



**State of New Hampshire
Department of Administrative Services
Division of Personnel
2007 Annual Report
Fiscal Year Ended June 30, 2007**

Pursuant to RSA 21-I:42

Donald S. Hill, Commissioner
Karen D. Hutchins, Director of Personnel
Sara J. Willingham, Manager of Employee Relations
Dennis Martino, Education and Training

John H. Lynch, Governor
Raymond S. Burton, Executive Councilor
Beverly A. Hollingworth, Executive Councilor
Debora Pignatelli, Executive Councilor
John D. Shea, Executive Councilor
Raymond J. Wieczorek, Executive Councilor

State House Annex
25 Capitol Street
Concord, New Hampshire 03301
www.nh.gov/hr/

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GENERAL SUMMARY

FY 2007

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

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

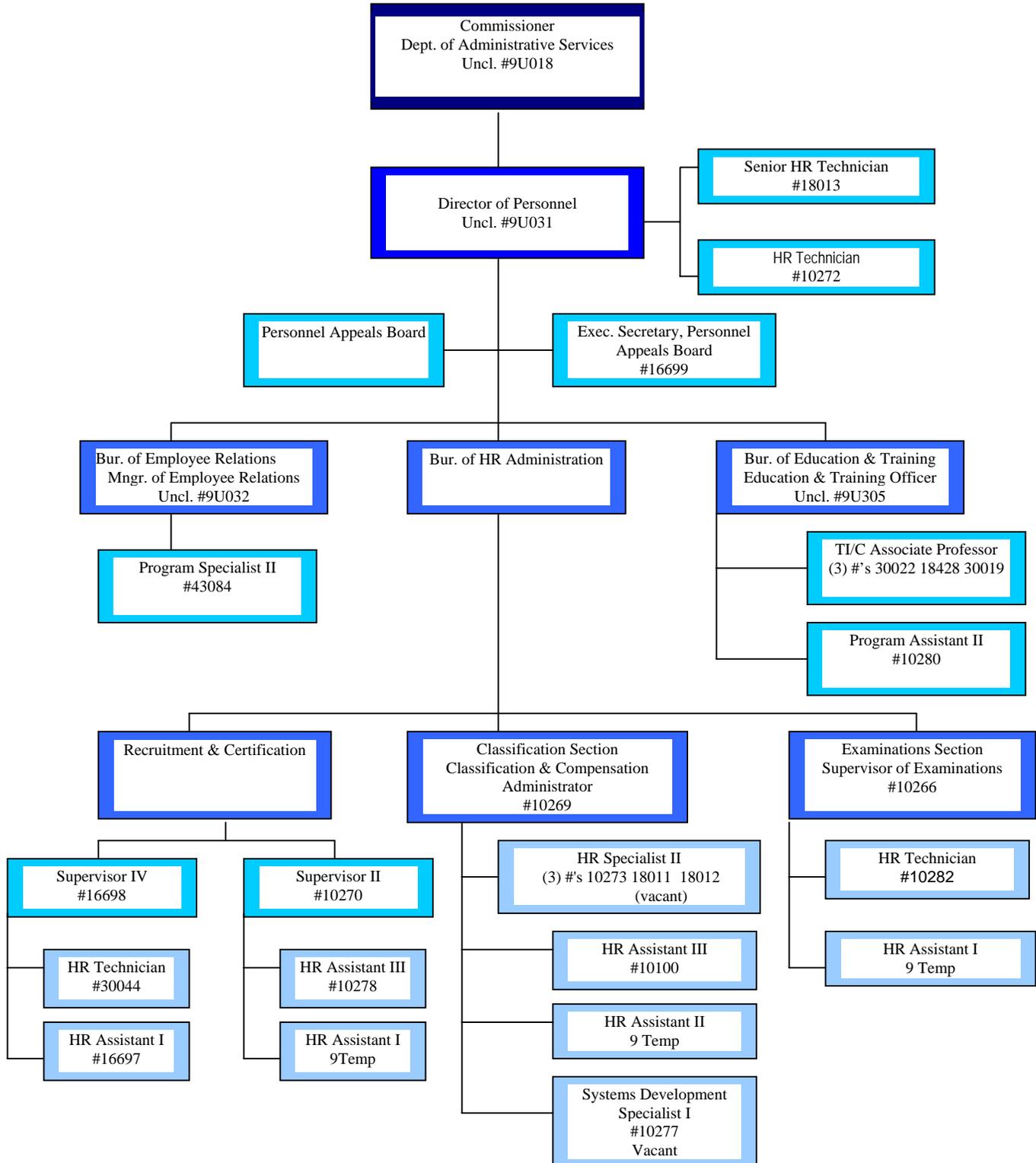
Fiscal Year Appropriation

\$1,657,973

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 2007 were: Patrick Wood, Chairman, Philip Bonafide, Joseph Casey and Robert Johnson.

**ORGANIZATIONAL CHART
DEPARTMENT OF ADMINISTRATIVE SERVICES
DIVISION OF PERSONNEL
FY 2007**



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 to serving as a fiscal "gatekeeper," the Division serves a valuable function in overseeing a fair, equitable and comprehensive system of personnel and labor relations for the State and its employees.

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 2007 two employees received monetary awards and six employees received non-monetary recognition.

Health Benefits Advisory Committee

The Health Benefits Advisory Committee (HBAC), a labor management committee established under Article 19.8.2 of the Collective Bargaining Agreement between the State and the SEA, is charged with drafting a report to the Governor on the employee health benefit. The purpose of the report is to provide an update on the status of the plan and to provide recommendations to the Governor's Office for use in developing proposals during the upcoming collective bargaining process. At the end of Fiscal Year 2007, the Committee finalized this report and met with Governor Lynch to discuss the recommendations contained in this report. A copy of the HBAC report is available on the Division of Personnel website under "Employee Benefits."

The State and the SEA worked collaboratively to draft the report. The members of the Health Benefit Advisory Committee are:

State Team

Monica Ciolfi, Risk Management
Alex Feldvebel, Insurance
Karen Levchuk, Personnel
Sara Willingham, Personnel

SEA team

Lorri Hayes, SEA
Paul Stokes, Labor
Dennis Kinnan, Corrections
Linda Huard, Employment Security

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 the Collective Bargaining Agreement and the Administrative Rules of the Division of Personnel.
- Establishing, maintaining and managing centralized personnel records for all classified employees.
- Compiling EEO data on characteristics of job applicants for state and federal reporting purposes.

RECRUITMENT AND CERTIFICATION ACTIVITIES

During Fiscal Year 2007, the Recruitment and Certification Section prepared 32 Opportunities Announcements for statewide distribution and approved 849 agency-prepared newspaper advertisements. During the Fiscal Year, 2,184 applications were evaluated for certification purposes by staff in this section. Of this number, 1,680 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 2007:

RECRUITMENT AND CERTIFICATION ACTIVITIES FISCAL YEAR 2007

ACTIVITY	NUMBER
Applications Distributed	1,850
Applications Received Statewide	3,789
Applications Accepted as Certified	1,680
Applications Rejected as Not Certified	504
Registers Requested	256
Employees Hired from Registers	120
Newspaper Advertisements Approved	849
EEO Surveys Received	3,956
Opportunities Announcements Prepared	32

During Fiscal Year 2007, staff in the Recruitment and Certification Section audited a total of 23,989 actions affecting classified employees. Of this total, 2,548 (11%) were personnel actions hiring new employees. The number of employees separating from state service in FY 2007 was 1,172 (9.9%). 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 2007**

PERSONNEL ACTION	NUMBER
New Hires	2,548
Hires Above Minimum Step (both full-time & part-time)	356
Separations	1,172
Promotions	1,333
Demotions	175
Total Personnel Action Forms Processed	23,989

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

EMPLOYEE REDUCTION IN FORCE (RIF) LIST

Effective July 1, 2005, the Legislature passed Chapter 319:7, relative to the rehiring of laid-off state employees. This legislation extended the definition of "laid-off employee" to include any state employee laid off between July 1, 2005 and June 30, 2007, as a result of reorganization or downsizing in state government. This legislation mandates that any position that becomes available in a state department be filled, if possible, by a laid-off state employee if such person is not already employed by the State of New Hampshire and if he or she meets the minimum qualifications for the position. It also requires the appointing authority of each department or agency to submit names and classifications of individuals laid off to the Director of Personnel within 10 days of the lay off.

The following is a summary of the actions that took place in connection with the RIF List during Fiscal Year 2007:

ACTION	NUMBER
Names Submitted to Personnel	0
Names Removed from RIF List	0
Names Remaining on RIF List	1
Placements	0
Vacant Positions Released for Recruitment	1,403
Total Number of Vacant Positions Submitted by Agencies	1,403

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>1998</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>
Adjutant General Department	108	108	108	113	113	122	120	120	130	127
Administrative Services Dept.	316	319	324	338	338	319	245	250	286	316
Agriculture Department	32	32	32	32	31	33	33	33	33	33
Banking Department	27	27	27	27	27	41	41	41	42	45
Christa McAuliffe Planetarium	0	0	0	0	8	13	12	12	13	13
Com. Dev. Finance Authority	0	0	0	0	0	0	7	0	0	0
Corrections Department	813	869	1,088	1,088	1,083	1,132	1,096	1,087	1,081	1,065
Cultural Resources Department	66	66	67	69	69	74	69	70	70	69
Education Department	300	303	306	313	312	326	316	305	316	297
Employment Security	315	313	385	402	385	408	367	367	372	338
Environmental Services Dept.	429	429	429	439	435	546	528	549	540	514
Executive Department	81	81	81	81	44	44	33	26	22	22
Fish and Game Department	171	171	171	173	173	174	165	164	200	194
Health & Human Services Dept.										
Alcohol and Drug Abuse Prev.	0	0	45	47	47	47	44	44	44	41
Anna Philbrick Center	0	0	0	89	89	0	0	0	0	0
Behavioral Health	93	95	51	51	56	56	61	61	59	54
Children, Youth & Family Services	0	370	394	394	397	350	367	355	363	364
Commissioner's Office	878	599	617	494	493	469	340	430	630	587
Community and Public Health	0	272	255	257	256	218	224	132	264	248
Developmental Services	68	66	59	58	54	54	53	53	53	54
Elderly & Adult Services	65	112	131	130	129	128	131	131	127	127
Family Services	709	327	327	327	326	327	322	322	345	346
Glenclyff Home	156	156	168	168	168	168	164	164	188	187
Information Services	0	0	0	0	122	146	155	155	0	0
Juvenile Justice Services	0	0	0	0	0	369	360	360	379	381
NH Hospital	968	941	875	874	870	867	846	833	830	816
Youth Development Center	0	0	0	0	183	185	0	0	0	0
Highway Safety Agency	3	3	3	6	6	6	6	6	6	6
Human Rights Commission	7	7	7	7	7	10	9	9	9	9
Insurance Department	50	50	51	53	53	72	72	70	70	70
Judicial Council	2	2	2	2	2	2	2	2	2	2
Justice Department	54	54	54	55	56	65	61	61	62	61
Labor Department	80	81	82	82	82	84	83	77	80	80
Liquor Commission	311	312	314	314	313	313	315	304	304	304
Office of Information Technology	0	0	0	0	0	0	335	397	411	408
Pari-Mutuel Commission	11	11	11	11	11	11	11	20	21	21
Pease Development Authority	4	4	5	5	5	5	5	5	5	5
Postsecondary Education Comm.	6	6	6	6	6	6	6	6	6	6
Public Utilities Commission	74	74	73	73	72	72	72	69	69	69

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

Department	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007
Real Estate Commission	7	7	7	8	8	8	8	8	8	8
Regional Comm. Tech. College Sys.	641	641	649	662	654	745	707	707	753	753
Police Standards & Training	0	0	0	0	0	0	25	25	25	25
Regulatory Boards										
Board of Accountancy	0	0	0	0	0	0	0	0	2	2
Electricians Licensing Board	6	6	6	7	7	7	7	7	0	0
Health & Human Services Boards	23	22	27	30	30	31	31	31	38	37
Joint Board of Licensing & Cert.	4	4	5	5	5	5	5	5	5	5
Plumbers Board	6	6	6	6	6	6	6	6	6	6
Pub. Empl. Labor Relations Board	4	4	4	4	4	4	4	4	4	4
Real Estate Appraisers Bd.	1	1	1	1	1	1	1	1	2	2
Tax & Land Appeals Board	8	8	8	10	9	10	10	10	8	8
Veterinarians Exam. Board	1	1	1	1	1	1	1	1	1	1
Resources & Econ. Dev. Dept.	153	154	142	147	149	184	184	177	185	177
Retirement System	41	41	45	48	48	54	54	54	0	0
Revenue Administration Dept.	153	168	171	179	191	214	175	174	181	180
Safety Department	772	782	803	811	859	1,046	1,027	1,036	1,092	1,085
State Department	30	30	30	33	33	33	43	41	41	40
Status of Women Commission	1	1	1	2	2	2	2	2	2	2
Sweepstakes Commission	60	60	60	60	60	60	60	52	52	49
Transportation Department	1,913	1,913	1,913	1,913	1,913	1,913	1,868	1,868	1,841	1,824
Treasury Department	21	21	21	21	21	21	21	21	19	18
Veterans' Council	4	4	4	4	4	4	4	4	5	5
Veterans' Home	148	148	150	168	168	251	251	251	328	369
Youth Development Services Dept.	268	268	269	0	0	0	0	0	0	0
TOTALS	10,462	10,550	10,871	10,698	10,994	11,862	11,570	11,575	12,030	11,879

**FY 2007
Authorized Positions**

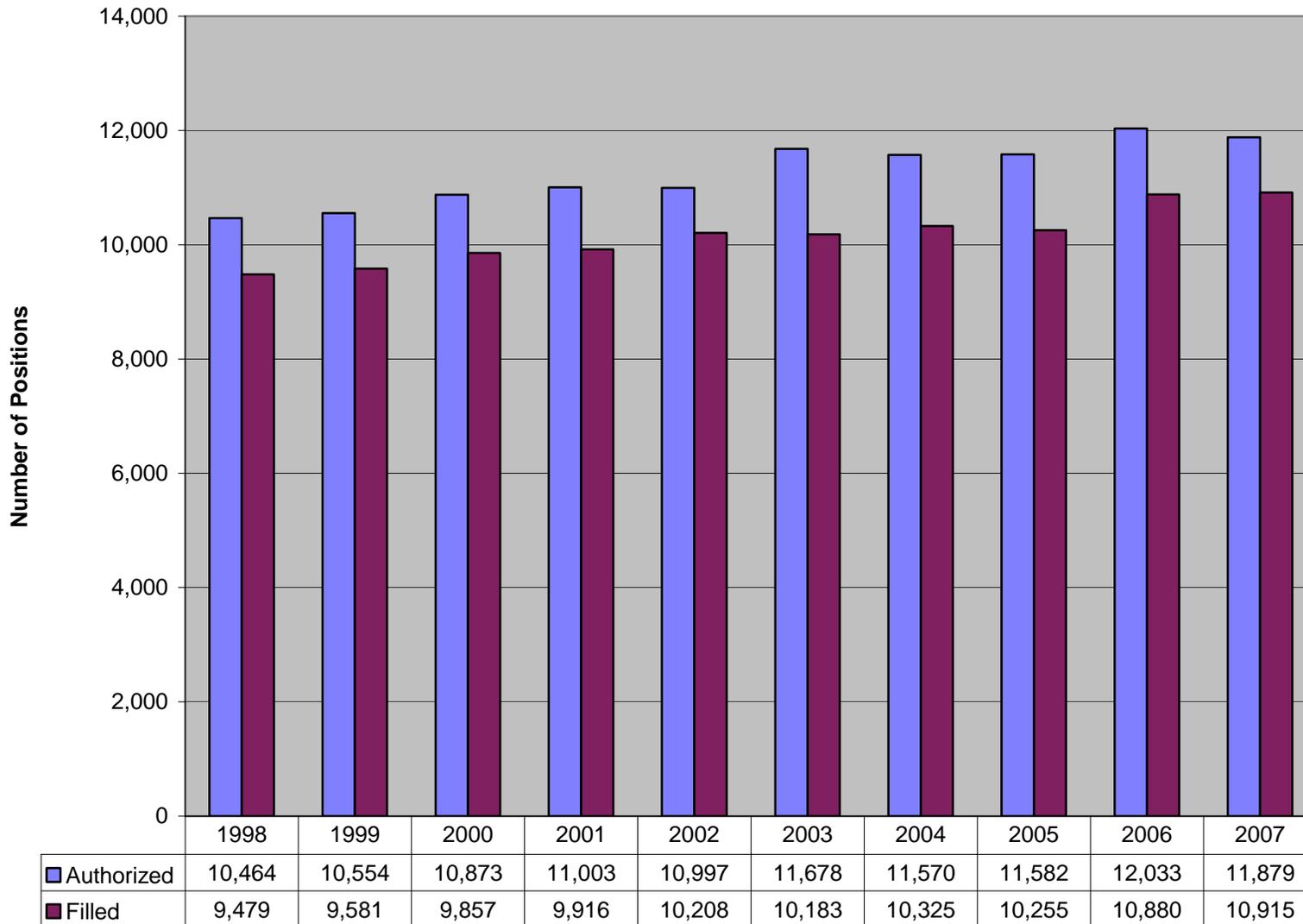
<u>Department & Components</u>	<u>CI 10 Filled</u>	<u>CI 10 Vacant</u>	<u>CI 59 Filled</u>	<u>CI 59 Vacant</u>	<u>Unclass. Filled</u>	<u>Unclass. Vacant</u>	<u>Total Positions</u>
Adjutant General Department	116	11	2	-	2	0	131
Administrative Services, Dept. of							336
Commissioner's Office	2	-	-	-	1	-	3
Accounting Services	15	1	3	-	-	1	20
Budget Office	10	4	-	-	1	-	15
Business Office	6	-	-	-	-	-	6
Cost Containment	9	-	-	-	-	-	9
Court Facilities	26	2	-	-	-	-	28
Financial Data Management	13	2	-	-	-	1	16
General Services	68	2	-	-	-	-	70
Graphic Services	21	5	-	-	-	-	26
Personnel	19	2	-	-	3	-	24
Plant & Property Management	14	3	-	2	1	-	20
Public Works Design	24	3	2	3	-	-	32
Risk Management	6	2	-	-	-	-	8
Surplus Distribution	6	3	-	-	-	-	9
Telecommunications	7	-	-	-	-	-	7
Facilities, Assets & Management	39	2	-	-	2	-	43
Agriculture, Department of	33	-	-	-	3	-	36
Banking Department	42	3	-	-	2	-	47
Christa McAuliffe Planetarium	12	1	-	-	1	-	14
Corrections, Department of	955	110	10	1	10	3	1,089
Cultural Resources, Department of							75
Division of Arts	8	-	-	-	1	-	9
Division of Historical Resources	10	1	1	-	1	-	13
State Library	48	2	1	-	2	-	53
Development Disabilities Council	3	1	-	-	-	-	4
Education, Department of	272	25	8	-	4	1	310
Employment Security	306	32	8	3	4	1	354

