

# HR Exchange - Happy Holidays!

## NH Division of Personnel

### Environmental Services Recognized by Department of Defense

The New Hampshire Department of Environmental Services was presented with the “Above and Beyond Award” by the Department of Defense’s Employer Support of the Guard and Reserve Program. The DOD “Above and Beyond Award” officially recognizes employers at the state and local level who have far exceeded the legal requirements for granting leave and providing support for military duty by their employees.

The award, which is handed out on a limited basis, was based on the support given to DES’s River Coordinator, Steve Couture, his family and his unit during his recent deployment to Iraq with NH Army National Guard C. Company, 3rd Regiment, 238 Aviation Brigade (Medevac) Unit. The support network for Steve Couture and his Unit went far beyond DES staff to include representatives from designated river Local Advisory Committees across NH, colleagues from other state and federal

agencies, private firms, and municipalities as well as watershed organizations and non profit organizations.

*“It is quite evident that a culture of family exists in NHDES,” said Ted Kehr, Chairman, New Hampshire ESGR Committee.*

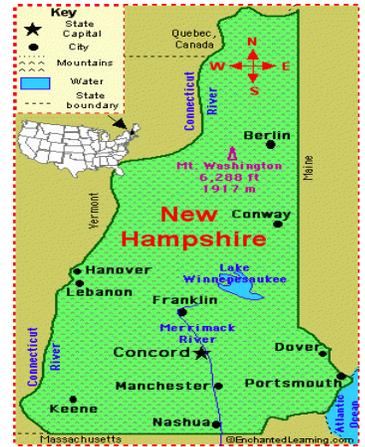
“DES and all of the people who contributed to this collective effort are grateful for this recognition. It was our privilege to support the members of the 238th while on their mis-

sion to Iraq. We hope that we were successful in raising their spirits while they were away from their homes and their families in service to our country,” said Tom Burack, DES Commissioner.

“The New Hampshire ESGR chose our “Above and Beyond Award” to be the appropriate recognition for the outstanding support provided to Sgt. Steve Couture’s employer, New Hampshire Department of Environmental Services. “It is quite evident that a culture of family exists in NHDES,” said Ted Kehr, Chairman, New Hampshire ESGR Committee. ■



**[Left to right: DES Steve Coutoure, Steve Landry, Rob Livingston, Laura Weit-Marcum, Jacquie Colburn, DES Commissioner Tom Burack, NH ESGR Committee Chairman Ted Kehr]**



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## Chad Hayes—DOT—Receives Monetary Recognition!

On November 17, 2010 the State Suggestion and Extraordinary Service Award Committee, with the Governor and Council's assistance, presented monetary recognition along with a check for \$1,000 to Mr. Chad Hayes as a result of his going outside of and beyond the scope of his regular job responsibilities. Mr. Hayes sought out a better plow edge for the Department of Transportation by researching the JOMA 6000 plow edge carbide blade. After several trial runs, it was discovered that the design of the JOMA 12" sectional plow edge conformed to the shape of the roadways helping to further clean the roadway of snow and

slush that would have been left behind using the Department of Transportation's standard carbide blade. Details about the type of storm, miles plowed, overall performance and wear of the JOMA edge were recorded for each event. Also recorded was the life of the edge of the standard carbide blade. Through this trial, the DOT determined that although there was an initial cost to purchase the product, it lasts longer and plows the roads of New Hampshire better and more efficiently. The Department of Transportation will now be replacing the blades system and expects to implement the new plow edge this winter. ■



[Left to right: Karen Hutchins, Director of Personnel, Chad Hayes, Governor John Lynch]

## Wendell "Bud" Durling—Half Century of State Service

President Dwight Eisenhower still had two months left in office when Wendell "Bud" Durling worked his first day at the NH Highway Department on December 14, 1960. His initial rate of pay was \$1.33 an hour. Bud began in the Warner Patrol Section of Highway Maintenance District 5 and worked his way up to Patrol Foreman. At the same time, Bud had been helping out a great deal with the Department's radio system, and soon decided to work full time in radio maintenance.

For the past five decades, Bud Durling has been an essential part of the success of the New Hampshire Department of Transportation's two-way radio system. Although his job title was maintenance mechanic, Bud actually served as a radio system manager, providing a link between State Police radio technicians and the

DOT's traffic management offices. Bud led a team of mechanics who installed two-way radios on DOT vehicles. He worked directly with the DOT's Mechanical Services shop personnel to manufacture custom brackets for installing the bulky radios, a tremendous savings of time and money for the Transportation Department. Bud also participated in many of the equipment installation efforts at remote mountaintop locations, assisting with transporting, loading and unloading equipment.

