

STATE OF NEW HAMPSHIRE

DIVISION OF PERSONNEL

DEPARTMENT OF ADMINISTRATIVE SERVICES



2003 ANNUAL REPORT

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GENERAL SUMMARY FY 2003

Authority

RSA Chapter 21-I:42
Federal Merit Standards

Mission

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

Location

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

Staff Composition

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

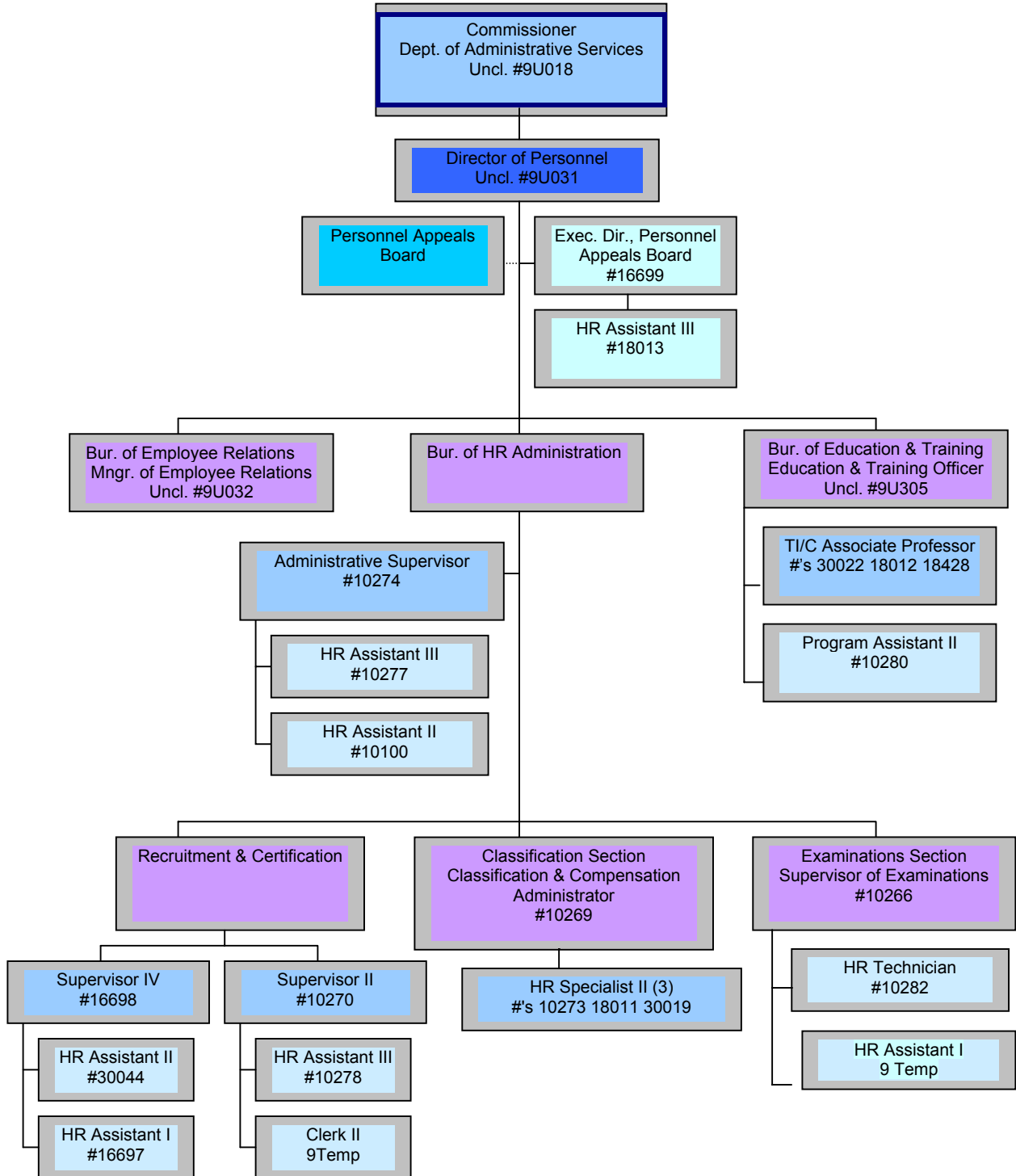
Fiscal Year Appropriation

\$1,432,275

Personnel Appeals Board

The Personnel Appeals Board consists of three regular members and two alternates appointed by the Governor and Executive Council for three (3) year terms.

**ORGANIZATIONAL CHART
DEPARTMENT OF ADMINISTRATIVE SERVICES
DIVISION OF PERSONNEL
JUNE 2003**



BUREAU OF HUMAN RESOURCES ADMINISTRATION

The Bureau of Human Resources Administration was created in July, 1989, to include the following:

(1) Recruitment and Certification Section

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

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

Implementation and monitoring of the statewide classification system for all classified employees, including allocating all positions to generic classifications and determining appropriate entry-level minimum qualifications.

RECRUITMENT AND CERTIFICATION SECTION

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

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

STATEWIDE HIRING FREEZE

Executive Order 2003-1

On January 15, 2003, Governor Craig Benson issued Executive Order 2003-1, instituting a hiring freeze to effect a reduction in state general fund expenditures. This Executive Order mandated that all full-time classified and unclassified employee positions funded in whole or in part by the General Fund, which were vacant on the effective date of the Executive Order, must remain vacant during the 2002/2003 biennium. Appropriations for the vacant positions were lapsed to the Salary Adjustment Fund or the Employee Benefit Adjustment Account, as applicable. Exceptions to the hiring freeze included direct care positions, custodial care positions, law enforcement positions, and those positions at the Community Technical Colleges that were directly responsible for academic instruction including, but not limited to, academic faculty and counseling.

Executive Order 2003-1 mandated that no general fund monies appropriated for Class 30 equipment could be expended or encumbered for the balance of Fiscal Year 2003, with the exception of those monies encumbered by contract or purchase orders on or before the date of the Executive Order. The Executive Order also mandated that no monies appropriated for Class 80 out-of-state travel for the balance of Fiscal Year 2003 could be expended or encumbered on or after the date of the Executive Order.

Executive Order 2003-1 directed that the statewide freeze on hiring, equipment and out-of-state travel would remain in effect until June 30, 2003, or until terminated under the provisions of RSA 9:16-b. The Executive Order also provided that exceptions to the hiring freeze could be requested by any agency in writing to the Governor, and that exceptions granted by the Governor shall be transmitted to the Fiscal Committee.

Chapter 319:178

Effective July 1, 2003, the Legislature passed Chapter 319:178, which required that any classified or unclassified position funded in whole or in part by the general fund and which was vacant on July 1, 2003, or which became vacant after July 1, 2003, must remain vacant for the Fiscal Year ending June 30, 2004. Direct care positions, custodial positions, law enforcement positions, and positions created on or after June 30, 2003, were exempted from this hiring delay. Other exceptions from the hiring delay could be made in writing to the Governor, and any approved exceptions transmitted to the Fiscal Committee.

RECRUITMENT AND CERTIFICATION ACTIVITIES

During Fiscal Year 2003, the Recruitment and Certification Section prepared 11 Opportunities Announcements for statewide distribution and approved 368 agency-prepared newspaper advertisements. During the Fiscal Year, 1,743 applications were evaluated for certification purposes by staff in this section. Of this number, 1,433 (82.2%) applicants were determined to have met the minimum qualifications. The following table lists the work activities performed in the Recruitment and Certification Section during Fiscal Year 2003:

RECRUITMENT AND CERTIFICATION ACTIVITIES FISCAL YEAR 2003

ACTIVITY	AMOUNT
Applications Distributed	3,800
Applications Received	6,740
Applications Accepted as Certified	1,433
Applications Rejected as Not Certified	310
Registers Requested	261
Employees Hired From Registers	114
Newspaper Advertisements Approved	368
Opportunities Announcements Prepared	11

During Fiscal Year 2003, staff in the Recruitment and Certification Section audited a total of 23,359 actions affecting classified employees. Of this total, 2,772 (11.9%) were personnel actions hiring new employees. The number of employees separating from state service in FY 2003 was 1,105 (4.7%). 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 2003

PERSONNEL ACTION	AMOUNT
New Hires	2,772
Hires Above Minimum Step (both full-time & part-time)	356
Separations	1,105
Promotions	1,623
Demotions	247
Total Personnel Action Forms Processed	23,359

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

EMPLOYEE REDUCTION IN FORCE (RIF) LIST

Effective July 1, 2003, the Legislature passed Chapter 319:7, relative to the rehiring of laid-off state employees. This legislation extended the definition of "laid-off employee" to include any state employee laid off between January 1, 2003 and July 1, 2005 as a result of reorganization or downsizing in state government. This legislation mandates that any position that becomes available in a state department be filled, if possible, by a laid off state employee if such person is not already employed by the State of New Hampshire and if he or she meets the minimum qualifications for the position. It also requires the appointing authority of each department or agency to submit names and classifications of individuals laid off to the Director of Personnel within 10 days of the lay off.

The following is a summary of the actions that took place in connection with the RIF List during Fiscal Year 2003:

ACTION	AMOUNT
Names Submitted to Personnel	5
Names Removed from RIF List	5
Names Remaining on RIF List	0
Placements	4
Vacant Positions Released for Recruitment	5,700
Total Number of Vacant Positions Submitted by Agencies	5,700

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

TEN YEAR HISTORY OF AUTHORIZED PERMANENT POSITIONS BY DEPARTMENT

Number of Class 10 Positions Authorized

- Fiscal Year -

Department	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003
Adjutant General Department	103	103	102	102	108	108	108	113	113	122
Administrative Services Dept.	250	308	309	311	316	319	324	338	338	319
Agriculture Department	31	31	31	31	32	32	32	32	31	33
Banking Department	29	29	27	27	27	27	27	27	27	41
Business Finance Authority	7	7	7	7						
Christa McAuliffe Planetarium									8	13
Corrections Department	756	816	808	813	813	869	1,088	1,088	1,083	1,132
Cultural Resources Department	72	67	62	62	66	66	67	69	69	74
Education Department	306	306	305	305	300	303	306	313	312	326
Employment Security	368	368	377	333	315	313	385	402	385	408
Environmental Services Dept.	427	434	426	432	429	429	429	439	435	546
Executive Department	79	79	79	79	81	81	81	81	44	44
Fish and Game Department	168	168	168	168	171	171	171	173	173	174
Health & Human Services Dept.										
Alcohol and Drug Abuse Prev.	49	49	49				45	47	47	47
Anna Philbrick Center								89	89	
Behavioral Health	199	199	139	183	93	95	51	51	56	56
Children, Youth & Family Services	459	460	380	387		370	394	394	397	350
Commissioner's Office	148	148	204	211	878	599	617	494	493	469
Community and Public Health	311	310	307	299		272	255	257	256	218
Developmental Services					68	66	59	58	54	54
Elderly & Adult Services	96	96	95	94	65	112	131	130	129	128
Family Services	528	528	628	619	709	327	327	327	326	327
Glenclyff Home	156	156	156	156	156	156	168	168	168	168
Information Services									122	146
Juvenile Justice Services										369
NH Hospital	979	979	992	992	968	941	875	874	870	867
Youth Development Center								183	185	
Highway Safety Agency	3	3	3	3	3	3	3	6	6	6
Human Rights Commission	7	7	7	7	7	7	7	7	7	10
Insurance Department	43	43	46	46	50	50	51	53	53	72
Judicial Council	1	1	1	1	2	2	2	2	2	2
Justice Department	56	56	53	53	54	54	54	55	56	65
Labor Department	72	77	76	76	80	81	82	82	82	84
Liquor Commission	304	304	311	311	311	312	314	314	313	313
Pari-Mutuel Commission	11	11	11	11	11	11	11	11	11	11
Port Authority	4	4	4	4	4	4	5	5	5	5
Postsecondary Education Comm.	6	6	6	6	6	6	6	6	6	6
Public Utilities Commission	74	74	74	74	74	74	73	73	72	72
Real Estate Commission	8	8	7	7	7	7	7	8	8	8
Regional Comm. Tech. College Sys.	626	633	668	660	641	641	649	662	654	745

TEN YEAR HISTORY OF AUTHORIZED PERMANENT POSITIONS BY DEPARTMENT

Number of Class 10 Positions Authorized

- Fiscal Year -

Department	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003
Regulatory Boards										
Electricians Licensing Board	6	6	6	6	6	6	6	7	7	7
Health & Human Services Boards					23	22	27	30	30	31
Joint Board of Licensing & Cert.	3	3	3	3	4	4	5	5	5	5
Plumbers Board	6	6	6	6	6	6	6	6	6	6
Pub. Empl. Labor Relations Board	4	4	4	4	4	4	4	4	4	4
Real Estate Appraisers Bd.	1	1	1	1	1	1	1	1	1	1
Tax & Land Appeals Board	10	10	8	8	8	8	8	10	9	10
Veterinarians Exam. Board	1	1	1	1	1	1	1	1	1	1
Resources & Econ. Dev. Dept.	173	177	159	159	153	154	142	147	149	185
Retirement System	41	41	41	41	41	41	45	48	48	54
Revenue Administration Dept.	154	158	150	151	153	168	171	179	191	214
Safety Department	736	748	755	749	772	782	803	811	859	1,046
State Department	22	22	30	30	30	30	30	33	33	33
Status of Women Commission	1	1	1	1	1	1	1	2	2	2
Sweepstakes Commission	60	60	60	60	60	60	60	60	60	60
Transportation Department	1,959	1,960	1,915	1,915	1,913	1,913	1,913	1,913	1,913	1,913
Treasury Department	17	17	19	20	21	21	21	21	21	21
Veterans' Council	4	4	4	4	4	4	4	4	4	4
Veterans' Home	148	148	148	148	148	148	150	168	168	251
Youth Development Services Dept.			261	261	268	268	269			
TOTALS	10,270	10,422	10,506	10,456	10,464	10,554	10,873	11,003	10,997	11,678