<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							526
Commissioner's Office	93	9	1	1	3	-	107
Air Resources	58	10	1	-	1	-	70
Water Division	241	25	2	-	1	-	269
Waste Management	68	11	-	-	1	-	80
Executive Department							30
Executive	-	-	-	-	1	-	1
Executive Council	-	-	-	-	6	-	6
Gov. Commission on Disability	7	-	-	-	1	-	8
Office of Energy & Planning	12	3	-	-	-	-	15
Fish & Game Department	179	15	1	2	1	-	198
Health & Human Services, Dept. of							3,316
Commissioner's Office	408	34	4	3	32	1	482
Alcohol & Drug Abuse Prevention	39	2	-	-	1	-	42
Behavioral Health	48	6	-	-	3	-	57
Children, Youth & Families	338	26	-	-	5	-	369
Community & Public Health	221	27	2	1	5	-	256
Developmental Services	42	3	-	-	1	-	46
Elderly & Adult Services	120	7	-	-	3	1	131
Family Services, Office of	323	23	1	-	3	-	350
Glenclyff Home for the Elderly	182	5	-	-	1	-	188
Medical Services	130	16	-	-	8	-	154
NH Hospital	770	46	20	-	17	1	854
Juvenile Justice Services	357	24	-	-	6	-	387
Highway Safety Agency	6	-	-	-	1	-	7
Human Rights Commission	8	1	-	-	-	-	9
Information Technology, Office of	380	28	1	-	9	-	418
Insurance Department	59	11	-	-	10	-	80
Judicial Council	2	-	-	-	-	-	2
Justice, Department of	58	3	1	-	70	4	136
Labor Department	77	3	-	-	2	-	82
Liquor Commission	295	9	-	-	3	-	307

<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	19	2	7	6	6	-	40
Pease Development Authority	5	-	1	-	-	-	6
Postsecondary Education Commission	5	1	1	-	1	-	8
Public Utilities Commission	62	7	-	-	6	-	75
Real Estate Commission	8	-	-	-	1	-	9
Regional Community Technical College System							838
Commissioner's Office	40	4	5	-	3	-	52
Berlin Technical College	62	9	-	-	1	-	72
Claremont Technical College	60	9	3	1	1	-	74
Concord Technical Institute	211	16	11	1	1	-	240
Laconia Technical College	61	9	4	1	1	-	76
Manchester Technical College	100	11	7	-	1	-	119
Nashua Technical College	62	14	6	2	1	-	85
Stratham Technical College	77	8	8	-	-	1	94
Police Standards & Trng. Council	25	-	-	-	1	-	26
Regulatory and Licensing Boards							69
Accountancy Board	2	-	-	-	-	-	2
Chiropractic Examiners Board	1	-	-	-	-	-	1
Cosmetology & Barbering Board	5	-	-	-	-	-	5
Dental Board	1	1	-	-	-	-	2
Joint Board of Licensing & Cert.	4	1	-	-	-	-	5
Medicine, Board of	18	1	-	-	-	-	19
Allied Health Prof.	1	1	-	-	-	-	2
Pharmacy Board	6	-	-	-	-	-	6
Plumbers Board	6	-	-	-	-	-	6
Psychology, Board of	2	-	-	-	-	-	2
Public Empl. Labor Relations Board	4	-	-	-	-	-	4
Real Estate Appraisers Board	1	1	-	-	-	-	2
Tax & Land Appeals Board	7	1	-	-	4	-	12
Veterinarian Examiners Board	1	-	-	-	-	-	1
Resources & Economic Dev., Dept. of	164	13	35	27	6	0	245
Revenue Administration, Dept. of	169	11	-	-	23	2	205
Safety, Department of	1,042	52	38	5	12	-	1,149
State Department	35	5	32	9	11	-	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	46	3	-	-	4	-	53
Transportation, Department of							1,848
Aeronautics	5	-	-	-	1	-	6
Bridge Design	32	3	-	-	-	-	35
Bridge Maintenance	115	7	-	-	-	-	122
Budget & Finance	34	1	-	-	-	-	35
Commissioner's Office	9	1	-	-	4	2	16
Construction	94	10	-	-	-	-	104
District 1 – Lancaster	139	5	-	-	-	-	144
District 2 - Lebanon	107	13	-	-	-	-	120
District 3 - Laconia	117	15	-	-	-	-	132
District 4 - Keene	82	10	-	-	-	-	92
District 5 - Hooksett	145	16	-	-	-	-	161
District 6 - Durham	96	5	-	-	-	-	101
Environment	19	4	-	-	-	-	23
Fuel Distribution	6	-	-	-	-	-	6
Highway Design	124	41	-	-	-	-	165
Human Resources	17	3	-	-	-	-	20
Maintenance	10	1	-	-	-	-	11
Materials & Research	53	7	-	-	-	-	60
Mechanical Services	78	6	-	-	-	-	84
Planning & Systems Development	20	8	-	-	-	-	28
Public Affairs & Information	1	-	-	-	-	-	1
Railroads	9	2	-	-	-	-	11
Right of Way	38	2	-	-	-	-	40
Traffic	67	7	11	10	-	-	95
Turnpikes	225	11	-	-	-	-	236
Treasury Department	16	2	-	-	5	-	23
Veterans Council	5	-	-	-	1	-	6
Veterans Home	327	42	-	-	1	-	370
TOTALS	10,915	966	238	78	329	19	12,545
TOTAL VACANCIES	1,063						
VACANCY RATE	8.47%						

Authorized/Filled Positions 10 Year History



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

DEMOGRAPHICS
New Hampshire State Employees
Fiscal Year 2007

State Government Employees
Executive Branch

<u>Class Type</u>	<u>Number of Positions*</u>
Classified	12,197
Unclassified	348
TOTAL POSITIONS:	12,545

*Full Time Only - Includes vacancies

The Classified State Workforce
is made up of...

52.25% Female
47.75% Male

2.88% Minority
97.12% White (not of
Hispanic background)

The Average Classified Employee...

- Is 48 years old
- Has 10 years of service
- Earns \$39,586

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

Full time.....	12,006
Part-time.....	3,886

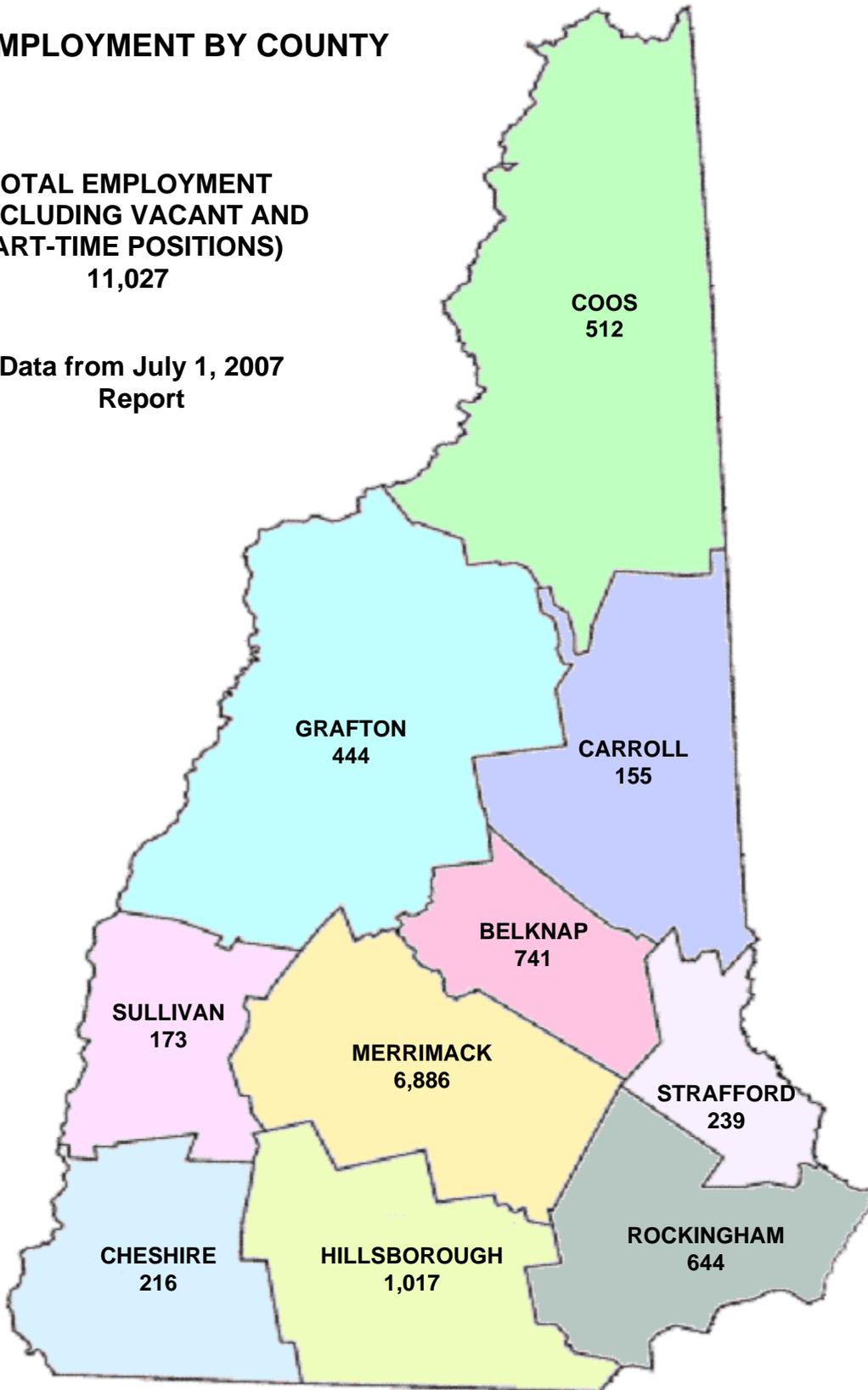
Classified Employees work in...

Belknap County.....	6.72%
Carroll County.....	1.41%
Cheshire County.....	1.96%
Coos County.....	4.64%
Grafton County.....	4.03%
Hillsborough County.....	9.22%
Merrimack County.....	62.45%
Rockingham County.....	5.84%
Strafford County.....	2.17%
Sullivan County.....	1.57%

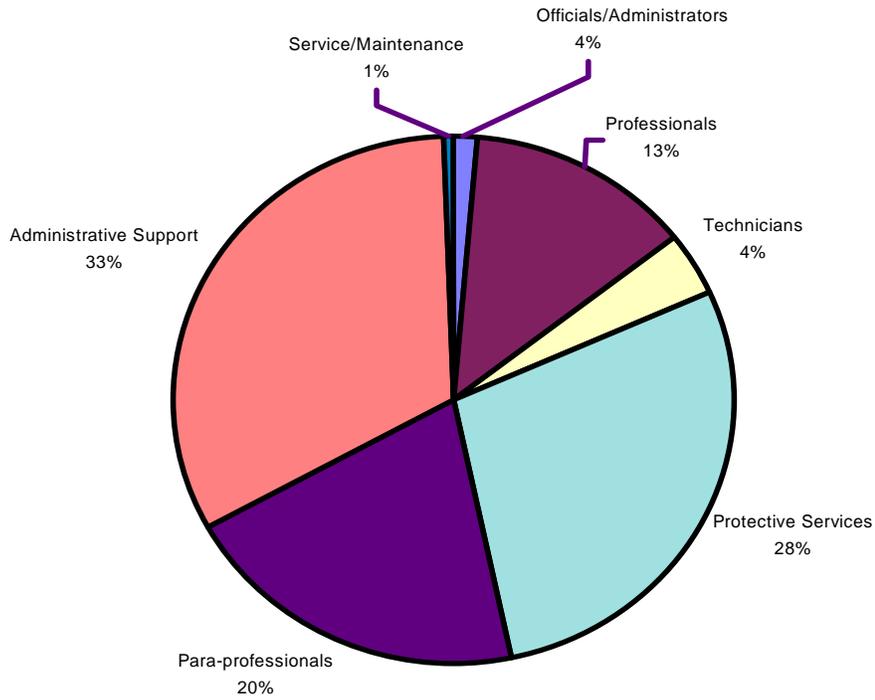
STATE EMPLOYMENT BY COUNTY

**TOTAL EMPLOYMENT
(EXCLUDING VACANT AND
PART-TIME POSITIONS)
11,027**

**Data from July 1, 2007
Report**



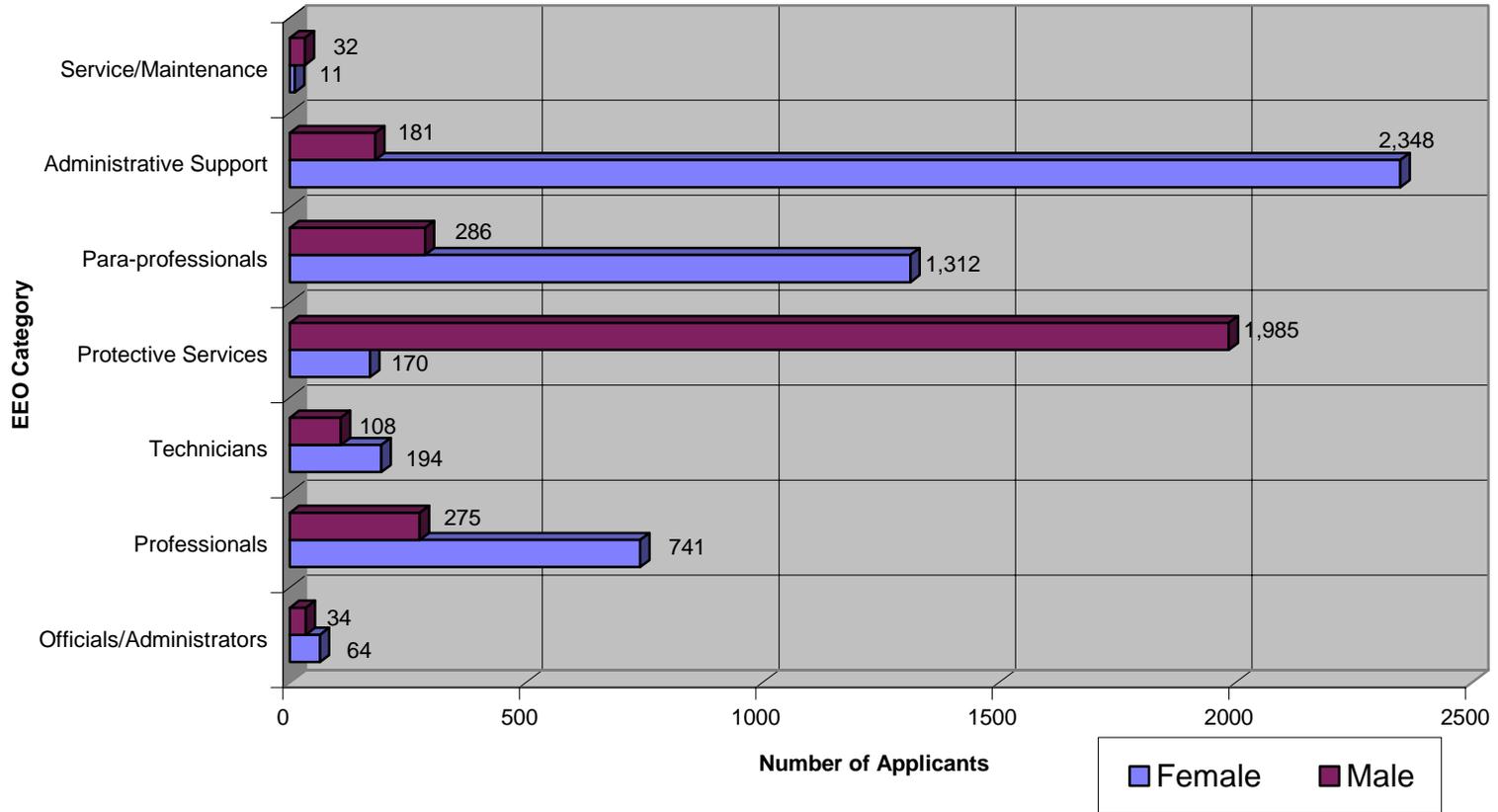
APPLICANTS BY EEO CATEGORY Fiscal Year 2007



	Number Of Applicants
Administrative Support	2,560
Officials/Administrators	101
Para-professionals	1,614
Professionals	1,037
Protective Services	2,231
Service/Maintenance	44
Technicians	306
TOTAL	7,893

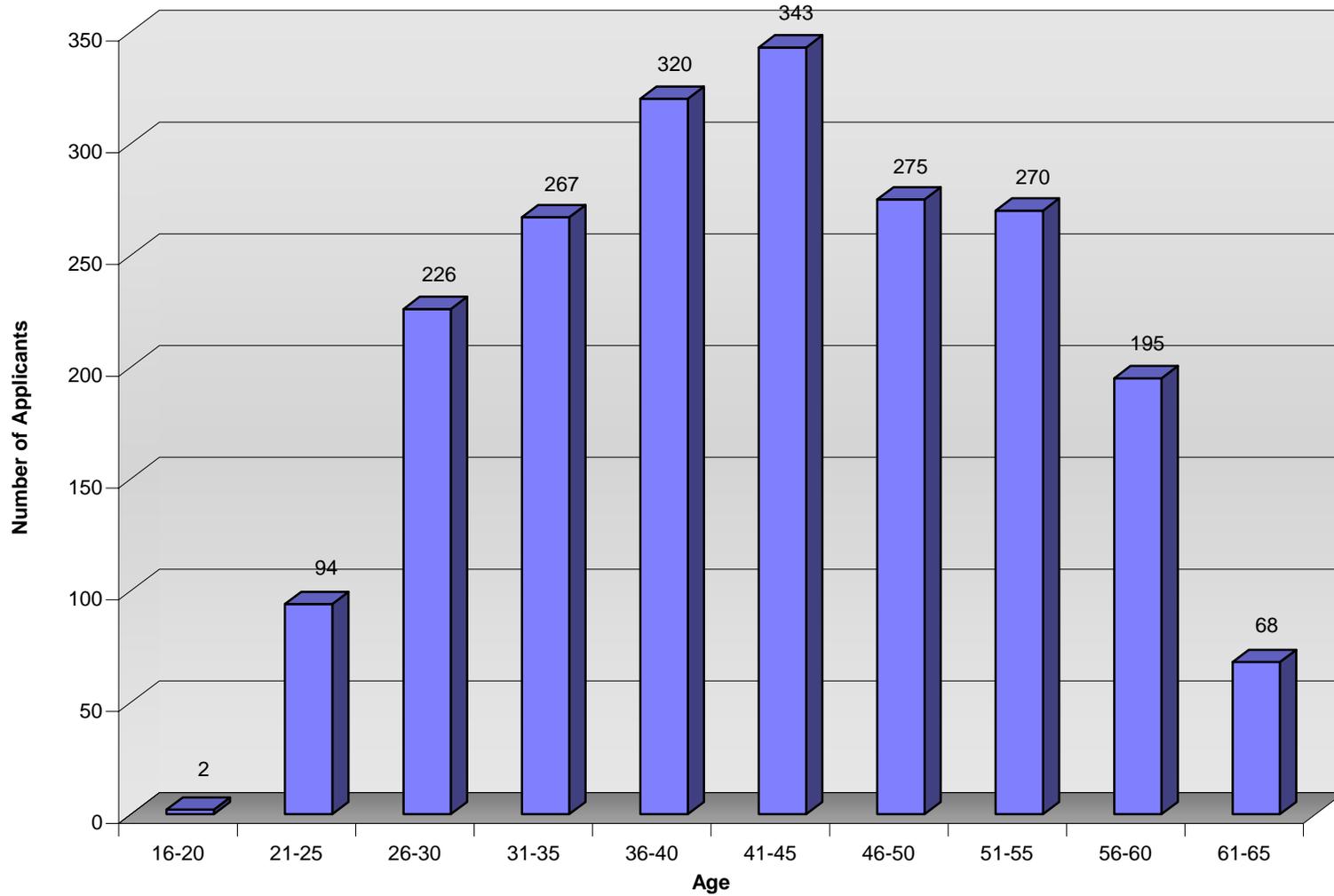
Note: applicants voluntarily submit this information.