DOT Communications Supervisor David Chase says, "Bud Durling is always willing to step in and help where assistance is needed. He is the guy who will come in early to meet a helicopter "chase truck"...and stay late to hike up the mountain to recover helicopter cargo nets. Bud has always insured that each and every

radio operator who passes through his workshop never goes without...and leaves with something that works."

According to Department of Safety Communications Maintenance Supervisor James Kowalik, Bud "was a willing and helpful participant when there was a helicopter lift needed to get equipment to the summit of a remote location. He has set a great example of work ethic and dedication for State Employees everywhere." ■



Wendell "Bud" Durling with Krystal Muccioli, 2010 Miss New Hampshire.

## On-Line Driver License Renewal Program Recognized

On Wednesday, December 8, 2010, the Suggestion and Incentive Awards Committee, with the Governor and Council's assistance, presented special recognition for outstanding achievement to Theresa Pare-Curtis, Margaret McQueeney, Ryan Petrain, Rebecca Gamache, Albert Sheldon, Jeffrey Niven, Dennis Kosydar, Martha O'Connor, and Claire Janelle of the Department of Information Systems and to Sergeant William Haynes of the Department of Safety, Motor Vehicles Department.



**[Left to right: Karen Hutchins, Personnel Director; Commissioner John Barthelmes, Safety; Ryan Petrain, Rebecca Gamache, Margaret McQueeney, Bill Hayes, Theresa Pare-Curtis, Dennis Kosydar, Claire Janelle, Jeff Niven, Rick Sheldon, and Governor John Lynch.]**

This group worked together in designing, testing and implementing a state-wide On Line Driver License Re-

newal program. This program allows citizens to renew their driver license from home via the internet, saving time and money by not having to travel. In the first three weeks of the program over 600 citizens had renewed their licenses on line instead of driving to a DMV location. This was a significant intra-agency event in customer service and cost savings, representing the state's first major venture into e-commerce for the average citizen. The work involved had to insure that the security and integrity of a driver license remained intact and at the same time produced customer convenience. ■

## Department of Corrections Christmas Elves!

For the last twenty years The Department of Corrections Human Resource Bureau has sponsored a family through Operation Santa Clause. Over the years they have grown from sponsoring one child, to two children and for the second year in a row, they have sponsored a family with three children.

Beginning every January, DOC staff donates \$3.00 per month to this worthy cause. This year they were able to collect over \$300.00 to split between the three children. Each year DOC HR Headquarters staff chooses who will be Santa's elf for each child. The selected elves will then go on a wild shopping excursion (on their own time of course) and bring back their



**[Left to right: Rosalind Hilton, Kathleen O'Neill, and Susan Bowers]**

special gifts for all in the Bureau to see! The winners this year are pic-

tured displaying some of the gifts that they purchased for a needy family of three children. The other elf supporters are: Lisa Currier, HR Administrator; Linda McFarland, Human Resource Coordinator; Gina Alosa, Human Resource Assistant III; Linda McDonald, Program Specialist II; Sandra White, Payroll Officer; and Cathy Thornton, Human Resource Assistant III.

This annual event gives the staff a great sense of giving and appreciation for those less fortunate ■

## Department of Education Celebrates Denim Day

On October 8, 2010, Department of Education employees participated in the Lee National Denim Day, an annual fundraising event to benefit breast cancer research. This is the 15<sup>th</sup> year that the Department has taken part in this event, which is one of the largest single-day fundraisers for breast cancer research. Employees who donated \$5.00 or more received a pin and proudly wore denim on Friday, October 8. This year, \$276 was raised. Breast cancer has affected so many people, in many different ways and we are proud to once again con-

tribute to this worthy cause.

[Front row, left to right: Caitlyn Davis, Marcia McCaffrey, Mary Mayo, Mary Bubnis, and Tam Fenner.

Back row, left to right:: Roberta Tenney, Brenda Cochrane, Merry Fortier, Nancy Faro, Carol Angowski, Joanne Magarian, and Dawn Laflam]



## DOP Raises Money for Food Pantry

State employees have a long and distinguished tradition of giving, whether it involves sponsoring a cancer walk, ordering goodies to support our coworkers' children's school fundraisers, making payroll deductions to help subsidize programs through the State Employee Charitable Campaign or buying presents for kids as part of Operation Santa Claus. Employees at the Division of Personnel are no exception and take pride in supporting our neighbors and our communities. Several years ago as the holidays approached, employees in the Division of Personnel decided to take that spirit of giving one step farther while making it a little more personal and adding an element of fun. Thus began our own tradition of the annual holiday raffle to benefit charity.

