACCOUNT CLERK III | 09 FINANCE ASSISTANT | 16 07/06/2007 |
| | ADMINISTRATIVE SECRETARY | 14 CASE AIDE | 14 10/17/2007 |
| | ADMINISTRATIVE SECRETARY | 14 PROGRAM ASSISTANT III | 17 01/04/2008 |
| | ADMINISTRATOR I | 27 SYSTEMS DEVELOPMENT SPEC V | 28 01/16/2008 |
| | AREA PROGRAM COORDINATOR | 21 SUPERVISOR III | 23 06/20/2008 |
| | ASST STATE EPIDEMIOLOGIST | 23 HEALTH PROMOTION ADVISOR | 23 01/30/2008 |
| | AUDIT TECHNICIAN | 11 CASE TECHNICIAN TRAINEE | 12 08/22/2007 |
| | AUTOMOTIVE SHOP MANAGER II | 17 SUPERVISOR III | 23 12/11/2007 |
| | BUS DRIVER | 08 NURSING ASSISTANT III | 14 03/26/2008 |
| | BUSINESS ADMINISTRATOR III | 27 CASE AIDE | 14 10/17/2007 |
| | CASE AIDE | 14 FAMILY SERVICES SPECIALIST I | 15 01/18/2008 |
| | CASE TECHNICIAN TRAINEE | 12 CASE TECHNICIAN TRAINEE | 12 08/22/2007 |
| | CASE TECHNICIAN TRAINEE | 12 ADMINISTRATOR II | 29 03/26/2008 |
| | CHAPLAIN II | 23 PROGRAM SPECIALIST IV | 25 09/14/2007 |
| | CHILD PROTECTIVE SVC WKR II | 20 PROGRAM SPECIALIST IV | 25 05/09/2008 |
| | CHILD PROTECTIVE SVC WKR II | 20 JUV PROB & PAROLE OFF IV | 24 03/26/2008 |
| | CHILD PROTECTIVE SVC WKR III | 22 PROGRAM SPECIALIST IV | 25 05/09/2008 |
| | CHILD PROTECTIVE SVC WKR IV | 24 JUV PROB & PAROLE OFF IV | 24 03/26/2008 |
| | CHILD SUPPORT OFFICER | 20 SUPERVISOR III | 23 06/20/2008 |
| | CHILD SUPPORT OFFICER | 20 SUPERVISOR III | 23 06/20/2008 |
| | CHILD SUPPORT OFFICER | 20 SUPERVISOR III | 23 06/20/2008 |
| | CHILD SUPPORT OFFICER | 20 SUPERVISOR II | 21 03/26/2008 |
| | CHILD SUPPORT OFFICER | 20 SUPERVISOR II | 21 01/30/2008 |
| | CLERK IV | 12 ADMINISTRATIVE SECRETARY | 14 06/20/2008 |
| | CLERK IV | 12 UTILIZATION REVIEW COORDINATOR | 20 01/16/2008 |
| | DATA ENTRY OPERATOR III | 08 PROGRAM SPECIALIST II | 21 06/04/2008 |
| | DORMITORY SUPERVISOR II | 11 PROGRAM ASSISTANT II | 15 02/01/2008 |
| | EDP PERIPHERAL EQUIPMENT OPR I | 08 CASE TECHNICIAN TRAINEE | 12 07/18/2007 |
| | GROUPS SUPERVISOR | 12 PLUMBER SUPERVISOR II | 17 10/31/2007 |
| | HEALTH PROMOTION ADVISOR | 23 PROGRAM SPECIALIST IV | 25 05/21/2008 |
| | INTERNAL AUDITOR III | 23 PROGRAM SPECIALIST III | 23 09/05/2007 |
| | JOURNEYMAN ELECTRICIAN | 14 ELECTRICIAN SUPERVISOR I | 16 01/18/2008 |
| | LICENSING & EVAL COORD | 20 PROGRAM SPECIALIST II | 21 10/17/2007 |

| <u>DEPARTMENT</u> | <u>FROM (TITLE & SALARY GRADE)</u> | <u>TO (TITLE & SALARY GRADE)</u> | <u>G&C APPVL DATE</u> |
|-------------------------|--|--------------------------------------|---------------------------|
| HEALTH & HUMAN SERVICES | LICENSING & EVAL COORD | 20 PROGRAM SPECIALIST IV | 25 10/31/2007 |
| continued | LICENSING & EVAL COORD | 20 PROGRAM SPECIALIST III | 23 01/30/2008 |
| | MAINTENANCE MECHANIC FOREMAN | 15 PLANT MAINTENANCE ENGINEER IV | 24 08/22/2007 |
| | MEDICAL SERVICE TECHNICIAN | 17 PROGRAM SPECIALIST II | 21 08/22/2007 |
| | MEDICAL SERVICE TECHNICIAN | 17 PROGRAM SPECIALIST III | 23 01/16/2008 |
| | MEDICAL SERVICE TECHNICIAN | 17 PROGRAM SPECIALIST I | 19 03/28/2008 |
| | MENTAL HEALTH WORKER III | 13 REGISTERED NURSE III | 23 09/05/2007 |
| | MENTAL HEALTH WORKER III | 13 NURSE SPECIALIST | 25 01/16/2008 |
| | PROGRAM PLANNER III | 25 ADMINISTRATOR II | 29 07/20/2007 |
| | PROGRAM SPECIALIST I | 19 BUSINESS SYSTEMS ANALYST I | 28 04/23/2008 |
| | PROGRAM SPECIALIST I | 19 TRAINING COORDINATOR | 21 08/22/2007 |
| | PROGRAM SPECIALIST I | 19 TRAINING COORDINATOR | 21 11/28/2007 |
| | PROGRAM SPECIALIST III | 23 BUSINESS SYSTEMS ANALYST I | 28 05/09/2008 |
| | PROGRAM SPECIALIST III | 23 MEDICAL SERVICE TECHNICIAN | 17 03/26/2008 |
| | PROGRAM SPECIALIST III | 23 BUSINESS SYSTEMS ANALYST I | 28 01/16/2008 |
| | PROGRAM SPECIALIST III | 23 MEDICAL SERVICE CONSULTANT II | 24 02/01/2008 |
| | PROGRAM SPECIALIST IV | 25 PROG PLNG & REVIEW SPECIALIST | 28 01/16/2008 |
| | PROGRAM SPECIALIST IV | 25 BUSINESS SYSTEMS ANALYST I | 28 05/09/2008 |
| | PROGRAM SPECIALIST IV | 25 BUSINESS SYSTEMS ANALYST I | 28 05/09/2008 |
| | PROGRAM SPECIALIST IV | 25 BUSINESS SYSTEMS ANALYST I | 28 05/09/2008 |
| | PROGRAM SPECIALIST IV | 25 BUSINESS ADMINISTRATOR III | 27 03/14/2008 |
| | PUBLIC HEALTH NURSE COORD | 23 MEDICAL SERVICE CONSULTANT II | 24 10/31/2007 |
| | RESEARCH ANALYST | 23 PROGRAM SPECIALIST IV | 25 01/16/2008 |
| | RESEARCH ANALYST | 23 BUSINESS SYSTEMS ANALYST I | 28 01/16/2008 |
| | SECRETARY II | 09 HEALTH PROMOTION ADVISOR | 23 10/31/2007 |
| | SECRETARY TYPIST II | 08 PROGRAM SPECIALIST IV | 25 11/28/2007 |
| | SENIOR MANAGEMENT ANALYST | 26 ADMINISTRATOR I | 27 11/28/2007 |
| | SENIOR PSYCHIATRIC SOCIAL WKR | 26 ASSISTANT ADMINISTRATOR | 29 01/18/2008 |
| | STOCK CLERK II | 08 CASE AIDE | 14 10/17/2007 |
| | SUPERVISOR IV | 25 ADMINISTRATOR I | 27 01/18/2008 |
| | TEACHER II | 20 WAREHOUSE MANAGER I | 16 07/18/2007 |
| | TRAINING & DEV PROG COORD | 18 SUPERVISOR III | 23 07/18/2007 |
| | WORD PROC OPERATOR II | 12 MICROBIOLOGIST V | 32 04/09/2008 |
| | YOUTH COUNSELOR I | 11 PROG PLNG & REVIEW SPECIALIST | 28 01/30/2008 |
| TOTAL | 69 | | |