FY 2003 AUTHORIZED POSITIONS

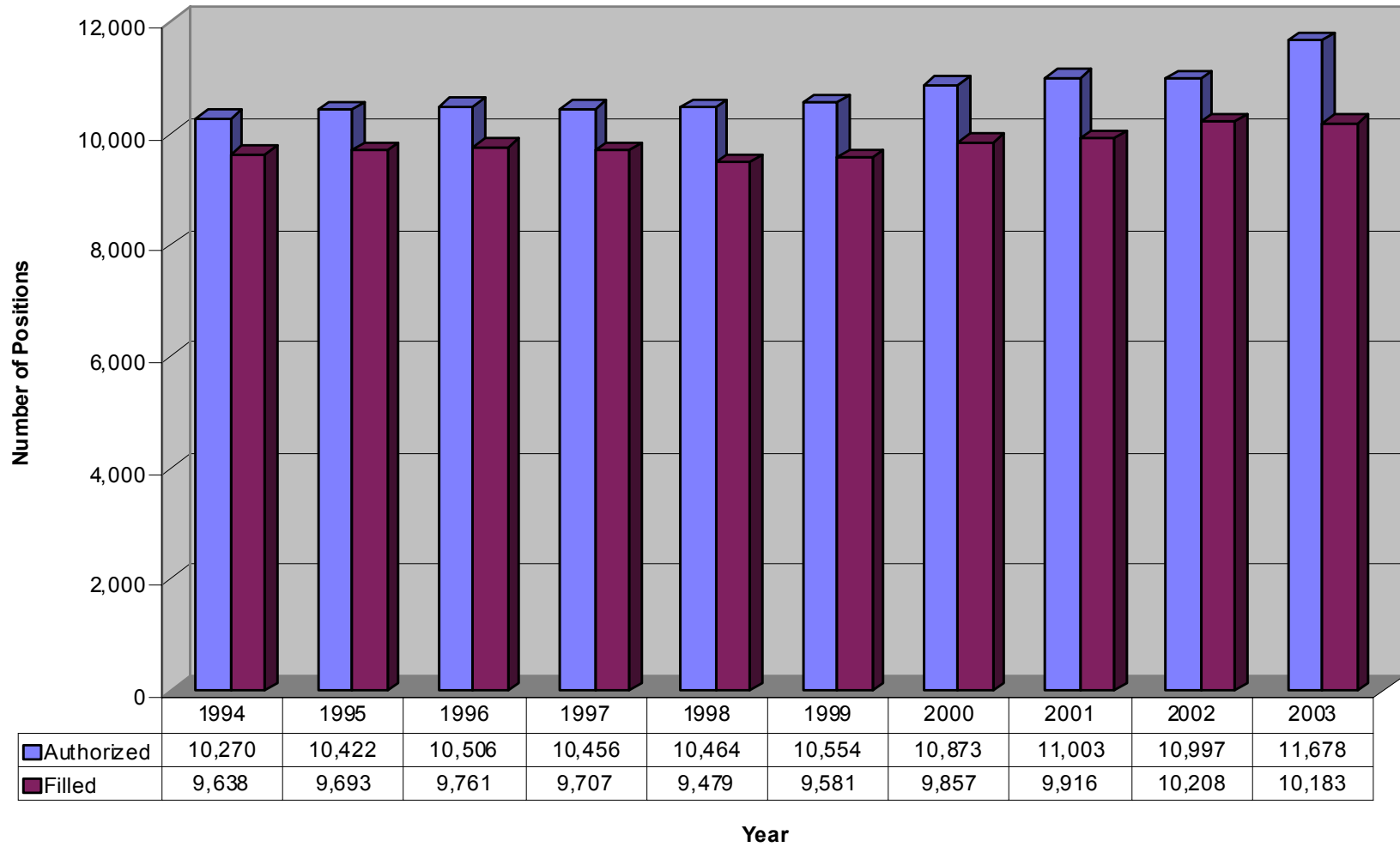
Department & Components	CI 10 Filled	CI 10 Vacant	CI 59 Filled	CI 59 Vacant	Unclassified Filled	Unclassified Vacant	Total Positions
Adjutant General Department	107	15	7	1	2	-	132
Administrative Services, Dept. of							346
Commissioner's Office	1	1	-	-	1	-	(3)
Accounting Services	16	2	-	-	1	-	(19)
Budget Office	13	2	-	-	1	-	(16)
Business Office	6	-	-	-	-	-	(6)
Cost Containment	6	3	3	-	-	-	(12)
Court Facilities	14	10	1	3	-	-	(28)
Data Center	41	2	-	-	-	-	(43)
Emergency Communications	-	32	-	-	-	-	(32)
Financial Data Management	12	-	-	-	1	-	(13)
General Services	56	8	3	-	-	-	(67)
Graphic Services	25	1	-	-	-	-	(26)
Information Technology	6	-	-	-	1	-	(7)
LCHIP	-	-	-	1	-	-	(1)
Personnel	19	2	-	-	3	-	(24)
Plant & Property Management	16	3	2	5	1	-	(27)
Risk Management	1	-	-	-	-	-	(1)
Surplus Distribution	8	1	-	-	-	-	(9)
Telecommunications	10	-	-	-	-	-	(10)
Workers' Compensation Commission	2	-	-	-	-	-	(2)
Agriculture, Department of	30	3	2	-	3	-	38
Banking Department	23	18	2	-	2	-	45
Christa McAuliffe Planetarium	6	7	4	1	1	-	19
Corrections, Department of	970	162	52	20	11	2	1,217
Cultural Resources, Department of							83
Division of Arts	7	1	1	-	1	-	(10)
Division of Historical Resources	11	-	-	-	1	-	(12)
State Library	50	5	4	-	2	-	(61)
Education, Department of	275	51	24	-	5	-	355
Employment Security	356	52	24	22	4	1	459

Department & Components	CI 10 Filled	CI 10 Vacant	CI 59 Filled	CI 59 Vacant	Unclassified		Total Positions
					Filled	Vacant	
Environmental Services, Dept. of							656
Commissioner's Office	66	13	19	1	1	1	(101)
Air Resources	54	24	13	5	-	1	(97)
Waste Management	62	31	23	4	1	-	(121)
Water Pollution	178	66	27	3	1	-	(275)
Water Resources	46	6	10	-	-	-	(62)
Executive Department							59
Executive	-	-	-	-	-	1	(1)
Executive Council	-	-	-	-	6	-	(6)
Gov. Commission on Disability	7	-	-	-	1	-	(8)
Office of State Planning	32	5	6	1	-	-	(44)
Fish & Game Department	154	20	29	9	1	-	213
Health & Human Services, Dept. of							3,582
Commissioner's Office	440	29	22	1	9	2	(503)
Alcohol & Drug Abuse Prevention	44	3	3	-	2	-	(52)
Behavioral Health	51	5	3	-	2	1	(62)
Children, Youth & Families	297	53	5	-	5	-	(360)
Community & Public Health	188	30	119	17	7	3	(364)
Developmental Services	45	9	-	-	1	1	(56)
Elderly & Adult Services	120	8	5	1	5	-	(139)
Family Services, Office of	307	20	22	1	2	1	(353)
Glenclyff Home for the Elderly	163	5	23	1	1	-	(193)
NH Hospital	790	77	14	2	15	3	(901)
Information Services	136	10	7	2	29	10	(194)
Juvenile Justice Services	335	34	22	7	7	-	(405)
Highway Safety Agency	6	-	-	-	1	-	7
Human Rights Commission	6	4	2	1	-	-	13
Insurance Department	63	9	1	-	8	1	82
Judicial Council	2	-	-	-	-	-	2
Justice, Department of	48	17	9	1	68	2	145
Labor Department	81	3	1	1	2	-	88
Liquor Commission	300	13	-	4	3	-	320
Pari-Mutuel Commission	11	-	11	4	6	-	32
Port Authority	4	1	-	-	-	-	5
Postsecondary Education Commission	6	-	-	-	1	-	7
Public Utilities Commission	71	1	-	-	6	-	78
Real Estate Commission	8	-	-	-	1	-	9

Department & Components	CI 10	CI 10	CI 59	CI 59	Unclassified		Total Positions
	Filled	Vacant	Filled	Vacant	Filled	Vacant	
Regional Community Technical College System							879
Commissioner's Office	43	13	15	4	3	-	(78)
Berlin Technical College	55	14	7	1	1	-	(78)
Claremont Technical College	51	8	7	4	-	-	(70)
Concord Technical Institute	180	33	28	5	1	-	(247)
Laconia Technical College	49	17	12	1	-	-	(79)
Manchester Technical College	86	28	15	4	-	1	(134)
Nashua Technical College	64	8	4	2	1	-	(79)
Stratham Technical College	51	20	15	2	-	-	(88)
Police Standards & Trng. Council	24	1	-	-	1	-	(26)
Regulatory and Licensing Boards							78
Accountancy Board	-	-	1	1	-	-	(2)
Chiropractic Examiners Board	1	-	-	-	-	-	(1)
Cosmetology & Barbering Board	5	-	-	-	-	-	(5)
Dental Board	2	-	-	-	-	-	(2)
Electricians Licensing Board	7	-	-	-	-	-	(7)
Joint Board of Licensing & Cert.	4	1	-	-	-	-	(5)
Medicine, Board of	4	1	1	-	-	-	(6)
Nursing & Allied Health Prof.	10	-	2	3	-	-	(15)
Pharmacy Board	6	-	-	-	-	-	(6)
Plumbers Board	6	-	-	-	-	-	(6)
Psychology, Board of	2	-	-	-	-	-	(2)
Public Empl. Labor Relations Board	3	1	-	-	-	-	(4)
Real Estate Appraisers Board	1	-	1	-	-	-	(2)
Tax & Land Appeals Board	7	3	-	-	4	-	(14)
Veterinarian Examiners Board	1	-	-	-	-	-	(1)
Resources & Economic Dev., Dept. of	140	45	73	13	6	1	278
Retirement System	48	6	4	1	2	-	61
Revenue Administration, Dept. of	183	31	-	-	23	1	238
Safety, Department of	869	177	136	18	10	4	1,214
State Department	27	6	28	5	8	-	74
Status of Women Commission	2	-	-	-	-	-	2
Sweepstakes Commission	52	8	-	-	4	-	64
Transportation, Department of							1,986
Aeronautics	6	1	-	-	1	-	(8)
Bridge Design	31	-	2	-	-	-	(33)
Bridge Maintenance	117	5	-	-	-	-	(122)
Budget & Finance	27	1	-	-	-	-	(28)
Commissioner's Office	3	2	-	-	5	1	(11)
Construction	100	5	12	14	-	-	(131)
Contracts Administration	1	-	-	-	-	-	(1)
District 1 - Lancaster	141	4	-	-	-	-	(145)
District 2 - Lebanon	113	9	-	6	-	-	(128)
District 3 - Laconia	127	8	-	-	-	-	(135)
District 4 - Keene	87	5	1	-	-	-	(93)
District 5 - Hooksett	152	6	2	-	-	-	(160)
District 6 - Durham	97	3	-	-	-	-	(100)
Engineering Audit	10	1	-	-	-	-	(11)
Environment	20	3	-	-	-	-	(23)
Fuel Distribution	4	-	-	-	-	-	(4)
Highway Design	148	21	-	-	-	-	(169)

Department & Components	CI 10 Filled	CI 10 Vacant	CI 59 Filled	CI 59 Vacant	Unclassified		Total Positions
					Filled	Vacant	
Transportation, Department of (continued)							
Human Resources	18	3	-	-	-	-	(21)
Information Technology Services	47	3	-	-	-	-	(50)
Maintenance	8	-	-	-	-	-	(8)
Materials & Research	52	5	1	3	-	-	(61)
Mechanical Services	81	2	1	-	-	-	(84)
Municipal Highways	5	-	-	-	-	-	(5)
Planning & Systems Development	37	5	-	-	-	-	(42)
Public Affairs & Information	4	-	-	-	-	-	(4)
Public Works	25	1	-	-	-	-	(26)
Railroads & Public Transportation	8	1	-	-	-	-	(9)
Review Appraisal	4	2	-	-	-	-	(6)
Right of Way	32	3	-	-	-	-	(35)
Traffic	61	-	14	10	-	-	(85)
Turnpikes	232	16	-	-	-	-	(248)
Treasury Department	16	5	-	-	5	-	26
Veterans' Council	4	-	-	-	1	-	5
Veterans' Home	174	77	-	-	1	-	252
<hr/>							
TOTALS	10,183	1,495	907	216	310	38	13,149
TOTAL VACANCIES	1,749						
VACANCY RATE	13.3%						

AUTHORIZED/FILLED POSITIONS 10 Year History



Note: Data does not include Class 59 full-time temporary positions. 14

DEMOGRAPHICS

New Hampshire State Employees

Fiscal Year 2003

State Government Employees Executive Branch

<u>Class Type</u>	<u>Number of Positions*</u>
Classified	12,801
Unclassified	348
TOTAL POSITIONS:	13,149

*Includes vacancies

The Classified State Workforce is made up of...

50.26% Female
49.74% Male

2.59% Minority
**97.41% White (not of
Hispanic background)**

The Average Classified Employee...

- Is 45 years old
- Has 9.3 years of service
- Earns \$33,603

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

Full time.....	12,054
Part-time.....	3,713

Classified Employees work in...

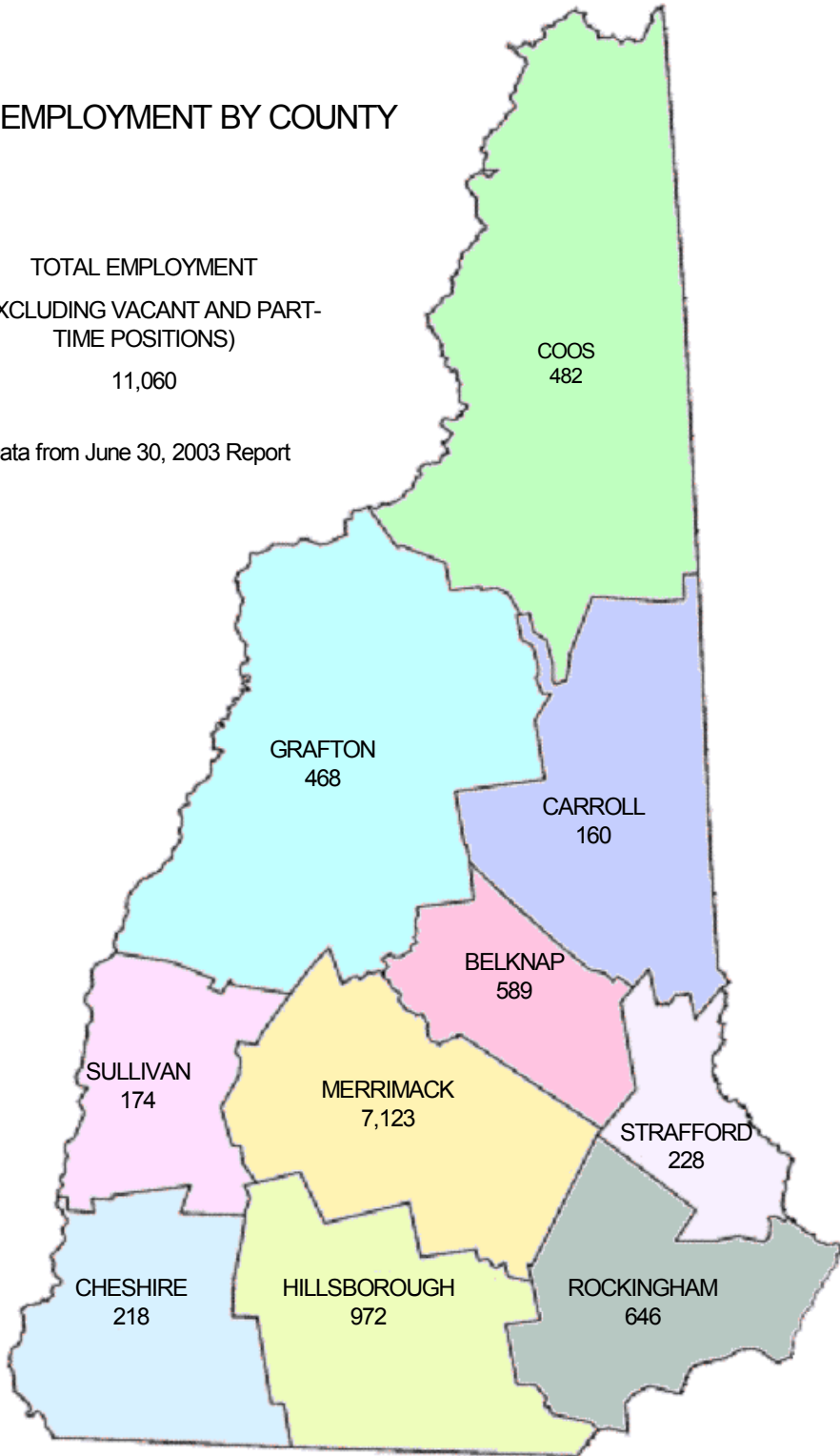
Belknap County.....	5.27%
Carroll County.....	1.45%
Cheshire County.....	2.00%
Coos County.....	4.37%
Grafton County.....	4.22%
Hillsborough County.....	8.73%
Merrimack County.....	64.52%
Rockingham County.....	5.79%
Strafford County.....	2.05%
Sullivan County.....	1.56%

STATE EMPLOYMENT BY COUNTY

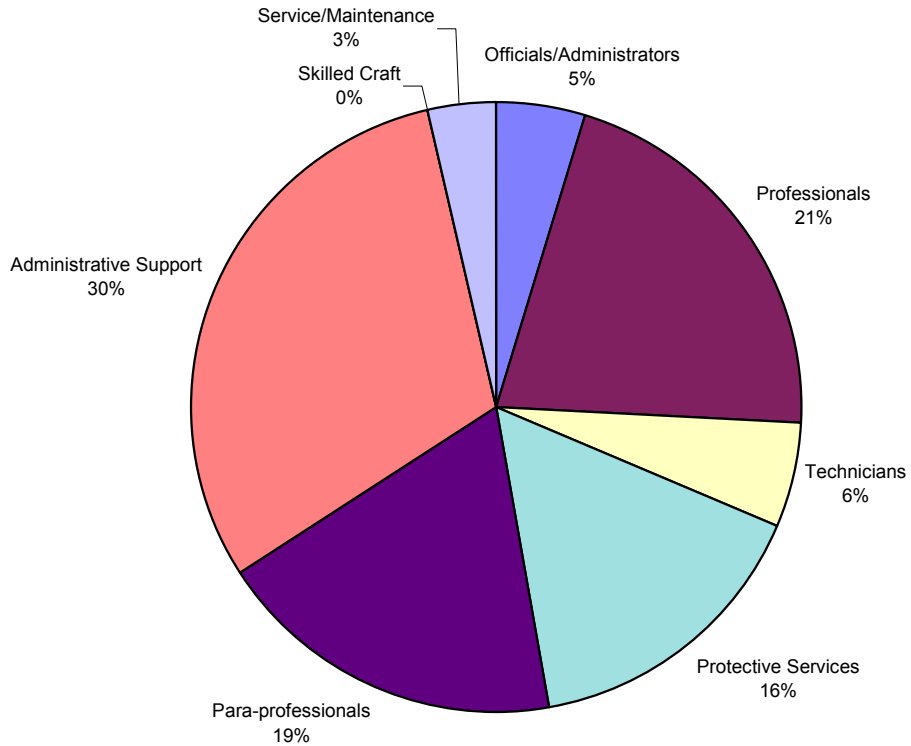
TOTAL EMPLOYMENT
(EXCLUDING VACANT AND PART-
TIME POSITIONS)

