



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

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November 30, 2020

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

Dear Governor Sununu and Members of the Executive Council:

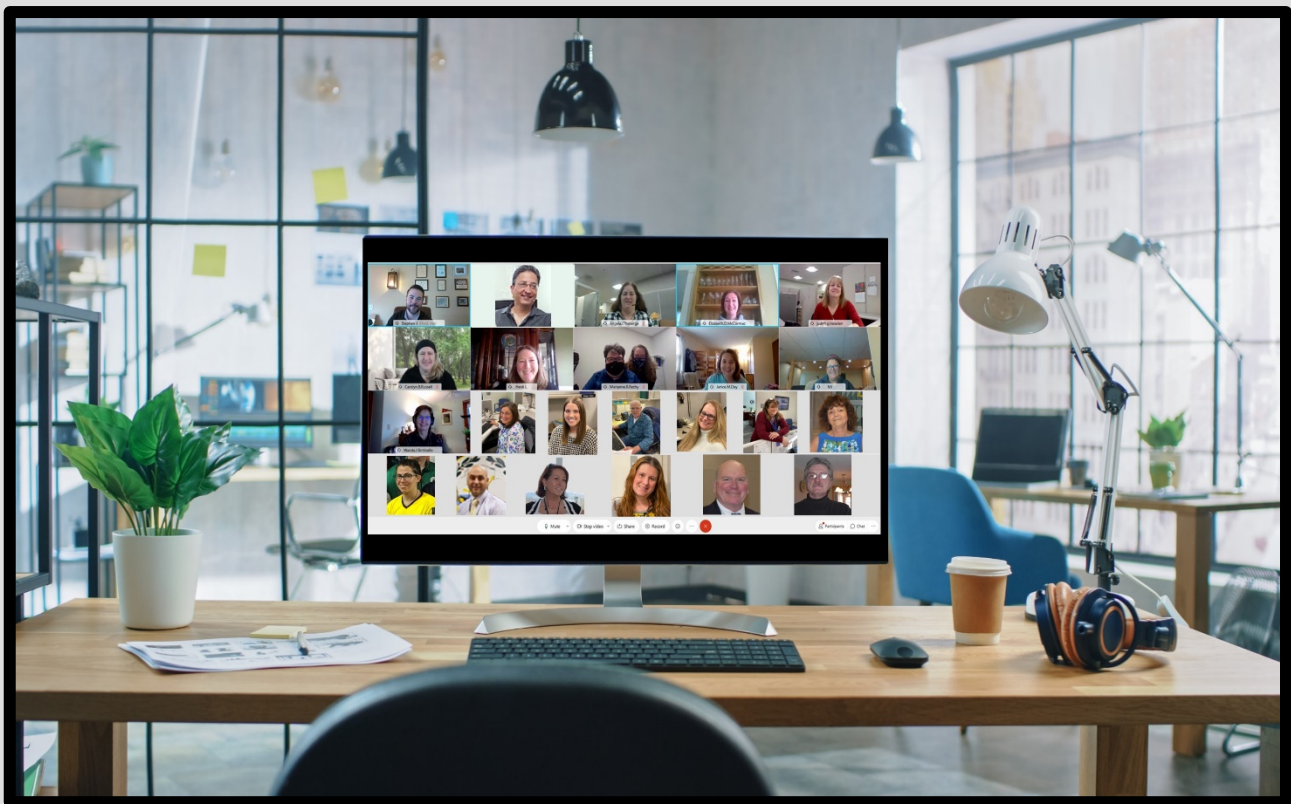
I am pleased to present the Sixty-Ninth Annual Report for the Division of Personnel of the Department of Administrative Services for Fiscal Year 2020. This report is submitted in accordance with the provisions of RSA 21-I:42, VII.

Respectfully submitted,

Charles M. Arlinghaus

Lorrie A. Rudis, Director
Director, Division of Personnel

State of New Hampshire Department of Administrative Services Division of Personnel



Fiscal Year 2020 ANNUAL REPORT



**State of New Hampshire
Department of Administrative Services
Division of Personnel**

**2020 Annual Report
Fiscal Year Ended June 30, 2020**

Pursuant to RSA 21-I:42 and RSA 21-I:54

Charles M. Arlinghaus, Commissioner
Lorrie A. Rudis, Director of Personnel
Michael J. Moranti, Deputy Director of Personnel

Christopher T. Sununu, Governor
Michael J. Cryans, Executive Councilor
Theodore L. Gatsas, Executive Councilor
Debora B. Pignatelli, Executive Councilor
Russell E. Prescott, Executive Councilor
Andru Volinsky, Executive Councilor

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<https://das.nh.gov/hr>

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DIVISION OF PERSONNEL

GENERAL SUMMARY

Authority

RSA Chapter 21-I: 42-44, RSA Chapter 21-I: 54-57
Federal Merit System Standards

Mission

Establish and promote best practices in human resources through training and operational efficiency making the State of New Hampshire an employer of choice.