| <u>DEPARTMENT</u> | <u>FROM (TITLE & SALARY GRADE)</u> | <u>TO (TITLE & SALARY GRADE)</u> | <u>G&C APPVL DATE</u> | |
|---|--|--------------------------------------|------------------------------|---------------|
| INSURANCE, DEPT OF | ADMINISTRATIVE ASSISTANT I | 16 | PROGRAM SPECIALIST I | 19 07/18/2007 |
| | CLAIMS AND HEARINGS OFFICER | 26 | LIFE & HEALTH INSUR EXAMINER | 28 06/25/2008 |
| | FINANCE ASSISTANT | 16 | PROGRAM ASSISTANT II | 15 10/31/2007 |
| | TOTAL | 3 | | |
| JUSTICE, DEPT OF | CRIMINAL JUSTICE PROGRAM SPEC | 24 | SUPERVISOR V | 26 08/22/2007 |
| | TOTAL | 1 | | |
| LABOR, DEPT OF | DATA ENTRY OPERATOR III | 08 | CLAIMS PROCESSOR II | 12 09/14/2007 |
| | WORD PROC OPERATOR I | 09 | CLAIMS PROCESSOR II | 12 09/14/2007 |
| | TOTAL | 2 | | |
| LIQUOR COMMISSION | ADMINISTRATIVE SECRETARY | 14 | PROGRAM ASSISTANT II | 15 03/28/2008 |
| | TOTAL | 1 | | |
| NH LOTTERY COMMISSION | LOTTERY REPRESENTATIVE I | 17 | SUPERVISOR V | 26 04/23/2008 |
| | LOTTERY REPRESENTATIVE I | 17 | ADMINISTRATOR IV | 33 04/23/2008 |
| | TOTAL | 2 | | |
| NH VETERANS HOME | ADMINISTRATIVE SECRETARY | 14 | PROGRAM ASSISTANT II | 15 09/14/2007 |
| | CHEF III | 16 | SUPERVISOR I | 19 09/28/2007 |
| | SECRETARY II | 09 | TRAINING COORDINATOR | 21 10/31/2007 |
| | SOCIAL WORKER II | 18 | PROGRAM PLANNER II | 21 01/16/2008 |
| | TOTAL | 4 | | |
| POLICE STDS & TRAINING COUNCIL | ACCOUNTANT II | 18 | BUSINESS ADMINISTRATOR I | 21 09/28/2007 |
| | TOTAL | 1 | | |
| POSTSECONDARY EDUC COMM | PROGRAM ASSISTANT I | 12 | PROGRAM SPECIALIST I | 19 08/22/2007 |
| | TOTAL | 1 | | |
| PUBLIC UTILITIES COMM. | CLERK IV | 12 | BUSINESS SYSTEMS ANALYST II | 30 10/31/2007 |
| | UTILITY ANALYST III | 28 | ADMINISTRATOR IV | 33 06/25/2008 |
| | TOTAL | 2 | | |
| REAL ESTATE APPRAISER BOARD | SECRETARY TYPIST I | 06 | SUPERVISOR I | 19 05/09/2008 |
| | TOTAL | 1 | | |

| <u>DEPARTMENT</u> | <u>FROM (TITLE & SALARY GRADE)</u> | <u>TO (TITLE & SALARY GRADE)</u> | <u>G&C APPVL DATE</u> |
|---|--|--------------------------------------|---------------------------|
| RESOURCES & ECON DEVEL,DEPT OF | ACCOUNT CLERK III | 09 PROGRAM SPECIALIST II | 21 10/17/2007 |
| | ADVERTISING SPECIALIST | 25 ADMINISTRATOR III | 31 01/18/2008 |
| | PARK MANAGER I | 09 PROGRAM ASSISTANT II | 15 01/04/2008 |
| | PROGRAM ASSISTANT I | 12 PROGRAM SPECIALIST I | 19 01/04/2008 |
| | TOTAL 4 | | |
| REVENUE ADMINISTRATION,DEPT OF | DIR PROPERTY APPRAISAL DIV | 31 ADMINISTRATOR IV | 33 02/13/2008 |
| | FORMS DESIGN & CONTROL CLERK | 15 TAX AUDITOR I | 16 09/19/2007 |
| | REAL ESTATE APPRAISER | 23 ACCOUNTANT IV | 23 08/22/2007 |
| | SUPERVISOR VII | 28 ASST DIR, PROPERTY APPR DIV | 29 02/13/2008 |
| | TOTAL 4 | | |
| SAFETY, DEPT OF | COUNTER CLERK II | 09 AUDITOR II | 12 12/11/2007 |
| | COUNTER CLERK II | 09 ACCOUNTING TECHNICIAN | 12 04/25/2008 |
| | DATA CONTROL CLERK III | 12 PROGRAM ASSISTANT II | 15 01/16/2008 |
| | DATA ENTRY OPERATOR III | 08 PROGRAM ASSISTANT I | 12 10/31/2007 |
| | EXECUTIVE SECRETARY | 11 PROGRAM ASSISTANT III | 17 03/26/2008 |
| | EXECUTIVE SECRETARY | 11 CLERK IV | 12 08/22/2007 |
| | EXECUTIVE SECRETARY STENO | 12 ADMINISTRATIVE ASSISTANT I | 16 12/07/2007 |
| | MAINTENANCE MECHANIC II | 12 PLANT MAINTENANCE ENGINEER I | 17 07/18/2007 |
| TOTAL 8 | | | |
| SECRETARY OF STATE | ADMINISTRATIVE SECRETARY | 14 PROGRAM SPECIALIST I | 19 01/18/2008 |
| TOTAL 1 | | | |
| TRANSPORTATION, DEPT OF | ACCOUNTANT III | 21 BUSINESS ADMINISTRATOR II | 24 12/11/2007 |
| | ADMINISTRATOR IV | 33 TRANSPORTATION BUREAU ADMIN | 34 11/09/2007 |
| | CIVIL ENGINEER III | 24 SENIOR PLANNER | 27 07/18/2007 |
| | CIVIL ENGINEER VI | 32 PROGRAM SPECIALIST II | 21 07/01/2007 |
| | CLERK IV | 12 ADMINISTRATIVE SECRETARY | 14 10/31/2007 |
| | COORD ENVIRON IMPACT EVAL | 29 ADMINISTRATOR III | 31 01/30/2008 |
| | DATA CONTROL CLERK II | 10 PROGRAM SPECIALIST II | 21 01/30/2008 |
| | ENGINEERING TECHNICIAN II | 13 SENIOR PLANNER | 27 07/18/2007 |
| | ENGINEERING TECHNICIAN IV | 19 LICENSE LAND SURVEYOR | 27 11/28/2007 |
| | ENGINEERING TECHNICIAN IV | 19 ENVIRONMENTALIST I | 16 07/18/2007 |
| | ENGINEERING TECHNICIAN V | 22 ENVIRONMENTALIST III | 23 07/18/2007 |