APPLICANT GENDER DISTRIBUTION BY EEO CATEGORY Fiscal Year 2007



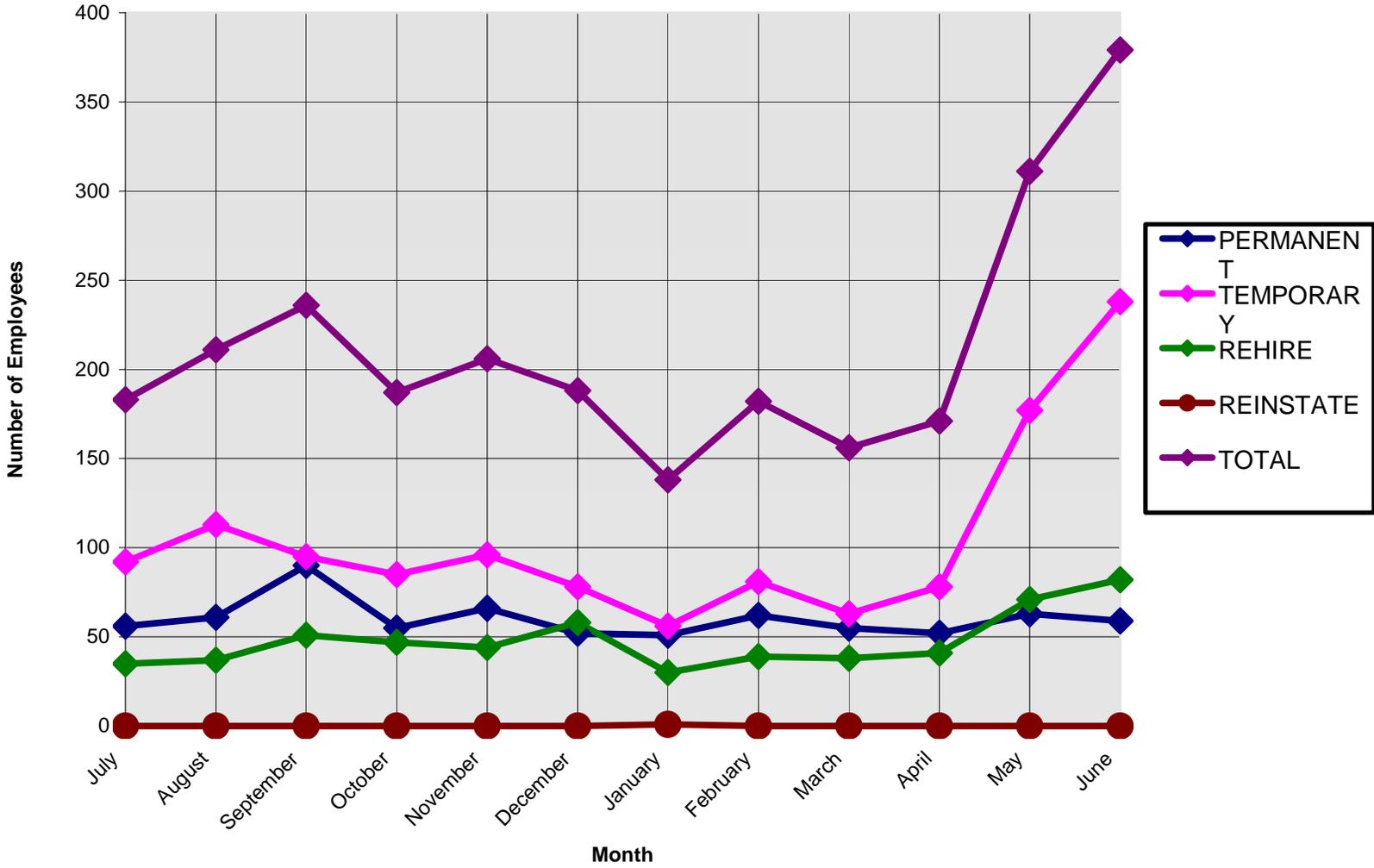
Note: Applicants voluntarily submit this information.
 Total number responding by gender = 7,741

APPLICANTS BY AGE DISTRIBUTION Fiscal Year 2007



Note: This information is voluntarily submitted.
Total number of applicants = 2,060.

TOTAL NEW HIRES BY MONTH Fiscal Year 2007



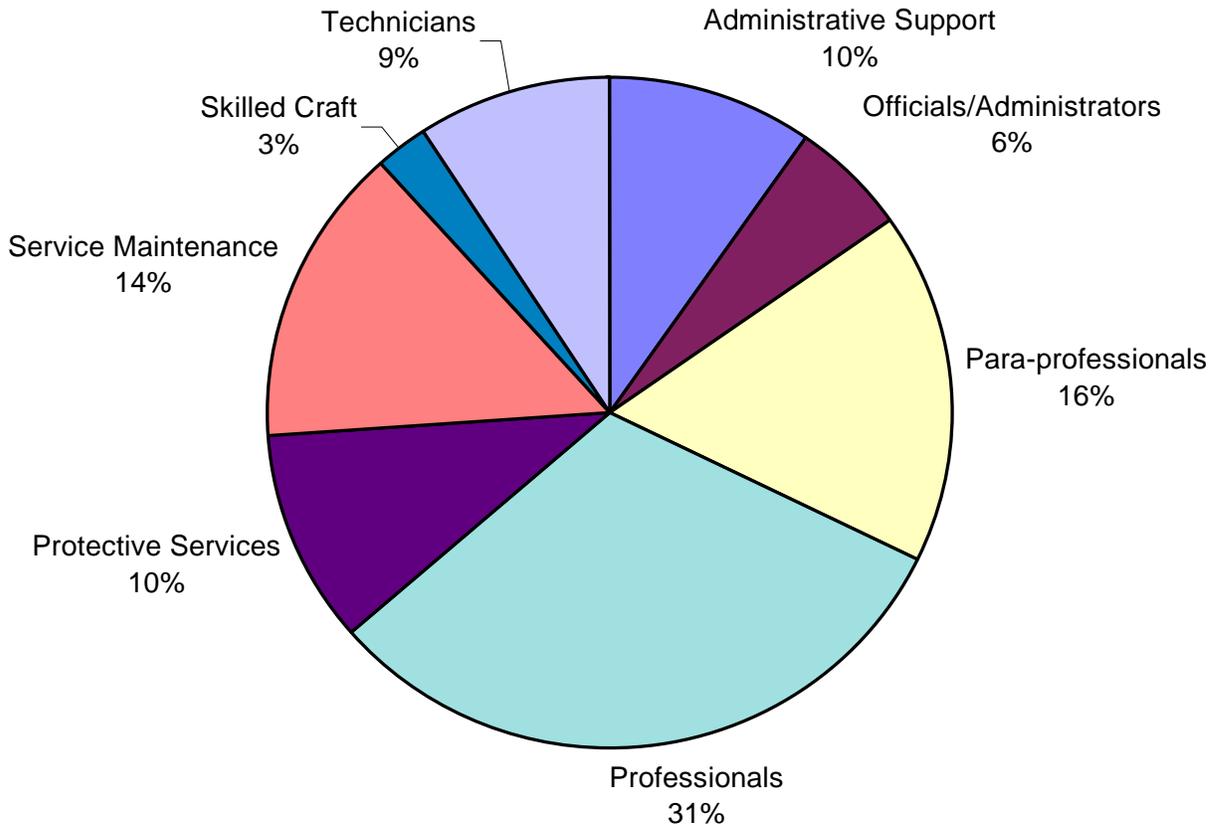
Note: Total new hires for Fiscal Year 2007 = 2,548.

TOTAL NUMBER OF NEW HIRES BY AGENCY

AGENCY	NEW HIRES	HIRES above min.	% HIRED above min.
Adjutant General Department	16	4	25.0%
Administrative Services Department	120	13	10.8%
Agriculture Department	9	3	33.3%
Banking Department	10	4	40.0%
Boards and Commissions	6	2	33.3%
Christa McAuliffe Planetarium	2	0	0.0%
Corrections Department	92	18	19.6%
Cultural Resources	7	2	28.6%
Education Department	24	7	29.1%
Employment Security	29	3	10.3%
Environmental Services Department	75	4	5.3%
Executive Department	1	1	100%
Fish and Game Department	36	3	8.3%
Health and Human Services Department			
Attached Boards	6	0	0.0%
Behavioral Health	3	0	0.0%
Children, Youth & Families	47	11	23.4%
Commissioner's Office	68	14	20.6%
Developmental Services	4	0	0.0%
Elderly and Adult Services	13	4	30.8%
Glenclyff Home for the Elderly	59	3	5.1%
Health Management	46	9	19.6%
Juvenile Justice Services	72	3	4.1%
New Hampshire Hospital	161	24	15.0%
Transitional Assistance	43	1	2.3%
Human Rights Commission	5	0	0.0%
Insurance Department	4	1	25.0%
Judicial Council	1	1	100%
Justice Department	11	2	18.2%
Labor Department	11	3	27.2%
Liquor Commission	386	5	1.3%
Office of Information Technology	31	15	48.4%
Pari-Mutuel Commission	18	3	16.7%
Police Standards and Training Council	2	1	50.0%
Postsecondary Education Commission	1	0	0.0%
Public Utilities Commission	3	2	66.7%
Regional Community Technical College	190	26	13.7%
Resources & Economic Development Dept.	268	2	0.74%
Revenue Administration Department	19	2	10.5%
Safety Department	205	60	29.3%
Secretary of State Department	9	0	0.0%
Sweepstakes Commission	15	0	0.0%
Transportation Department	306	24	7.9%
Treasury Department	1	0	50.0%
Veterans Council	2	2	100%
Veterans Home	111	74	66.7%

Note: Includes all full-time and part-time hires, rehires and reinstatements. Total new hires for FY 2007 = 2,548. Total hires above minimum = 356.

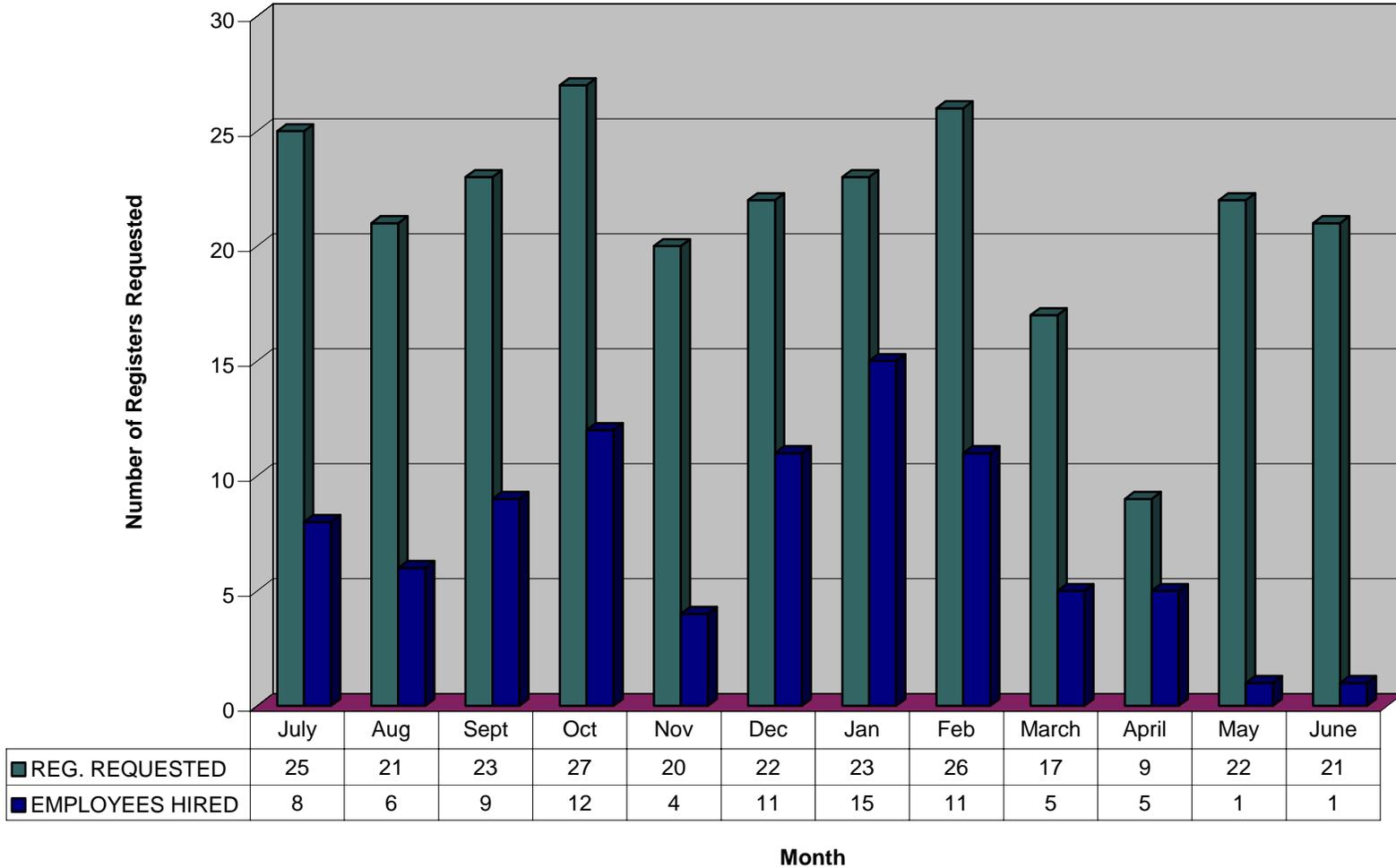
**EMPLOYEES BY EEO CATEGORY
WORKFORCE PARTICIPATION RATES
Fiscal Year 2007**



	Number Of Employees
Administrative Support	1,061
Officials/Administrators	640
Para-professionals	1,866
Professionals	3,451
Protective Services	1,137
Service/Maintenance	1,587
Skilled Craft	301
Technicians	1,000
TOTAL	11,043

Note: Data from 6-30-07 report.

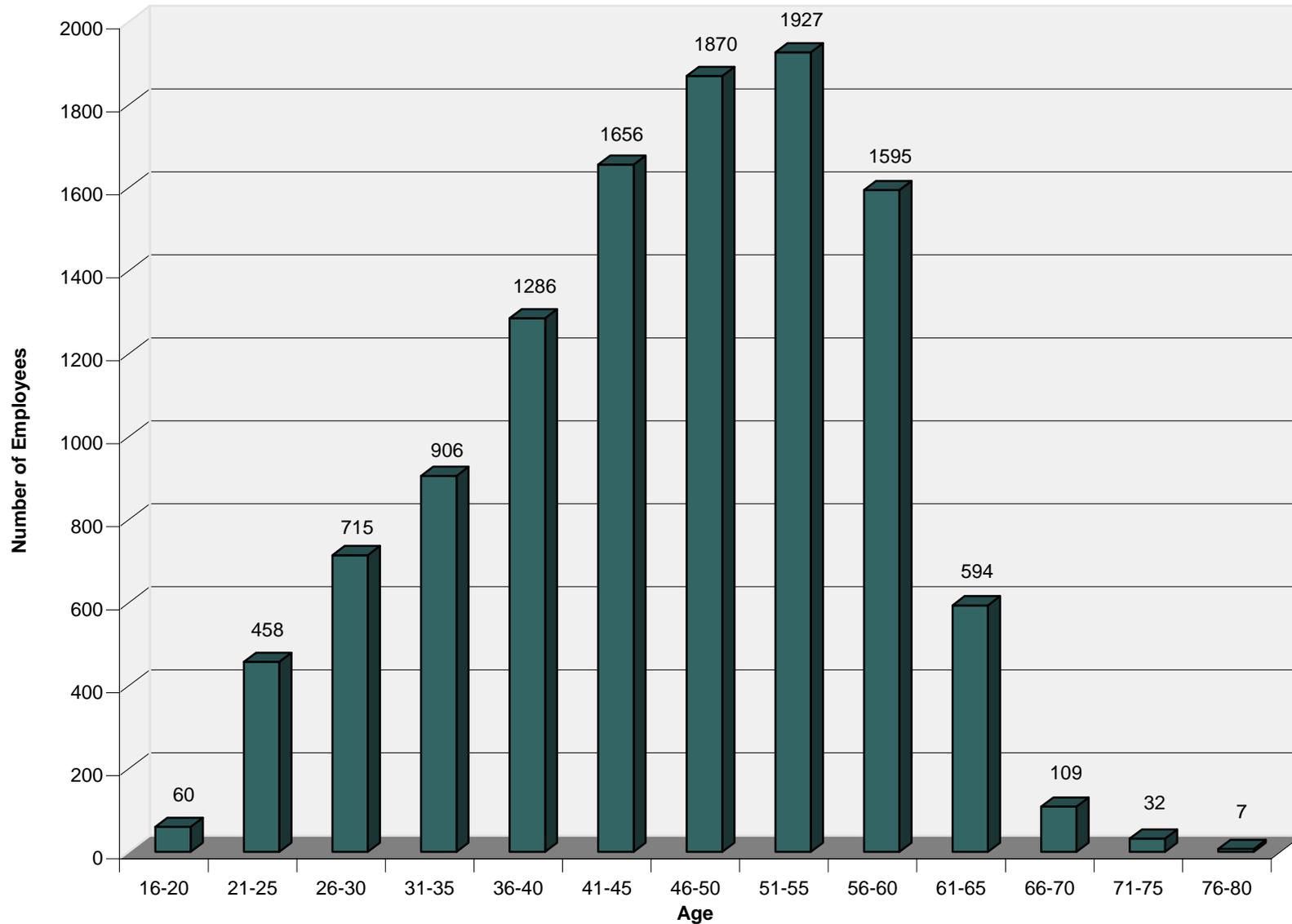
EMPLOYEES HIRED FROM REGISTERS By Month - Fiscal Year 2007