11,060

Data from June 30, 2003 Report



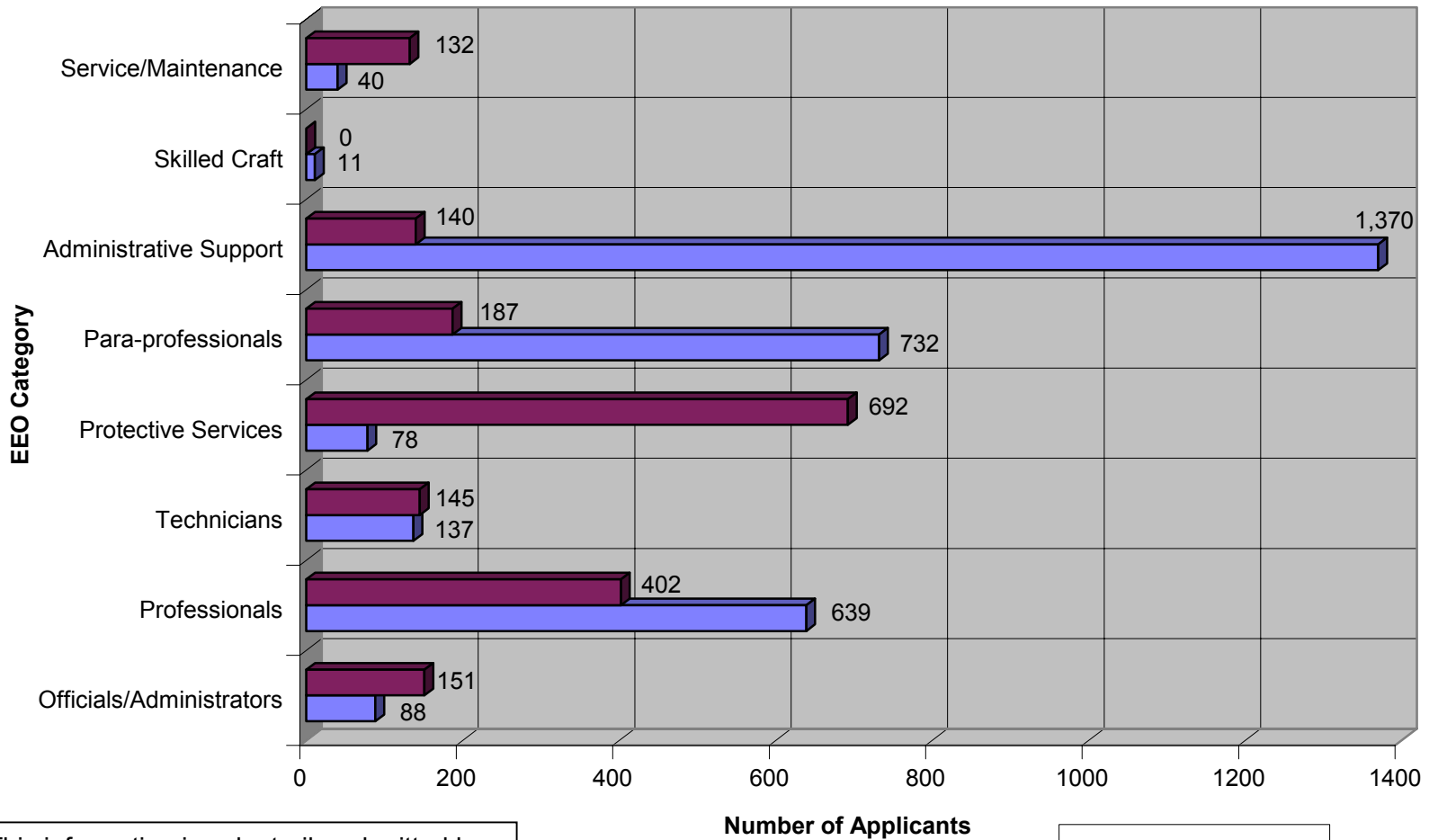
APPLICANTS BY EEO CATEGORY Fiscal Year 2003



	<i>Number Of Applicants</i>
Administrative Support	239
Officials/Administrators	1,049
Para-professionals	286
Professionals	792
Protective Service	922
Service/Maintenance	1,513
Skilled Craft	11
Technicians	174
TOTAL	4,986

Note: This information is voluntarily submitted by applicants.

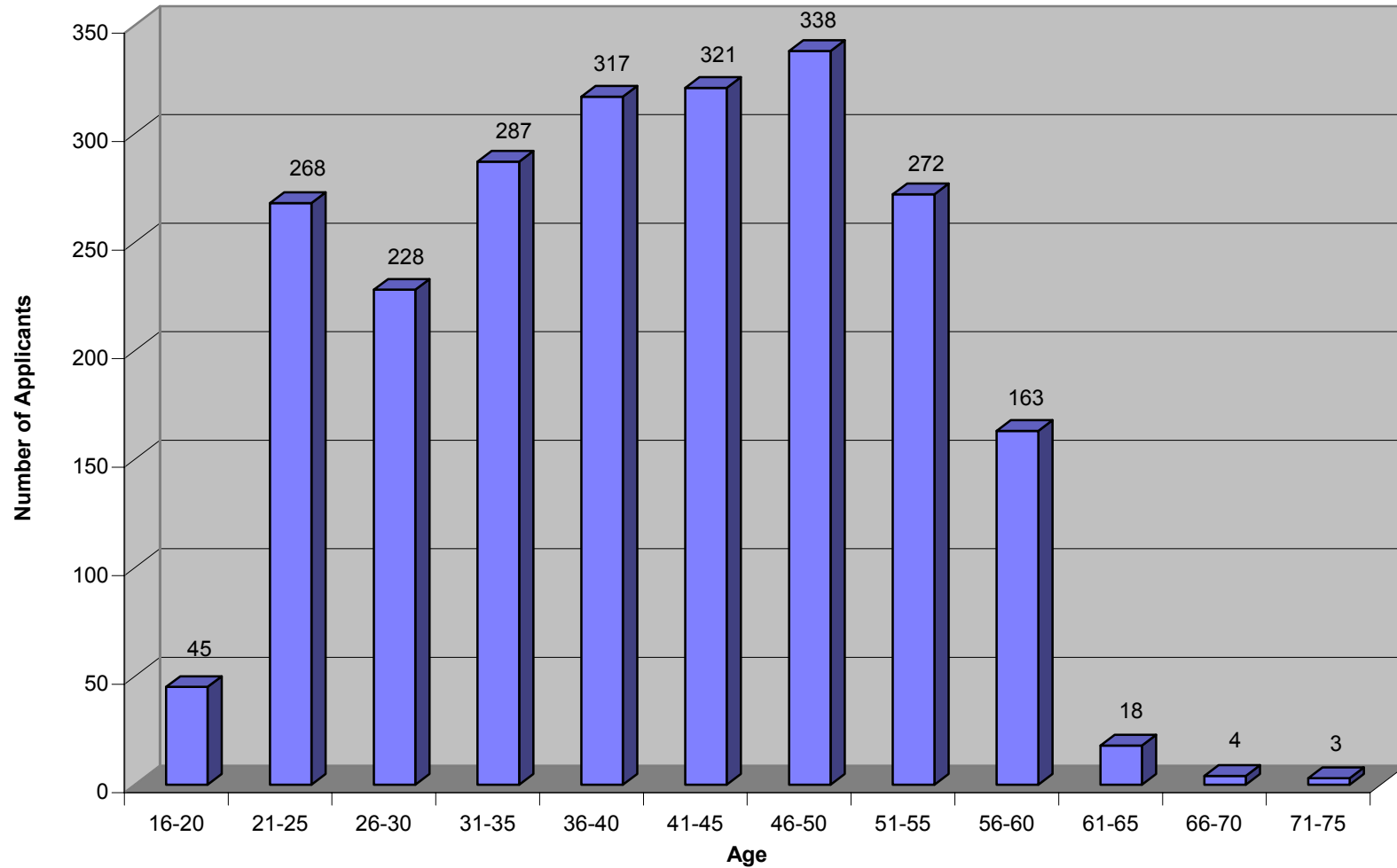
APPLICANT GENDER DISTRIBUTION BY EEO CATEGORY Fiscal Year 2003



Note: This information is voluntarily submitted by applicants. Total number responding = 4,994

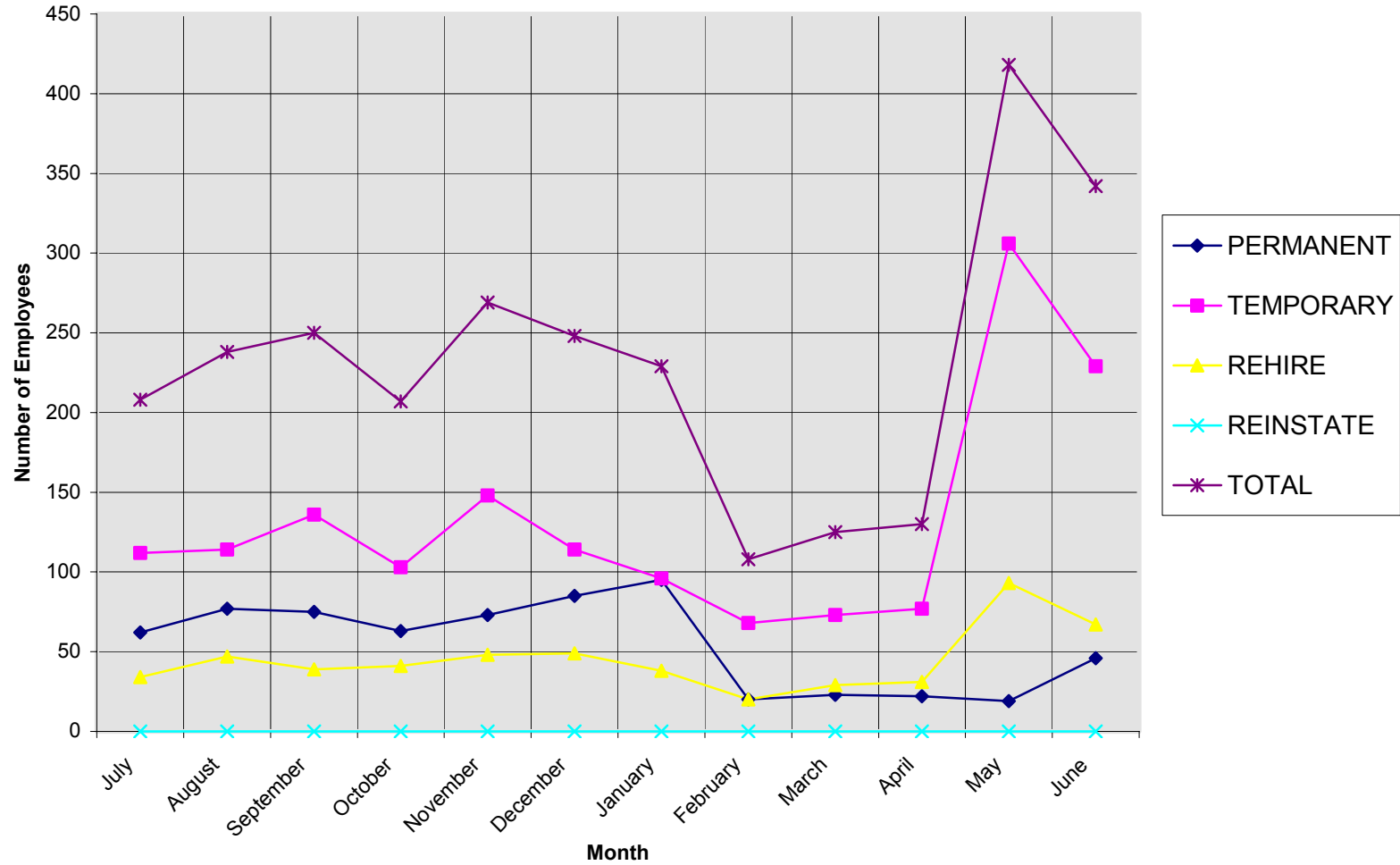
Female Male

APPLICANTS BY AGE DISTRIBUTION Fiscal Year 2003



Note: This information is voluntarily submitted.
Total number of applicants = 2,264

TOTAL NEW HIRES BY MONTH Fiscal Year 2003



Note: Total new hires for Fiscal Year 2003 = 2,772

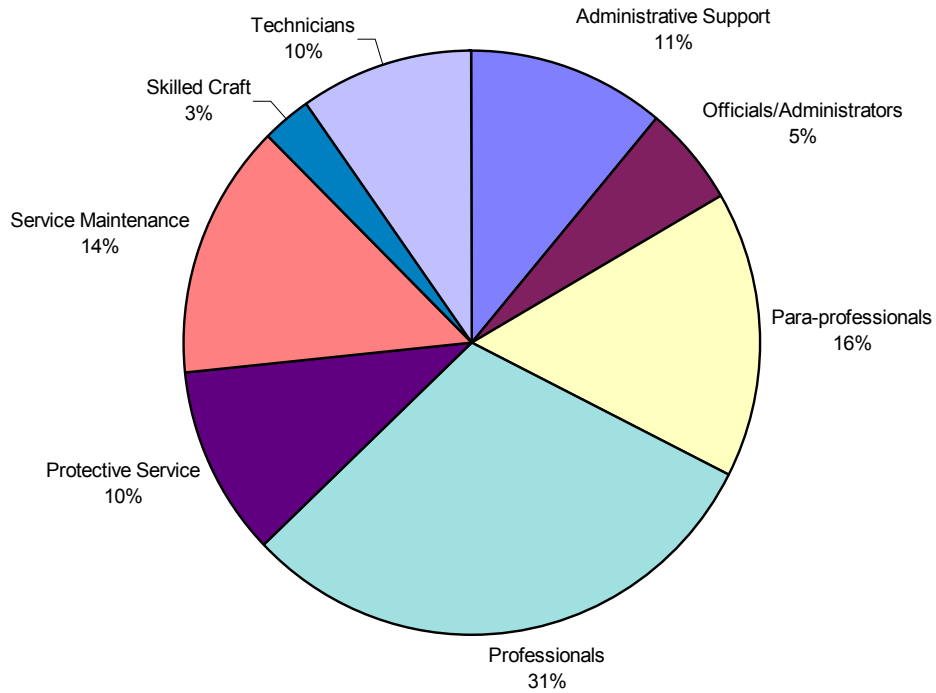
TOTAL NUMBER OF NEW HIRES BY AGENCY

AGENCY	NEW HIRES	HIRES above min.	% HIRED above min.
Adjutant General Department	9	1	11.1%
Administrative Services Department	108	7	6.5%
Agriculture Department	4	1	25.0%
Banking Department	5	5	100.0%
Board of Accountancy	1	0	0.0%
Board of Electricians	2	0	0.0%
Boards and Commissions	3	0	0.0%
Christa McAuliffe Planetarium	8	0	0.0%
Corrections Department	80	6	7.5%
Cultural Resources	5	3	60.0%
Education Department	27	10	37.0%
Emergency Management	2	0	0.0%
Employment Security	49	1	2.0%
Environmental Services Department	101	18	17.84%
Executive Department	9	4	44.4%
Fish and Game Department	56	1	1.8%
Health and Human Services Department			
Attached Boards	5	2	40.0%
Behavioral Health	15	3	20.0%
Children, Youth & Families	36	8	22.2%
Commissioner's Office	62	22	35.5%
Developmental Services	2	1	50.0%
Elderly and Adult Services	10	3	30.0%
Glenclyff Home for the Elderly	34	7	20.6%
Health Management	101	46	45.5%
Juvenile Justice Services	58	4	6.9%
New Hampshire Hospital	147	27	18.4%
Transitional Assistance	58	3	5.2%
Highway Safety	1	0	0.0%
Human Rights Commission	1	0	0.0%
Insurance Department	6	1	16.7%
Joint Board of License & Certification	1	0	0.0%
Judicial Council	1	0	0.0%
Justice Department	7	4	57.1%
Labor Department	7	3	42.8%
Liquor Commission	441	2	0.4%
Pari-Mutuel Commission	7	1	14.3%
Police Standards and Training Council	2	1	50.0%
Port Authority	4	1	25.0%
Post Secondary Education Commission	3	1	33.3%
Public Employee Labor Relations Board	1	1	100.0%
Public Utilities Commission	6	3	50.0%
Regional Community Technical College System	290	45	15.5%
Resources & Economic Development Dept.	399	5	1.2%
Retirement System	7	1	14.3%
Revenue Administration Department	21	6	28.7%
Safety Department	177	50	28.2%
Secretary of State Department	35	1	2.9%

AGENCY	NEW HIRES	HIRES above min.	% HIRED above min.
Sweepstakes Commission	11	0	0.0%
Transportation Department	396	34	8.6%
Treasury Department	1	0	0.0%
Veterans' Home	79	14	17.7%

Note: Includes all full-time and part-time hires, rehires and reinstatements. Total new hires for FY 2003 = 2,772. Total hires above minimum = 356.