| <u>DEPARTMENT</u> | <u>FROM (TITLE & SALARY GRADE)</u> | <u>TO (TITLE & SALARY GRADE)</u> | <u>G&C APPVL DATE</u> |
|--|--|--------------------------------------|---------------------------|
| TRANSPORTATION, DEPT OF, cont. | ENGINEERING TECHNICIAN V | 22 PROGRAM SPECIALIST IV | 25 08/03/2007 |
| | HEAVY DUTY CRANE OPERATOR | 14 HIGHWAY MAINTAINER III | 12 10/17/2007 |
| | HIGHWAY MAINTAINER II | 09 ENVIRONMENTALIST I | 16 01/30/2008 |
| | HIGHWAY MAINTAINER II | 09 SUPERVISOR IV | 25 01/30/2008 |
| | HIGHWAY MAINTAINER II | 09 CIVIL ENGINEER IV | 27 04/09/2008 |
| | HIGHWAY MAINTAINER II | 09 SUPERVISOR VII | 28 03/05/2008 |
| | HIGHWAY MAINTAINER II | 09 ENVIRONMENTALIST III | 23 01/30/2008 |
| | HIGHWAY MAINTAINER II | 09 SUPERVISOR VII | 28 03/05/2008 |
| | HIGHWAY MAINTAINER II | 09 PROGRAM SPECIALIST III | 23 01/30/2008 |
| | HUMAN RESOURCES ASSISTANT I | 09 PROGRAM SPECIALIST II | 21 10/29/2007 |
| | MAINTENANCE SUPERVISOR | 21 TELECOMMUNICATIONS TECHNICI II | 19 08/22/2007 |
| | RIGHT OF WAY APPRAISER III | 25 SENIOR HEARINGS EXAMINER | 34 10/03/2007 |
| | STOCK CONTROL SUPERVISOR | 12 WAREHOUSE SUPERVISOR | 17 01/30/2008 |
| | SURVEY TEAM TECHNICIAN I | 10 TRAN MGMT COMM SPEC I | 12 03/26/2008 |
| TOTAL | 26 | | |
| <u>TOTAL POSITIONS RECLASSIFIED 206</u> | | | |

**Requests for Temporary Positions
July 1, 2007 - June 30, 2008**

| Agency | Approved Classifications | Appvd Part-Time/ | |
|------------------------------------|--|------------------|-----------|
| | | LG | Full-Time |
| Adjutant General | Financial Analyst | 28 | FT |
| Admin Services | Financial Data Administrator I | 28 | PT |
| Board of Nursing | Accounting Technician | 12 | PT |
| Board of Pharmacy | Pharmacy Board Compliance Invest/ Inspector | 27 | PT |
| Community Technical College | Accountant I | 16 | FT |
| | Administrator III | 31 | FT |
| | Building & Grounds Utility Person | 08 | FT |
| | Building Service Worker II | 05 | FT |
| | CC Assistant Professor | 20 | FT |
| | CC Assistant Professor-CC Professor | 25 | FT |
| | Clerk of the Works I | 22 | FT |
| | I/C Counselor I (2) | 21 | FT |
| | Internal Auditor I | 19 | FT |
| | Maintenance Assistant (A130) | 10 | FT |
| | Maintenance Mechanic Foreman | 15 | FT |
| | Program Assistant I (2) | 12 | FT |
| | Program Planner II | 21 | FT |
| | Program Specialist IV | 25 | FT |
| | Senior Accounting Technician | 14 | FT |
| | Supervisor I | 19 | FT |
| | System Development Specialist III | 23 | FT |
| | Teacher Assistant | 11 | FT |
| | HR Technician | 17 | PT |
| | I/C Counselor I (2) | 21 | PT |
| | Library Associate I | 14 | PT |
| | Library Technician I | 11 | PT |
| | Library Technician II | 13 | PT |
| | Program Assistant I | 12 | PT |
| | Program Assistant II (5) | 15 | PT |
| | Program Specialist I | 19 | PT |
| | Program Specialist II (3) | 21 | PT |
| | Program Specialist III | 23 | PT |
| | Program Specialist IV | 25 | PT |
| | Teacher Assistant (2) | 11 | PT |
| Technical Support Specialist I (1) | 17 | PT | |

| Agency | Approved Classifications | Appvd Part-Time/ | |
|--------------------------------|--|------------------|-----------|
| | | LG | Full-Time |
| Corrections | Account Clerk III | 9 | PT |
| | Secretary II | 9 | PT |
| Cultural Resources | Library Associate I | 14 | FT |
| | Program Assistant II | 15 | PT |
| Dept of Information Technology | Business Systems Analyst I | 28 | FT |
| | Database Administrator | 30 | FT |
| | Systems Development Specialist Trainee (3) | 16 | PT |
| | Technical Support Specialist I | 17 | PT |
| | Technical Support Specialist Trainee | 14 | PT |
| DRED | Maintenance Mechanic II | 12 | FT |
| | Mountain Equipment Operator | 12 | FT |
| | Park Manager II | 12 | FT |
| | Park Manager III | 15 | FT |
| | Program Assistant II | 15 | FT |
| | Program Specialist III | 23 | FT |
| | Programs Information Officer | 23 | FT |
| | Ski Patroller I | 12 | FT |
| | Snow-making & Construction Sub-Foreman | 14 | FT |
| | Environmental Technician II | 12 | PT |
| | Forest Ranger II | 18 | PT |
| | Program Assistant I | 12 | PT |
| | Ski Patrol & Trail Maintenance Chief | 17 | PT |
| Education | Administrator III | 31 | FT |
| | Business Systems Analyst II | 30 | FT |
| | Program Specialist IV | 25 | FT |
| | Program Reviewer | 20 | PT |
| | Program Specialist IV | 25 | PT |
| Employment Security | Business Systems Analyst II | 30 | FT |
| | Certifying Officer I (4) | 16 | FT |
| | Certifying Officer III (18) | 20 | FT |
| | Chairman, UC Appeals Tribunal I | 27 | FT |
| | Employment Counselor (2) | 18 | FT |
| | Interviewer I | 16 | FT |
| | Legal Secretary III | 13 | PT |
| | Mail Clerk II | 9 | FT |
| | Supervisor VII | 28 | FT |
| | Business Systems Analyst II | 30 | PT |
| | Program Specialist I | 19 | PT |
| Security Officer I | 12 | PT | |

| Agency | Approved Classifications | Appvd Part-Time/ | |
|-------------------------|---------------------------------------|------------------|-----------|
| | | LG | Full-Time |
| Environmental Services | Environmentalist IV (2) | 27 | FT |
| | Hydrogeologist I | 18 | FT |
| | Legal Coordinator | 29 | PT |
| | Planning Analyst/Data Systems | 24 | PT |
| | Program Assistant I | 12 | PT |
| Fish & Game | Program Assistant II (2) | 15 | PT |
| Health & Human Services | Administrative Secretary | 14 | FT |
| | Administrator I | 27 | FT |
| | Clerk IV | 12 | FT |
| | Health Promotion Advisor | 23 | FT |
| | Laboratory Scientist I – III | 20 | FT |
| | Microbiologist V | 32 | FT |
| | Program Assistant II (2) | 15 | FT |
| | Program Specialist I (2) | 19 | FT |
| | Program Specialist II (2) | 21 | FT |
| | Program Specialist IV | 25 | FT |
| | Reimbursement Specialist (6) | 18 | FT |
| | Security Officer IV | 17 | FT |
| | Senior Management Analyst | 26 | FT |
| | Supervisor V | 26 | FT |
| | Systems Development Specialist V | 28 | FT |
| | Training & Development Therapist | 16 | FT |
| | 9TEMP/Actg. Tech – Child Support Unit | 12 | PT |
| | Accounting Technician | 12 | PT |
| | Administrator I (3) | 27 | PT |
| | Attorney II | 28 | PT |
| | Child Protective Social Worker I-IV | 24 | PT |
| | Cosmetologist | 11 | PT |
| | CPSW I-IV | 24 | PT |
| | Family Services Specialist II | 17 | PT |
| | Nutrition Consultant | 23 | PT |
| | Program Assistant I | 12 | PT |
| | Program Specialist III (3) | 23 | PT |
| | Program Specialist IV | 25 | PT |
| | Public Health Nurse Coordinator | 23 | PT |
| | Quality Control Reviewer (5) | 20 | PT |
| | Secretary Trainee | 4 | PT |
| | Secretary I | 7 | PT |
| Teacher Assistant | 11 | PT | |
| Youth Counselor III | 16 | PT | |
| Justice Department | Business Administrator I | 21 | FT |