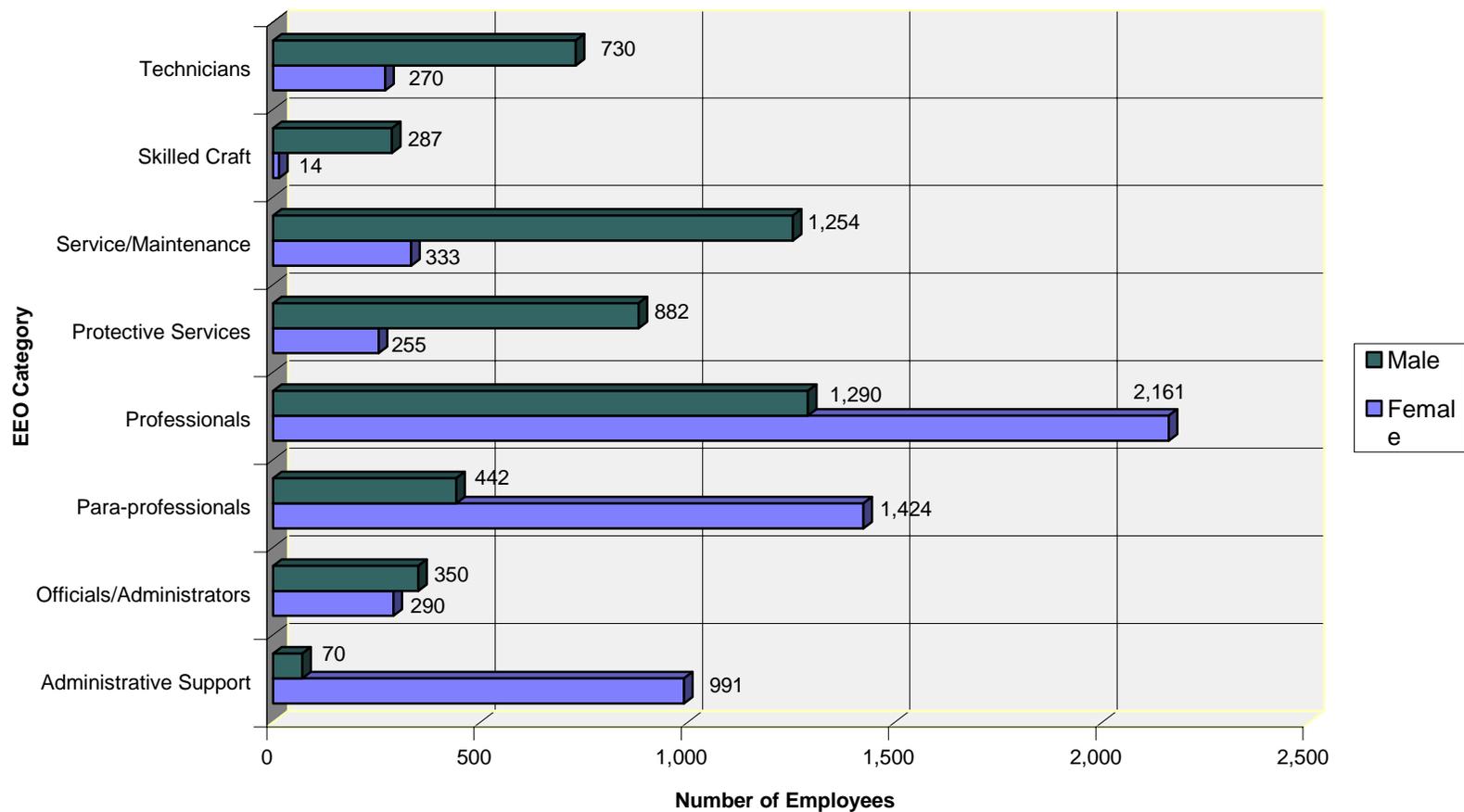
Total Employment Registers Requested by State Agencies = 256
 Total Employees Hired from Registers = 88

EMPLOYEES BY AGE DISTRIBUTION

Fiscal Year 2007

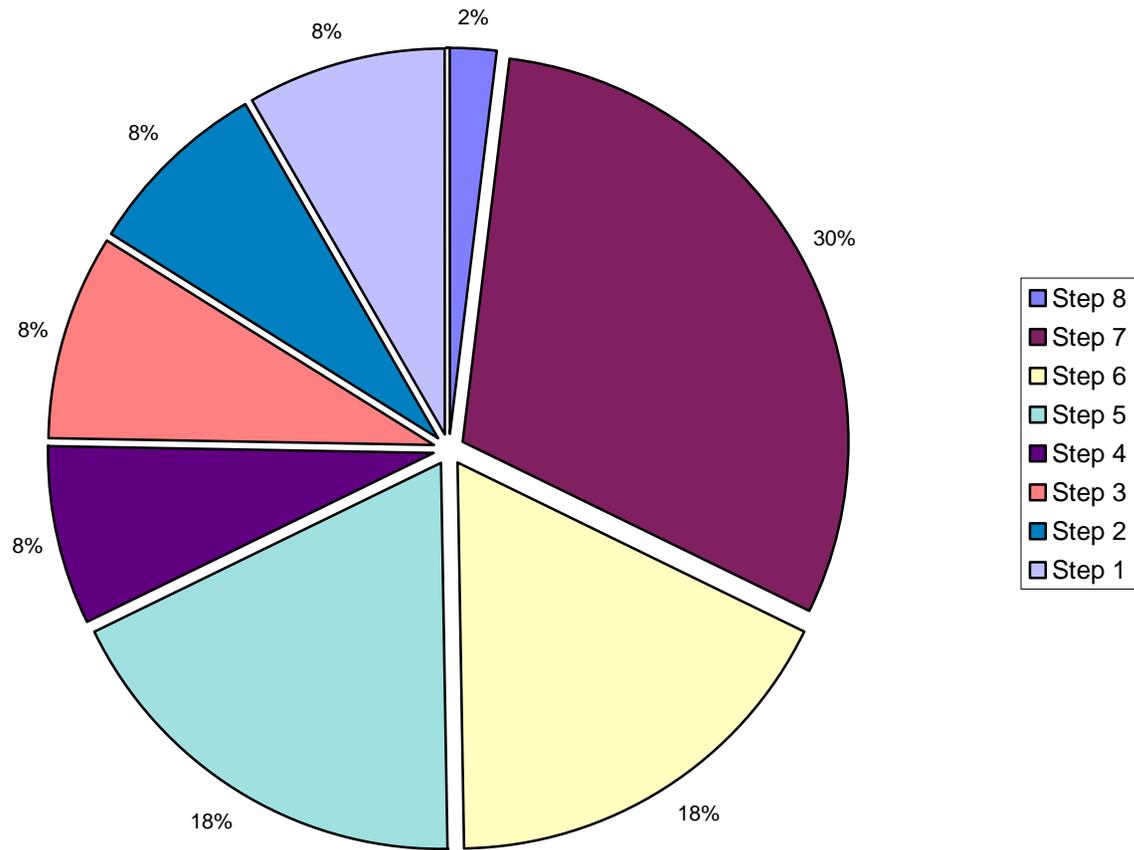


EMPLOYEES BY GENDER AND EEO CATEGORY



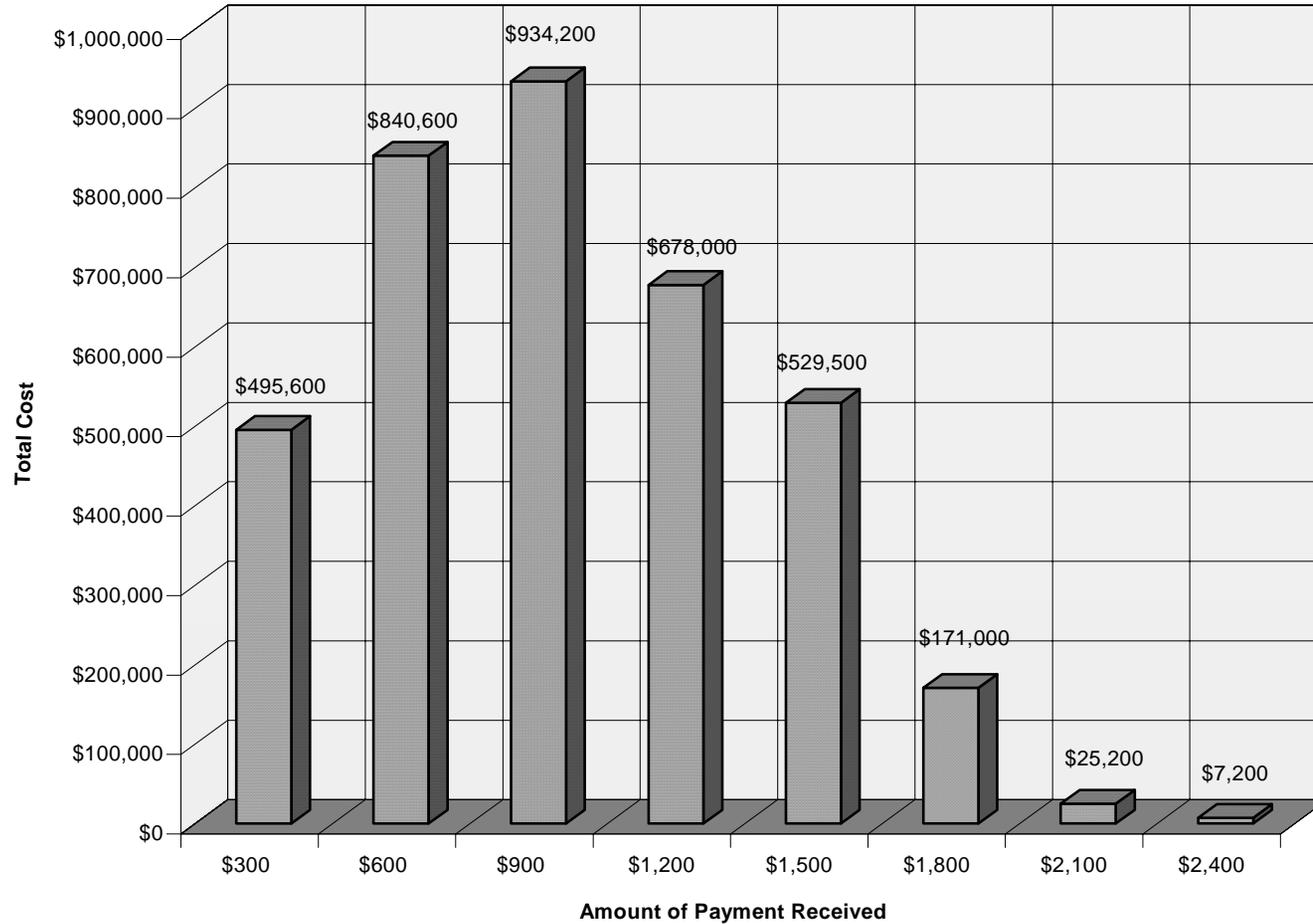
Note: Includes all full-time classified employees as of 06-30-07

OVERALL SALARY DISTRIBUTION Fiscal Year 2007



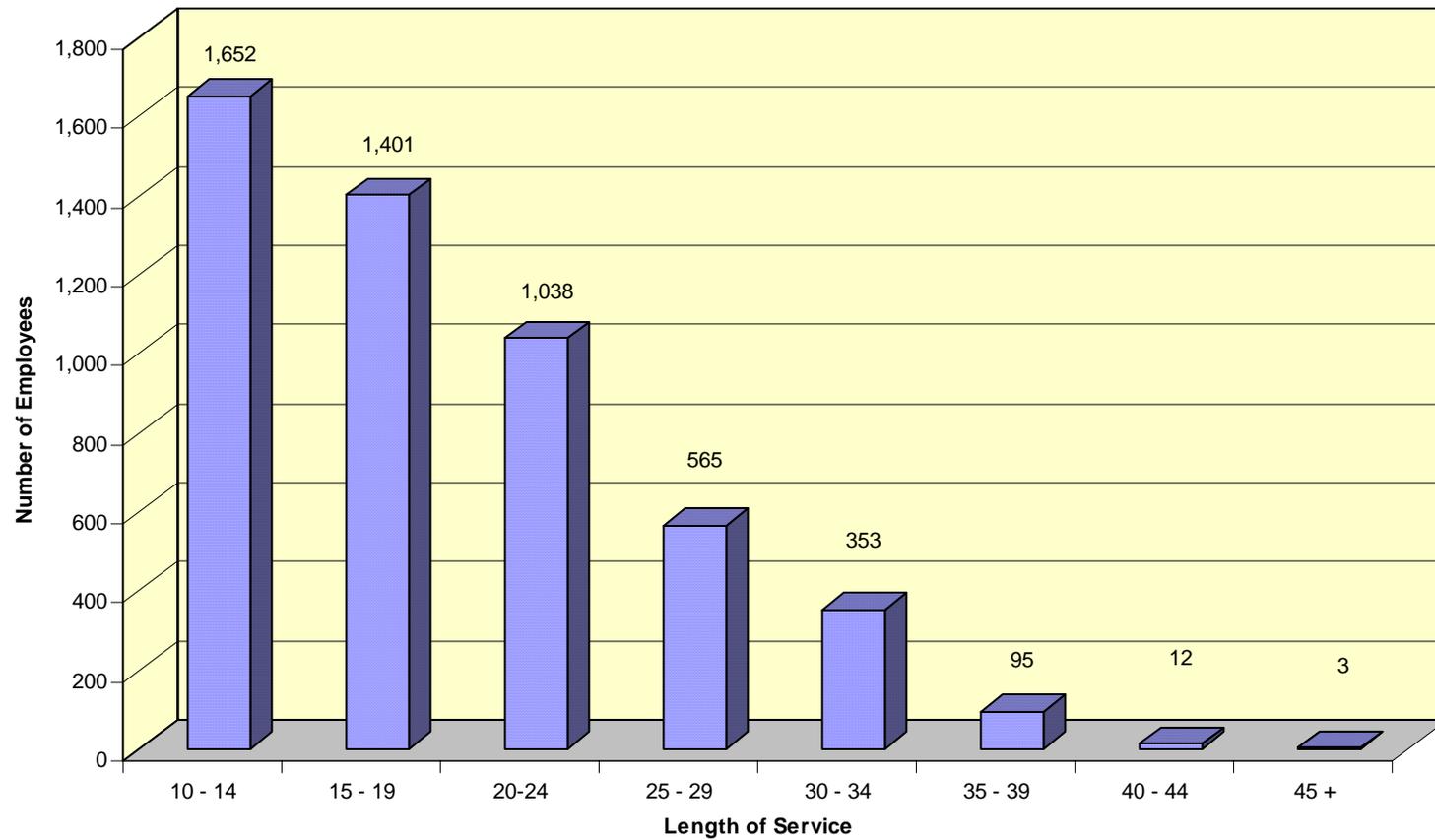
Includes all full-time classified employees as of 06-30-07.

LONGEVITY IN CLASSIFIED SERVICE Cost of Longevity

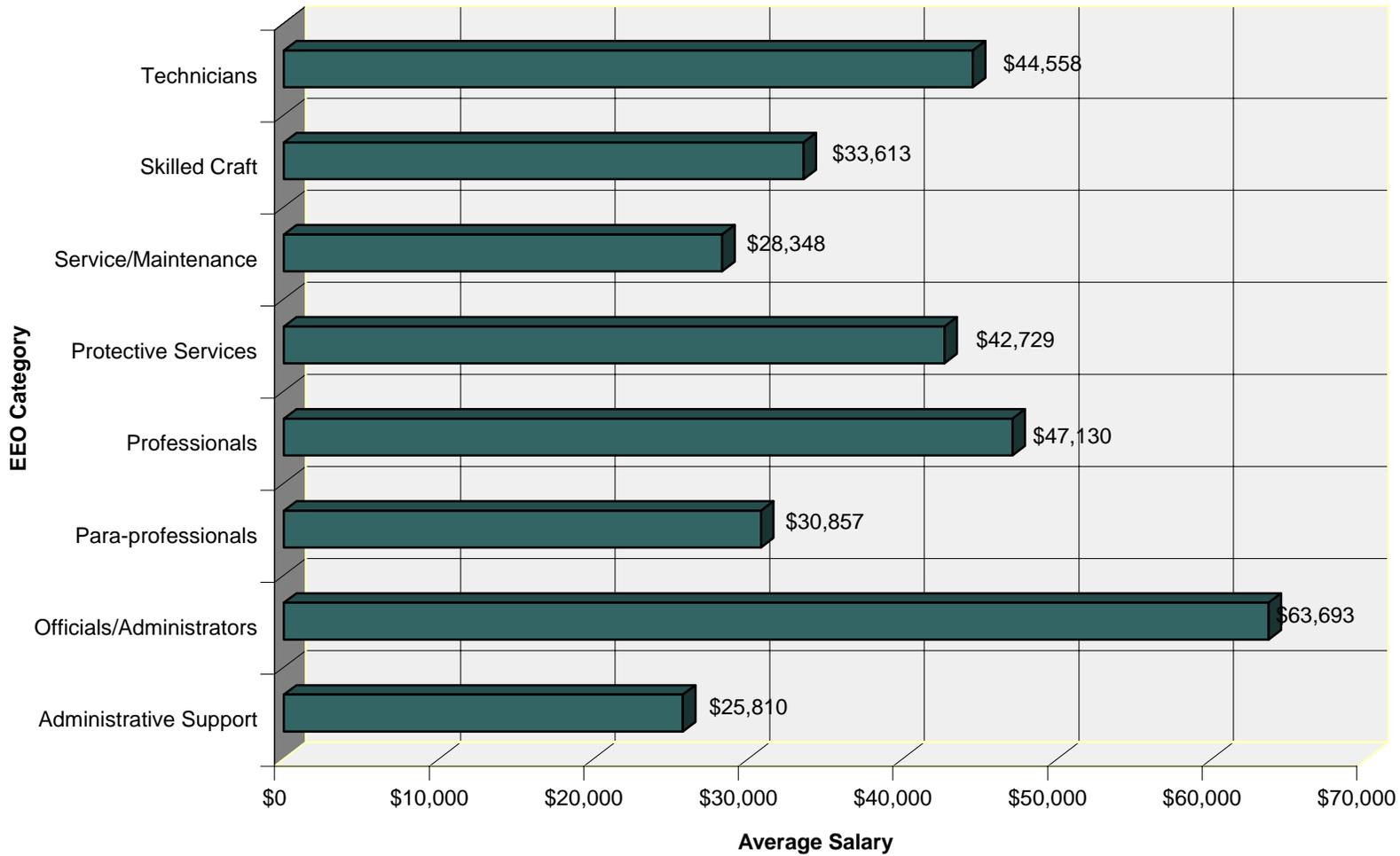


Note: Employees receive \$300 for 10 years of service and an additional \$300 for each 5 years of service beyond 10 years. 47% of the state workforce received a longevity payment in Fiscal Year 2007.