We began by soliciting donations from our own employees with the first "big" prize being a parking card for the Durgin Block Garage. (When you

work in the State House Annex, paid parking reasonably close to the office is a very big deal!) Through these first five years, employees have donated everything from gift cards for local merchants like CVS, Butters, Granite State Candy, or Bread and Chocolate to stuffed animals, holiday decorations, shop tools, candles, cookbooks, one-of-a-kind handmade baskets and jewelry, goodies from Lia Sophia, exotic scarves, holiday wreaths, NFL t-shirts, spa items, mittens and hats. The same employees who donate to the raffle buy the lion's share of the raffle tickets (\$3 each, two for \$5 or five for \$10) and take their chances at winning one or more of the raffle prizes, with names being drawn right after our annual holiday lunch. All the proceeds then go to benefit the Division's selected charity.

The rules are simple. Anyone can donate prizes and participation is completely voluntary. Eligible play-

ers include all full-time, part-time or temporary employees in the Annex. (In 2009, we agreed that employees from other Divisions could participate if it meant more money for charity.)

The first year, we took nominations and voted to determine which charity would receive the proceeds of the raffle. St. Paul's Food Pantry was the hands-down winner. After visiting St. Paul's to make that first donation in 2006, and after seeing just how far the volunteers who run the pantry can stretch a dollar to feed those less fortunate than ourselves, St. Paul's Food Pantry has remained our charity of choice ever since. Over the past four years, we have been able to donate more than \$1,600 to help feed those in need right here in Concord. This year [2010] we raised \$825 for St. Paul's Food Pantry. What does your agency do to support your local community?

■

## Safety's Bourque and Wagner Recognized

On December 8, 2010 the State Suggestion and Extraordinary Service Award Committee, with the Governor and Council's assistance, presented non-monetary recognition for Roberta Bourque of the Division of Motor Vehicles and Sergeant Christopher Wagner with the State Police, for their LEAN certified training. Ms. Bourque and Sergeant Wagner brought a high level of enthusiasm and passion to facilitating the LEAN process that is recognized statewide. Because of their style and methods and their reviewing of internal Safety processes, they have saved time and money and most importantly buy-in from all levels of Safety staff. Specific examples of processes they have

worked on include the Safety internal G&C process, which previously had a low success rate in processing error free G&C requests, but which now processes error free in over 90% of the requests. Another process example includes a review of the DMV returned mail as it relates to driver licensing, specifically those mailed and returned because of a defective address. Returned mail was reduced from over 25% to fewer than 10%. Ms. Bourque and Sergeant Wagner also facilitated a process to save time, effort, and money with the Marine Patrol, Safety Services Division by turning a 17 step process regarding boating accidents into a 7 step process. ■



**[Left to right: Karen Hutchins, Personnel Director; John Barthelmes, Commissioner, Safety; Roberta Bourque; Sergeant Christopher Wagner; Governor John Lynch]**

## Door Decorating Contest Generates Enthusiasm and Holiday Spirit

December 2010 marks the second annual door decorating contest held at the Division of Personnel.

Employees are encouraged to create a Holiday Theme on their office door. Just prior to Christmas a group of judges [from another division and/or department] judge the doors based on predetermined criteria. There's a first, second, and third prize for the

winners. Prizes are provided by the Personnel Director and the competition gets "stiff". Even though competition is heavy, all have a good time.

Below are three contest winners from December 2009. Try a similar fun activity at your facility and see how much enthusiasm YOU can generate. ■



## Glencliff Home Annual Holiday Buffet

Each year at the beginning of December, Glencliff Home hosts a holiday buffet and silent auction to celebrate the holidays with all the people that make Glencliff the wonderful Home it is.

The Dietary staff plan and prepare a fabulous array of goodies like chocolate covered strawberries, fresh fruit, lasagna, roast beef, ham, oven potatoes, homemade rolls and a variety of homemade desserts like double chocolate layer cake, red-velvet cake, fudge, cookies. This year there was a sleigh made out of chocolate, by one of our talented Cooks, that was filled with petit fours.



The Activity Staff plan and prepare an amazing silent auction. Staff and residents make many of the items and some are donated. There are quilts, tree skirts, birdhouses and other handmade crafts. Each item is presented as part of a theme package, for example a handmade birdhouse would come with seed, a book on birds and a bird theme ornament. All proceeds from the auction go to the Patient Welfare Fund. Money used from this fund has to benefit the welfare of all residents.