Location

54 Regional Drive, Suite 5
Concord, NH 03301

Staff Composition

21 Full-time classified positions (five vacancies)
7 Part-time positions (three vacancies)
3 Unclassified positions (one vacancy)

Fiscal Year 2020 Appropriation

DOP Appropriation (except BET)	\$2,286,107 General Funds	\$331,270 Agency Income
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BET Appropriation	\$195,444 General Funds	\$354,764 Agency Income
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Personnel Appeals Board

RSA 21-I:45 authorizes the Governor and Executive Council to appoint three members and two alternates to serve three (3) year terms on the New Hampshire Personnel Appeals Board. The Commissioners serving on the Board during Fiscal Year 2020 included Marilee Nihan, Norman Patenaude, Gail Wilson, and Jason Major.

OVERVIEW

The Division of Personnel was established in 1989 to manage a centralized State system of personnel administration. As such, the Division is tasked with establishing and enforcing appropriate methods of recruitment, appointment, compensation, promotion, transfer, removal, layoff, evaluation, and discipline of state employees; preparing and overseeing the State classification system and allocating all classified positions to an appropriate classification title based on job duties and level of responsibility; administering all collective bargaining agreements with classified employees; and providing training programs for state agencies. The Division also conducts investigations of complaints of harassment or misconduct, sets statewide human resources policy, and supports the Personnel Appeals Board. In performance of these duties, the Division of Personnel serves a valuable function to maintain a fair, equitable, and comprehensive system of personnel administration for the State and supports the success of each agency and each employee.

In Fiscal Year 2020, the Division of Personnel continued its *One Workforce* initiative, a multi-year effort to review, streamline and modernize all aspects of the NH State Government's personnel management systems and procedures. DOP made significant progress toward strategic priorities identified for Phase I of *One Workforce*:

- 1) Completed its review of the State's Classification Plan and State's human resource management operations and provided recommendations for improvement (see below for more information);
- 2) Incorporated changes to procedures for reclassification and reallocation reviews based on findings from the study of the State's Classification Plan.
- 3) Established standard human resource management roles and began training agency HR staff from the State's largest agencies in these roles, including Classification Coordinators, Leave Management Coordinators, Recruiters, and HR Generalists.
- 4) Standardized many forms and procedures to increase consistency of practice across all agencies.
- 5) Continued to develop a state-level orientation for new hires (Day One Orientation) to provide a positive, consistent, and comprehensive on-boarding experience and ensure that all-important information is covered.

On February 1, 2020, DOP issued a report to the Governor, the Speaker of the House, and the Senate President on key steps to modernize the State's personnel management practices: *Modernizing New Hampshire State Government's Personnel Management Practices* (February 1, 2020).

The report highlights four specific areas for improvement of the State's current personnel management structures and practices:

- 1) Statewide development of personnel policies and standard operating procedures, including standard forms and letters, to drive consistency and legal compliance;
- 2) Reorganization of human resource functions to train staff to a high-level of expertise in certain roles and consolidate resources across smaller agencies to better serve all agencies and employees;
- 3) Simplify the set of position types and job classifications used in state government and better align with federal job definitions, establish salaried professional and managerial positions in the classified ranks, and allow more flexibility at the agency level in managing positions and hiring/retaining staff; and
- 4) Review and adjust the legal foundation of the personnel system, namely the collection of state laws, administrative rules, and collective bargaining agreements, to reduce complexity and support the above objectives.

In addition to the above objectives, DOP continues its efforts to improve NH FIRST, the state's Human Resource Management Information system, to enhance functionality and improve the user experience, to automate standard work processes, and to improve compliance auditing. Finally, DOP increasingly is using metrics to monitor the efficiency of HR operations and determine where additional staffing, improved training, or process evaluation work might be needed to improve timelines or quality at the state and agency level.