LONGEVITY IN CLASSIFIED SERVICE Number of Employees by Length of Service

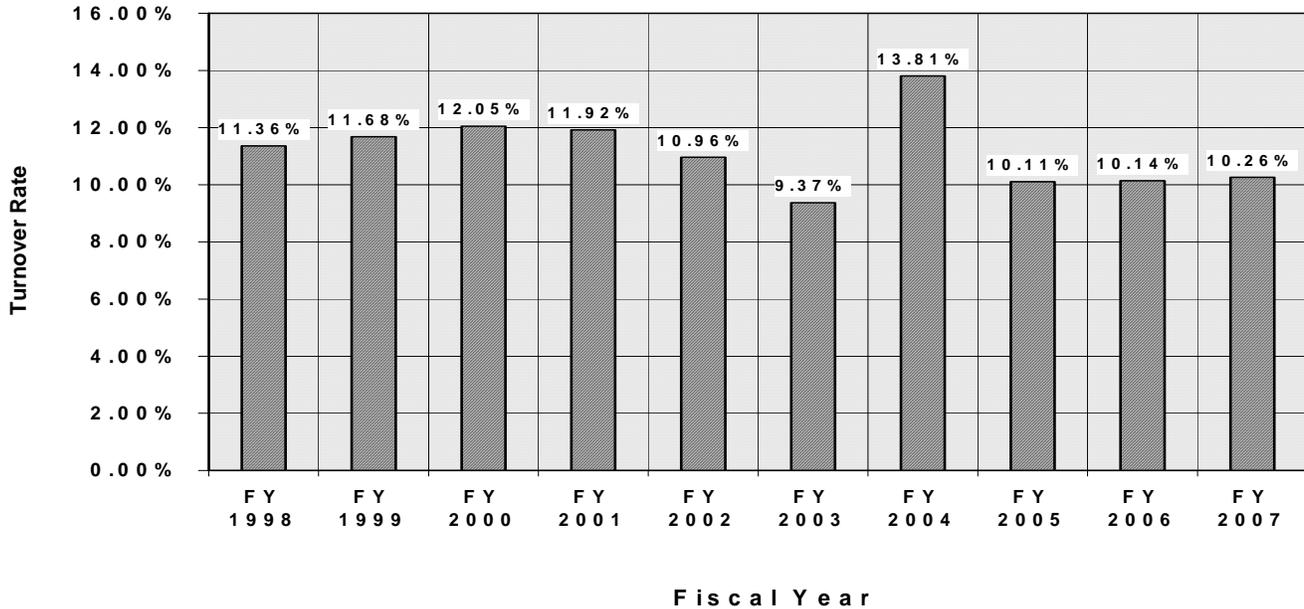


AVERAGE SALARY BY EEO CATEGORY Classified Positions



Note: Includes all full-time permanent and full-time temporary employees as of 06-30-07.

TURNOVER Separations from Classified Service 10 Year History



Highest Turnover Classes with 50 or more Full-time Employees	Percent Turnover
Telecommunications Specialist	51.72%
Food Service Worker II	23.52%
Child Protective Service Worker IV	21.87%
Nursing Assistant II	20.45%
Family Service Specialist II	19.04%
Child Protective Service Worker III	18.42%
Mental Health Worker II	18.03%
Highway Maintainer II	17.19%
Nursing Assistant III	16.41%
Maintenance Mechanic II	15.47%
Accountant I	15.38%
Secretary II	14.22%
Cash Terminal Operator I	13.72%
Program Specialist IV	13.33%

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 2007

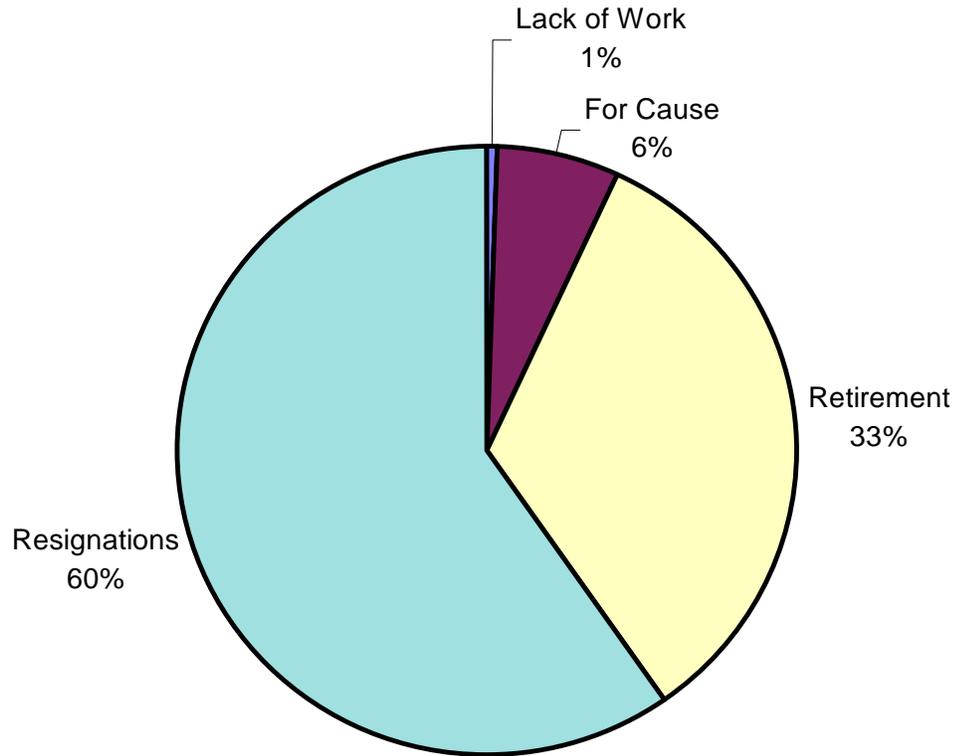
AGENCY NAME	POSITIONS	TERMINATED TRANSFERRED	TURNOVER RATE %
Accountancy Board	2	1	50.00
Adjutant General Department	134	16	11.94
Administrative Services Department	330	43	13.03
Agriculture Department	33	2	6.06
Banking Department	45	5	11.11
Christa McAuliffe Planetarium	13	1	7.69
Community Development Finance Authority	8	0	0.00
Corrections Department	1,104	104	9.42
Cultural Resources Department	72	3	4.16
Development Disabilities Council	4	1	25.00
Education Department	325	21	6.46
Employment Security	390	33	8.46
Environmental Services Department	547	27	4.93
Executive Department	22	2	9.09
Fish and Game Department	219	14	6.39
Health and Human Services Department			
Administratively Attached Boards	38	5	13.15
Behavioral Health	57	4	7.01
Commissioner's Office	646	93	14.39
Children, Youth & Families	380	57	15.00
Developmental Services	51	4	7.84
Elderly & Adult Services	132	14	10.60
Glenciff Home for the Elderly	193	23	11.91
Health Management	320	26	8.12
Juvenile Justice Services	387	48	12.40
NH Hospital	836	124	14.83
Transitional Assistance	339	53	15.63
Highway Safety Agency	6	0	0.00
Human Rights Commission	9	3	33.33
Information Technology, Office of	414	37	8.93
Insurance Department	70	4	5.71
Joint Board of Licensing & Certification	5	2	40.00
Judicial Council	2	1	50.00
Justice Department	63	9	14.28
Labor Department	80	6	7.50
Liquor Commission	305	31	10.16
Pari-Mutuel Commission	34	3	8.82
Pease Development Authority	6	0	0.00
Postsecondary Education Comm.	7	1	14.28

TURNOVER RATES BY AGENCY – FY 2007

AGENCY NAME	POSITIONS	TERMINATED TRANSFERRED	TURNOVER RATE %
Public Employees Labor Relations Board	4	0	0.00
Public Utilities Commission	69	7	10.14
Real Estate Commission	8	0	0.00
Regional Community Tech College System	802	60	7.48
Police Standards & Training	25	0	0.00
Regulatory and Licensing Boards	11	2	18.18
Resources & Econ. Dev. Department	247	20	8.09
Revenue Administration Department	181	12	6.62
Safety Department	1,145	100	8.73
State Department	82	7	8.53
Sweepstakes Commission	52	4	7.69
Tax & Land Appeals Board	8	1	12.50
Transportation Department	1,862	171	9.18
Treasury Department	19	2	10.52
Veterans' Council	5	2	40.00
Veterans' Home	374	56	14.97
TOTAL*	12,522	1,286	10.26%

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

SEPARATION FROM SERVICE
Fiscal Year 2007
Total Separations = 1,172



RESIGNATIONS:		FOR CAUSE:	
Personal Reasons	465	Termination For Cause	34
Accepted New Job	121	Misconduct	9
Quit Without Notice	46	Leave Expiration	1
Relocation	12	Excessive Absence	11
Death	16	Failed Probation	20
Medical	16		
School	13	TOTAL	75
Workers' Compensation	3		
Dissatisfied With Pay	5		
Military	2		
Other	2		
TOTAL	701	Data from 6-30-07 report.	

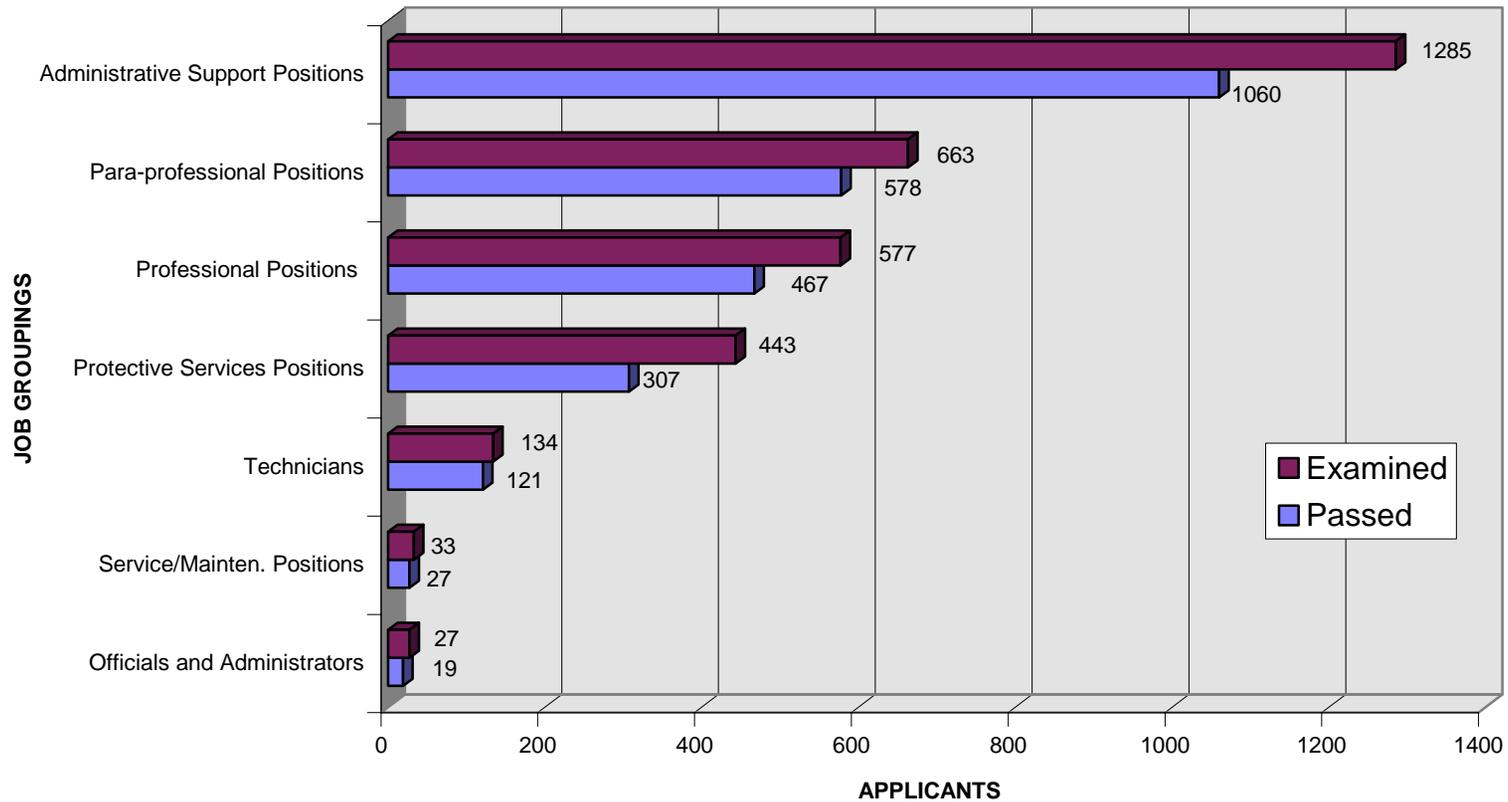
EXAMINATION SECTION

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. To this end, 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. These evaluation methods ultimately contribute to the accomplishment of agency tasks by qualified employees who experience accompanying job satisfaction and success.

Advances in information technology have 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 ten (10) workstations and candidates have overwhelmingly indicated a preference for the present computerized environment. Using this new medium, applicants have evidenced enhanced confidence and success in test participation. 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 inconvenience and expense of candidates' travel to Concord has been significantly reduced.

The Examination Section continued to provide information regarding written examinations' subject areas and structured interviews' required scope of expertise thereby promoting optimal performance of participants. Such assistance resulted in qualifying scores for eighty-two percent (82%) of candidates included in the program. The total testing activity resulted in two thousand, five hundred and seventy nine (2,579) applicant names being added to the Division of Personnel's various registers - please see the Fiscal Year 2007 Examination Section Activity chart on the following page. In closing, careers in state government became a reality for many candidates who submitted Applications for Employment and successfully participated in state tests. Thus, the mission of the Examination Section was fulfilled as positions in state government were staffed with qualified and skilled employees.

EXAMINATION SECTION ACTIVITY July 1, 2006 - June 30, 2007



	Officials and Administrators	Service/Mainten. Positions	Technicians	Protective Services Positions	Professional Positions	Para-professional Positions	Administrative Support Positions
Examined	27	33	134	443	577	663	1285
Passed	19	27	121	307	467	578	1060

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 2007, 279 full-time and part-time temporary positions were established in 23 different agencies, compared with the establishment of 250 such positions in 23 different agencies in Fiscal Year 2006. Over 72% of these positions were established in four agencies, the Department of Health and Human Services, the Department of Safety, the New Hampshire Community Technical College System and the Fish and Game Department. Of the total established statewide, 90 were established as temporary full-time positions, while the remaining 189 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 2007, a total of 585 filled or vacant positions were reviewed by the Classification Section.

The following chart summarizes the number of positions reviewed and the number of positions established in Fiscal Year 2007 in relation to the total number of positions in the State Classified System.

	Total Positions Reviewed	Temporary Positions Established	
Number Reviewed or Established	585	Full Time 90	Part Time 189
Percentage of Total Classified Positions	4.83%	.75%	--

Other tasks performed by the Classification Section during Fiscal Year 2007 included the following:

- Answering classification and compensation survey questions from other states and/or governmental units.

- Corresponding with other agencies, verbally and in writing, to answer questions.
- Surveying the Human Resources Representatives of other agencies in order to update Division of Personnel information and improve consistency in the system.
- Establishing and revising class specifications.
- Assisting agencies in developing and revising supplemental job descriptions.
- Providing technical assistance to agencies and individuals on a daily basis regarding classification procedures and the position review process.
- Developing and providing formal presentations to groups of state Human Resources Representatives and others concerning the classification process.
- Reviewing and approving changes in organizational charts.
- Reviewing 7D requests for new positions to determine appropriate classification levels and helping to coordinate the entire 7D process.
- Providing input to the Director of Personnel concerning classification issues and procedures.
- Conducting classification and compensation surveys both in state and with other states.
- Providing guidance to agencies concerning the effect of potential changes to existing organizational structure.
- Drafting and writing decision letters conveying the rationale underlying personnel decisions.
- Analyzing submitted material regarding functions assigned to positions to determine proper classifications.

CLASSIFIED POSITIONS REVIEWED
July 1, 2006 - June 20, 2007

DEPARTMENT	#PERM. POS.	SG CHG	TITLE CHG	RECL UP	RECL DOWN	NO CHG	G&C APPRL
Accountancy Board	2	1	1	1	0	0	1
Adjutant General	129	5	5	4	1	0	5
Administrative Services							
Budget Office	20	3	2	3	0	0	0
Bureau of Accounting	17	2	3	2	0	0	2
Bureau of General Services	63	11	11	11	0	0	0
Bureau of Planning & Mgmt.	4	1	1	1	0	0	0
Business Office	5	1	1	1	0	0	1
Commissioner's Office	1	0	0	0	0	0	0
Cost Containment	9	0	0	0	0	0	0
Court Facilities	32	7	7	7	0	0	0
Division of Personnel	21	2	2	2	0	0	1
Facilities Asset Management	27	6	6	5	1	0	1
Financial Data Mgmt.	27	4	4	4	0	0	0
Graphic Services	26	0	0	0	0	0	0
Plant & Property Mgmt.	16	0	0	0	0	0	0
Public Works, Design & Contracts	27	1	1	1	0	0	0
Risk Management	9	2	2	2	0	0	0
Surplus Distribution	12	0	0	0	0	0	0
Telecommunications	8	0	0	0	0	0	0
Agriculture	33	0	0	0	0	0	0
Allied Health Professionals	2	1	1	1	0	0	0
Bank Commission	45	0	0	0	0	0	0
Barber's & Cosmetology Board	5	1	1	1	0	0	1
Board of Land & Tax Appeals	8	1	1	1	0	0	0
Board of Medicine	6	0	0	0	0	0	0
Chiropractic Examiners	1	0	0	0	0	0	0
Commission of Status of Women	2	2	1	2	0	0	0
Community Development Authority	0	0	0	0	0	0	0