The Division of Personnel would like to congratulate the Glencliff Home staff for another successful Holiday Buffet. The effort and dedication of staff toward this wonderful event is to be honored. Keep up the good work! ■



Employees gather food items for the local food pantry.

### Giving is a Tradition at the Glencliff Home!



Silent Auction bidders view items.



Silent Auction bidders enjoy the buffet!



More homemade and donated auction items.

## State Agencies Support Food Drive

The Food Drive to 10,000 items in 2010 recently took place. Several state agencies have joined together to collect 10,000 food items [maybe more] by 12/13/2010 for the NH Food Bank. The food drive kicked off **November 22, 2010** and ran through **December 13, 2010** with pick up of all food items collected at each State Agency on **December 14, 2010**. Last year state employees collected 10,129 items. This year's total is being tallied as we write this article.

The following represent the twelve agencies/contacts that were involved in the food drive as of November 19, 2010.

Administrative Services – Ruth Kimball  
 Agriculture – Dave Rousseau  
 Banking – Richard Arcand  
 Cultural Resources – Ann Hoey, Shelley Angers  
 DES – Jim Martin  
 DOT – Bill Boynton  
 DRED – Linda Courrvieu  
 Education – Lori Temple  
 Employment Security – Zandy Dezonie  
 Fish and Game – Jane Vachon  
 HHS – Kris Neilsen

Insurance – Deborah O’Laughlin

The Department of Environmental Services offers several contests that help increase participation in their food drive. These include:

**I’m Andy Warhol (new this year!):**  
 Bring in 10 items or more and get your name on your very own soup can label. Labels are hung near the Public Information Center. All names are entered into a drawing for a free DES fleece vest or jacket!

**Kids coloring contest:**  
 Children school ages Pre-School through 4<sup>th</sup> Grade submit a drawing of any holiday scene. All children will receive ribbons for their entries. And one randomly-selected winner from each grade receives pencils, made from recycled material, for the winner’s entire class at school. Entries must include 3 non-perishable food items. Drawings are hung in the Public Information Center.

**Heaviest Item:**  
 Self explanatory - person that brings in the heaviest food item wins a DES tote-bag or mug. In case of a tie, there

is a random drawing for the winner.

**Shopping Bag Challenge:**  
 Who can fit the most items in a reusable shopping bag? Participants provide Jim Martin with the number (subject to verification). The Winner receives a DES tote-bag or mug.

**The Biggest Giver:**  
 Let’s see who can give the most items. Participants submit their individual total to Jim Martin. The winner receives a choice of a DES tote-bag, mug or a DES hat.

**Who the food is going to:**  
 Our food drive items go to help the NH Food Bank. Every year, the Food Bank distributes nearly 6 million pounds of donated surplus food to 405 food pantries, soup kitchens, shelters, day care centers and senior citizen homes. These registered agencies in turn provide the food to over 127,200 men, women and children throughout New Hampshire each year.  
[www.nhfoodbank.org](http://www.nhfoodbank.org) ■

## I-9 Employment Verification Form—Resource & Information for Employers

We were recently made aware of a great resource for employers who are responsible for completing I-9 Forms. It’s the M-274 Handbook for Employers. This informational booklet was prepared by U.S. Citizenship and Immigration Services and contains back-

ground information on why we have to complete these forms for our employees along with other helpful information. If you are responsible for completing these forms for new hires or rehires or know someone who is, we highly recommend that you check

out this link: [http://www.uscis.gov/files/nativedocuments/m-274\\_3apr09.pdf](http://www.uscis.gov/files/nativedocuments/m-274_3apr09.pdf). ■



## Transportation's Goulas and Janssen Receive Monetary Award

On November 17, 2010 the State Suggestion and Extraordinary Service Award Committee, with the Governor and Council's assistance, presented monetary recognition along with a check for \$500.00 each to Nicholas Goulas and Aaron Janssen, Civil Engineer IV for their extraordinary service in the interest of the state for im-