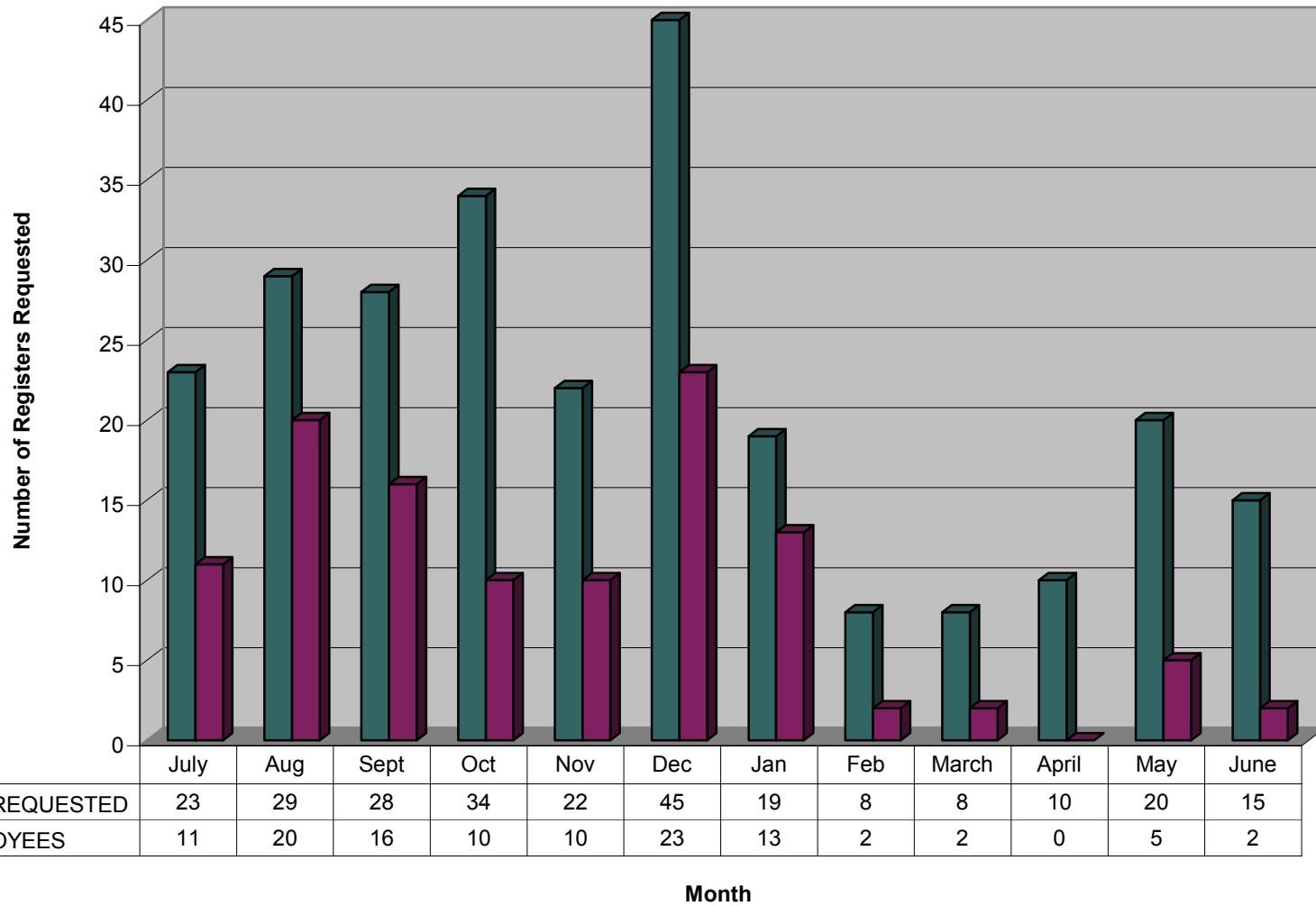
EMPLOYEES BY EEO CATEGORY WORKFORCE PARTICIPATION RATES Fiscal Year 2003



	Number Of Employees
Administrative Support	1,229
Officials/Administrators	599
Para-professionals	1,773
Professionals	3,353
Protective Service	1,152
Service/Maintenance	1,580
Skilled Craft	309
Technicians	1,065
TOTAL	11,060

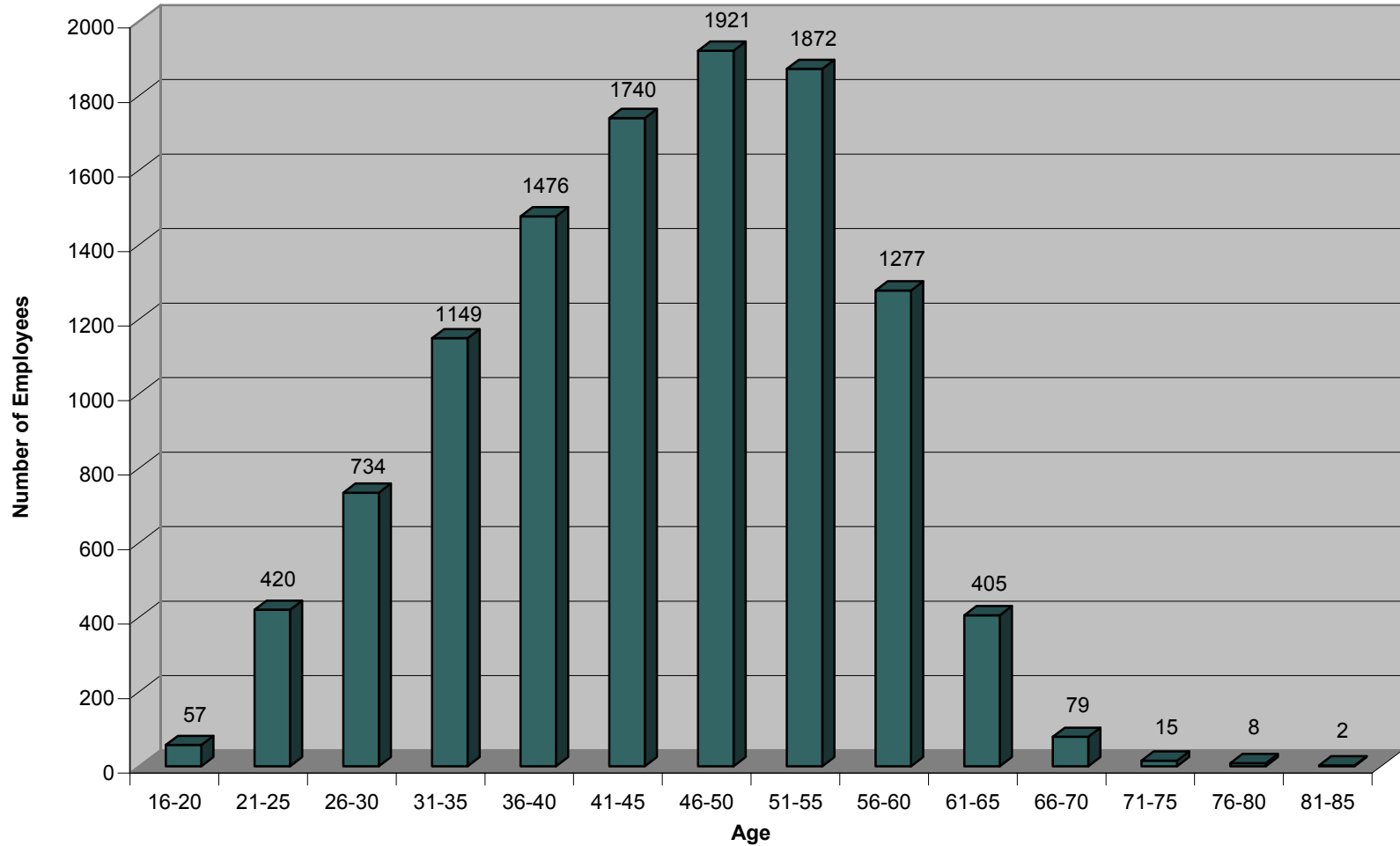
Note: Date from 6-30-03 report.

EMPLOYEES HIRED FROM REGISTERS By Month - Fiscal Year 2003



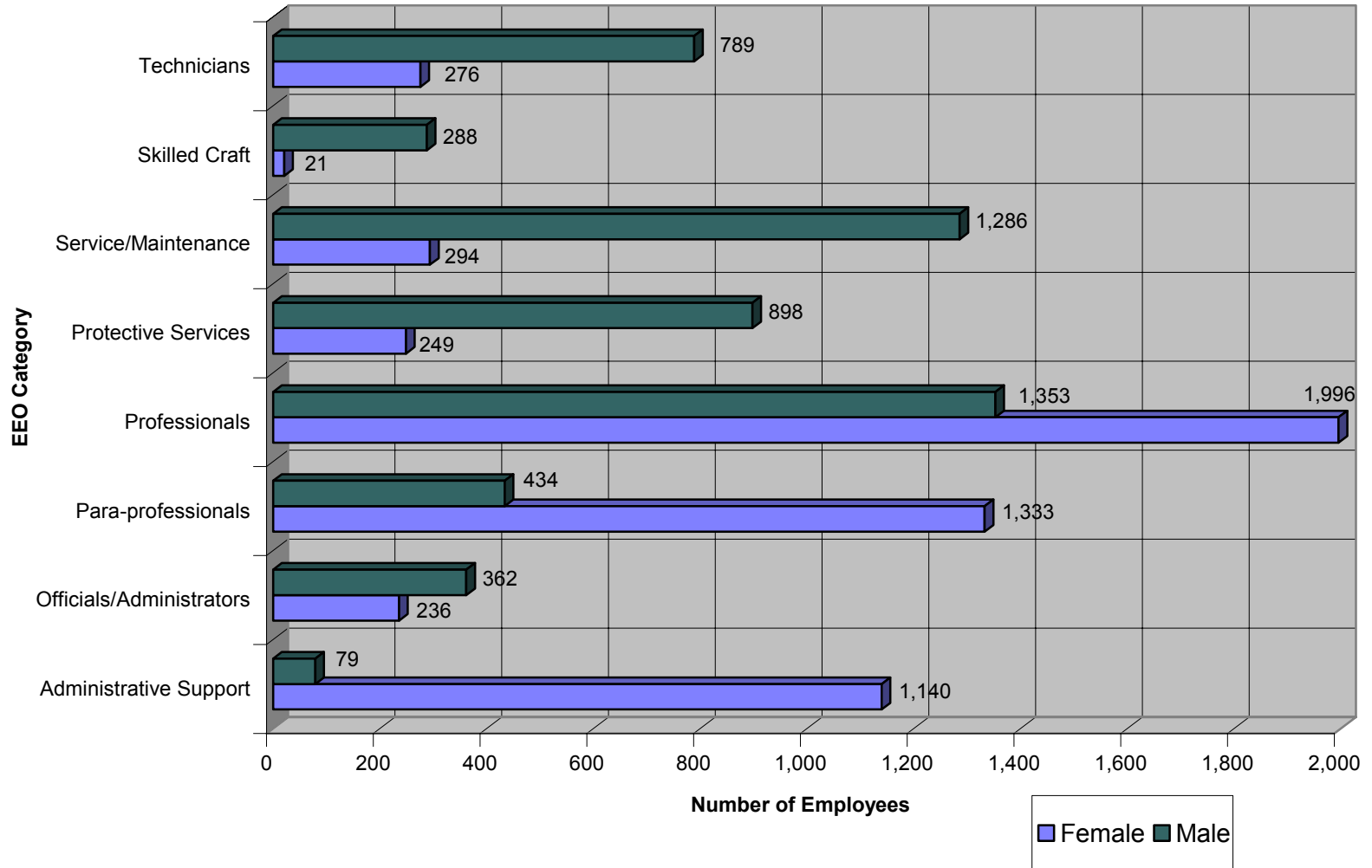
Total Employment Registers Requested by State Agencies = 261
Total Employees Hired from Registers = 114

EMPLOYEES BY AGE DISTRIBUTION Fiscal Year 2003



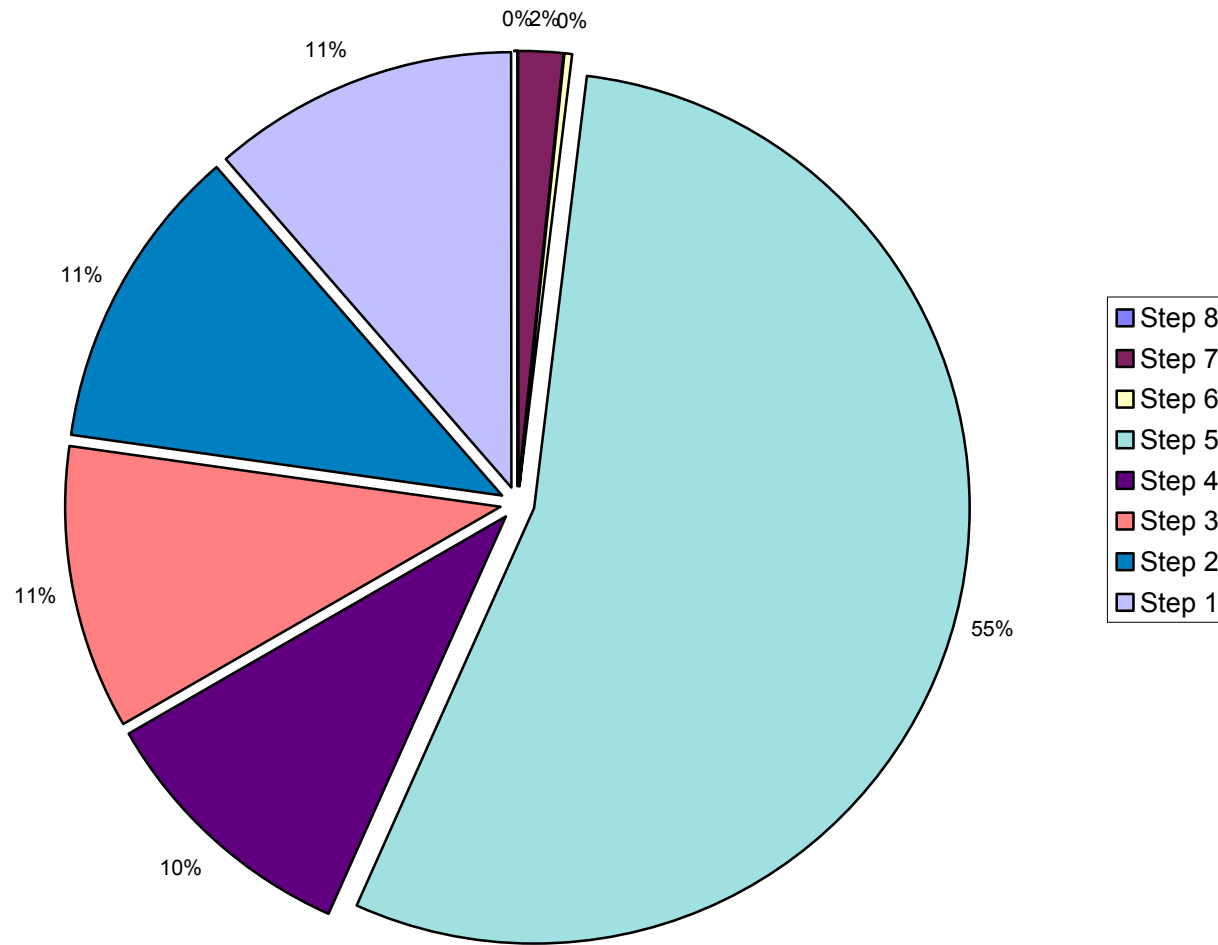
Data from 7-01-03 report.
Note: Employees with no D.O. B. on file = 46