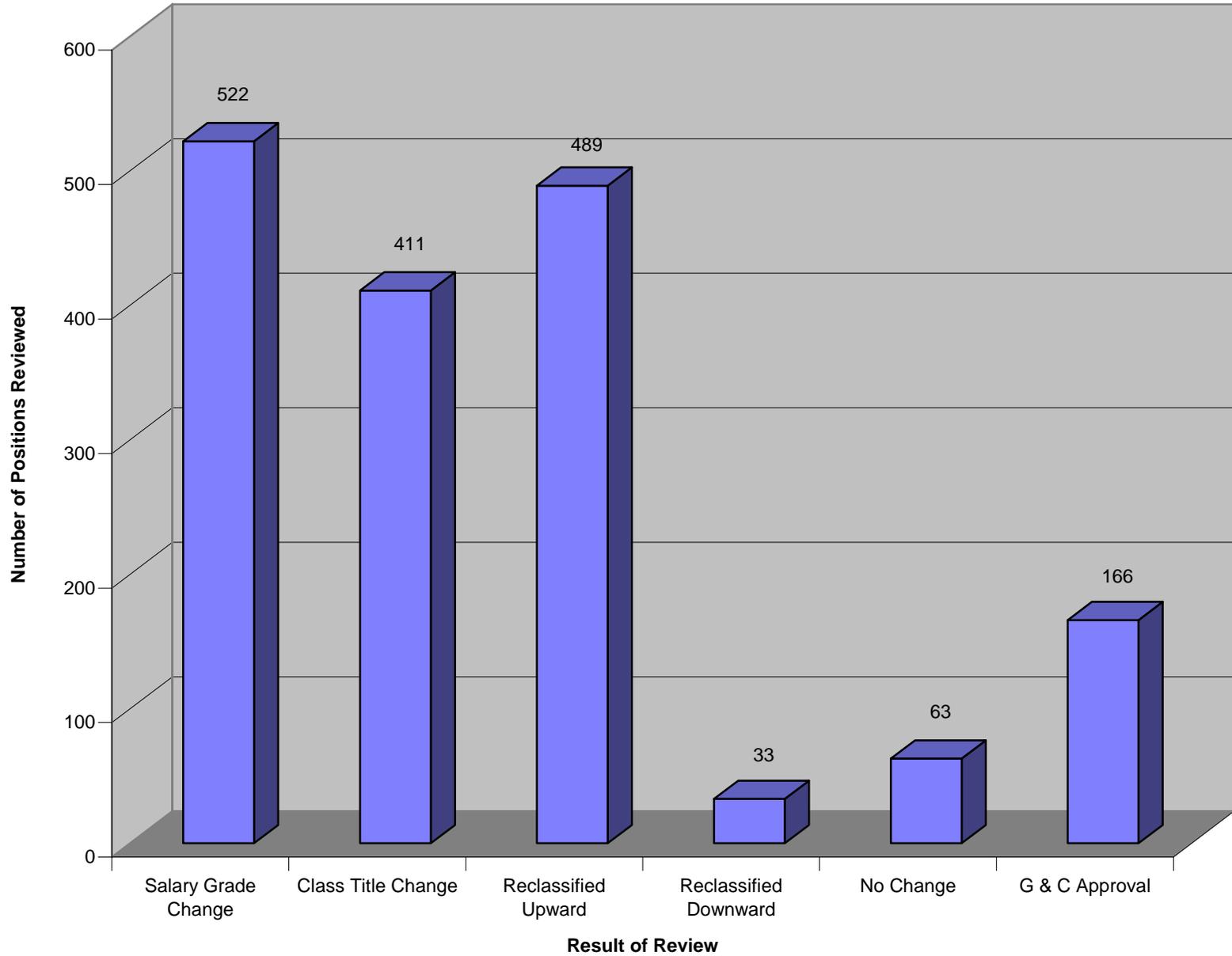
<u>DEPARTMENT</u>	<u>#PERM. POS.</u>	<u>SG CHG</u>	<u>TITLE CHG</u>	<u>RECL UP</u>	<u>RECL DOWN</u>	<u>NO CHG</u>	<u>G&C APPRL</u>
Community Tech. College System							
NH Community Tech College System	49	0	0	0	0	0	0
Berlin Technical College	71	1	1	1	0	0	0
Claremont Technical College	73	2	2	2	0	1	0
Laconia Technical College	75	0	0	0	0	0	0
Manchester Technical College	122	2	3	2	0	0	2
Nashua Technical College	84	1	1	0	1	0	0
Stratham Technical College	89	2	2	1	1	0	1
Technical Institute - Concord	239	1	1	1	0	0	0
Corrections	1,076	47	49	42	5	0	41
Cultural Resources							
Div. Of Historic Resources	11	0	0	0	0	0	0
Division of Arts	8	1	1	1	0	0	0
State Library	52	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	305	9	11	6	3	0	6
Employment Security	349	16	10	15	1	1	3
Environmental Services							
Air Resources	90	4	4	4	0	0	3
Environmental Services	64	1	2	1	0	0	0
Waste Management	107	5	5	4	1	0	1
Water Pollution	249	4	4	4	0	0	2
Executive Branch							
Gov's Comm on Disability	7	0	0	0	0	0	0
Office of Energy & Planning	15	1	1	1	0	0	0
Fish & Game	197	7	7	4	3	0	0
Health & Human Services	3,154	140	88	135	5	8	31
Highway Safety	6	0	0	0	0	0	0
Human Rights Commission	9	0	0	0	0	0	0
Insurance	70	4	4	4	0	0	3

<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>
Joint Board	5	1	1	1	0	0	1
Judicial Council	2	0	0	0	0	0	0
Justice Department	62	4	4	4	0	0	4
Labor	80	1	1	1	0	0	1
Liquor Commission	304	6	6	6	0	0	2
Massage Therapy Advisory Board	1	0	0	0	0	0	0
Mental Health Practice Board	2	1	1	1	0	0	1
Nurses Registration	12	0	0	0	0	0	0
Office of Information Technology	409	17	17	15	2	0	3
Pari-Mutuel Commission	34	1	1	1	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	3	3	2	1	0	0
Plumbers Board	6	0	0	0	0	0	0
Police Standards & Training	25	0	0	0	0	0	0
Postsecondary Education Commission	7	1	1	1	0	0	1
Public Employees Labor Rel. Bd	4	0	0	0	0	0	0
Public Utilities Commission	69	6	7	6	0	0	4
Real Estate Appraisers Board	2	0	0	0	0	0	0
Real Estate Commission	8	0	0	0	0	0	0
Resources & Economic Development	239	23	10	23	0	0	4
Revenue Administration	180	3	3	3	0	0	3
Safety	1,137	96	49	93	3	51	9

<u>DEPARTMENT</u>	<u>#PERM.</u> <u>POS.</u>	<u>SG</u> <u>CHG</u>	<u>TITLE</u> <u>CHG</u>	<u>RECL</u> <u>UP</u>	<u>RECL</u> <u>DOWN</u>	<u>NO</u> <u>CHG</u>	<u>G&C</u> <u>APPRL</u>
Secretary of State							
Div. Of Records & Archives	18	0	0	0	0	0	0
Secretary of State	51	0	0	0	0	0	0
Securities Regulation	12	0	0	0	0	0	0
Sweepstakes Commission	49	1	1	1	0	0	1
Transportation	1,841	48	49	45	3	1	25
Treasury	18	1	1	1	0	0	0
Veterans' Council	5	0	0	0	0	0	0
Veterans' Home	369	10	10	8	2	1	2
Veterinary Examining Board	1	0	0	0	0	0	0
TOTALS	12,111	522	411	489	33	63	166

CLASSIFICATION CHANGES BASED ON POSITION REVIEWS

July 1, 2006 - June 30, 2007



**POSITIONS RECLASSIFIED- APPROVED BY GOVERNOR & COUNCIL
JULY 1, 2006 - JUNE 30, 2007**

<u>DEPARTMENT</u>	<u>FROM (TITLE & SALARY GRADE)</u>	<u>TO (TITLE & SALARY GRADE)</u>	<u>G&C APPVL DATE</u>	
ACCOUNTANCY, BOARD OF	ADMINISTRATIVE ASSISTANT I	SUPERVISOR III	23	08/04/2006
	TOTAL 1			
ADJUTANT GENERAL	BLDGS & GROUNDS UTILITY PERSON	MAINTENANCE MECHANIC II	12	03/08/2007
	BUILDING SERVICES SUPERVISOR	MAINTENANCE TECHNICIAN	21	07/19/2006
	ELECTRONIC TECHNICIAN I	MAINTENANCE TECHNICIAN	21	03/08/2007
	MAINTENANCE MECHANIC II	BLDGS & GROUNDS UTILITY PERSON	08	06/13/2007
	PLANT MAINTENANCE ENGINEER I	MAINTENANCE TECHNICIAN	21	11/15/2006
	TOTAL 5			
ADMINISTRATIVE SERV, DEPT OF	ACCOUNTANT IV	PROGRAM SPECIALIST IV	25	08/23/2006
	AUTOMOTIVE MECHANIC	PIPEFITTER	14	11/15/2006
	CLERK II	ADMINISTRATIVE ASSISTANT II	19	08/23/2006
	HUMAN RESOURCES SPECIALIST II	ADMINISTRATOR IV	33	12/12/2006
	SOURCE DOCUMENTS EXAMINER	CHIEF ACCOUNTANT	26	05/02/2007
	TOTAL 5			
BARBERING, COSMETOLOGY & ESTH.	COMPUTER OPERATOR II	ADMINISTRATIVE ASSISTANT I	16	08/04/2006
	TOTAL 1			
CORRECTIONS, DEPT OF	ACCOUNTING TECHNICIAN	HUMAN RESOURCES ASSISTANT II	12	01/24/2007
	CORREC COUNSELOR/CASE MGR	REGISTERED NURSE III	23	12/12/2006
	CORRECTIONS CORPORAL	REGISTERED NURSE III	23	12/12/2006
	CORRECTIONS CORPORAL	PHARMACY TECHNICIAN	10	12/12/2006
	CORRECTIONS CORPORAL	NURSE SPECIALIST	25	12/12/2006
	CORRECTIONS LIEUTENANT	PROGRAM SPECIALIST II	21	04/18/2007
	CORRECTIONS LIEUTENANT	SUPERVISOR VII	28	02/02/2007
	CORRECTIONS OFFICER	NURSE SPECIALIST	25	12/12/2006
	CORRECTIONS OFFICER	REGISTERED NURSE III	23	12/12/2006
	CORRECTIONS OFFICER	PHARMACIST	27	12/12/2006
	CORRECTIONS OFFICER	REGISTERED NURSE III	23	12/12/2006

<u>DEPARTMENT</u>	<u>FROM (TITLE & SALARY GRADE)</u>	<u>TO (TITLE & SALARY GRADE)</u>	<u>-</u>	<u>APPROVAL DATE</u>
	CORRECTIONS OFFICER	14 PHARMACY TECHNICIAN	10	12/12/2006
	CORRECTIONS OFFICER	14 HUMAN RESOURCES TECHNICIAN	17	04/18/2007
	CORRECTIONS OFFICER	14 NURSING COORDINATOR	27	12/12/2006
	CORRECTIONS OFFICER	14 PHARMACIST	27	12/12/2006
	CORRECTIONS OFFICER	14 SENIOR PSYCHIATRIC SOCIAL WKR	24	12/12/2006
	CORRECTIONS SERGEANT	18 HEARINGS OFFICER	26	01/19/2007
	CORRECTIONS SERGEANT	18 CORREC COUNSELOR/CASE MGR	20	10/27/2006
	CORRECTIONS UNIT MANAGER	24 ADMINISTRATOR III	31	12/12/2006
	CORRECTIONS UNIT MANAGER	24 ADMINISTRATOR II	29	12/12/2006
	COURT REFERRAL OFFICER	20 RECREATIONAL THERAPIST II	21	12/12/2006
	COURT REFERRAL OFFICER	20 CLINICAL MH COUNSELOR	21	12/12/2006
	DATA CONTROL CLERK III	12 SECRETARY II	09	12/12/2006
	ELECTRICIAN SUPERVISOR I	16 CLINICAL MH COUNSELOR	21	12/12/2006
	EMPLOYMENT COUNSELOR	18 CORREC COUNSELOR/CASE MGR	20	06/27/2007
	EXECUTIVE SECRETARY	11 MEDICAL RECORDS TECHNICIAN	11	12/12/2006
	EXECUTIVE SECRETARY	11 REGISTERED NURSE III	23	12/12/2006
	PRISON SHOP MANAGER I	16 PSYCHIATRIC SOCIAL WORKER	23	12/12/2006
	PRISON SHOP MANAGER I	16 PSYCHOLOGIST	29	12/12/2006
	PROGRAM ASSISTANT I	12 REGISTERED NURSE III	23	12/12/2006
	PROGRAM ASSISTANT II	15 ADMINISTRATIVE SUPERVISOR	17	01/19/2007
	PROGRAM ASSISTANT II	15 REGISTERED NURSE III	23	12/12/2006
	PROGRAM SPECIALIST I	19 DIETITIAN II	19	12/12/2006
	SECRETARY II	09 CLINICAL MH COUNSELOR	21	12/12/2006
	SECRETARY II	09 ACCOUNTING TECHNICIAN	12	04/18/2007
	SECRETARY II	09 PROGRAM ASSISTANT I	12	03/21/2007
	STOCK CONTROL SUPERVISOR	12 OCCUPATIONAL THERAPIST II	21	12/12/2006
	SUPERVISOR VI	27 SENIOR PSYCHIATRIC SOCIAL WKR	24	12/12/2006
	SUPV OF VOLUNTEER ACTIVITIES	19 PSYCHIATRIC SOCIAL WORKER	23	12/12/2006
	TEACHER III	22 CLINICAL MH COUNSELOR	21	12/12/2006
	TI/COLLEGE INSTRUCTOR	18 REGISTERED NURSE III	23	12/12/2006
	TOTAL 41			

<u>DEPARTMENT</u>	<u>FROM (TITLE & SALARY GRADE)</u>	<u>TO (TITLE & SALARY GRADE)</u>	<u>-</u>	<u>APPROVAL DATE</u>
EDUCATION, DEPT OF	DISABILITY EXAMINER	21 PROGRAM SPECIALIST II	21	08/23/2006
	DISABILITY EXAMINER	21 CASE TECHNICIAN I	14	08/23/2006
	DISABILITY EXAMINER	21 CASE TECHNICIAN I	14	08/23/2006
	QUALITY ASSURANCE SPECIALIST	23 SYSTEMS DEVELOPMENT SPEC III	23	08/23/2006
	SECRETARY II	09 PROGRAM ASSISTANT II	15	06/27/2007
	SECRETARY II	09 PROGRAM SPECIALIST II	21	06/13/2007
	TOTAL 6			
EMPLOYMENT SECURITY, DEPT OF	ADMINISTRATIVE SECRETARY	14 PROGRAM ASSISTANT III	17	11/10/2006
	OFFSET PRESS OPERATOR III	14 DESIGN DRAFTER I	17	06/08/2007
	PROGRAMS TECHNICIAN	19 PROGRAM SPECIALIST III	23	09/01/2006
TOTAL 3				
ENVIRONMENTAL SERV, DEPT OF	AIR POLLUTION CONTROL ENG III	24 ADMINISTRATOR III	31	09/13/2006
	AIR POLLUTION CONTROL ENG III	24 ADMINISTRATOR II	29	06/27/2007
	AIR POLLUTION CONTROL ENG V	28 ADMINISTRATOR III	31	06/27/2007
	CARPENTER II	14 CONSTRUCTION TECHNICIAN	15	01/10/2007
	ENVIRONMENTALIST III	23 PLANNING ANALYST/DATA SYSTEM	24	03/21/2007
	SUPERVISOR VI	27 BUSINESS SYSTEMS ANALYST I	28	01/10/2007
TOTAL 6				
HEALTH AND HUMAN SERVICES	ACCOUNTING TECHNICIAN	12 WORD PROC OPERATOR I	09	07/19/2006
	ADMINISTRATOR I	27 BUSINESS SYSTEMS ANALYST II	30	01/10/2007
	ADMINISTRATOR II	29 BUSINESS SYSTEMS ANALYST II	30	03/08/2007
	BUSINESS ADMINISTRATOR III	27 ADMINISTRATOR I	27	12/12/2006
	BUSINESS ADMINISTRATOR III	27 SUPERVISOR VI	27	12/05/2006
	CASE AIDE	14 MEDICAL SERVICE TECHNICIAN	17	01/24/2007
	CASE TECHNICIAN I	14 PROGRAM SPECIALIST I	19	11/10/2006
	CLERK III	08 REGISTERED NURSE III	23	09/27/2006
	DATA CONTROL CLERK I	07 FAMILY SERVICES SPECIALIST II	17	10/11/2006
	DATA ENTRY OPERATOR III	08 TEACHER AIDE	08	10/25/2006
	DISEASE PREVENTION SPECIALIST	17 MEDICAL SERVICE TECHNICIAN	17	03/08/2007
	DISEASE PREVENTION SPECIALIST	17 DORMITORY SUPERVISOR II	11	04/18/2007
	EXECUTIVE SECRETARY	11 TEACHER ASSISTANT	11	10/25/2006
	FAMILY SERVICES SPECIALIST I	15 SUPERVISOR II	21	09/13/2006
	GUIDANCE COUNSELOR	19 STATISTICIAN II	19	03/08/2007

<u>DEPARTMENT</u>	<u>FROM (TITLE & SALARY GRADE)</u>	<u>TO (TITLE & SALARY GRADE)</u>	-	<u>APPROVAL DATE</u>
	HEALTH FACILIT CLEAN SUP II	15 SUPERVISOR I	19	09/27/2006
	HEALTH PROMOTION ADVISOR	23 PROGRAM PLANNER III	25	06/27/2007
	HEALTH RISK ASSESSOR	25 SUPERVISOR IV	25	03/08/2007
	INFORMATIONAL REPRESENTATIVE	21 HLTH FAC CONSTRUCTION COORD I	21	03/08/2007
	LICENSE CLERK	11 FAMILY SERVICES SPECIALIST II	17	10/11/2006
	MAINTENANCE TECHNICIAN	21 SUPERVISOR III	23	01/10/2007
	MEDICAL RECORDS TECHNICIAN	11 REGISTERED NURSE III	23	09/27/2006
	MEDICAL SECRETARY II	11 PROGRAM ASSISTANT II	15	06/13/2007
	MEDICAL SECRETARY II	11 MEDICAL RECORDS TECHNICIAN	11	03/16/2007
	MEDICAL SECRETARY II	11 MEDICAL RECORDS TECHNICIAN	11	03/16/2007
	MEDICAL SECRETARY II	11 MEDICAL RECORDS TECHNICIAN	11	03/16/2007
	MEDICAL SECRETARY II	11 MEDICAL RECORDS TECHNICIAN	11	03/16/2007
	MENTAL HEALTH WORKER III	13 LICENSED PRACTICAL NURSE II	18	12/12/2006
	PAYROLL OFFICER I	14 NURSING ASSISTANT III	14	09/13/2006
	PROGRAM PLANNER II	21 CLINICAL MH COUNSELOR	21	03/08/2007
	PROGRAM PLANNER III	25 PROGRAM PLANNER III	25	03/08/2007
	PROGRAM PLANNER III	25 SUPERVISOR IV	25	03/08/2007
	PROGRAM PLANNER III	25 SUPERVISOR IV	25	03/08/2007
	PROGRAM SPECIALIST I	19 INTERNAL AUDITOR I	19	03/08/2007
	PROGRAM SPECIALIST I	19 INTERNAL AUDITOR I	19	03/08/2007
	PROGRAM SPECIALIST II	21 LICENSING & EVAL COORD	20	03/08/2007
	PROGRAM SPECIALIST II	21 HLTH FAC CONSTRUCTION COORD I	21	03/08/2007
	PROGRAM SPECIALIST II	21 HLTH FAC CONSTRUCTION COORD I	21	03/08/2007
	PROGRAM SPECIALIST II	21 PROGRAM PLANNER III	25	04/04/2007
	PROGRAM SPECIALIST III	23 CHILD PROTECTIVE SVC WKR IV	24	03/08/2007
	PROGRAM SPECIALIST III	23 CHILD PROTECTIVE SVC WKR IV	24	03/08/2007
	PROGRAM SPECIALIST III	23 PUBLIC HEALTH PROGRAM MANAGER	26	05/11/2007
	PROGRAM SPECIALIST III	23 BUSINESS SYSTEMS ANALYST I	28	09/29/2006
	PROGRAM SPECIALIST IV	25 LICENSING & EVAL COORD	20	03/08/2007
	PROGRAM SPECIALIST IV	25 LICENSING & EVAL COORD	20	03/08/2007
	PROGRAM SPECIALIST IV	25 FRAUD INVESTIGATOR	21	03/08/2007
	PROGRAM SPECIALIST IV	25 FRAUD INVESTIGATOR	21	03/08/2007
	PROVIDER SERVICES REP I	19 SUPERVISOR IV	25	11/15/2006
	PUBLIC HEALTH NURSE COORD	23 CHILD PROTECTIVE SVC WKR IV	24	03/08/2007
	QUALITY CONTROL REVIEWER	20 FRAUD INVESTIGATOR	21	03/08/2007
	REPRODUCING EQUIP OPER I	08 CHILD PROTECTIVE SVC WKR I	18	11/15/2006
	SECRETARY II	09 STATISTICAL ASSISTANT	14	10/25/2006
	SECRETARY TYPIST II	08 REGISTERED NURSE III	23	09/27/2006