| Agency | Approved Classifications | Appvd Part-Time/ | |
|-----------------------------|--|------------------|-----------|
| | | LG | Full-Time |
| Labor Department | Administrative Assistant I | 16 | FT |
| Liquor Commission | Administrative Secretary (2) | 14 | PT |
| | IT Manager IV | 32 | PT |
| | Liquor Investigator I (4) | 17 | PT |
| Planetarium | Program Specialist IV | 25 | PT |
| Police Standards & Training | Law-Enforcement Training Specialist (2) | 25 | PT |
| Postsecondary Ed Comm. | Program Assistant I (2) | 12 | PT |
| | Secretary II | 9 | PT |
| PUC | Clerk IV | 12 | PT |
| | System Development Specialist V | 28 | PT |
| | System Development Specialist III | 23 | PT |
| Safety | Counter Clerk II (2) | 9 | FT |
| | Criminalist II | 24 | FT |
| | Program Specialist I | 19 | PT |
| | Communications Supervisor I (3) | 24 | PT |
| | Criminalist I | 19 | PT |
| | Fire Investigator (2) | 21 | PT |
| | Program Assistant II | 15 | PT |
| | Program Specialist III (2) | 23 | PT |
| | Secretary II | 9 | PT |
| | Technical Support Specialist Trainee | 14 | PT |
| Transportation | Engineering Technician III | 16 | FT |
| | Accountant III | 21 | PT |
| | Administrator IV | 33 | PT |
| | Civil Engineer IV | 27 | PT |
| | Engineering Technician | 19 | PT |
| | Engineering Technician IV | 19 | PT |
| | Engineering Technician V | 22 | PT |
| | Environmentalist II | 19 | PT |
| | Human Resources Technician | 17 | PT |
| | Right of Way Agent III | 22 | PT |
| | Transportation Mgmt. Communications Spec I (6) | 12 | PT |

Total Full-Time Temporary = 100

Total Part-Time = 115

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.

MASTER NEGOTIATIONS

New Collective Bargaining Agreements between the State and the following three unions representing state employees became effective for the two year period beginning July 1, 2007 through June 30, 2009:

- State Employees Association (SEA)
- NH Troopers Association (NHTA)
- New England Police Benevolent Association (NEPBA)

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

Article II Management Prerogatives and Rights

2.4.1 Privatization and Contracting Out: Requires that the Employer provide the Association with a minimum of 45 days notice and an opportunity to consult and offer alternatives prior to issuing a Request for Proposal (RFP) concerning contracting out or privatizing state services. In addition, contractors are not prohibited from hiring unit employees unless law or ethics policies prohibit it.

Article III Association Rights

3.2 Member and Employee Reports: The Employer agrees to provide additional information to the biweekly reports already provided under Article 3.2, including the employee's work email address if applicable. In addition, the Employer agrees to notify the Association of all newly hired full-time employees, the names and business addresses of all permanent unit employees, and employees who have terminated state service at least monthly on a computer disk, or other mutually agreed format.

3.2.1 Paycheck Message: Upon written request from the Association, the Employer agrees to place a message on employee paychecks informing employees that the Association is the exclusive bargaining representative for all unit employees and therefore requires access to the employee for Association correspondence.

3.4. Use of Facilities: Removes the words "committees or chapters" from this provision without changing the overall meaning of Article 3.4.

- 3.10 Employee Orientation: The changes to the existing CBA language require an orientation within thirty (30) calendar days of hire. The orientation may be presented in written form, by video, in person or by any combination of presentation methods. The new language also requires the Employer to inform new full-time unit employees that the Association is the exclusive representative of all unit employees and ensures that information will be provided on all benefit programs provided by the Employer. If an Association staff person is unable to attend the orientation, the staff person will have access to all new employees for up to one half hour at the convenience of the Employer within thirty (30) calendar days following the orientation. This provision applies to regularly-scheduled part-time unit employees and the method of presentation is at the Employer's choice.
- 3.12 Access to Employer Intranet Website: Provides the Association with read-only access to the Employer's intranet website, in a manner that preserves the security and integrity of the Employer's system.

Article VI Basic Work Week

- 6.1.3. Law Enforcement Work Period: Changes the basic work period for full-time law enforcement employees from one hundred seventy-one (171) hours to one hundred sixty (160) hours in a twenty-eight (28) consecutive day period.
- 6.5 Flexible or Alternative Schedules: Grants employees the right to request a flexible or alternative schedule and to receive a timely response from the Employer.

Article VIII Overtime for Law Enforcement and Fire Protection Employees

- 8.1. Overtime Rates: Changes the maximum hours agreed to for law enforcement employees from one hundred seventy one (171) hours to one hundred sixty (160) hours in a twenty-eight (28) consecutive day period, in accordance with the changes in the basic work week under Article 6.1.3 and unless otherwise indicated in the Agreement.

Article X Annual Leave

- 10.8. Blood Donations and Bone Marrow Registry Testing: Allows full-time or regularly scheduled part-time employees to request time off without loss of pay or leave for the purpose of undergoing bone marrow registry testing.
- 10.5 Military Leave: Provides any full-time employee of the State who is a member of the National Guard or of a reserve component of the armed forces of the United State with fifteen (15) days of paid military leave per training year to engage in temporary active duty when such duty is in conflict with the employee's work schedule. In addition, members of the National Guard or Armed Forces Reserves who are assigned duties related to notification of next of kin, ceremonial or funeral details shall be released from their regular duties without loss of leave or pay.

Article XI Sick Leave

11.1.3 &

11.1.4. Payment of Sick leave Upon Retirement: Increases the payment of sick leave upon retirement under the provision of RSA 100-A:5 and RSA 100-A:6, or upon eligibility under RSA 100-A:5 but electing to receive a lump sum payment in lieu of an annuity, from 41.7% to 50% of the number of sick leave days remaining to the employees credit, not to sixty (60) days.

11.2 Allowable Uses: In addition to the five (5) days already authorized for dependent care, an employee may now use up to fifteen (15) days of this or her accrued sick leave per fiscal year for the purpose of providing care to an ill or injured family member who has an FMLA-qualified illness or injury and is “incapable of self-care” within the meaning of the FMLA. This leave is counted as part of the employee’s FMLA leave entitlement if the employee’s family member qualifies as a dependent under the FMLA.

11.2.2. Definition of Family: Expands the definition of “family member” for the purpose of administering Articles 11.2 and 11.2.1 to include same sex domestic partner and the minor or dependent children of the same sex domestic partner.

11.2.3 Birth or Adoption: Allows employees to request the use of up to twelve weeks of non-intermittent sick leave for the birth of their baby or adoption of their child. The leave must be taken immediately following the birth or adoption and is counted as part of employee’s Family Medical Leave Act (FMLA) entitlement.

11.2.4 Workers Compensation: Provides for employees who are absent due to a compensable work injury to receive continued health and dental benefits, and also that seniority, increment, longevity or leave accrual dates will not be changed due to time on workers’ compensation. Actual leave accrual resumes on the employee’s return to work.