The state's personnel system is in the process of evolving to best meet the needs of state agencies and employees. Although change is underway, it takes time, and limited resources affect how quickly changes can be made while maintaining day-to-day operations.

COVID-19 RESPONSE

On March 13, 2020, the Governor declared a State of Emergency for COVID-19. This event had a significant impact on our state work force and the work of the Division of Personnel (DOP).

DOP played a vital role throughout the State of Emergency in communicating with employees and agencies and guiding them through this unique time. DOP staff were engaged in the development of over 20 separate communications to agency Human Resource staff and the State's 12,191 full and part-time employees.

DOP provided guidance to the Human Resource community on a wide variety of topics including:

- Safety protocols;
- Shifting workers to different locations, including working remotely, and/or reassigning them to different job duties;
- The allocation and use of Emergency Paid Leave (EPSL and EPFL), and regular paid sick leave;
- New ways to conduct meetings; and
- Accommodation and continued compliance under the Family Medical Leave Act (FMLA) and American Disabilities Act (ADA) during the COVID-19 pandemic.

In addition, the DOP's Bureau of Education and Training provided several communications with additional learning opportunities to keep employees fully engaged while working remotely, tips on managing staff remotely, and strategies for coping with the added stress during the pandemic, and providing general online training opportunities on a wide variety of topics.

DOP also quickly adjusted its own business practices to remote operations to maintain timely processing of employee transactions and ensure that state payroll continued to be processed correctly and on time. Later, DOP worked quickly to establish new positions to support the State's COVID-19 response and to implement a state hiring freeze.

DOP also worked closely with other DAS divisions, including Financial Data Management (FDM), the Budget Office, and the DAS payroll teams, as well as the Department of Justice, to implement new and modified state policies and programs including:

- New paid leave programs for both part-time and full-time employees under the Families First Corona Virus Response Act (FFCRA) (Emergency Paid Sick Leave (EPSL) and Emergency Paid Family Leave (EPFL));
- Changing restrictions on travel, quarantine requirements, and returning to work after illness or exposure (among others);
- Adjustments to work locations and work environments; and
- Changes to other state policies, such as use of sick leave and banking of accrued leave time and floating holidays.

During the early part of the State of Emergency, in addition to communicating actively with agency Human Resources staff, DOP provided direct staff support to the State of New Hampshire's Emergency Operations Center and to the Department of Employment Security to assist with serving the public during a time of unprecedented unemployment claims filings.

Finally, DOP's Bureau of Education and Training adjusted their ongoing Certified Public Manager program to enable the completion of the program for FY 20 despite cancelling in-person instruction. BET planned an on online graduation ceremony, which was held in July 2020.

DOP continues to adapt to and support changes in policies and procedures under the COVID-19 State of Emergency and COVID-19 Safer-at-Home Order into FY 2021.

ORGANIZATIONAL STRUCTURE

DIRECTOR

The Director of the Division of Personnel oversees all activities conducted by the Division with the assistance of a Deputy Director, a Manager of Employee Relations, a Training and Education Officer, and a Senior Human Resources Technician. In addition, an investigator, a professional development administrator, and an administrator for the Personnel Appeals Board report directly to the Director.

BUREAU OF HUMAN RESOURCE ADMINISTRATION

The Bureau of Human Resource Administration oversees all aspects of employee and position management and is comprised of three units:

(1) Recruitment and Certification

This Unit develops and implements statewide recruitment initiatives and certification procedures, monitors internal and external job recruitment activities of state agencies, maintains the state recruitment webpage, and manages the online application system for internal and external applicants. This unit also provides career-counseling services to employees and applicants and coordinates the State's participation and compliance with the Uniformed Services Employment and Reemployment Rights Act (USERRA) and the U.S. Army Partnership for Youth Success (PaYS).

(2) Central HR Processing

This Unit establishes and oversees all personnel records management procedures and audits all personnel actions including hiring, promotions, demotions, transfers, increments, leaves of absence, terminations, retirements, and date adjustments, ensuring that all employee data is correct for the administration of payroll and benefits. This section also administers State examination programs, provides training and testing for changes and upgrades of the State's human resource management system (NH FIRST), and processes all retroactive corrections affecting employee pay and/or benefits.

(3) Classification

This Unit develops and administers the State Classification Plan, including assigning all classified positions to an appropriate job classification title, which specifies the applicable salary grade, duties and qualification requirements. This Unit also evaluates all requests for reclassification of positions and reallocation of duties, requirements and/or salary of classification titles; and works with State agencies to conduct organizational analyses to realign staffing with agency business needs. This Unit also oversees all position management operations, including setting procedures and auditing for all position modifications, including establishment and abolishment of all types of positions.