<u>DEPARTMENT</u>	<u>FROM (TITLE & SALARY GRADE)</u>	<u>TO (TITLE & SALARY GRADE)</u>	-	<u>APPROVAL DATE</u>
	SECURITY OFFICER I	12 NURSING ASSISTANT III	14	09/13/2006
	SENIOR MANAGEMENT ANALYST	26 BUSINESS SYSTEMS ANALYST I	28	01/19/2007
	SOCIAL WORKER III	19 PROGRAM PLANNER III	25	10/25/2006
	STATISTICAL ASSISTANT	14 NURSING ASSISTANT III	14	09/13/2006
	SUPERVISOR III	23 PROGRAM PLANNER III	25	03/08/2007
	SUPERVISOR III	23 ADULT PROTECTIVE SOC WKR III	23	03/08/2007
	SUPERVISOR III	23 ADULT PROTECTIVE SOC WKR III	23	03/08/2007
	SUPERVISOR III	23 ADULT PROTECTIVE SOC WKR III	23	03/08/2007
	SUPERVISOR VII	28 PROG PLNG & REVIEW SPECIALIST	28	06/27/2007
	TRAINING & DEV THERAPIST	16 SUPERVISOR I	19	07/21/2006
	TOTAL 63			
INSURANCE, DEPT OF	CLAIMS AND HEARINGS CLERK I	10 STATISTICIAN I	16	10/13/2006
	CLAIMS AND HEARINGS CLERK II	12 INSURANCE CLAIMS REP	22	12/08/2006
	CLAIMS AND HEARINGS CLERK II	12 INSURANCE CLAIMS REP	22	12/08/2006
	TOTAL 3			
JOINT BOARD OF LICENSURE & CERT	SECRETARY II	09 PROGRAM ASSISTANT I	12	12/12/2006
	TOTAL 1			
JUSTICE, DEPT OF	ACCOUNTANT II	18 BUSINESS ADMINISTRATOR II	24	02/07/2007
	ADMINISTRATIVE ASSISTANT II	19 INVESTIGATIVE PARALEGAL	22	09/01/2006
	LEGAL SECRETARY III	13 PARALEGAL I	16	07/19/2006
	REPRODUCING EQUIP OPER I	08 RECORDS CONTROL CLERK	10	09/01/2006
	TOTAL 4			
LABOR, DEPT OF	SUPERVISOR V	26 ADMINISTRATOR II	29	08/04/2006
	TOTAL 1			
LIQUOR COMMISSION	ACCOUNTING TECHNICIAN	12 HUMAN RESOURCES ASSISTANT III	14	01/05/2007
	LICENSE CLERK	11 PROGRAM SPECIALIST I	19	06/27/2007
	TOTAL 2			
MENTAL HEALTH PRACTICE BOARD	SECRETARY II	09 PROGRAM ASSISTANT II	15	06/08/2007
	TOTAL 1			

<u>DEPARTMENT</u>	<u>FROM (TITLE & SALARY GRADE)</u>	<u>TO (TITLE & SALARY GRADE)</u>	<u>APPROVAL DATE</u>
NH VETERANS HOME	MAINTENANCE MECHANIC II	12 ELECTRICIAN SUPERVISOR II	17 09/13/2006
	REGISTERED NURSE III	23 PROGRAM COORDINATOR	26 07/01/2006
	TOTAL 2		
OFFICE INFORMATION TECHNOLOGY	DATA CONTROL CLERK II	10 BUSINESS SYSTEMS ANALYST I	28 05/02/2007
	DATA CONTROL CLERK III	12 BUSINESS SYSTEMS ANALYST I	28 05/02/2007
	SERVICE & PRODUCTION TECH	12 ADMINISTRATIVE SECRETARY	14 09/29/2006
	TOTAL 3		
POSTSECONDARY EDUC COMM	PROGRAM ASSISTANT II	15 PROGRAM SPECIALIST III	23 10/27/2006
TOTAL 1			
PUBLIC UTILITIES COMM.	CLERK IV	12 SENIOR ACCOUNTING TECHNICIAN	14 02/07/2007
	ENERGY CONSERVATION COORD	19 UTILITY ANALYST III	28 11/29/2006
	HEARINGS EXAMINER	31 ADMIN OF INDUSTRY REG & LICEN	32 08/23/2006
	LIBRARY ASSOCIATE I	14 ADMINISTRATIVE SUPERVISOR	17 11/29/2006
	TOTAL 4		
REGIONAL COMM TECH COLLEGE	CASHIER	09 ACCOUNT CLERK III	09 08/09/2006
	INSTITUTE/COLLEGE COUNSELOR I	21 PROGRAM ASSISTANT II	15 12/12/2006
	MAINTENANCE MECHANIC II	12 PLANT MAINTENANCE ENGINEER II	19 08/23/2006
TOTAL 3			
RESOURCES & ECON DEVEL, DEPT OF	JOURNEYMAN ELECTRICIAN	14 ELECTRONIC TECHNICIAN I	17 09/29/2006
	JOURNEYMAN ELECTRICIAN	14 ELECTRONIC TECHNICIAN I	17 09/29/2006
	SECRETARY II	09 PROGRAM ASSISTANT I	12 12/22/2006
	SECRETARY II	09 PROGRAM ASSISTANT I	12 03/16/2007
	TOTAL 4		
REVENUE ADMINISTRATION, DEPT OF	CLERK IV	12 PROGRAM ASSISTANT III	17 01/24/2007
	CLERK IV	12 ADMINISTRATIVE SECRETARY	14 07/19/2006
	TAX AUDITOR III	21 ADMINISTRATOR IV	33 01/24/2007
	TOTAL 3		

<u>DEPARTMENT</u>	<u>FROM (TITLE & SALARY GRADE)</u>	<u>TO (TITLE & SALARY GRADE)</u>	-	<u>APPROVAL DATE</u>
SAFETY, DEPT OF	ADMINISTRATOR III	31 ATTORNEY IV	32	10/13/2006
	CASH TERMINAL OPERATOR I	11 ADMINISTRATIVE SUPERVISOR	17	03/21/2007
	COUNTER CLERK III	10 ASSISTANT ADMINISTRATOR	29	05/16/2007
	EXECUTIVE SECRETARY	11 ADMINISTRATIVE SUPERVISOR	17	04/13/2007
	PAYROLL OFFICER II	16 SUPERVISOR I	19	09/01/2006
	PHARMACEUTICAL SVCS SPECIALIST	25 PROGRAM SPECIALIST IV	25	05/02/2007
	SECRETARY II	09 CLERK IV	12	11/15/2006
	TITLE EXAMINER	12 SUPERVISOR III	23	06/13/2007
	TRAINING DEVELOPMENT MANAGER	24 SUPERVISOR VI	27	01/10/2007
TOTAL 9				
TRANSPORTATION, DEPT OF	ACCOUNT CLERK III	09 PROGRAM SPECIALIST I	19	05/16/2007
	BITUM/CONCRETE PLANT INS I	13 ENGINEERING TECHNICIAN III	16	07/21/2006
	BITUM/CONCRETE PLANT INS I	13 ENGINEERING TECHNICIAN III	16	07/21/2006
	BITUM/CONCRETE PLANT INS I	13 ENGINEERING TECHNICIAN III	16	07/21/2006
	BITUM/CONCRETE PLANT INS I	13 ENGINEERING TECHNICIAN III	16	07/21/2006
	BITUM/CONCRETE PLANT INS I	13 ENGINEERING TECHNICIAN III	16	07/21/2006
	BITUM/CONCRETE PLANT INS II	16 ENGINEERING TECHNICIAN IV	19	07/21/2006
	BITUM/CONCRETE PLANT INS II	16 ENGINEERING TECHNICIAN IV	19	07/21/2006
	BITUM/CONCRETE PLANT INS II	16 ENGINEERING TECHNICIAN IV	19	07/21/2006
	BITUM/CONCRETE PLANT INS II	16 ENGINEERING TECHNICIAN IV	19	07/21/2006
	BITUM/CONCRETE PLANT INS II	16 ENGINEERING TECHNICIAN IV	19	07/21/2006
	CIVIL ENGINEER II	21 BRIDGE INSPECTOR	18	06/13/2007
	CIVIL ENGINEER IV	27 FINANCIAL ANALYST	28	03/08/2007
	ENGINEERING TECHNICIAN I	10 PROGRAM ASSISTANT II	15	05/16/2007
	ENGINEERING TECHNICIAN III	16 PROGRAM ASSISTANT II	15	03/08/2007
	ENGINEERING TECHNICIAN IV	19 BRIDGE INSPECTOR	18	06/13/2007
	ENGINEERING TECHNICIAN IV	19 SUPERVISOR II	21	05/16/2007
	ENGINEERING TECHNICIAN IV	19 PROGRAM SPECIALIST IV	25	06/27/2007
	HIGHWAY MAINTAINER II	09 PROGRAM SPECIALIST I	19	04/04/2007
	HISTORIAN	24 ENVIRONMENTALIST IV	27	06/08/2007
	INTRICATE EQUIP TECHNICIAN I	10 CIVIL ENGINEER IV	27	06/13/2007
	PROGRAM ASSISTANT I	12 PROGRAM SPECIALIST II	21	03/08/2007
	SECRETARY II	09 ENGINEERING TECHNICIAN II	13	11/29/2006
	SUPERVISOR IV	25 SUPERVISOR IV	25	03/08/2007
	SURVEY TEAM TECHNICIAN I	10 PROGRAM PLANNER III	25	08/23/2006
TOTAL 25				
<u>TOTAL POSITIONS RECLASSIFIED 197</u>				

**Requests for Temporary Positions
July 1, 2006 - June 30, 2007**

Agency	Approved Classifications	Appvd Part-Time/	
		LG	Full-Time
Adjutant General	Financial Analyst	28	FT
	Program Specialist I	21	FT
	Clerk III	8	PT
	Clerk IV	12	PT
Admin Services	Accountant IV (2)	23	FT
	Administrator IV	33	FT
	Carpenter II	14	PT
	Clerk IV	12	PT
	Management Analyst	21	PT
	Public Works Project Manager IV	30	PT
Allied Health Professionals	License Clerk	11	PT
Community Technical College	Accountant II	18	FT
	Administrative Assistant I	16	FT
	Administrator III	31	FT
	Business Systems Analyst I	28	FT
	Human Resources Technician (2)	17	FT
	Internal Auditor I	19	FT
	Maintenance Mechanic II	12	FT
	Program Assistant II	15	FT
	Program Specialist I (2)	19	FT
	Program Specialist III	23	FT
	Secretary II	9	FT
	Systems Development Specialist I	18	FT
	Systems Development Specialist III	23	FT
	TI/C Associate Professor	22	FT
	Human Resources Technician	17	PT
	Institute College Counselor I (2)	21	PT
	Program Planner I	19	PT
	Program Specialist II (3)	21	PT
	Program Specialist III (3)	23	PT
	Security Officer I	12	PT
	Teacher Assistant (2)	11	PT
	Teacher Support Specialist I	17	PT
Teacher Support Specialist II	21	PT	
TI/C Instructor (2)	18	PT	
Training Development MGR	24	PT	

Agency	Approved Classifications	Appvd Part-Time/	
		LG	Full-Time
Corrections	Administrator I	27	FT
	Program Specialist I	19	FT
	Program Specialist II	21	FT
	Victim/Witness Specialist	24	FT
	Data Control Clerk	10	PT
Cultural Resources	Program Specialist I	19	PT
DRED	Environmentalist II	19	FT
	Automotive Mechanic	15	PT
	Chef I	11	PT
	Forest Technician IV	16	PT
Education	Administrative Assistant I	16	FT
	Education Consultant I	26	FT
	Program Specialist II	21	FT
	Program Specialist IV	25	FT
	Program Reviewer	20	PT
	Secretary I	7	PT
Employment Security	Fraud Investigator (3)	21	FT
	Grants Program Coordinator	23	FT
	Interviewer I	16	FT
	Programs Technician	19	FT
	Secretary II	9	FT
	Supervisor, B.A.U.	24	FT
	Legal Secretary III	13	PT
	Maintenance Mechanic III	14	PT
	Program Specialist IV	25	PT
Environmental Services	Administrator III	31	FT
	Environmentalist III	23	FT
	Grants Program Coordinator	23	FT
	Planning Analyst/Data Systems	24	FT
	Program Specialist I	19	FT
	Special Environmental Policy Advisor	35	FT
	Administrative Assistant II	19	PT
	Environmental Technician I	9	PT
	Program Specialist III	23	PT

Agency	Approved Classifications	Appvd Part-Time/	
		LG	Full-Time
Fish & Game	Highway Maintainer III	12	FT
	Biological Aide (13)	13	FT
	Accounting Technician	12	PT
	Biological Aide (8)	13	PT
	Program Planner I (19)	19	PT
Health & Human Services	Administrator II	29	FT
	Case Technician Trainees (4)	12	FT
	Legal Coordinator	28	FT
	Program Assistant I	12	FT
	Program Planning & Review Specialist	28	FT
	Program Specialist II	21	FT
	Program Specialist III (2)	23	FT
	Administrator II	29	PT
	Building & Grounds Utility Person	8	PT
	Business Administrator III	27	PT
	Business System Analyst II	30	PT
	Case Aide (4)	14	PT
	Case Technician Trainee	12	PT
	Case Technician II	16	PT
	Clerk III	8	PT
	Data Entry Operator I	3	PT
	Educational Director	24	PT
	Employment Counselor Specialist	19	PT
	Family Services Specialist Training	13	PT
	Family Services Specialist II	17	PT
	Fraud Investigator	21	PT
	Maintenance Mechanic Foreman (2)	15	PT
	Nurse Practitioner	25	PT
	Paralegal I	16	PT
	Physician Assistant	22	PT
	Program Specialist IV	25	PT
	Psychological Associate I	24	PT
Registered Nurse III (2)	23	PT	
Warehouseman	10	PT	
Justice Department	Financial Research Analyst	31	FT
	Clerk III (2)	8	PT
	Legal Secretary III	13	PT
Labor Department	Accountant I (2)	16	PT
Liquor Commission	Legal Aide	15	PT
	Liquor Investigator (4)	17	PT

Agency	Approved Classifications	Appvd Part-Time/	
		LG	Full-Time
OIT	Technical Support Specialist IV	27	PT
Pari - Mutuel Commission	Racing Enforcement Inspector	18	FT
	Racing Enforcement Supervisor	20	FT
	Tax Auditor II	19	FT
	Technical Support Specialist III	25	FT
	Records Control Clerk	10	PT
Police Standards & Training	Administrator IV	33	PT
Postsecondary Ed Comm.	Program Assistant I	12	FT
Real Estate Appraisers Brd.	Secretary Typist I	6	PT
Safety	Data Control Clerk II	10	FT
	Deputy Fire Marshal (2)	24	FT
	Executive Secretary	11	FT
	Fire Investigator	21	FT
	Mechanical Inspector (4)	20	FT
	Mechanical Inspector Supervisor	23	FT
	Paralegal I	16	FT
	Program Assistant I	12	FT
	Secretary II	9	FT
	Word Processor Operator I	9	FT
	Cash Terminal Operator II	13	PT
	Fire Investigator	21	PT
	Police Communication Specialist II (18)	19	PT
	Program Assistant I (20)	12	PT
	Program Assistant II (25)	15	PT
	Program Specialist III	23	PT
	Recreational Ride & Lift Inspector	21	PT
	Secretary II	9	PT
Word Processor Operator I (6)	9	PT	
Secretary of State	Legal Assistant	19	PT

Agency	Approved Classifications	Appvd Part-Time/	
		LG	Full-Time
Transportation	Engineering Technician III	16	FT
	Administrator IV	33	PT
	Building Maintenance Supervisor	15	PT
	Civil Engineer III	24	PT
	Civil Engineer VI	32	PT
	Engineering Technician III	12	PT
	Highway Maintainer III	12	PT
	Program Specialist II (2)	21	PT

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.
- 10.15 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 be 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 is 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.

CERTIFICATION/DECERTIFICATION HEARINGS

During the summer and fall of 2006, eight petitions were filed with the Public Employee Labor Relations Board (PELRB) by employees in SEA bargaining units requesting decertification or certification of new bargaining units. In response to these petitions, the PELRB held hearings and scheduled elections to allow employees to vote on whether they wanted to continue to be represented by the SEA. The following is a summary of the agencies that submitted petitions, the dates hearings were scheduled, the dates elections were conducted, and the results of those elections.

Bargaining Unit Certification/Decertification Hearings

Bargaining Unit	Date of PELRB Hearing	Date of Election	Result
Div. Motor Vehicles Highway Enforce. Officers	9-20-06 9-21-06	10-13-06	Voted to be represented by NEPBA
Div. Motor Vehicles Highway Enforce. Officer Supervisors	9-20-06 9-21-06	10-13-06	Voted to be represented by NEPBA
Insurance Department	9-21-06	10-6-06	Voted to remain represented by SEIU
Public Utilities Commission	9-25-06	10-11-06	Voted to decertify from SEIU
Fish and Game Conservation Officers	10-9-06	10-27-06	Voted to be represented by NEPBA
Fish and Game Conservation Officer Supervisors	10-9-06	10-27-06	Voted to be represented by NEPBA
NH Employment Security	10-11-06	11-15-06	Voted to remain represented by SEIU
Office of Information Technology	10-13-06	10-30-06	Voted to remain represented by SEIU
Labor Department	10-16-06	n/a	Case dismissed by PERLB
Department of Corrections	10-27-06 (pre-hearing)	n/a	Case dismissed by PELRB

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:

In October, 2005, the Governor and Executive Council approved a contract authorizing Cigna Healthcare of New Hampshire as the carrier for the Point of Service plan (POS) and Network plan (HMO) for all active employees and their eligible dependents, and Cigna Healthcare continued to administer the health plans for active state employees during the FY 2007 reporting period. In addition, the State provided non-contributory Point of Service plan for under age 65 retirees and a non-contributory Medicare supplemental plan for Medicare eligible retirees through Cigna Healthcare of New Hampshire.

Effective July 13, 2005, the Governor and Council authorized an agreement with Local Government Center Health Trust, LLC, Concord, NH, to administer a prescription drug benefit program including, but not limited to, retail pharmacy, home delivery pharmacy, and specialty drug pharmacy services for active state employees, retirees and their families. The contract was effective upon Governor and Council approval through June 30, 2007.

Monthly per person medical rates paid by the State and monthly medical contributions by employees (where applicable) for the reporting time period of July 1, 2006 through June 30, 2007 are listed below:

SEA ACTIVE EMPLOYEES

	Point of Service		HMO
	State	Employee	State Share
Single	\$518.38	\$2.33	\$465.50
Two person	\$1,038.21	\$4.67	\$927.77
Family	\$1,659.23	\$7.47	\$1,482.62

NHTA ACTIVE EMPLOYEES

	Point of Service		HMO
	State	Employee	State Share
Single	\$493.54	\$4.44	\$442.10
Two person	\$984.59	\$8.88	\$881.70
Family	\$1,573.87	\$14.21	\$1,409.24

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 \$4.00 per employee per month. The FICA savings offsets this fee.