Article XII Association Representation

12.1. Stewards: Changes the number of Stewards assigned to the following bargaining units: Employment Security, Fish and Game, Glenciff Home, New Hampshire Hospital, Safety, and the Veterans Home. The number of Stewards assigned to the remaining units remains the same as in the previous CBA.

12.3. Use of Work Time: Allows the Employer to make reasonable adjustments to a Steward’s workload if necessary for the Steward to carry out responsibilities in accordance with the provisions of the CBA. This provision also requires that each Steward, before carrying out his/her responsibilities in accordance with the provisions of the CBA must first obtain the consent of his/her immediate supervisor, which shall not be unreasonably withheld.

Article XVI Employee Records and Rights

16.8. Employee Permanent Status: Notwithstanding any rule to the contrary, an agency appointing authority may request approval from the Division of Personnel for permanent status for any probationary employee prior to the end of that employee's probationary period but not sooner than six months following that employee's date of hire. This provision does not apply to employees in positions for which a year-long training or evaluation period is required.

Article XIX Wages and Benefits

19.2.1. Allows the Employer to request higher step placements from the Division of Personnel for unit employees who are promoted, demoted or transferred into another position within their own unit or in a different unit.

19.2.2. Provides that increment dates shall not be adjusted for promotions and reallocations resulting in a higher labor grade.

19.2.4 Increases all salaries for classified unit employees by fifty one (51) cents per hour on July 6, 2007.

19.2.5 Increases all salaries for classified unit employees shall increase by three and one half (3.5) percent on January 4, 2008.

19.2.6 Increases all salaries for classified unit employees shall increase by five and one half (5.5) percent on January 2, 2009.

19.4.1. Conformance with Regulations: The Employer agrees that it will not adopt any travel or meal regulation for unit employees without first consulting with the Association pursuant to the provisions of Article IV.

19.4.4 Meals: Increases the reimbursements for in-state travel associated with an overnight stay and changes reimbursements for out-of-state travel to rates consistent with the General Services Administration:

a. **In-State Travel**: When associated with necessary overnight stay, employees will be reimbursed up to the following amounts without a receipt:

Breakfast - \$8

Lunch - \$12

Dinner - \$21

The Employer agrees to adjust the above rates in July of each year by adopting the then current travel per diem rates set by the General Services Administration for Merrimack County.

b. **Out-of-State Travel:** When associated with State business, employees are reimbursed for meals at rates consistent with the General Services Administration (GSA) Travel Per Diem Rates, in effect at the time of travel, without a receipt.

19.8.1 HMPO and POS Health Benefit Plans: The following changes were negotiated as part of the 2007-2009 Collective Bargaining Agreement:

Employee Contributions: Effective with the pay period beginning July 6, 2007, all employees who subscribe in either the Network or the POS plan are required to pay \$25.00 per pay period. Effective with the pay period beginning January 2, 2009, all employees who subscribe in either the Network or the POS plan will pay \$30.00 per pay period.

Office Visit Co-payments: On January 1, 2009, the office visit co-payments for the Network Plan will increase to \$10.00 per visit for Primary Care Physicians and \$20.00 per visit for Specialists.

Health Reimbursement Arrangement: Effective January 1, 2008, subscribers in either the Network or POS plans are eligible to participate annually in a health reimbursement arrangement established by the Employer, upon annual completion and proper submission of the health risk appraisal provided for under the respective plans. The arrangement provides funds for the payment of co-pays and deductibles or coinsurance associated with the health plan, up to the amount of \$200. Information obtained from the Health Risk Appraisal is privileged and protected from discovery.

Domestic Partner benefits: The Employer agrees that domestic partners of employees who are the same sex as the employee are eligible for coverage under the Employer's available health benefit plans as though they were married spouses, and also that dependents of such domestic partners are eligible for coverage under the health plans as if they were dependents of the employee. The provisions in this agreement relative to domestic partners of employees will sunset six months after the effective date legislation enacted by the Legislature of any law conferring the right upon persons of the same sex to form civil unions or to marry.

Michelle's Law: The Employer agrees to provide coverage under the health plans consistent with Chapter 321 of the Laws of 2006, and known as Michelle's Law and codified in RSA 415.

19.8.2. Health Benefit Advisory Committee: Changes to this provision include an agreement to allow the Association's representatives on the Committee to contact the Governor and Executive Council members about any health benefit vendor contract subject to any non disclosure agreement or statutory disclosure prohibition. In addition, the Employer agrees that the Department of Administrative Services will provide 14 days notice to the Association of its intent to place a health contract on the Governor and Executive Council agenda.

19.10.1 Additional Parking: The Employer agrees to provide funding in the amount of \$100,000.00 in state fiscal year 2008 and \$100,000.00 in state fiscal year 2009 to fund

additional parking for bargaining unit employees who are assigned to the downtown Concord area and who are not assigned an Employer-provided parking space for their personal vehicle. In addition, any unused funds will be made available to address parking needs of bargaining unit employees in other areas of the state that do not have an Employer-provided parking space for their personal vehicle.

- 19.12. Shift Differentials: Increases the rotating shift differential from 50 cents/hour to 60 cents/hour added over base pay in lieu of shift differential.
- 19.13 Dental Insurance: Adds same sex domestic partner benefits to the dental plan with the same sunset provision as agreed to for the medical benefits. In addition, the Employee agrees to provide coverage under the health plans consistent with Chapter 321 of the Laws of 2006, (Michelle's Law). Other changes to the dental plan include an increase in the maximum benefit \$1200.00 per year, orthodontic benefits extended to adults, x-rays treated as Coverage A Benefits instead of Coverage B Benefits, and cleanings covered at two per calendar year rather than one every six months.
- 19.16 Personnel Reclassifications: Provides retroactive pay to any employee whose position is reallocated to a higher salary grade, if the date of the decision is more than 90 days from the date the request for reclassification was filed. This section does not apply to decisions that are reconsidered or appealed.
- 19.21 Personnel Classification Advisory Committee: Establishes a committee composed of four members appointed by the Employer and four members appointed by the Association to serve for the term of the 2007-2009 Collective Bargaining Agreement for the purpose of reviewing the current personnel classification system. This provision also requires the Committee to submit a written report to the Employer with recommendations for changes no later than October 1, 2008.

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, 2009.
- 21.5 Re-open negotiations: In the event that the Employer agrees to grant a general wage increase greater than that provided for in this Agreement to any other bargaining unit during the term of this Agreement, the Parties agree to reopen wage negotiations within thirty (30) days after the Association makes a written demand upon the Employer.

STATE BENEFITS

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

Medical Plans and Pharmacy Benefit Program:

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

On May 22, 2007, the Governor and Executive Council authorized an agreement with Local Government Center Trust and their PBM partner, Caremark, to administer a pharmacy benefit management program including retail pharmacy, home delivery pharmacy, and specialty drug pharmacy services for active state employees, retirees and their families. The contract is effective July 1, 2007 through December 31, 2009.

Medical expenditures for the FY 2008 reporting period were: \$155,895,348 (Active only)
\$ 65,845,130 (Retiree only)*
\$221,740,478 TOTAL

* This number reflects the retiree's medical cost inclusive of the subsidy. Past reports reflected numbers which were net of the subsidy.

Dental Insurance:

Effective December 1, 2007, the Governor and Executive Council authorized a 25 month agreement with Northeast Delta Dental to administer the dental benefits as a self-funded program for eligible State employees and their dependents. The dental benefit plan provides 100% coverage for preventive procedures, 80% coverage for basic restorative procedures and 50% coverage, with a \$25.00 deductible, for major procedures. The dental plan also provides an orthodontic benefit, limited to dependent children and eligible students, with a \$1,200 lifetime maximum.