EMPLOYEES BY GENDER AND EEO CATEGORY



Note: Includes all full-time classified employees as of 7-01-03

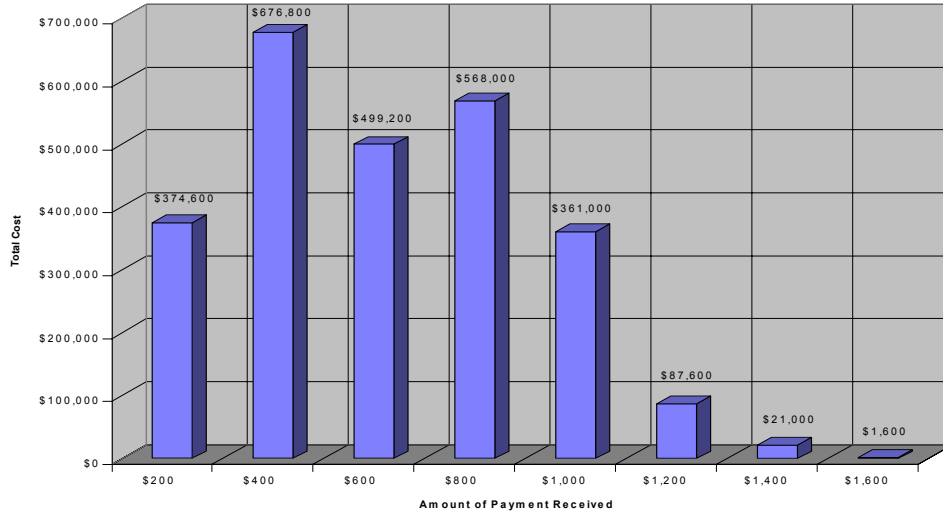
**OVERALL SALARY DISTRIBUTIONS
Fiscal Year 2003**



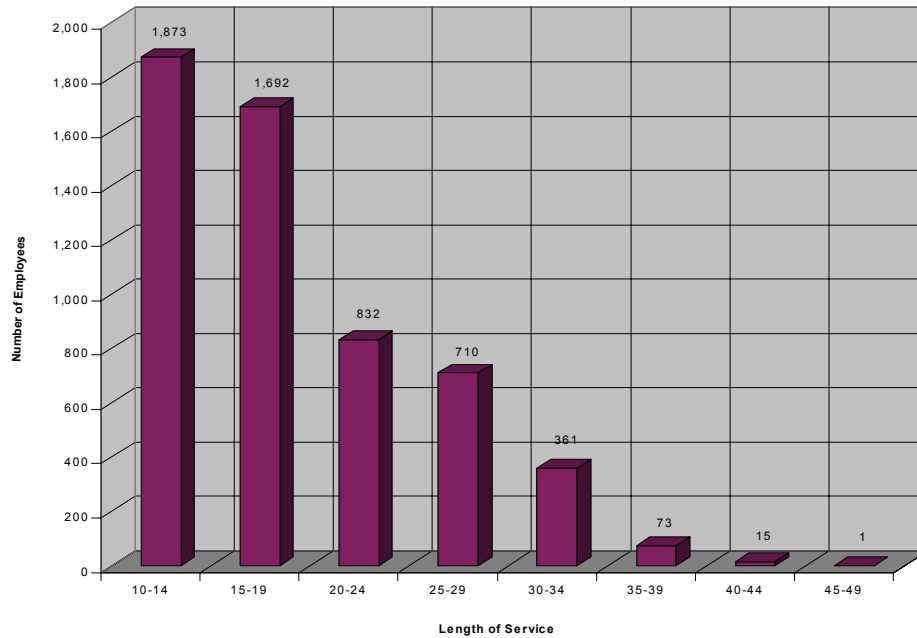
Includes all full-time classified employees as of 6-30-03

LONGEVITY IN CLASSIFIED SERVICE

Cost of Longevity

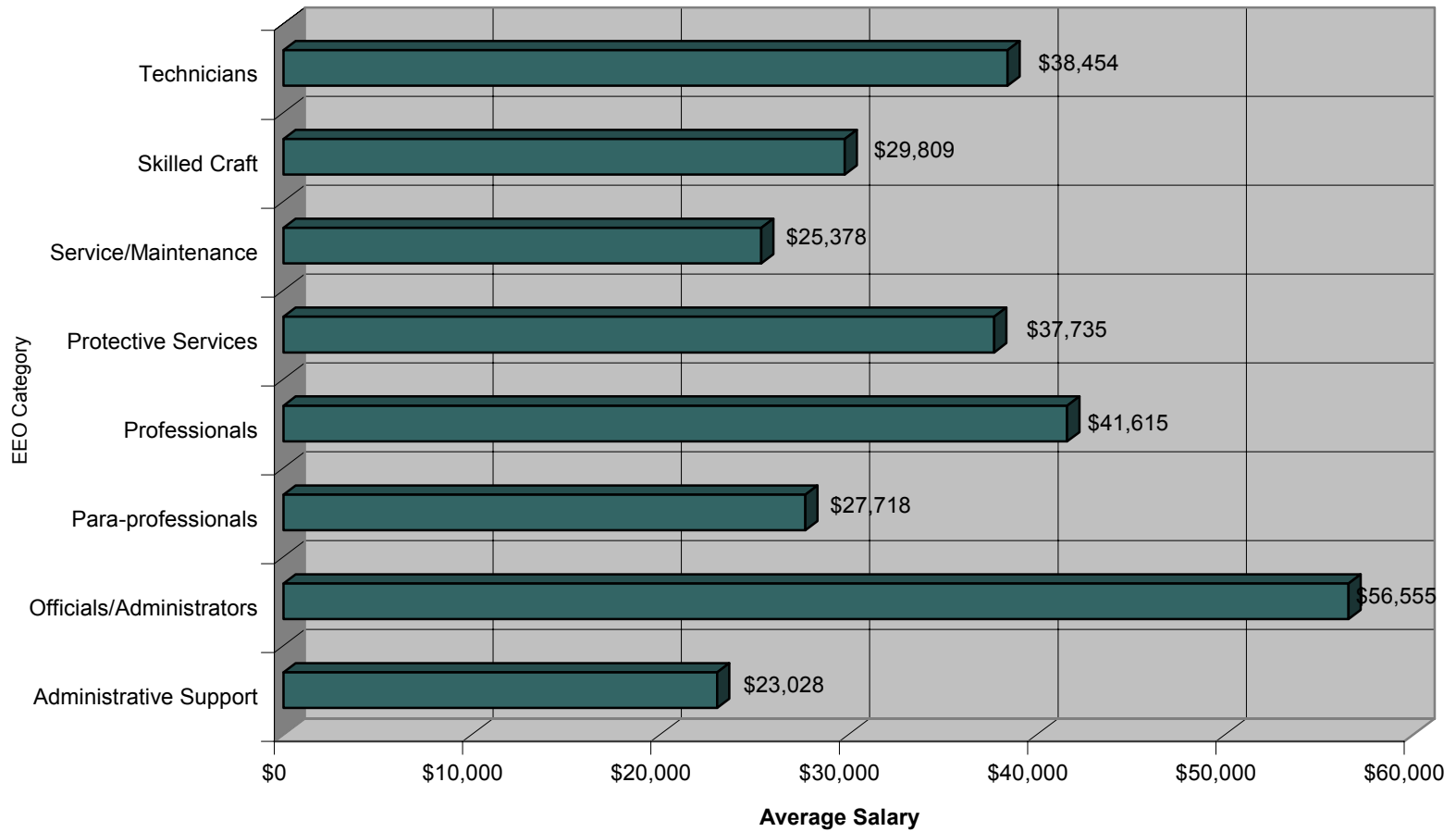


Number of Employees by Length of Service



Note: Employees receive \$200 for 10 years of service and an additional \$200 for each 5 years of service beyond 10 years. 50.2% of the state workforce received a longevity payment in Fiscal Year 2003.

AVERAGE SALARY BY EEO CATEGORY Classified Positions



Note: Includes all full-time permanent and full-time temporary employees as of 6-30-03

TURNOVER RATES BY AGENCY – FY 2003

AGENCY NAME	/	TERMINATED TRANSFERRED	TURNOVER RATE (%)
AGENCY NAME	POSITIONS		
Accountancy Board	2	1	50.00
Adjutant General Department	121	9	7.43
Administrative Services Department	408	54	13.23
Agriculture Department	33	2	6.06
Banking Department	29	3	10.34
Christa McAuliffe Planetarium	13	4	30.76
Corrections Department	1,159	128	11.04
Cultural Resources Department	74	1	1.35
Education Department	336	16	4.76
Electricians Licensing Board	7	0	0.00
Employment Security	435	35	8.04
Environmental Services Department	541	22	4.06
Executive Department	51	6	11.76
Fish and Game Department	211	20	9.47
Health and Human Services Department			
Administratively Attached Boards	36	2	5.55
Behavioral Health	108	10	9.25
Commissioner's Office	645	52	8.06
Children, Youth & Families	299	56	18.72
Developmental Services	55	4	7.27
Elderly & Adult Services	135	11	8.14
Glenclyff Home for the Elderly	192	18	9.37
Health Management	401	42	10.47
Juvenile Justice Services	395	51	12.91
NH Hospital	890	103	11.57
Transitional Assistance	348	46	13.21
Highway Safety Agency	6	1	16.66
Human Rights Commission	10	1	10.00
Insurance Department	72	8	11.11
Joint Board of Licensing & Certification	5	1	20.00
Judicial Council	2	1	50.00
Justice Department	66	13	19.69
Labor Department	85	7	8.23
Liquor Commission	317	20	6.30
Pari-Mutuel Commission	26	1	3.84
Port Authority	5	2	40.00
Postsecondary Education Comm.	6	1	16.66
Public Employees Labor Rel. Board	4	1	25.00
Public Utilities Commission	72	2	2.77

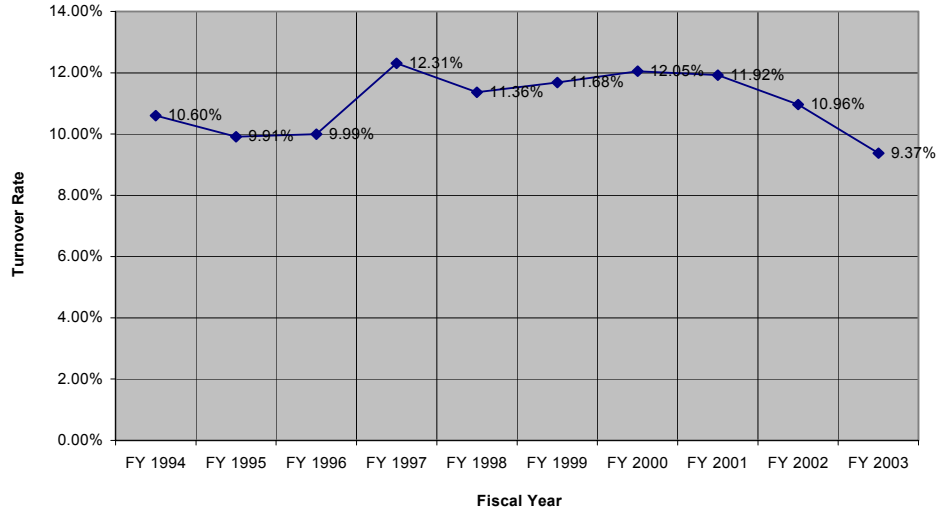
AGENCY NAME	POSITIONS	TERMINATED TRANSFERRED	TURNOVER RATE (%)
Real Estate Commission	8	0	0.00
Regional Community Tech College System	754	61	8.09
Police Standards & Training	25	1	4.00
Regulatory and Licensing Boards	10	1	10.00
Resources & Econ. Dev. Department	238	17	7.14
Retirement System	54	3	5.55
Revenue Administration Department	214	27	12.61
Safety Department	968	87	8.98
State Department	78	7	8.97
Sweepstakes Commission	60	4	6.66
Tax & Land Appeals Board	10	0	0.00
Transportation Department	1,979	156	7.88
Treasury Department	21	2	9.52
Veterans' Council	4	0	0.00
Veterans' Home	237	28	11.81
TOTAL*	12,260	1,149	9.37%

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

TURNOVER

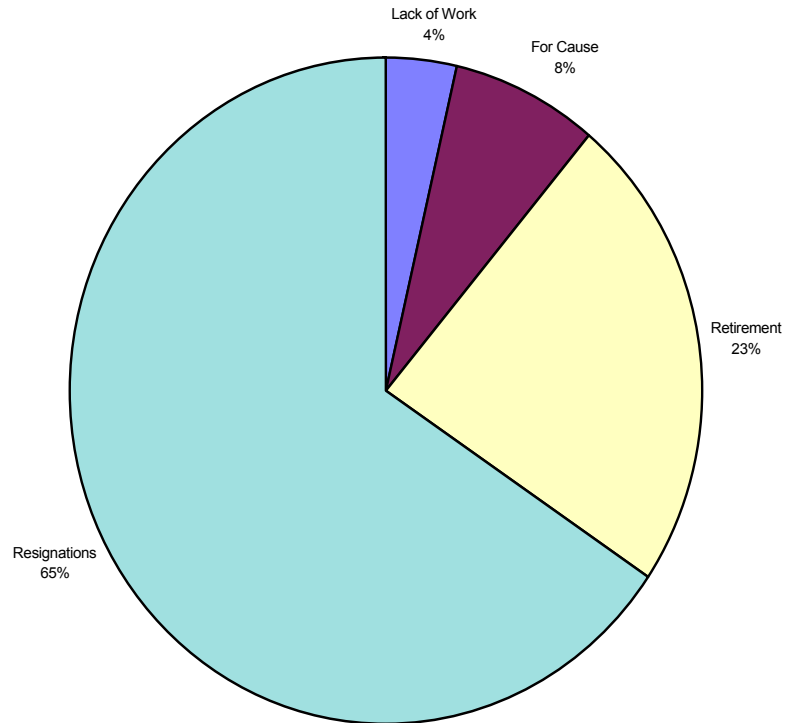
Separations from Classified Service

AVERAGE TURNOVER RATE 10 Year History



HIGHEST TURNOVER Classes with 50 or more FTE's	Percent Turnover
Telecommunications Specialist	36.20%
Child Protective Service Worker III	28.00%
Food Service Worker II	22.41%
Counter Clerk II	19.60%
Child Protective Service Worker II	18.55%
Nursing Assistant II	18.18%
Corrections Officer	16.66%
Clerk Interviewer	16.00%
Buildings & Grounds Utility Person	15.62%
Mental Health Worker II	14.52%
Case Technician I	13.72%
Secretary II	13.67%
Highway Maintainer II	13.26%
Program Specialist I	12.72%
Executive Secretary	10.73%
Family Services Specialist I	10.63%
Bridge Maintainer III	10.60%
Account Clerk III	10.34%
Toll Attendant I	10.10%
Retail Store Clerk II	9.87%
Assistant Highway Patrol Foreman	9.80%

SEPARATION FROM SERVICE
July 1, 2002- June 30, 2003
Total Separations = 1,105



RESIGNATIONS/FOR CAUSE

RESIGNATIONS:		FOR CAUSE:	
Personal Reasons	436	Unsatisfactory Performance	8
Accepted New Job	182	Misconduct	19
School/Military	13	Failed Probation	35
Relocation	24	Excessive Absence	18
Quit Without Notice	27	Leave Expiration	4
Death	21	Other Conditions Per Parties	0
Medical	15	TOTAL	84
Workers' Compensation	6		
Working Conditions	1		
TOTAL	725	Data from 6-30-03 report.	