BUREAU OF EMPLOYEE RELATIONS

The Bureau of Employee Relations negotiates and administers all collective bargaining and sub-unit agreements with classified employees. This Bureau represents the State in collective bargaining negotiations and, in coordination with the attorney general, in resolution of all grievance actions related to the collective bargaining agreements. This Bureau also promotes communications between management and employees and seeks to resolve employee and agency concerns prior to formal proceedings.

BUREAU OF EDUCATION AND TRAINING

The Bureau of Education and Training provides quality education and training services to enhance the skills, knowledge, and abilities of State and municipal government employees who provide services to the citizens of New Hampshire. Key among these are the Certified Public Manager (2 levels) and Foundations of State Supervision programs. The Bureau coordinates full- and part-time instructors and contract instructors to provide a comprehensive curriculum, including an expanding number of on-line training courses.

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. Submissions are then forwarded to the Director of Personnel who shares them with the State Committee, which conducts its own review and makes award recommendations to the Governor and Executive Council. During State Fiscal Year 2020, one employee received monetary recognition.

Monetary Award Recipients

Glen J Deveau, Administrative Services - \$500 Award

The Administrative Services sought recognition for Administrative Services Glen J. Deveau, Security Officer I, for monetary recognition. On October 19, 2019, Mr. Deveau was en route to 64 South Street in Concord when he observed a man slumped over the driver's seat of a car in a parking spot. Fearing a medical emergency, Mr. Deveau requested that dispatch contact Concord Police while he stopped to assist the driver.

Upon engaging in conversation with the driver and recognizing possible intoxication, Mr. Deveau requested that the driver turn off the car and relinquish his keys. Concord Police arrived and the driver was arrested for Operating under the Influence of Liquor. Mr. Deveau's actions may have prevented harm to others or saved lives. On Wednesday March 11, the State, with the Governor and Council's assistance, presented a certificate of recognition and a check for \$500 to Glen Deveau for providing service beyond his work performance to the State of New Hampshire.

EXECUTIVE BRANCH AT A GLANCE

EMPLOYEES BY CATEGORY

Fiscal Year 2020

Category*	Full-Time	Full-Time Temporary	Full-Time Seasonal	Part-Time Regular	Part-Time Seasonal	Per Diem Part-Time
Classified	8,973	131	1	2,076	168	14
Non-Classified	33	1	0	152	0	628
Unclassified	324	0	0	10	0	1
Total	9,461	132	1	2,238	168	643
* Includes employees on extended leave as well as active status; excludes employees expected to work less than 6 months. * 9 classified, 15 unclassified, and 0 non-classified employees did not meet any group criteria and are excluded from this report.						

Report Generated 6/30/2020 by Employee Matrix Version V6.4

POSITIONS BY CATEGORY

Fiscal Year 2020

Category*	Full-Time	Full-Time Temporary	Full-Time Seasonal	Part-Time Regular	Part-Time Seasonal	Per Diem Part-Time
Classified	10,437	336	1,159	4,455	1,242	39
Non-Classified	39	N/A	N/A	147	N/A	987
Unclassified	376	N/A	N/A	9	N/A	3
Total	10,852	336	1159	4,611	1,242	1,029
* Includes both filled and vacant positions expected to last longer than 6 months. * Report does not contain 1 positions found in error.						

Report Generated: 7/21/2020 for data as of 6/30/2020 by Position Matrix Version V6.2

DEMOGRAPHICS

New Hampshire State Employees

Fiscal Year 2020

<p>State Government Employees Executive Branch</p> <p>Class Type Number of Positions**</p> <p>Classified 10,774</p> <p>Unclassified 376</p> <p>TOTAL POSITIONS: 11,150</p> <p>** Includes only full-time permanent and temporary positions lasting more than 6 months</p>		<p>The Classified Full-Time State Workforce* is made up of...</p> <p>53% Female</p> <p>47% Male</p> <p>4% Minority</p> <p>96% White (not of Hispanic background)</p>
<p>The Average Full-Time Classified Employee*...</p> <p>Is 47 years old</p> <p>Has 11 years of service</p> <p>Earns \$56,248</p> <p>Classified State Employees that are ...</p> <p>Full-Time*9,105</p> <p>Part-Time2,258</p>		<p>Classified Full-Time Employees* work in...</p> <p>Belknap County..... 6%</p> <p>Carroll County..... 2%</p> <p>Cheshire County..... 2%</p> <p>Coos County..... 4%</p> <p>Grafton County..... 4%</p> <p>Hillsborough County..... 7%</p> <p>Merrimack County..... 67%</p> <p>Rockingham County..... 5%</p> <p>Strafford County..... 2%</p> <p>Sullivan County..... 1%</p>

*Full-time employees includes full-time permanent, full-time temporary and full-time seasonal employees working greater than 6 months.