Premiums for the FY 2008 reporting period were: \$11,901,223

Life Insurance:

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

Premiums for the FY 2008 reporting period were: \$238,325

Flexible Spending Program:

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

Salary reductions for the FY 2008 reporting period were: \$1,894,641

FICA savings for the reporting period were: \$144,940

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 2008 in response to requests for donated sick leave under the Supplemental Sick Leave Plan:

SUPPLEMENTAL SICK LEAVE PLAN

Fiscal Year 2008

| Requesting Agency | Requests Submitted | Requests Approved | Days of Leave Approved |
|--|--------------------|-------------------|------------------------|
| Adjutant General | 4 | 4 | 26 |
| Administrative Services Department | 6 | 5 | 162 |
| Banking | 4 | 1 | 20 |
| Community Technical College System | 18 | 15 | 363 |
| Corrections Department | 48 | 38 | 724 |
| Cultural Resources | 3 | 3 | 29 |
| Education Department | 8 | 6 | 97 |
| Employment Security | 16 | 11 | 205 |
| Environmental Services Department | 7 | 6 | 157 |
| Health and Human Services | 210 | 169 | 3618 |
| Labor Department | 3 | 3 | 120 |
| Liquor Commission | 7 | 4 | 91 |
| Office of Information Technology (OIT) | 3 | 2 | 22 |
| Resources and Economic Development | 9 | 9 | 123 |
| Revenue Administration Department | 9 | 6 | 153 |
| Safety Department | 26 | 22 | 448 |
| Transportation Department | 55 | 42 | 1050 |
| Veterans' Home | 36 | 22 | 592 |
| Totals | 474 | 369 | 8030 |

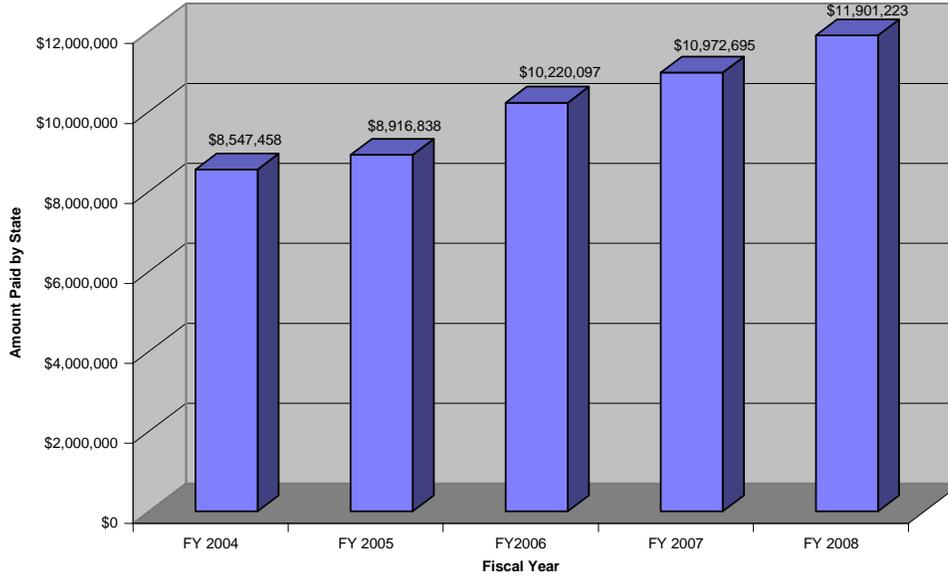
Total requests = 474

Total approved = 369 requests or 78%

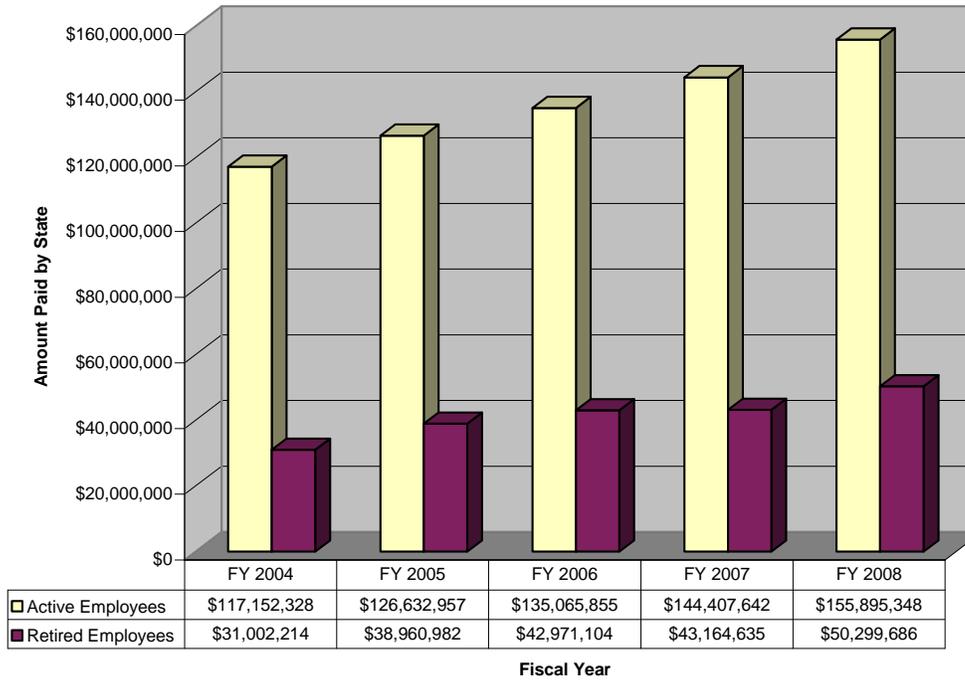
Average days approved per requesting employee = 17 days