[Left to right: Karen Hutchins, Director of Personnel, Aaron Janssen, Nicholas Goulas and Governor John Lynch]

proving government cost savings. Mr. Goulas and Mr. Janssen developed a database software program for applicants with oversize and overweight vehicles. This program enables applicants to input their specific vehicle and load information to evaluate the proposed load to the capacity of all state owned bridges. With this information, applicants can determine an allowable route to travel to their proposed destination. The software application also allows permit applicants to identify bridge locations that will require engineering review to determine if the vehicle is safe to travel across a bridge, bridges that may be crossed with possible restrictions, and town/city owned bridges that require permission from the town/city to cross. The implementation of this program results in increased preservation of state owned bridges due to the reduction in overweight loads traversing bridges above

the rated capacity of the bridge. The resulted cost savings is not only for engineering review fees but also time and cost saved to the industry due to avoided delays in the time required obtaining a permit. All of their efforts were beyond regular duties and far exceeded what was expected of an employee in this position. ■



[Nicholas Goulas, Aaron Janssen, Chad Hayes, and Transportation Commissioner George Campbell]

## New Hampshire State Parks Offers the Perfect Holiday Gift

(Concord, NH) With the holiday season in full swing, the hustle and bustle of holiday shopping is in high gear. This year why not get your loved ones the gift of the outdoors? New Hampshire State Parks offers many options for the outdoor enthusiast. From camping to hiking, swimming to biking there is something fun for everyone!

Although it is winter, summer is just around the corner and New Hampshire State Parks has different options for the perfect gift. They offer gift certificates valid for any use at the state parks including camping, day-

use entry fees or to purchase season passes. Another option is purchasing coupon books and day-use season passes for individuals or families. Gift certificate, coupon books and passes are available to purchase now, for more details contact 603-271-3556 or email [nhparks@dred.state.nh.us](mailto:nhparks@dred.state.nh.us).

### About the Division of Parks and Recreation

The Division of Parks and Recreation is comprised of the Bureau of Park Operations, Bureau of Historic Sites, Bureau of Trails, and Cannon Mountain. The Division manages 92 properties, including state parks, beaches,

campgrounds, historic sites, trails, waysides, and natural areas. The Division of Parks and Recreation is one of four Divisions of the Department of Resources and Economic Development. To learn more, visit [www.nhstateparks.org](http://www.nhstateparks.org), follow NH State Parks on Facebook and Twitter, or call 603/271-3556. ■



## Talk It Out! By Diane Allen, Assistant Nursing Director, New Hampshire Hospital

My college age son has fallen in love. Not with a girl, but with a sport. He has fallen in love with Ultimate Frisbee – a fast-paced running and disc throwing game that looks a lot like soccer. I went to my first game recently – a regional tournament with the “final eight” college teams playing each other at the University of Massachusetts.

While the game seems simple enough – seven players attempt to pass a disc past the opposing team’s goal line – it is the spirit of the game and the rules of play that set the game apart from other field games:

- Sportsmanship, fair play and respect for other players are stressed.
- No physical contact is allowed between players.
- When a player makes contact with another player a foul occurs.
- Players are responsible for their own foul and line calls.
- Players resolve their own disputes.

I was instantly enthralled by the speed and athleticism involved in throwing and catching the disc. This is not a game for sissies – the best players are tall, strong and quick- like football wide receivers. Athletes celebrate the “layout,” where a player catches a disc after launching themselves into the air, horizontal with the ground. Possession of the disc changes hands every time an opponent catches or blocks a pass, so things happen quickly. The teams switch end zones with every goal, so spectators have to pay attention to keep up. I was particularly captivated by what happened with fouls. Play suddenly came to a halt as two opposing players engaged

in animated dialog. “You were all over me!” said one player. “I’m sorry, I didn’t mean to be, I couldn’t stop” responded the other. “I think you meant to do it, you’ve been in my face all along – back off!” said the first player. “Okay, okay,” said the other. Then they shook hands and the game continued. “You mean when there’s a foul they stop the game and they TALK ABOUT IT?” I giggled out loud. A bystander looked at me and smiled. (I was remembering a recent hockey game where players ferociously slammed each other into the boards and climbed onto the ice to throw punches when there was a foul.) I couldn’t help but smile back - this was incredible!

Later in the game I learned about the “principle of verticality,” which says that each player owns the space that they occupy, as well as the space above them that is within their reach. A tall player jumped into the air to grab a game-winning toss away from his shorter opponent, who couldn’t reach as high. The short guy called a foul, and as usual, they talked about it. The fans groaned, but otherwise remained quiet. The short guy said that the tall guy had leaned into him while stealing the disc away. The tall guy denied touching the short guy, but the short guy prevailed. He insisted it was a foul. They shook hands. The tall guy and his teammates were visibly upset, but they encouraged each other to keep playing. “Come on, it’s not worth it,” one said. One of the short guy’s teammates could be heard to remark “Do you have to call a foul *every* time you get out-reached?” The other team went on

to win the game, and the players lined up and shook each other’s hands and offered “good game.”