Salary reductions for the FY 2007 reporting period were: \$1,752,601

FICA savings for the reporting period were: \$134,074

HEALTH BENEFITS ADVISORY COMMITTEE

The Health Benefits Advisory Committee (HBAC), a labor management committee established under Article 19.8.2 of the Collective Bargaining Agreement between the State and the SEA, is charged with drafting a report to the Governor on the employee health benefit. The purpose of the report is to provide an update on the status of the plan and to provide recommendations to the Governor's Office for use in developing proposals during the upcoming collective bargaining process. At the end of Fiscal Year 2006, the Committee finalized this report and met with Governor Lynch to discuss the recommendations contained in this report. A copy of the HBAC report is available on the Division of Personnel website under "Employee Benefits."

The current members of the Health Benefit Advisory Committee are:

State Team

Monica Ciolfi, Risk Management
Mary Ann Cooney, Public Health
Alex Feldvebel, Insurance
Sara Willingham, Personnel

SEA Team

Dennis Kinnan, SEA
Linda Huard, Employment Security
Diana Lacey, Health and Human Services
Jay Ward, SEA

BENEFITS FOR RESERVE AND NATIONAL GUARD

On June 13, 2006, the legislature approved HB 1724-FN, relative to compensation and benefits for reserve and National Guard members who are state employees. HB 1724-FN, which became effective on July 1, 2006, requires the State to pay the difference between the military pay and state salary for a New Hampshire state employee who is a member of a reserve or national guard and is called to full-time active duty by the President of the United States, under the authority the Governor, or under the authority of another Governor who participates in the Emergency Management Assistance Compact. The Bill also continues the state benefit package and retirement system contributions for such state employees during the period of military leave due to full-time active duty.

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 2007 in response to requests for donated sick leave under the Supplemental Sick Leave Plan:

SUPPLEMENTAL SICK LEAVE PLAN

Fiscal Year 2007

Requesting Agency	Requests Submitted	Requests Approved	Days of Leave Approved
Adjutant General	9	9	81
Administrative Services Department	8	7	96
Banking	1	0	0
Community Technical College System	19	14	448
Corrections Department	42	31	745
Cultural Resources	1	1	6
Education Department	8	5	77
Employment Security	24	16	330
Environmental Services Department	3	3	53
Fish and Game Department	1	1	5
Health and Human Services	150	120	2654
Insurance	1	1	21
Labor Department	4	3	50
Liquor Commission	8	7	166
Office of Information Technology (OIT)	12	6	73
Public Utilities Commission	1	1	15
Resources and Economic Development	3	2	90
Revenue Administration Department	2	2	9
Safety Department	17	14	294
Transportation Department	35	29	1,181
Veterans' Home	9	7	665
Totals	358	279	7,059

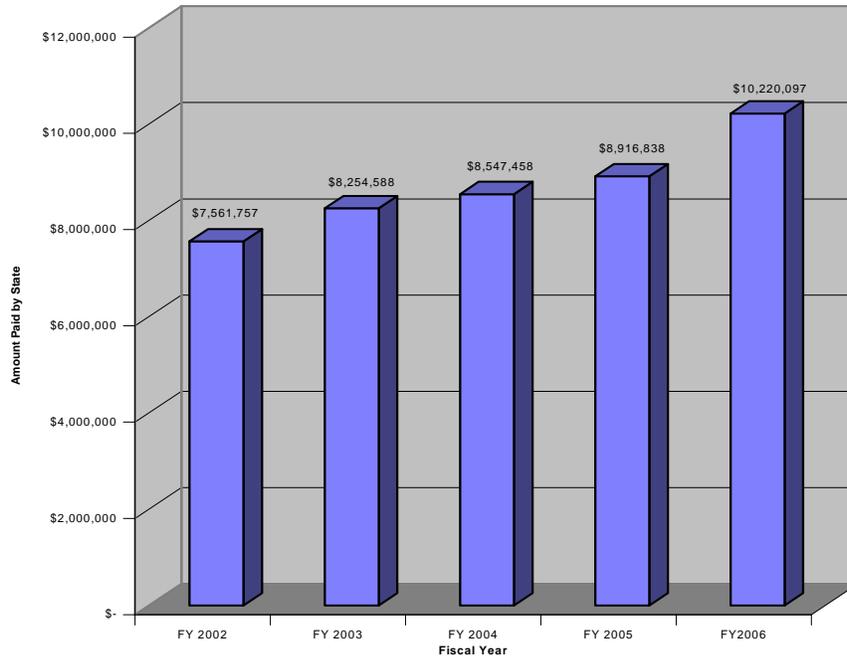
Total requests = 358

Total approved = 279 requests or 78%

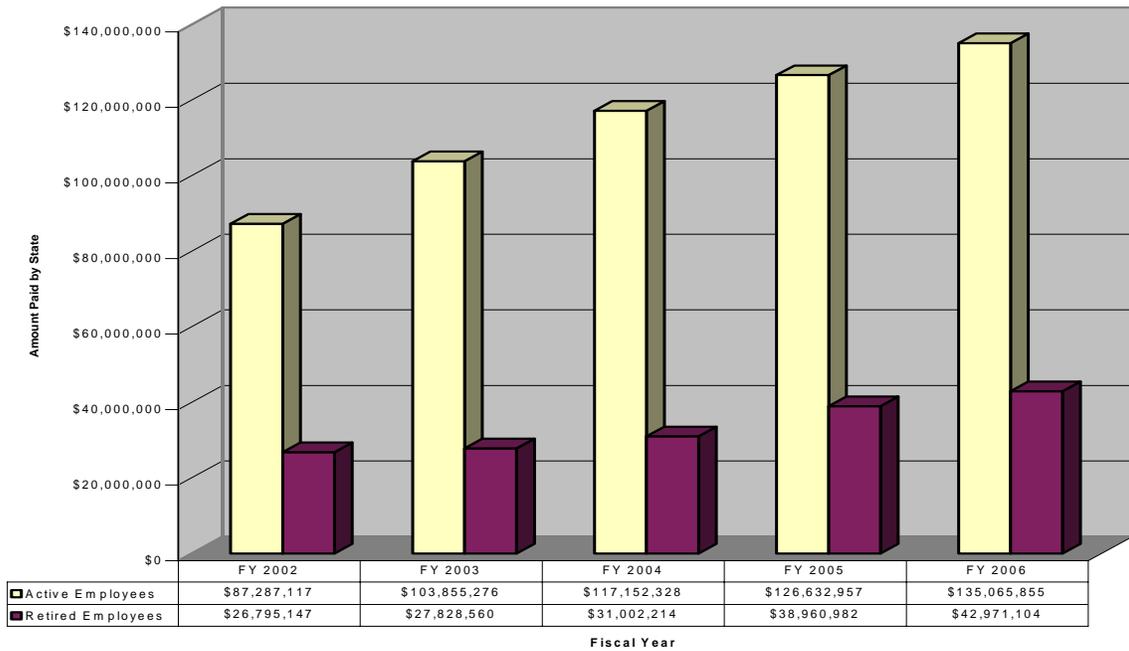
Average days approved per requesting employee = 20 days

COST OF STATE HEALTH BENEFIT PLANS 5 Year History

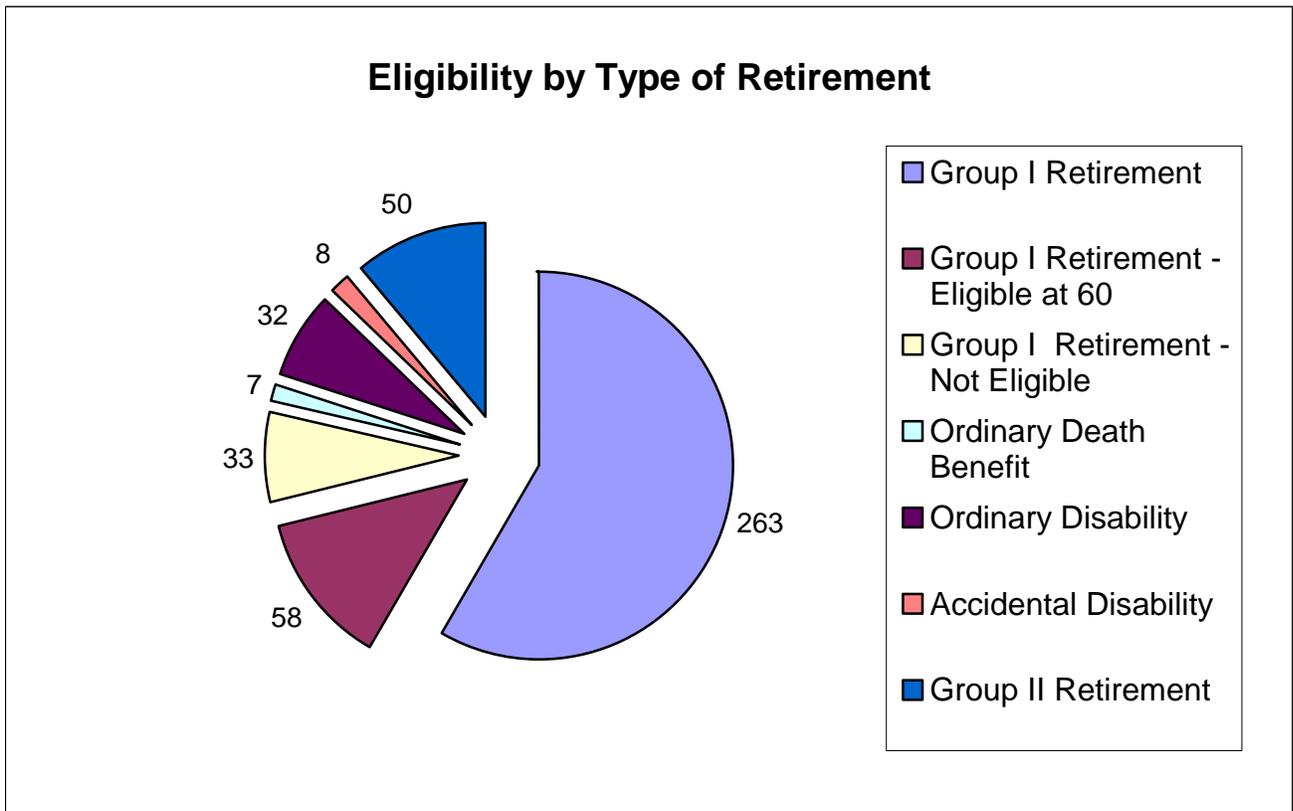
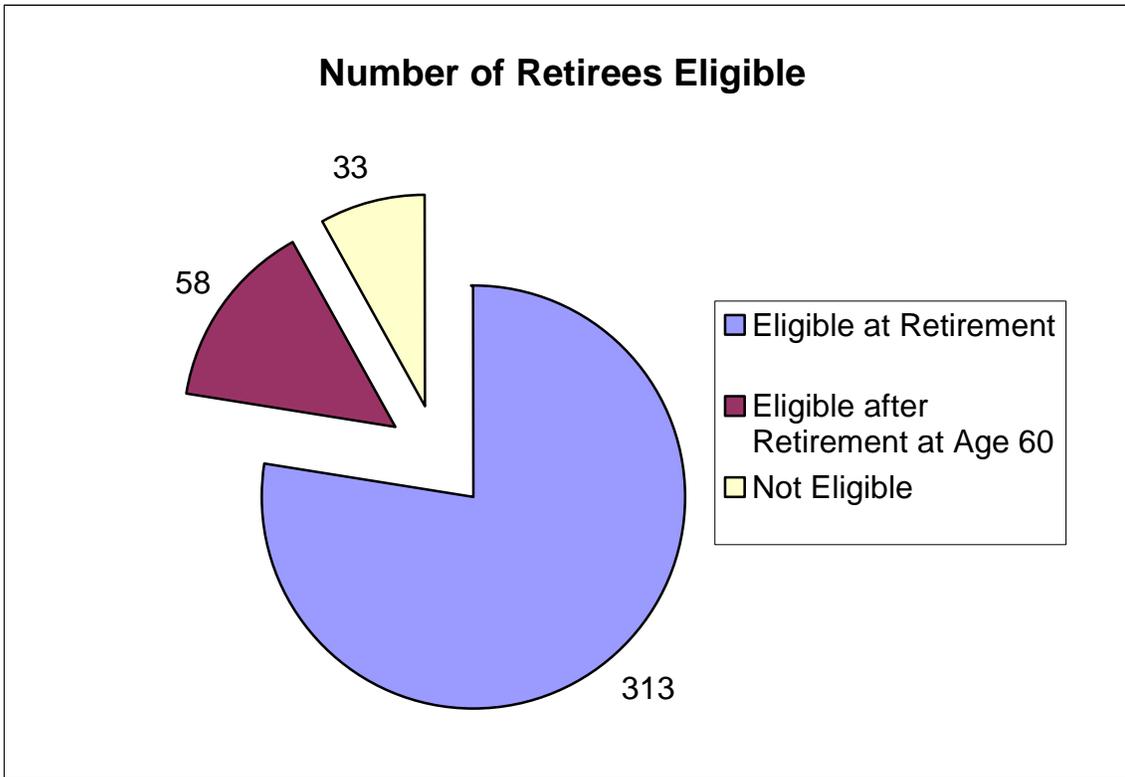
Cost of Dental Plan



Cost of Medical Benefit Plan



Eligibility for Retiree Health Benefit



Note: Total number of retirees = 451

**Bureau of Education and Training
July 1, 2006 through June 30, 2007**

MISSION STATEMENT

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

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

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

FY '07 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 conjunction with the printed copy, the catalog of courses is available on the state web site where all public employees can have access to course offerings and schedules. Updates to the online catalog are made periodically. In January 2007 the Bureau added the Certified Public Manager Program announcement to the web site, as well.

While continuing to offer the Certified Public Supervisor and Manager programs and numerous open enrollment courses, BET offered several new programs and courses in Fiscal Year 2007, including:

- Women in Management Leadership Program
- CPM Graduate Leadership Tune-Up
- Let's Talk: How to Communicate Effectively in the Midst of Tension
- Developing Your Potential in State Government

□ **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.

Norton Ghost imaging software was purchased in order to create images of student PCs. Imaging facilitates software maintenance and the rebuilding of student PCs by allowing BET to simply copy the image to student PCs instead of re-installing individual software packages on each student PC.

Windows Standard Server replaces the prior windows server software that runs the lab network.

QuickBooks is an accounting software package used by many town governments and state agencies.

Hardware Purchased:

BET purchased three replacement student PCs and a replacement server for the training lab. Two PCs were replaced and the third PC serves as a student PC backup. If a student PC fails, BET can simply replace the failed PC with no downtime to the class.

Statewide Training Contract:

Purchase and Property and BET determined a new statewide training contract was needed as the original list of 17 training vendors had declined to three vendors. BET assessed their computer training efforts and concluded that the Bureau has trained 5621 students since 2001. Review of evaluations and suggestions, as well as a decrease in enrollment in entry level courses, led to the conclusion that BET should concentrate on offering more intermediate and advanced level courses and workshops, in addition to new internet application development courses. They determined there were many agencies utilizing websites to deliver content. BET found a need for training students how to design and create web documents and how to upload those documents to their websites. The new training contract RFP provided the opportunity to seek contractors who could deliver 40 new courses and advanced workshops. The new contract also will provide BET with the flexibility to update the vendor list at periodic intervals and to offer additional courses and workshops as the need arises.

□ 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 2007, there were 62 participants in the Level I program and 44 who participated in Level II. Two Level II graduates from the City of Manchester were nominated for a national award for excellence in a group project. The two 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 105 individuals were accepted into Level I and another 40 into Level II to participate in the FY08 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

Number of Participants	Course Title/Code
30	CPM Capstone
25	CPM Graduate Leadership Tune-Up
55	CPS Orientation
42	Critical Thinking for Managers
40	Ethics and Integrity in Managing Government Programs
56	Excellence in Supervision: The CPS Capstone
44	Federal and State Law Workshop
57	Interviewing Techniques
59	Introduction to Supervision
81	Introduction to Time Management
50	Managing Across Generations
97	Personnel Appeals Workshop
44	Project Operations
39	State Budget and Purchasing
60	State Government: Power, Authority, Structure and Legislative Process
100	Strategic Planning
106	Supervising Employee Performance
24	Supervising Employee Performance (CFD)
92	Understanding and Valuing Differences
41	Using Numbers to Persuade and Inform
24	Women in Management Program
11	Women in Management Ext
1177	Subtotal

Employee Development Classes

Number of Participants	Course Title/Code
9	Accident Reporting and Investigation
48	Confined Space
9	Department of Labor Rules and Regulations
16	Developing Your Potential in State Government
19	DISC Personality Profile
10	Effective Joint Loss Management Committees
5	Emergency Planning
9	Ergonomics
10	Fire Safety and Awareness
21	General Accounting Principles
6	Hazardous & Toxic Substances
7	Health and Safety Management
7	Health and Safety Program Development
3	Indoor Air Quality
56	Introduction to Continuous Process Improvement
6	Lockout / Tagout
38	MBTI Application
54	MBTI Workshop
14	Myers-Briggs Type Indicator (MBTI) – Step 2
98	Myers-Briggs Type Indicator (MBTI)
8	Return to Work Program
7	Safety Inspection Programs
<hr/>	
460	Subtotal

Communication Classes

Number of Participants	Course Title/Code
10	Assertive Communication
97	Business Writing in Plain English
1	Collective Bargaining
39	Collective Bargaining/Negotiation Techniques
10	Conducting Effective Meetings
20	Conflict Resolution
445	Customer Service Training
10	Dealing with Difficult Employees: A Supervisory Primer
50	Dealing with Difficult People
19	Effective Front Line Customer Service
10	Grant Writing
44	How to Communicate Effectively in the Midst of Tension
13	Listening Skills
79	Managing Conflict Seminar
64	Speaking & Presentation Dynamics
8	Team Building
<hr/>	
919	Subtotal

Health and Wellness Classes

Number of Participants	Course Title/Code
25	State Retiree Health Insurance Workshop
<hr/>	
25	Subtotal

Computer Classes

Number of Participants	Course Title/Code
5	A+ Hardware & Operating System Technician
7	Access 2000 Database Design Workshop
21	Basic PC Skills
12	E-Mail Workshop
8	Excel Formula Workshop
25	Introduction to Microsoft Outlook
24	Introduction to Microsoft Windows XP
13	Merge Workshop
80	Microsoft Access – Part I
54	Microsoft Access – Part II
25	Microsoft Access – Part III
109	Microsoft Excel – Part I
69	Microsoft Excel – Part II
15	Microsoft Excel – Part III
40	Microsoft Word – Part I
34	Microsoft Word – Part II
14	Microsoft Word – Part III
74	Project Management Fundamentals
9	Research on the Internet
43	Using Microsoft PowerPoint 2000
9	Word Booklet and Brochure Workshop
12	Word Form/Template Design Workshop
<hr/>	
702	Subtotal

Total number of participants for all courses: 3283