EXAMINATION SECTION

The State of New Hampshire, as an equal opportunity employer, subscribes to the concept of a merit system in the administration of its programs and constantly strives to implement merit principles. The New Hampshire Division of Personnel's Examination Section endeavors to ensure that classified positions are filled on a basis consistent with these principles requiring that appointees possess pre-established minimum entrance requirements and that pre-appointment evaluations of applicants' qualifications are conducted on a uniform and equitable basis.

A merit system of personnel administration requires that appointments to positions in state government be made on the basis of a careful and systematic review of applicants' qualifications. The screening/hiring process must be standardized, job-related, and characterized by the same competitive standards for all persons submitting applications.

Using the Federal Office of Personnel Management's *Standards for a Merit System of Personnel Administration* as an authoritative guide, the New Hampshire Division of Personnel's Examination Section has systematically reviewed selection procedures for positions in classified service. The *Standards*, as excerpted below, recommend that structured selection device coverage be extended to positions that are ordinarily filled through open-competitive recruitment.

Paragraph 900.603–2

Certification procedures will...give equitable consideration to an appropriate number of eligibles based on whatever ranking system is used on the list when making a selection to the career service.

Registers of candidates eligible for hire derive from the administration of written examinations, performance tests such as word processing and data entry exercises, and structured interviews. These registers of candidates eligible for hire are compiled in a timely manner through the use of electronic information processing technology and are sent to state departments for their use in contacting prospective appointees. The section's various selection processes seek to maximize state government's ability to identify candidates exhibiting above-average potential for job success.

Many state agency administrators request that jobs within their departments require either a written examination or a structured interview for appointment. The Division of Personnel complies with such requests and assigns a selection procedure based on administrative expediency. If recruitment for a specific class title will likely generate a large number of applicants making interviews for all respondents inexpedient due to time constraints, a written examination may be administered to establish a ranking. Large numbers of candidates may be accommodated in a single written test administration. Applications for Employment of those candidates passing written examinations can then be submitted to agencies endeavoring to staff vacancies. Professional positions, on the other hand, are conducive to interview strategies as they normally elicit fewer respondents due to their more demanding and specific entrance requirements.

If no requirement for either a written examination or a structured interview is indicated on the class specification, state agencies are nevertheless encouraged to interview prospective appointees on a job-related basis. They are provided with technical assistance by the Division of Personnel to guarantee that all candidates are afforded an equal opportunity for success. The agencies are encouraged to define the knowledge, skills, and abilities necessary for successful job performance and to ask questions that will provide an insight into applicant group

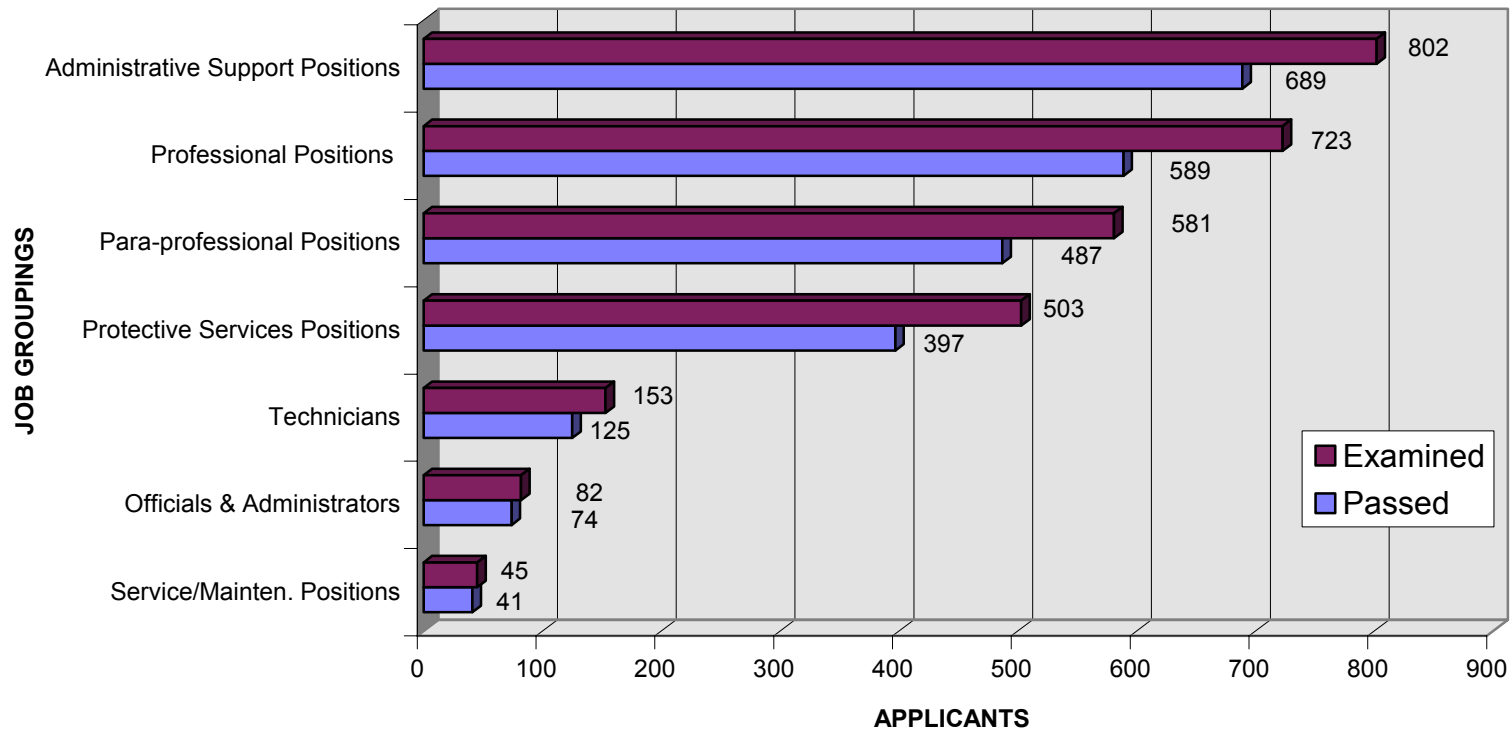
members' respective competency levels. This type of pre-interview preparation and resultant documentation can be used to support hiring decisions that are made.

Careful preparation prior to the conduct of interviews increases the likelihood that the information needed to make critical hiring decisions is obtained. The Examination Section maintains its commitment to provide guidelines and resources in the conduct of these interviews. To this end, the Technical Assistance Manual, Chapter III, Examinations, was reviewed and updated to assist agency human resource personnel in their hiring activities. This written guide educates supervisors and managers in specific procedures to be followed in conducting job-related interviews. The Technical Assistance Manual can be accessed via the New Hampshire State Government intranet website, Sunspot. The Division of Personnel's website represents an up-to-date innovation in the way information about state jobs and required examinations is publicized. Computerization will be further expanded through an on-line testing strategy proposed for implementation during the upcoming fiscal period. Fiscal Years 2004 and 2005 will be especially exciting as new approaches to applicant assessment evolve through the use of personal computers, the Internet, and other emerging technologies.

In summation, both written examinations and structured interviews provide data (numerical scores) that can be used to evaluate potential appointees. Of course, careful review of education and experience information along with reference checks and inquiries to former employers are also integral to an informed choice in hiring. A comprehensive assessment program consisting of a broad spectrum of selection components contributes to appointments characterized by employee job satisfaction and productivity.

In carrying out its responsibilities to promote optimal performance among those participating in examinations, the Examination Section maintains its emphasis on responsiveness to candidates' inquiries. Characteristic day-to-day activities within the section include providing accurate and comprehensive information regarding the subject areas of various written examinations, scheduling and conducting numerous reviews of test results, and explaining the steps to follow in preparation for structured interviews. Such guidance and assistance resulted in qualifying scores for approximately eighty-three percent (83%) of those taking examinations (see the Examination Section Activity Chart that follows). The total testing activity for this period resulted in two thousand, four hundred (2,400) names being added to the New Hampshire Division of Personnel's employment registers.

**EXAMINATION SECTION ACTIVITY
July 1, 2002 - June 30, 2003**



	Service/Mainten. Positions	Officials & Administrators	Technicians	Protective Services Positions	Para-professional Positions	Professional Positions	Administrative Support Positions
Examined	45	82	153	503	581	723	802
Passed	41	74	125	397	487	589	689

CLASSIFICATION SECTION

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

In addition, the Classification Section independently initiates reclassification considerations for specific positions where the classifications are influenced by job analysis data, class title assignments, and salary grade decisions occurring elsewhere in the Classification process. During Fiscal Year 2003, 278 full-time and part-time temporary positions were established in 18 different agencies, compared with the establishment of 344 such positions in 26 different agencies in Fiscal Year 2002. Approximately 40% of these positions were established throughout the Department of Health and Human Services. Of the total established statewide, 225, or 81%, were established as temporary full-time positions while the remaining 53 were established as temporary part-time positions.

The Classification Section also conducted job audit interviews with incumbents and supervisors for those positions in which incumbents and/or their agencies submitted completed requests for reclassification. During Fiscal Year 2003, a total of 972 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 2003, in relation to the total number of state employees in the classified work force.

	Total Positions Reviewed	Temporary Positions Established	
Number Reviewed or Established	972	Full Time 225	Part Time 53
Percentage of Total Classified Positions	7.79%	1.78%	

Other tasks performed by the Classification Section during Fiscal Year 2003 included the following:

- Conducting classification and compensation surveys both in-state and with other states.

- Answering classification and compensation survey questions from other states and/or governmental units.
- Corresponding with other agencies, verbally and in writing, to answer questions.
- Surveying the Human Resources Representatives of other agencies in order to update Division of Personnel information and improve consistency in the system.
- Establishing and revising class specifications.
- Assisting agencies in developing and revisiting supplemental job descriptions.
- Providing technical assistance to agencies and individuals on a daily basis regarding classification procedures and the position review process.
- Developing and providing formal presentations to groups of state Human Resources Representatives and others concerning the classification process.
- Reviewing and approving changes in organizational charts.
- Reviewing 7D requests for new positions to determine appropriate classification levels.
- Providing input to the Director of Personnel concerning classification issues and procedures.

CLASSIFIED POSITIONS REVIEWED
JULY 1, 2002 - JUNE 30, 2003

<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>
Accountancy Board	5	0	0	0	0	0	0
Adjutant General	104	5	1	0	1	1	1
Administrative Services -							
Bureau of Accounting	18	0	0	0	0	0	0
Admin. Services Data Center	44	1	0	0	0	0	0
Budget Office	18	6	1	0	0	0	0
Business Office	5	0	0	0	0	0	0
Commissioner's Office	2	2	0	0	0	0	16
Cost Containment	10	0	0	0	0	0	0
Court Facilities	55	0	0	0	0	0	0
Financial Data Mgmt.	51	0	0	0	0	0	0
Bureau of General Services	61	0	0	0	0	0	0
Graphic Services	26	0	0	0	0	0	0
Division of Info. Technology	8	0	0	0	0	0	0
LCHIP	1	0	0	0	0	0	0
Division of Personnel	21	0	0	0	0	0	0
Plant & Property Mgmt.	14	0	0	0	0	0	0
Purchase & Property Warehouse	1	0	0	0	0	0	0
Risk Management	3	0	0	0	0	0	0
Surplus Distribution	7	0	0	0	0	0	0
Workers' Compensation	2	0	0	0	0	0	0
Agriculture	36	2	0	0	0	0	1
Allied Health Professionals	3	0	0	0	0	0	0
Bank Commission	28	2	0	0	0	0	0
Barbers' & Cosmetology Board	5	0	0	0	0	0	0
Chiropractic Examiners	2	0	0	0	0	0	0
Christa McAuliffe Planetarium	27	1	0	0	0	0	1
Community Regional Tech. College System							
Berlin Technical College	90	1	0	0	0	0	0
Claremont Technical College	77	2	0	0	0	1	0
Office of the Commissioner	44	38	0	1	3	0	2

DEPARTMENT	# PERM. POS.	SG CHG	TITLE CHG	RECL UP	RECL DOWN	NO CHG	G&C APPRL
Laconia Technical College	76	4	0	0	0	0	0
Manchester Technical College	121	4	1	0	1	0	0
Nashua Technical College	84	1	0	0	0	0	0
Stratham Technical College	94	3	0	0	1	0	0
Technical Institute - Concord	219	7	0	0	2	0	0
Corrections	1034	24	3	0	0	0	16
Dept. of Cultural Resources							
Division of Arts	8	0	0	0	0	0	0
Div. of Historic Resources	12	0	0	0	0	0	0
State Library	56	1	0	0	0	0	0
Dental Board	3	0	0	0	0	0	0
Education	301	21	0	4	0	1	2
Electricians' Licensing Board	7	0	0	0	0	0	0
Emergency Mgmt. (Civil Defense)	40	1	0	0	0	0	1
Employment Security	427	16	0	0	0	0	0
Environmental Services -							
Air Resources	71	1	0	0	0	0	0
Office of the Commissioner	89	20	0	0	0	0	0
Waste Management	91	2	0	0	0	0	0
Water Division	222	2	0	0	0	0	4
Executive Department	7	3	0	0	0	0	0
Fish & Game	240	5	0	0	0	0	1
Dept. of Health & Human Services -							
Div. of Behavioral Health	55	3	0	0	0	0	0
Alcohol & Drug Abuse	64	0	0	0	0	0	0
Glenclyff Home for the Elderly	189	3	0	0	0	0	0
NH Hospital	830	26	2	12	0	0	3
Div. for Children, Youth & Families	310	13	0	0	0	0	22
Div. of Child Support Services	176	0	0	0	1	0	0
Div. of Community & Public Health	378	22	4	4	1	0	1
Div. of Developmental Svcs.	46	0	0	0	0	0	0
Div. of Elderly & Adult Svcs.	127	0	0	0	0	0	0
Div. of Family Assistance	327	0	0	0	0	0	176
Div. of Juvenile Justice Svcs.	392	3	0	1	0	2	20

DEPARTMENT	# PERM. POS.	SG CHG	TITLE CHG	RECL UP	RECL DOWN	NO CHG	G&C APPRL
Office of Administration	50	4	2	0	0	2	0
Office of the Commissioner	132	64	44	5	1	21	2
Office of Information Systems	137	8	0	0	0	0	0
Office of Planning & Research	91	1	0	0	0	0	0
Office of Program Support	126	12	0	0	0	0	2
Highway Safety	6	0	0	0	0	0	0
Human Rights Commission	8	0	0	0	0	0	0
Insurance Department	66	5	0	0	0	0	0
Joint Board (Eng., Architects, Surveyors...)	4	5	0	0	0	0	0
Judicial Council	2	0	0	0	0	0	0
Department of Justice (Attorney General)	60	0	0	0	0	0	0
Labor Department	82	1	0	0	0	0	2
Liquor Commission	317	11	0	0	1	1	0
Mental Health Practice Board	2	0	0	0	0	0	0
Nurses Registration	14	0	0	0	0	0	0
Pari-Mutuel Commission	91	2	0	0	0	0	0
Pharmacy Commission	6	0	0	0	0	0	0
Plumbers Board	7	0	0	0	0	0	0
Police Standards & Training	26	1	0	0	0	0	0
Port Authority	11	0	0	0	0	1	0
Postsecondary Education Commission	8	0	1	0	0	0	0
Public Employees Labor Rel. Bd.	5	0	0	0	0	0	0
Public Utilities Commission	67	5	0	0	0	1	0
Real Estate Appraisers Board	3	0	0	0	0	0	0
Real Estate Commission	7	0	0	0	0	0	0