One of the most remarkable things about this whole scenario was that the fans along the sidelines stayed quiet. I was the only one who said anything, when I muttered under my breath “Well THAT wasn’t very sportsman-like!” I couldn’t help it. I’m accustomed to going to Little League games where enraged parents yell at umpires and heckle young players. At professional hockey, baseball and basketball games, fans routinely boo the other team. The closest I have been to this kind of sportsmanship is when I was in high school, when we used to bake cookies for the opposing team, and that was a long time ago. More recently, I have seen it during golf matches. I happen to really like it, and I wonder if we might apply the basic principles to interactions here in the acute psychiatric setting.

Those strapping young Ultimate Frisbee players were pretty frustrated with each other. Yet they were able to stand their ground and talk with each other without resorting to violence. As they acknowledged, it wasn’t worth it. Do we always let patients talk about their frustration with what they are experiencing – do we listen to them? Do we sometimes admit that they might be right? Can we work harder to keep quiet in the face of insult? It’s worth a try.

**Editorial Comment:** Some readers may wonder why we printed an article about Ultimate Frisbee and its relation

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## Realistic Job Preview—Is This Job for You?

Is this job for you? That is the question the Department of Health and Human Services is hoping to answer for potential applicants in its newest workforce development tool: a Realistic Job Preview (RJP) Video. DHHS staff are featured in the video sharing insights about their job - the benefits and rewards along with the issues that make their work challenging.

The RJP video has been in the works since January 2008 when an RJP Exploratory Group started meeting to determine the feasibility and benefits of implementing an RJP video for two critical DHHS positions – DCYF’s Child Protective Service Worker (CPSW) and DFA’s Family Services Specialist. (FSS). The RJP video is the newest tool that DHHS has implemented in its strategy to build and retain a high quality frontline work force by improving worker retention and increasing employee satisfaction.

The Department officially launched the RJP on their new website on September 9, 2010. The project has been positively received by many applicants many of whom have provided feedback on the RJP:

“I was on your site last night and was able to view your job video. That is a great feature, very informative!!”

“I have watched the video on the State of NH Health and Human Services website and firmly believe that working with families and children is where my heart is.”

“ I wanted to let you know that I went to the Video that you had on the NH

Site, about the Family Service Specialist. Excellent information very informative. Never seen an employer show such descriptive examples of the job. This took lots of time and preparation to make such a great site.”

### WHAT IS AN RJP VIDEO?

An RJP video is an opportunity to ask the question: Is this the job for me? It is a recruitment and retention strategy designed to reduce employee turnover (within the first 12 months) in positions that typically experience early and high turnover. Research suggests that RJP videos are most effective when the job:

- Is complex or difficult;
- Is experiencing high rates of early turnover; or
- Has important aspects that are unknown or frequently misunderstood.

The video includes:

- General information about the rewards and benefits of choosing a career with DHHS;
- First hand information from workers in the specific positions and supervisors that highlights the rewards and challenges of each job;
- Position information or facts that might otherwise be easily misunderstood by job applicants; and
- A realistic, factual, and positive representation of each position.

### BENEFITS OF PRODUCING AN RJP VIDEO

Public, private, and non-profit organizations use the RJP video strategy in their application and/or recruitment process. Empirical evidence exists to support the following:

Employees hired after viewing the RJP video enter the position with more realistic job expectations, reducing the chance of post-employment dissatisfaction, and possible turnover, thereby reducing overall staffing costs.

The RJP video typically states its intent – to inform applicants of the realities, both benefits and challenges, of the position. Applicants are then able to make a more informed career choice, opting out of the application process early on if appropriate.

### EVALUATION & IMPLEMENTATION

The purpose of the evaluation plan is to measure the impact of the RJP on the hiring process of CPSW’s and FSS’s. There are three primary hiring outcomes that will be measured in this evaluation plan: turnover, applicant recruitment, and job satisfaction. The evaluation of these outcomes will be measured in four phases over the course of two years. DHHS is working collaboratively with the UNH School of Social Work to gather and analyze data over the life of the evaluation plan.

### NEXT STEPS

DHHS is the first NH state agency to develop and implement an RJP video into its hiring process. In October 2010, DHHS presented the Realistic Job Preview video at the annual State of NH Workforce Development Summit. It is our intent to help others who may have an interest in producing an RJP.