COST OF STATE HEALTH BENEFIT PLANS 5 Year History

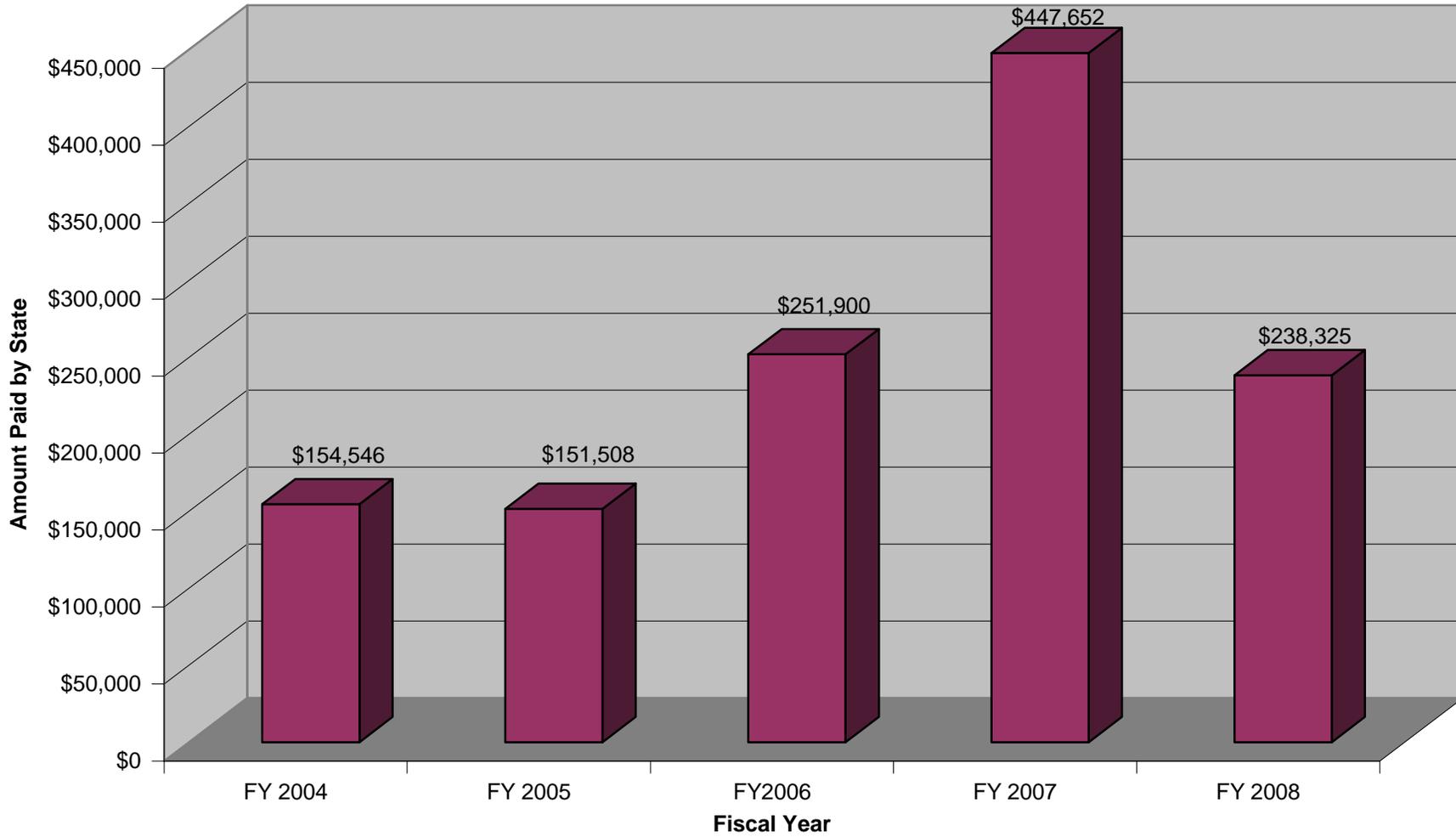
Cost of Dental Plan



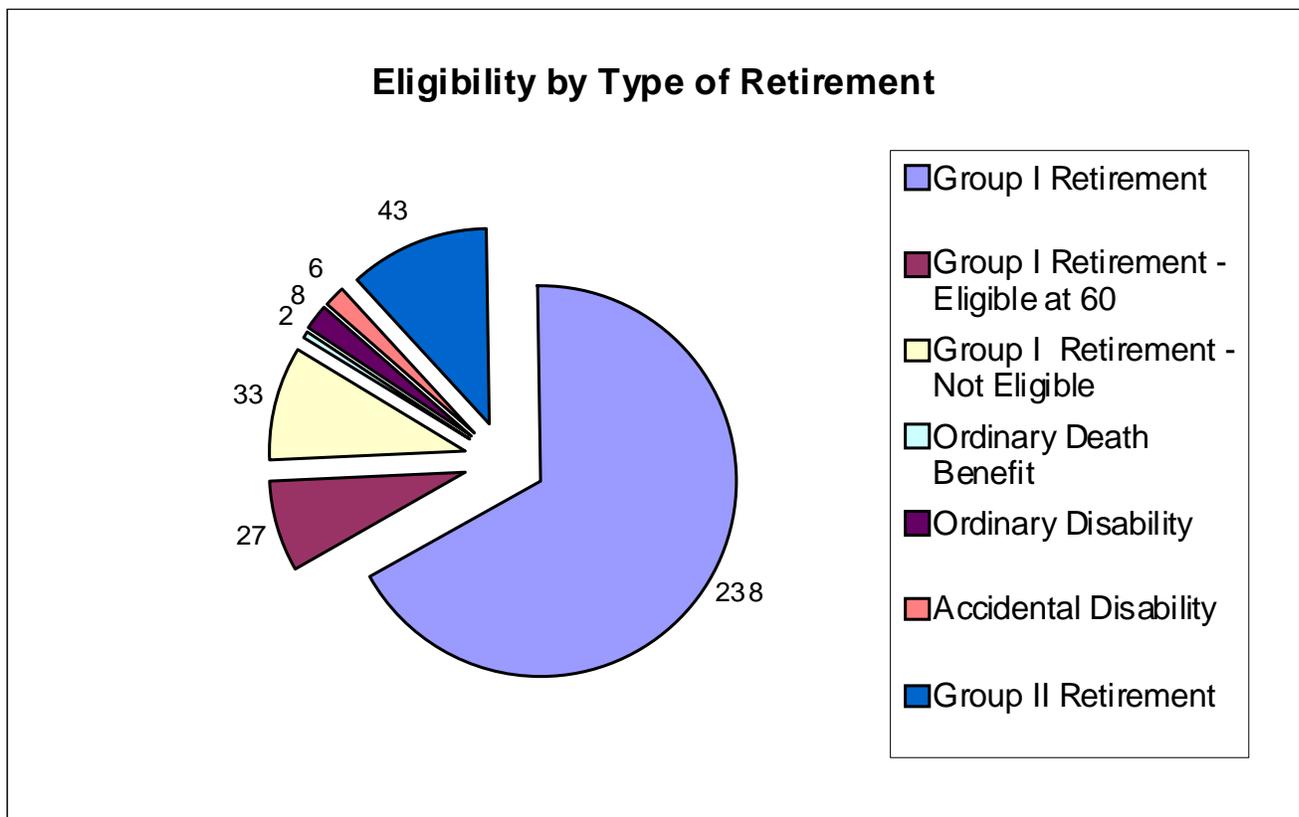
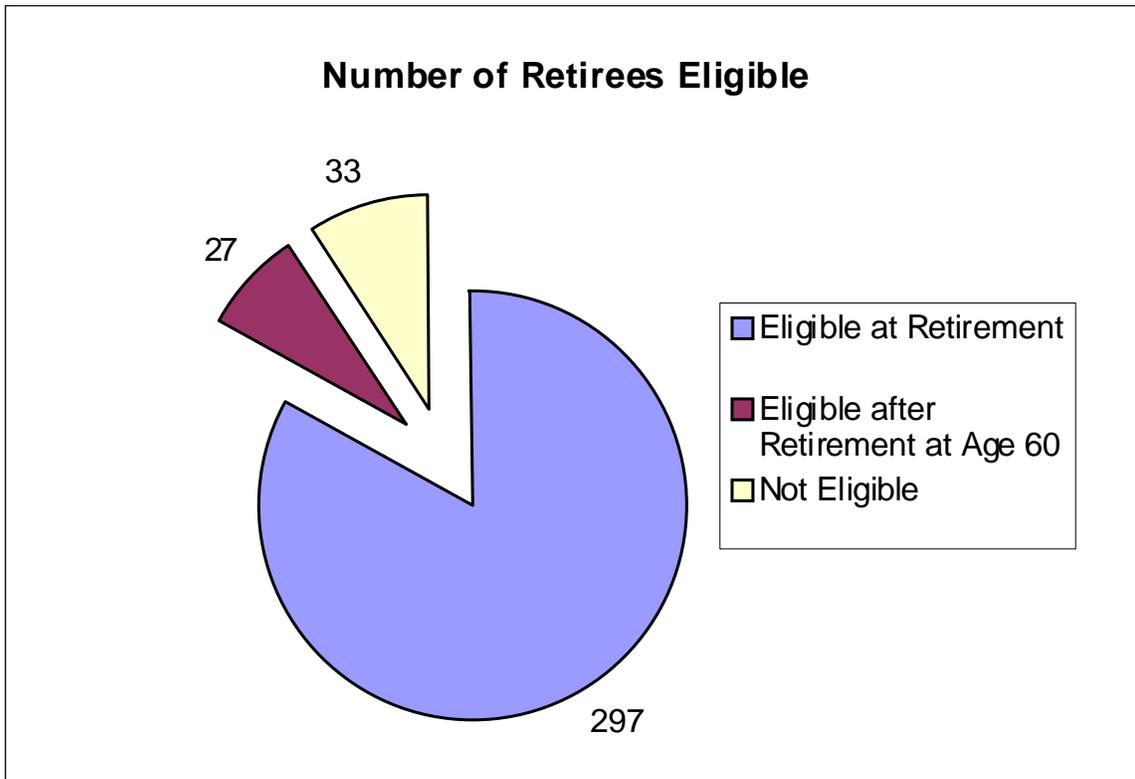
Cost of Medical Benefit Plan