DEPARTMENT	# PERM. POS.	SG CHG	TITLE CHG	RECL UP	RECL DOWN	NO CHG	G&C APPRL
Bd. of Registration in Medicine	5	4	0	2	0	0	0
Resources & Economic Development	235	5	0	0	0	0	1
Retirement	54	10	6	0	1	0	0
Revenue Administration	214	8	0	0	0	12	0
Department of Safety	1188	51	43	0	0	0	3
Secretary of State	66	2	0	0	0	0	0
Securities Regulation	11	0	0	0	0	0	0
Office of State Planning	31	0	0	0	0	0	0
Commission on Status of Women	2	0	0	0	0	0	0
Sweepstakes Commission	68	1	0	0	0	0	0
Bd. of Tax & Land Appeals	6	0	0	0	0	0	0
Transportation	1979	29	7	2	2	2	1
Treasury	16	5	0	0	0	0	0
Veterans' Council	4	0	0	0	0	0	0
Veterans' Home	222	4	0	0	2	0	1
Veterinary Examining Board	1	0	0	0	0	0	0
Totals:	12,357	484	114	31	18	48	277

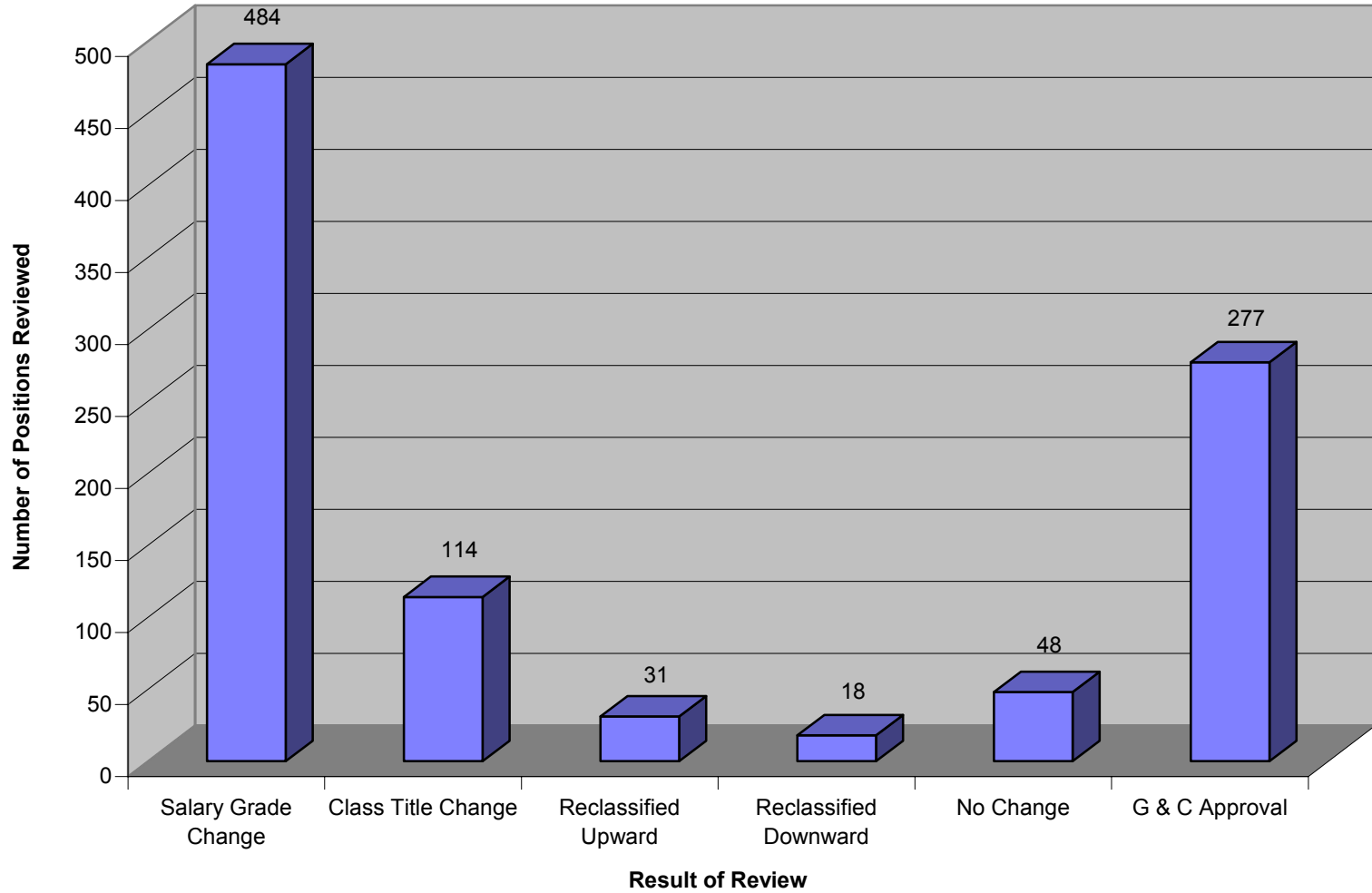
**POSITIONS RECLASSIFIED – APPROVAL BY GOVERNOR & COUNCIL
PERIOD OF 6/30/02-7/01/03**

DEPARTMENT	FROM (TITLE&SALARY GRADE)	TO (TITLE&SALARY GRADE)	G&C APP DATE
Adjutant General	Electronic Technician SG-17	Inventory Control Supv SG-14	12/27/02
	TOTAL 1		
Administrative Svcs	Human Resources Spec. II SG- 24	TI/College Assoc. Prof SG- 22	08/14/02
	TOTAL 1		
Agriculture	Tech Support Spec I SG- 17	Program Specialist I SG- 19	11/13/02
	TOTAL 1		
Safety	Secretary II SG- 9	Asst. to Dir. Of MV SG- 28	01/15/03
	Word Proc Op SG- 9	Equipment Supv SG- 16	07/10/02
	Executive Secretary SG- 12	System Dev Spec IV SG- 26	05/21/03
	TOTAL 3		
Labor	Supervisor II SG- 21	Labor Inspector SG- 19	09/04/02
	Program Spec I SG- 19	Labor Inspector SG- 19	12/18/02
	TOTAL 2		
Resources & Economic Dev.	Maintenance Mech II SG- 12	Park Manager II SG- 12	03/19/03
	TOTAL 1		
Department of Health & Human Services	Case Technician I (22) SG- 14	Fiscal Specialist SG- 15	07/26/02
	Case Technician I (4) SG- 14	Fiscal Specialist SG- 15	07/26/02
	Program Specialist SG- 19	Administrator III SG- 31	09/25/03
	Teacher Assistant SG- 11	Retail Store Mgr I SG- 13	06/4/03
	Teacher Assistant SG- 11	Retail Store Mgr I SG- 13	12/13/02
	Data Entry Operator III SG- 08	Technical Support Spec II SG- 21	10/18/02
	Case Technician II (75) SG- 16	Family Service Specialist II SG- 17	07/26/02
	Case Technician I (101) SG- 14	Family Service Specialist I SG- 15	07/26/02
	Family Service Specialist SG- 15	Supervisor II SG- 16	06/4/03
	Quality Control Reviewer SG- 20	Program Spec III SG- 23	03/21/03
	Mental Health worker II SG- 11	Supervisor II SG- 21	08/14/02
	Bldgs & Grounds Utility SG- 08	Purchasing Asst SG- 12	12/4/02

DEPARTMENT	FROM (TITLE&SALARY GRADE)	TO (TITLE&SALARY GRADE)	G&C APP DATE	
	Registered Nurse III	SG- 23	Program Spec III	SG- 23 05/12/03
	Child Support Officer	SG- 20	Supervisor II	SG- 21 09/20/02
	Information Technology	SG- 30	Systems Dev Spec VI	SG- 30 05/2/03
	TOTAL	213		
Corrections	Chef III (3)	SG- 16	Supervisor I	SG- 19 11/01/02
	TOTAL	3		
Dept. Education	Word Proc Operator I	SG- 09	Case Technician	SG- 14 12/01/02
	Education Consultant III	SG- 28	Administrator II	SG- 29 09/04/02
	TOTAL	2		
Fish & Game	Land Agent	SG- 22	Supervisor IV	SG- 25 08/14/02
	TOTAL	1		
Transportation	Administrator I	SG- 27	Program Asst II	SG- 15 11/13/02
	TOTAL	1		

CLASSIFICATION CHANGES BASED ON POSITION REVIEWS

July 1, 2002 - June 30, 2003



REQUESTS FOR TEMPORARY POSITIONS JULY 1, 2002 - JUNE 30, 2003

The following pages list full-time and part-time temporary positions granted by the Division of Personnel to state agencies during Fiscal Year 2003. These numbers do not include positions that are exempt from prior approval by the Division of Personnel.

DEPARTMENT	CLASSIFICATION APPROVED	SALARY GRADE	PART-TIME/ FULL-TIME
AGRICULTURE	Entomologist II	24	FT
BANKING	Accounting Technician	12	FT
COMMUNITY TECH.	Account Clerk III	09	FT
	Cashier	09	FT
	Director of Nursing	25	FT
	Institute College Counselor I (2)	21	FT
	Library Technician	11	FT
	Program Assistant I	12	FT
	Program Assistant II (2)	15	FT
	Program Specialist II	21	FT
	Secretary I	07	FT
	Secretary II (2)	09	FT
	Systems Development Specialist I	18	FT
	Teacher Assistant (2)	11	FT
	Technical Development Center Mgr. (2)	29	FT
	TI/College Assistant Professor	20	FT
	TI/College Asst. Assoc. Prof.	20-22	FT
	TI/College Asst. Prof	20-25	FT
	TI/College Associate Prof	22	FT
	TI/College Assoc. Prof. (7)	22-25	FT
	TI/College Instructor-Asst. Prof.	18-20	FT
	TI/College Instructor-Prof.	18-25	FT
	TI/College Prof. (9)	25	FT
	Institute College Counselor I	21	PT
	Library Technician	11	PT
	Program Assistant I	12	PT
	Program Assistant II (3)	15	PT
	Program Specialist I (2)	19	PT
	Program Specialist II	21	PT
	Program Specialist III	23	PT
	Program Specialist IV	25	PT
	Purchasing Assistant	12	PT
	Technical Development Center Mgr.	29	PT
	TI/College Instructor	18	PT
	Technical Support Specialist I	17	PT

DEPARTMENT	CLASSIFICATION APPROVED	SALARY GRADE	FULL TIME OR PART TIME
CORRECTIONS	Corrections Counselor/Case Mgr. (7)	18	FT
	Probation Parole Officer II	22	FT
	Program Assistant II	15	FT
	Program Specialist I	19	FT
	Program Specialist IV	25	FT
	Systems Development Specialist. II	21	FT
	Program Assistant II	15	PT
CULTURAL RESOURCES	Systems Development Specialist II	21	PT
DRED	Equipment Operator	12	FT
	Program Specialist IV (3)	25	FT
	Park Manager V	20	PT
	Retail Store Mgr. I	13	PT
EDUCATION	Education Consultant I	26	FT
	Rehabilitation Counselor II (4)	21	FT
	Program Assistant I	12	PT
EMPLOYMENT SECURITY	Certifying Officer III (5)	20	FT
	Chairman, U.C. Appeals Tribunal I (2)	27	FT
	Claims and Hearing Clerk I	10	FT
	Maintenance Mechanic II	12	FT
	Plumber Supervisor II	17	FT
	Program Assistant I	12	FT
	Secretary I	07	FT
	Supervisor, Benefits Adjudication Unit	24	FT
	Claims Representative	21	PT
	Computer Operator II	13	PT
	Legal Secretary III	13	PT
	Program Specialist II	21	PT
	Systems Development Specialist III	23	PT
	ENVIRONMENTAL SERVICES	Attorney II	28
Environmentalist		19	FT
Environmentalist III (2)		23	FT
Hydrogeologist II		23	FT
Program Specialist I		19	FT
Secretary II		09	FT
Senior Management Analyst		26	FT
Systems Development Specialist IV		26	FT
Systems Development Specialist V		28	FT
Waste Management Specialist IV		26	FT

DEPARTMENT	CLASSIFICATIONS APPROVED	SALARY GRADE	FULL TIME OR PART TIME
	Accountant I	16	PT
	Program Assistant I	12	PT
	Program Specialist III	23	PT
FISH & GAME	Coordinator, Outdoor Ed. Program	20	FT
	Secretary II	09	FT
	Technical Support Specialist IV	27	FT
	Biological Aide (2)	13	PT
	Design Drafter I	17	PT
	Park Guide II	09	PT
	Technical Support Specialist IV	27	PT
HEALTH & HUMAN SERVICES	Attorney I (10)	26	FT
	Case Technician II	16	FT
	Child Protective Service Worker Coordinator (6)	23	FT
	Child Protective Service Worker Coordinator III (21)	22	FT
	Child Support Officer (4)	20	FT
	Claims Processor II	12	FT
	Counter Clerk III	10	FT
	Health Promotion Advisor (2)	23	FT
	Legal Coordinator	28	FT
	Paralegal I (13)	16	FT
	Pharmaceutical Services Specialist	25	FT
	Program Assistant II	15	FT
	Program Planner I	19	FT
	Program Planner II	21	FT
	Program Planner III (2)	25	FT
	Program Specialist I	19	FT
	Program Specialist II	21	FT
	Program Specialist III	23	FT
	Program Specialist IV (4)	25	FT
	Public Health Nurse Consultant	25	FT
	Public Health Nurse Coordinator (8)	21	FT
	Secretary II (3)	09	FT
	Senior Management Analyst	26	FT
	Statistical Assistant	14	FT
	Supervisor IV	25	FT
	Supervisor V	26	FT
	Systems Development Specialist IV (2)	26	FT
	Systems Development Specialist V	28	FT
	Account Clerk III	09	PT
	Child Protective Service Wkr II (3)	20	PT
	Claims Processor I	09	PT

DEPARTMENT	CLASSIFICATIONS APPROVED	SALARY GRADE	FULL TIME OR PART TIME
	Financial Agent I	19	PT
	Painter	11	PT
	Program Specialist II	21	PT
	Public Health Nurse Coordinator (7)	21	PT
PUBLIC UTILITIES COMMISSION	Human Resource Assistant II	12	PT
	Legal Secretary II	11	PT
RETIREMENT	Administrator II (2 Weeks only)	29	FT
REVENUE	Administrator III	31	FT
	Clerk IV	12	FT
	Real Estate Appraiser (10)	23	FT
SAFETY	Field Representative I	19	FT
	Motor Vehicle Inspector I (5)	19	FT
	Program Planner I (2)	19	FT
	Program Planner II	21	FT
	Program Specialist II	21	FT
	Program Specialist III	23	FT
	Program Specialist IV	25	FT
	Secretary I	07	FT
	Technical Support Specialist II (2)	21	FT
	Title Examiner (5)	12	FT
	Word Processor Operator I (2)	09	FT
	Radio Dispatcher Supervisor	11	PT
SECRETARY OF STATE	Executive Secretary	11	FT
	Information Technology Mgr IV	32	FT
	Records Control Clerk	10	FT
DEPARTMENT OF TRANSPORTATION	Data Control Clerk III	12	FT
	Administrative Secretary	14	PT
	Computer Operator	11	PT
VETERANS' HOME	Supervisor II	21	FT

BUREAU OF EMPLOYEE RELATIONS

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

BENEFITS

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

The Bureau administers health insurance, dental insurance, life insurance and flexible spending programs for all classified, unclassified and non-classified employees of the executive branch, legislative employees, judicial employees, and retired employees.

Health Insurance:

In June, 2002, the Governor and Executive Council approved Anthem Blue Cross and Blue Shield as the carrier for the Point of Service plan (POS) and Health Maintenance Organization plan (HMO) for all active employees and their eligible dependents. These plans continue to be non-contributory (fully paid by the State). Monthly per person membership rates paid by the State for the contract period of July 1, 2002, through June 30, 2003, are listed below:

	<u>Blue Choice (POS)</u>	<u>Matthew Thornton Blue (HMO)</u>
Single	\$380.63	\$355.61
Two person	\$761.27	\$711.22
Family	\$960.13	\$960.13

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

Premiums for the reporting period were: \$103,855,276 (Active Employees)
\$ 27,828,560 (Retired Employees)
\$131,683,836 Total Active and Retired

Dental Insurance:

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

Premiums for the reporting period were: \$8,254,588

Life Insurance:

The life insurance program offers a \$10,000 basic term life policy for employees with a per employee cost to the state (total cost below). The plan also offers eight (8) dependent and spouse options, which are paid by the electing employee with no additional cost to the State.