Continued on page 11

## Realistic Job Preview continued from page 10

Planning for the next RJP initiative has already begun at New Hampshire Hospital where the focus will be on Mental Health Worker positions. Filming should begin in early 2011 and we hope to have a final product by spring.

The RJP is posted on the Department website for both external and internal applicants for Child Protective Ser-

vice Worker and Family Services Specialist. Go to the website below. [http://www.dhhs.nh.gov/media/av/realisticjobpreview\\_intro.htm](http://www.dhhs.nh.gov/media/av/realisticjobpreview_intro.htm)

A special thank you to the DCYF and DFA workgroups and to Department management for all of their support for this critical project. The RJP Steering Committee members are:

Bob Boisvert, DCYF; Alice Leeming, HR; Kris Neilsen, Public Information Office; Wendy Roper, DFA; and Lori Weaver, ODTs.

For more information contact: Lori Weaver, ODTs Administrator DHHS 271-4286. ■



Taken from ANTARCTICA - Exploring a Fragile Eden by Jonathan and Angela Scott, published by Collins

*Merry Christmas and happy holidays to all our fellow state employees! May the spirit of the holiday season always shine upon you!*

## Talk It Out! Continued from page 10

ship to an acute psychiatric setting. HERE'S WHY! Too often in the work setting we observe or hear about employee to employee, manager to manager, employee to manager, and others verbally abusing one another. Verbal abuse can and has led to physical contact.

and misunderstandings. Is it easy?

NO! Is it worth it? YES! Your own Bureau of Education and Training at the Division of Personnel offer an array of communication classes that can help. You can also contract them to provide a class at your facility for your employees. Contact them and sign up. It will be worth it! ■



“TALKING ABOUT IT” is simply a better way to handle disagreements



## New Hampshire Winter Farmers Markets Submitted by the Department of Agriculture

For your local shopping pleasure, many communities are planning farmers' markets from November through May of 2011. A list of the markets reported to date follows. Check out the locations close to you for great local foods all winter long and also for unique holiday gifts.

Visit <http://agriculture.nh.gov/documents/WinterFM.pdf> for the most up to date market list.

**Berlin Holiday Market:** Bickford Place, Main St., Dec. 18, 10 am. 723-1004, [www.wrencommunity.org](http://www.wrencommunity.org)

**Concord Winter Farmers' Market:** Cole Gardens, Jan.-March, 2nd & 4th Sat., 10 a.m.-2 p.m. <http://www.colegardens.com/winter-farmers-market>, [www.concordwinterfarmersmarket.com](http://www.concordwinterfarmersmarket.com), [joconnornh@yahoo.com](mailto:joconnornh@yahoo.com)

**Contoocook Farmers' Market:** Contoocook Train Depot, Main St., Sun., Nov. 21, 10 a.m.-2 p.m.; Sunday, Dec. 19, 10 a.m.-3 p.m. Artisanal breads, meats, fresh greens, jams, baked goods, farm fresh eggs, maple syrup, pies, handcrafted wooden spoons, cutting boards and much more. 764-2874

**Danbury Winter Farmers Market,** Blazing Star Grange Hall, intersection of Rtes 4 and 104, Nov. – April, first Sat. of the month. Locally made and raised farm products and crafts, homemade lunch and breakfast sandwiches. [pdsprague@nhvt.net](mailto:pdsprague@nhvt.net), 768-5579 or 3060.

**Derry Farmers' Market:** Veterans Hall Gymnasium, 31 West Broadway, Nov.-March, 1st & 3rd Sun., 12-4 p.m. 434-8974, <http://www.derry-nh.org>, [beverferrante@msn.com](mailto:beverferrante@msn.com)

**Keene Winter Farmers' Market:** Stonewall Farm, 242 Chesterfield Road, Nov. 6, 20, Dec. 18, Jan. 22, Feb. 19, March 12, April 16, 12-4 p.m. 357-7278, [ahopkins@stonewallfarm.org](mailto:ahopkins@stonewallfarm.org)

**Laconia Winter Farmers; Market:** Belknap Mill, 25 Beacon Street East, #1, Nov. 18, Dec. 16, Jan. 20, Feb. 17, March 17, April 21, May 19, 3-6 p.m. Fresh produce, meat, cheese, wine, all natural baked breads & pastries, pies, organic teas, coffee, artisans & crafters, live music, art show, tours of the mill. 393-9520, [rollinthedough4u@yahoo.com](mailto:rollinthedough4u@yahoo.com)