Cost of State-Paid Life Insurance 5 year History



Eligibility for Retiree Health Benefit



**Bureau of Education and Training
July 1, 2007 through June 30, 2008**

MISSION STATEMENT

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

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

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

FY '08 Accomplishments

Courses and Procedures

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

While continuing to offer the Certified Public Supervisor and Manager programs and numerous open enrollment courses, BET offered a record number of new programs and courses in Fiscal Year 2008, including:

- A New Supervisor's Orientation and Training
- Workforce Development Planning
- Beyond Blame- Conflict Resolution for Leaders
- Communications Skills in the Workplace
- Managing Difficult Employees
- Facilitation Skills
- Promoting Your Program
- Raising the Grade (Strategies for better delivery of Services)
- Introduction to Organizational Development

- Managing Across Generations
- Program Evaluation
- Managing Managerial Time and Stress
- Personal and Professional Development for Support Staff
- Using Microsoft Office to Manage Projects
- Time Management with MS Outlook
- Creating Manuals, Handbooks and Complex Documents Using MS Word
- Integrating MS Office Applications
- Adding Pizzazz to PowerPoint Presentations

Computer and Technical Classes

Software purchased:

Adobe Acrobat software was updated to the Professional version giving BET the ability to run classes on electronic form creation and distribution.

Organizational Development Activities

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

New Hampshire Certified Public Manager Program

In Fiscal Year 1996, the Bureau of Education and Training implemented a competency-based Certified Public Manager Program (CPMP) for New Hampshire government employees.

The aim of the NHCPMP is to standardize and professionalize public management. The program uses a system of competency-based training that 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 150 hours of core course work. Successful completion of the Level II Public Management Program earns participants a *Certificate of Public Management*. The Level II program is available to mid- and upper-level managers who have successfully completed Level I. It takes two years to complete, and requires an additional 120 hours of core course work, as well as participation in a team project of about 60 to 100 hours. Both designations are viewed as professional, rather than academic, credentials.

In Fiscal Year 2008, there were a record number of 113 participants in the Level I program and 44 who participated in Level II. Two Level II graduates from the Department of Environmental Services were nominated for a national award for excellence in a group project.

The six were awarded the Askew Award for “the utilization of management practices exemplifying the philosophy of the American Academy of Certified Public Managers in the completion of an exceptional curriculum project.”

This spring 92 individuals were accepted into Level I and another 48 into Level II to participate in the FY09 Certified Public Manager Program.

New Hampshire is an accredited member of the National Certified Public Manager Consortium. The Consortium is made up of 29 member states. Benefits and recognition are reciprocal from state to state for Level II graduates.

Number of Participants Completing Training Programs

Management Classes

| <u>Number of Participants</u> | <u>Course Title/Code</u> |
|-------------------------------|--|
| 33 | Building Strong Work Teams |
| 36 | CPM Capstone |
| 13 | CPM Graduate Leadership Tune-Up |
| 110 | CPS Capstone |
| 110 | CPS Orientation |
| 36 | Critical Thinking for Managers |
| 36 | Ethics and Integrity in Managing Government Programs |
| 28 | Human Resources & the Law |
| 28 | Human Resource Management Certificate Program |
| 159 | Interviewing Techniques |
| 28 | Introduction to Human Resource Management |
| 138 | Introduction to Supervision |
| 171 | Introduction to Time Management |
| 163 | Personnel Appeals Workshop |
| 36 | State Budget and Purchasing (State Employees Only) |
| 36 | Strategic Planning |
| 149 | Supervising Employee Performance |
| 157 | Understanding and Valuing Differences |
| 25 | Women in Management Program |
| <hr/> | |
| 1492 | Subtotal |

Employee Development Classes

| <u>Number of Participants</u> | <u>Course Title/Code</u> |
|-----------------------------------|---|
| 16 | Accident Reporting and Investigation |
| 31 | Confined Space |
| 7 | Department of Labor Rules and Regulations |
| 13 | Developing Your Potential in State Government |
| 9 | Electrical Safety Awareness |
| 9 | Ergonomics |
| 9 | Fire Safety and Awareness |
| 17 | General Accounting Principles |
| 20 | Hazardous & Toxic Substances |
| 38 | MBTI Application |
| 176 | Myers-Briggs Type Indicator (MBTI) |
| <hr/> | |
| 345 | Subtotal |

Communication Classes

| <u>Number of Participants</u> | <u>Course Title/Code</u> |
|-----------------------------------|--|
| 12 | Assertive Communication |
| 28 | Business Writing in Plain English |
| 34 | Coaching in the Workplace |
| 64 | Collective Bargaining/Negotiation Techniques |
| 27 | Conflict Resolution |
| 8 | Creating a Positive Organizational Culture |
| 53 | Dealing with Difficult People |
| 26 | Effective Front Line Customer Service |
| 110 | Effective Speaking and Presentations |
| 16 | Establishing Effective Mentoring Systems |
| 11 | Grant Writing |
| 51 | How to Communicate Effectively in the Midst of Tension |
| 110 | Introduction to Business Writing |
| 16 | Let's Talk 2 |
| 15 | Listening Skills |
| 36 | Managing Change in the Workplace |
| 123 | Managing Conflict |
| 10 | State Administrative Rules |
| <hr/> | |
| 750 | Subtotal |

Computer Classes

| <u>Number of Participants</u> | <u>Course Title/Code</u> |
|-----------------------------------|---|
| 10 | Access Macros Workshop |
| 35 | Adobe Acrobat |
| 9 | DreamWeaver I |
| 9 | DreamWeaver II |
| 10 | E-Mail Workshop |
| 7 | Excel Forecasting & Trend Analysis |
| 15 | Excel Formula Workshop |
| 11 | Excel Macros Workshop |
| 13 | Excel Pivot Tables & Charts |
| 13 | Excel Statistical Analysis |
| 11 | HTML/CSS Basics Workshop |
| 7 | InDesign I |
| 32 | Introduction to Microsoft Outlook |
| 13 | Introduction to Microsoft Windows XP |
| 14 | Introduction to Visual Basic for Access |
| 10 | Merge Workshop |
| 92 | Microsoft Access – Part I |
| 44 | Microsoft Access – Part II |
| 15 | Microsoft Access – Part III |
| 91 | Microsoft Excel – Part I |
| 45 | Microsoft Excel – Part II |
| 20 | Microsoft Excel – Part III |
| 9 | Microsoft Project I |
| 5 | Microsoft Project II |
| 11 | Microsoft Publisher I |
| 35 | Microsoft Word – Part I |
| 34 | Microsoft Word – Part II |
| 18 | Microsoft Word – Part III |
| 12 | Photoshop I |
| 59 | Project Management Fundamentals |
| 9 | QuickBooks |
| 9 | Research on the Internet |
| 13 | Structured Query Language (SQL) |
| 30 | Using Microsoft PowerPoint 2000 |
| 7 | Word Booklet and Brochure Workshop |
| 14 | Word Form/Template Design Workshop |
| <hr/> | |
| 791 | Subtotal |

Total number of participants for all courses: 3,378