Premiums for the reporting period were: \$144,052

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, that are not reimbursed by another plan. The State pays an administrative fee per employee per month. This fee is more than offset by the FICA savings.

Salary reductions for the reporting period were: \$1,359,370

FICA savings for the reporting period were: \$89,389

EMPLOYEE RELATIONS

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

NEW LEGISLATION – CHAPTER 319:7

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

EXECUTIVE ORDER 2003-4

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

SUPPLEMENTAL SICK LEAVE PLAN – Article 11.9.

- Provides a process for an employee meeting certain conditions to request additional sick leave. Upon approval, classified employees may donate part of their accrued sick leave to the requesting employee.
- The Bureau of Employee Relations, in conjunction with the Labor Management Committee, oversees the approval process for the Supplemental Sick Leave Plan.

The following chart summarizes actions taken by the Labor Management Committee during FY 2003 in response to requests for donated sick leave under the Supplemental Sick Leave Plan:

SUPPLEMENTAL SICK LEAVE PLAN
Fiscal Year 2003

Requesting Agency	Requests Submitted	Requests Approved	Days of Leave Approved
Adjutant General Department	1	1	23
Administrative Services Department	7	7	294
Attorney General's Office	2	2	30
Community Technical College System	18	15	330
Corrections Department	26	22	886
Cultural Resources	10	8	232
Education Department	13	13	391
Employment Security	15	12	320
Environmental Services Department	16	14	407
Fish and Game Department	1	0	0
Glenclyff Home for the Elderly	8	6	126
Health and Human Services	87	79	2172
Insurance Department	1	1	30
Labor Department	8	7	149
Liquor Commission	6	5	220
NH Highway Safety Department	4	4	158
NH Hospital	42	37	865
NH Real Estate Commission	1	1	60
Public Utilities Commission	2	1	30
Real Estate Appraisers Board	3	3	73
Resources and Economic Development	2	2	34
Retirement System	2	0	0
Revenue Administration Department	3	3	39
Safety Department	25	22	549
Secretary of State	3	2	120
Transportation Department	43	38	1256
Veterans' Home	3	3	71

Total requests = 352

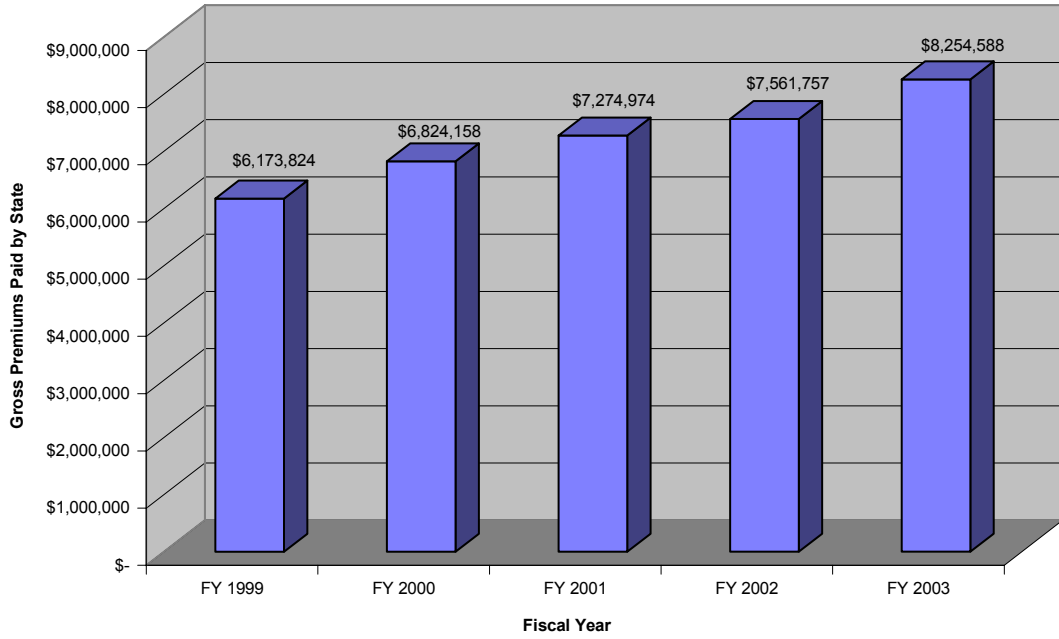
Total approved = 308 requests or 87.5%

Total days of sick leave approved = 6,965 days

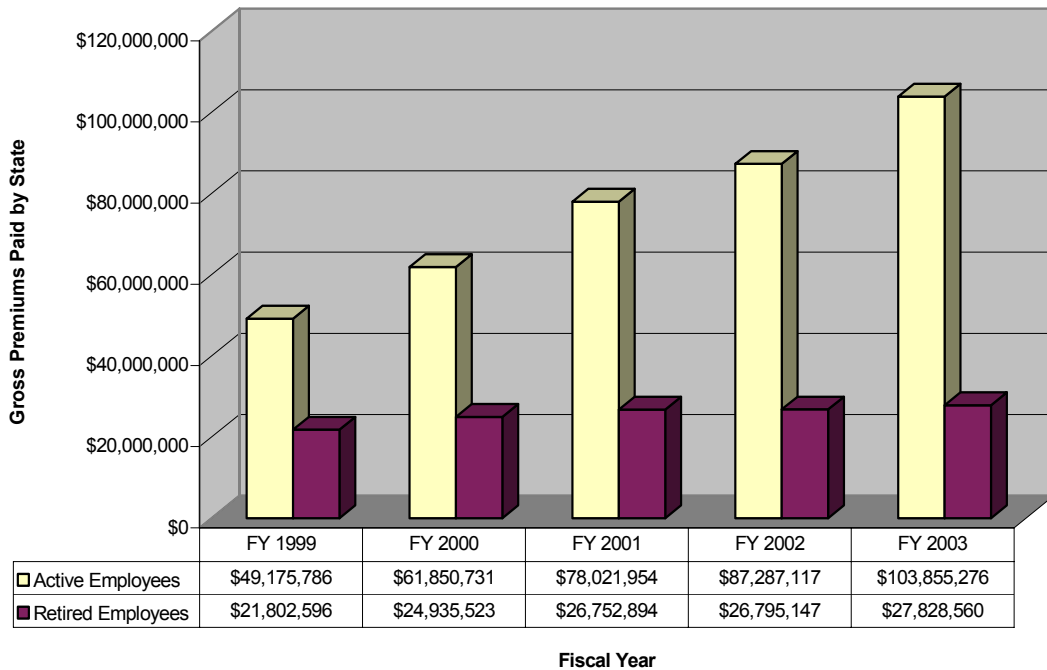
Average days approved per requesting employee = 27 days

COST OF STATE MEDICAL INSURANCE 5 Year History

Dental Insurance Premiums



Medical Insurance Premiums



Bureau of Education and Training July 1, 2002 through June 30, 2003

Mission Statement

The mission of the Bureau of Education and Training is to provide quality education, training, and resource services to enhance the skills, knowledge, and abilities of government employees in providing 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 '03 Goals and Special Accomplishments

□ Computer Training

The Bureau implemented individual web-design workshops and is working towards implementation of a web-design certificate program. As well as increasing computer application programs through the contracted vendor, ten new application programs were added to the in-house curriculum.

Additionally, the Bureau's computer lab was made available to state agencies that needed the equipment and space to conduct agency-specific computer training. Thirteen new computers were ordered this spring.

□ New and Updated Courses

The Bureau offered its second *Executive Leadership Institute*, a program designed for government leaders in an effort to help them enhance their knowledge and improve relevant skills. The intent of the program is to create more effective leadership in government. The institute was offered in November, 2002, with 16 government employees attending. The Bureau also modified/updated all curriculum for the Certified Public Manager Program and created a new certificate program titled, "*Fundamentals of Supervision*".

Assistance for the New Hampshire Association of Certified Public Managers continues, as the Bureau helped plan a statewide professional development conference entitled, "*Transitions in Leadership*". The conference took place at the Center of New Hampshire, Manchester, New Hampshire in September, 2003. The next conference is scheduled for September, 2004.

- ❑ **Strategic Planning and Team Building**

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

- ❑ **Certified Public Manager Program**

The Bureau again met with special success this year in its Certified Public Manager Program (CPMP) when a team project completed by four of its participants won a national award for Best Project from the American Academy of Certified Public Managers. The award was presented at the annual meeting in Charleston, South Carolina in April, 2003.

The Bureau continues a strong relationship with the National Association of Certified Public Managers. The Director of Training, Peter Gamache, served as past-chair of the Board of Directors of the Certified Public Managers' National Consortium. In May, 2003, the Bureau held its first Certified Public Supervisor and Certified Public Manager Symposium at the National Guard Training Facility in Center Strafford, New Hampshire.

- ❑ **Web Page**

The bureau catalogue is now on the Internet! Employees can visit the site to check course offerings and schedules. Improvements to the online catalogue continue to be made. This year, the Bureau added a newsletter to the web page as well as distributing it via electronic mail.

Continuing Programs

- ❑ **College and University Affiliation**

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

Through agreements with the New Hampshire Community Technical College's Concord campus, Franklin Pierce College, and the College for Lifelong Learning, the Bureau continues to offer college credit for certain courses offered through its catalogue. This year, the Bureau entered into an agreement with Springfield College, Manchester, New Hampshire to offer college credit for graduates of the Certified Public Supervisor and Public Manager Programs.

Due to the increased demand for training and education for government employees and a lack of training space, the Bureau of Education and Training entered into a contractual arrangement with Franklin Pierce College for rental of classrooms beginning March, 1996. This contract has been renewed annually. The Bureau also continues to use the National Guard Armory facility in Center Strafford, a relationship that began in September, 1999. Additionally, on July 1, 2002, the Bureau entered into a contractual agreement with the Society for the Protection of New Hampshire Forests to provide added training space.

□ **Community Links**

During Fiscal Year 2003, the Bureau of Education and Training has worked with the University of New Hampshire's Cooperative Extension Division to provide education to government employees. This has enabled the conduct of a wide variety of health and family-life focused training sessions to government employees.

□ **New Hampshire Certified Public Manager Program**

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

The aim of the NHCPMP is to standardize and professionalize public management. The program uses a system of competency-based training that measures and then develops participants' professional competencies in the field of public management.

By successfully completing the Level I Public Supervision Program, participants earn a *Certificate of Public Supervision*. The program is available to entry-level supervisors and individuals planning to enter supervision. The Level I program takes one year to complete. It requires 100 hours of core course work and 50 hours of elective work.

Successful completion of the Level II Public Management Program earns participants a *Certificate of Public Management*. The Level II program is available to mid and upper-level managers. It takes two years to complete, and requires 200 hours of core course work, 100 hours of elective work, and participation in a team project of about 60 to 100 hours.

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

Both designations are viewed as professional rather than academic credentials.

In January, 2003, the Bureau celebrated the graduation of 68 people from the Level I program. In February, new classes for Level I were started. Ninety-one participants enrolled.

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

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

This year saw the revision of program matrix aligning courses offered by the Bureau of Education and Training with the 360-degree assessment (Management/Supervisor Survey) assisting government employees in selecting training to meet their specific needs.

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

The Bureau revised its Certified Public Supervisor [CPS] Orientation Program and Mentoring Program. Revisions were also made to the CPS and CPM pamphlets. In an effort to save money on printing time and materials, many of the training workbooks are directly sent via e-mail to the student. The training catalogues are also e-mailed. Another time and money saver has been the distribution of training certificates immediately following the close of the training. This procedure negates the need to mail the certificates thereby saving money and time as well as pleasing the Bureau's customers.

Training Program Participants

July 1, 2002 to June 30, 2003

Management Classes

Number of Participants	Course Title
10	Applied Management Techniques
43	Creating a Positive Organizational Culture
30	Critical Thinking for Managers
7	Developing Your Organizational Talent
50	Ethics and Integrity in Managing Government Programs
16	Executive Leadership Institute
19	Federal and State Law Workshop
93	Interaction Management
74	Interviewing Techniques
126	Introduction to Supervision
21	Introduction to Time Management
45	Motivation
85	Performance Management and Appraisal
178	Performance Review Training
71	Personnel Rules Review
28	Project Management
28	Project Operations: Review and Feedback
37	State Budget and Purchasing
42	State Government: Power, Authority, Structure and Legislative Process
14	Strategic Planning
151	Understanding and Valuing Differences
1168	Subtotal

Employee Development Classes

Number of Participants	Course Title
88	Conferences/Symposiums
70	Drugs-Alcohol in the Workplace: A Manager's Response (EAP)
42	General Accounting Principles
88	Introduction to Continuous Process Improvement
18	Left/Right Brain
75	Myers-Briggs Type Indicator (MBTI)
381	Subtotal

Communication Classes

Number of Participants	Course Title
56	Assertive Communication
24	Business Writing in Plain English
20	Collective Bargaining
28	Conducting Effective Meetings
10	Creative Problem Solving
59	Dealing with Difficult People
41	Effective Front Line Customer Service
45	Effective Management Communication
15	Effective Speaking and Presentation Dynamics
50	Listening Skills
18	Managing Information Overload (Speed Reading)
57	Managing Conflict Seminar
12	Mediation Skills
76	Negotiation Techniques
16	Proofreading
57	Taking Minutes at Meetings
71	Team Building
38	The Grammar Clinic
693	Subtotal

Health and Wellness Classes

Number of Participants	Course Title
15	Balancing Work and Family
4	Bullying
4	Holiday Stress and Holiday Spending
8	Parenting Children with Challenging Behaviors
112	Plan Your Retirement Early
6	Single Parenting
14	Stress Reduction Workshop
163	Subtotal

Computer Classes

Number of Participants	Course Title
7	A+ Primer
10	Access 2000 Database Design Workshop
16	Merge Workshop
21	Adobe Acrobat
7	Adobe PageMaker Seminar I
3	Adobe PageMaker Seminar II
26	Basic PC Skills
3	CISCO Network Devices
20	Crystal Reports I
9	Crystal Reports II
5	Crystal Reports III
18	E-Mail Workshop
3	Enhancing Web Pages with JavaScript
14	Excel Formula Workshop
16	Extending Microsoft Access with Visual Basic
2	Fireworks Introduction
1	Flash MX: Level I
17	Form/Template Design Workshop
8	Illustrator 10: Level I
4	Illustrator 10: Level II
4	Illustrator 10: Level III
53	Introduction to Microsoft Outlook
68	Introduction to Microsoft Windows 2000
36	Introduction to Personal Computers
10	Introduction to Web Development using HTML, PHP & MySQL
2	Linux Fundamentals
2	Linux System Administration
11	Macromedia Dreamweaver I
4	Macromedia Dreamweaver II
7	Manipulating Data with SQL
145	Microsoft Access 2000 – Part I
71	Microsoft Access 2000 – Part II
24	Microsoft Access 2000 – Part III
142	Microsoft Excel 2000 – Part I
69	Microsoft Excel 2000 – Part II
19	Microsoft Excel 2000 – Part III
24	Microsoft FrontPage I
8	Microsoft FrontPage II
50	Microsoft Project I
15	Microsoft Project II
22	Microsoft Publisher I
11	Microsoft Visio Professional I
2	Microsoft Visio Professional II
80	Microsoft Word 2000 – Part I
62	Microsoft Word 2000 – Part II
17	Microsoft Word 2000 – Part III

Computer Classes, continued	
Number of Participants	Course Title
16	Network+ Primer
3	Optimizing Your Website for Search Engines
7	Photoshop I
7	Project Management Fundamentals
16	QuickBooks Pro I
2	QuickBooks Pro II
12	Research on the Internet
8	Technical Support Specialist Program
73	Using Microsoft PowerPoint 2000
6	Web Features in Office 2000
8	Word Table Workshop
1326	Subtotal

Total number of participants for all courses: 3,731

FIVE YEAR HISTORY OF DISCIPLINARY ACTION Fiscal Year 2003

	<i>Letters of Warning</i>	<i>Letters of Suspension</i>	<i>Letters of Termination</i>
1999	201	30	63
2000	150	33	57
2001	213	33	43
2002	250	49	66
2003	159	23	66

Five Year History