**Lebanon Farmers' Market:** 18 School St, Nov. 20, Dec. 18, Jan. 15, Feb. 19, March, 19, April 16, 10 a.m.-1 p.m. 667-8667, [farmersmarket@lebcity.com](mailto:farmersmarket@lebcity.com), [www.lebanonfarmersmarket.org](http://www.lebanonfarmersmarket.org)

**Littleton Winter Farmers' Market:** Littleton Opera House, Nov. 20, Dec. 18, Jan. 8, 22, Feb. 12, 26, March, 12, 26, April 9, 23, May 14, 28. 444-0248, [cabinviewfarm@roadrunner.com](mailto:cabinviewfarm@roadrunner.com)

**Milford Indoor Farmers' Market:** Milford Town Hall Auditorium, 3<sup>rd</sup> floor, Dec. 4 2-6 p.m. Baked goods, jams & jellies, locally grown produce and meats, holiday decorations. 672-4567, [director@milfordmainstreet.org](mailto:director@milfordmainstreet.org).

**Newmarket Farmers' Market:** the Stone Church, 3<sup>rd</sup> Sat. of the month, Nov.-April, 9 a.m.-1 p.m. 659-5900, [newmarketfarmersmarket@gmail.com](mailto:newmarketfarmersmarket@gmail.com), <http://www.localharvest.org/newmarket-farmers-market-M28473>.

**Northwood Farmers' Market:** Masonic Lodge, Rtes. 4, 202/9 & 43, Sat. Oct. 16-Nov. 20, 9 a.m.-12:30 p.m. 942-8313, [northwoodfarmersmarket@yahoo.com](mailto:northwoodfarmersmarket@yahoo.com), <http://northwoodfarmersmarket.blogspot.com/>

**Raymond Winter Farmers' Market:** Lamprey River School, 33 Old Manchester Rd., Sat. 10a.m.-2 p.m., Dec. 11, Jan. 22, Feb. 19, Mar. 5. [ecreveling@raymondnh.gov](mailto:ecreveling@raymondnh.gov), [www.raymondnh.gov](http://www.raymondnh.gov).

**Rye Winter Farmers' Market:** Rye Junior High, 501 Washington Rd., Sat. Nov. 20, Jan. 15, Feb. 19, March, 19, 10 a.m.-2

p.m. 431-7775, [sorazi3@comcast.net](mailto:sorazi3@comcast.net), <http://ryeturninggreen.com/farmers-market>

**Salem Farmers' Market:** United Methodist Church, Pleasant St., Nov. 20, Dec. 4, Dec. 18, Jan. 15, Jan. 29, Feb. 5, Feb. 19, Mar. 5, 19, 8:30 a.m.-12:30 p.m. <http://www.salemnfarmersmarket.com/salemfarmersmarket@comcast.net>

**Seacoast Eat Local Winter Farmers' Markets:** Alternates between Wentworth Greenhouses, Rollinsford & Exeter High School, Exeter, Nov. 20, Dec. 4, 18, 2<sup>nd</sup> & 4<sup>th</sup> Sat. of Jan.-April, 10 a.m.-2 p.m. [www.seacoasteatlocal.org/winterfarmersmarkets/](http://www.seacoasteatlocal.org/winterfarmersmarkets/), [kate@seacoasteatlocal.org](mailto:kate@seacoasteatlocal.org)

**Tamworth Farmers' Market:** K.A. Brett School, Rte. 113, Nov. 20, Dec. 18, 10 a.m.-2 p.m. 323-2368, 323-2392, [tamworthfarmersmarket@sunnyfield.us](mailto:tamworthfarmersmarket@sunnyfield.us)

**Temple Farmers' Market:** Temple Town Hall on the Common, Rt. 45, Oct. 17-Dec. 19, 10 a.m.-1 p.m. [Vincent.mamone@gmail.com](mailto:Vincent.mamone@gmail.com)

**Walpole Holiday Farmers' Markets:** Walpole Town Common, Thanksgiving Market, Sat., Nov. 20, 9 a.m.-2 p.m.. Christmas Market, Walpole Town Hall, 1st floor, Sat., Dec. 18, 9 a.m.-12 noon. 756-3168, [jill@walpolefarmersmarket.com](mailto:jill@walpolefarmersmarket.com), [www.walpolefarmersmarket.com](http://www.walpolefarmersmarket.com)

**The Weare Winter Market:** 290 Quaker St. Fri. 3-6 p.m. Vegetables available while they last, meat, cheese, bread. 344-2323, [wearefarmersmarket@mygsc.com](mailto:wearefarmersmarket@mygsc.com), <http://www.gardenplum.com/farmersmarket>