WORKFORCE CHARACTERISTICS

DETAILED BREAKDOWN OF STATE OF NEW HAMPSHIRE EMPLOYEES

Executive Branch

All Employees

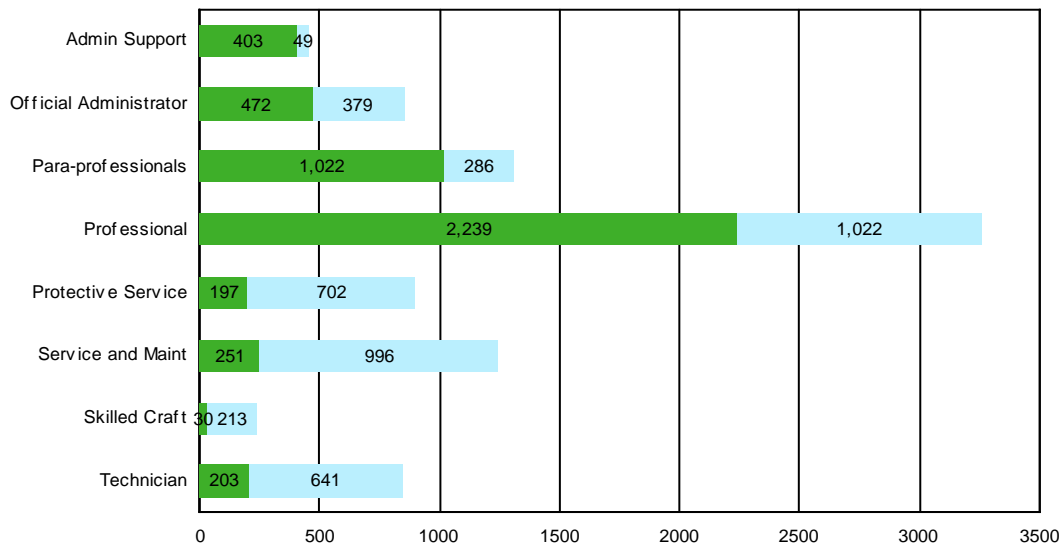
Report Run Date*: 06/30/2020

Category	Full-Time Employees	Full-Time Temporary Employees		Full-Time Seasonal Employees		Part-Time Regular Employees Working >= 30 hours/week but < FT		Part-Time Seasonal Employees Working >= 30 hours/week but < FT		Part-Time Regular Employees Working <30 hours/week	Part-Time Seasonal Employees Working <30 hours/week	Per Diem Part-Time Employees	EXCEPTIONS Employees that do not fit into defined categories
		Duration >=6 mo	Duration <6 mo	Duration >=6 mo	Duration <6 mo	Duration >=6 mo	Duration <6 mo	Duration >=6 mo	Duration <6 mo				
Classified	Active	8,749	127	1	261	14	15	0	0	2,060	168	14	9
	Leave	224	4	0	0	0	0	0	0	2	0	0	
Unclassified	Active	323	N/A	N/A	N/A	N/A	N/A	N/A	N/A	10	N/A	1	15
	Leave	1				0				0			
Non-classified	Active	33	1	0	N/A	N/A	0	N/A	N/A	152	N/A	6	0
	Leave	0					0			0			

See "Employee Categories Matrix" V 6 . 4 at <http://sunspot.nh.gov/hr/CentralHRProcessing.aspx?tab=EmplTransProcessing> for rules and exclusions applied.

* Only includes data up to the end of the prior pay period.

EMPLOYEES BY GENDER AND EEO CATEGORY Fiscal Year 2020



EEO Category*	Total	Percentage
Admin Support	452	5%
Official Administrator	851	9%
Para-professionals	1,308	14%
Professional	3,261	36%
Protective Service	899	10%
Service and Maintenance	1,247	14%
Skilled Craft	243	3%
Technician	844	9%
Total	9,105	

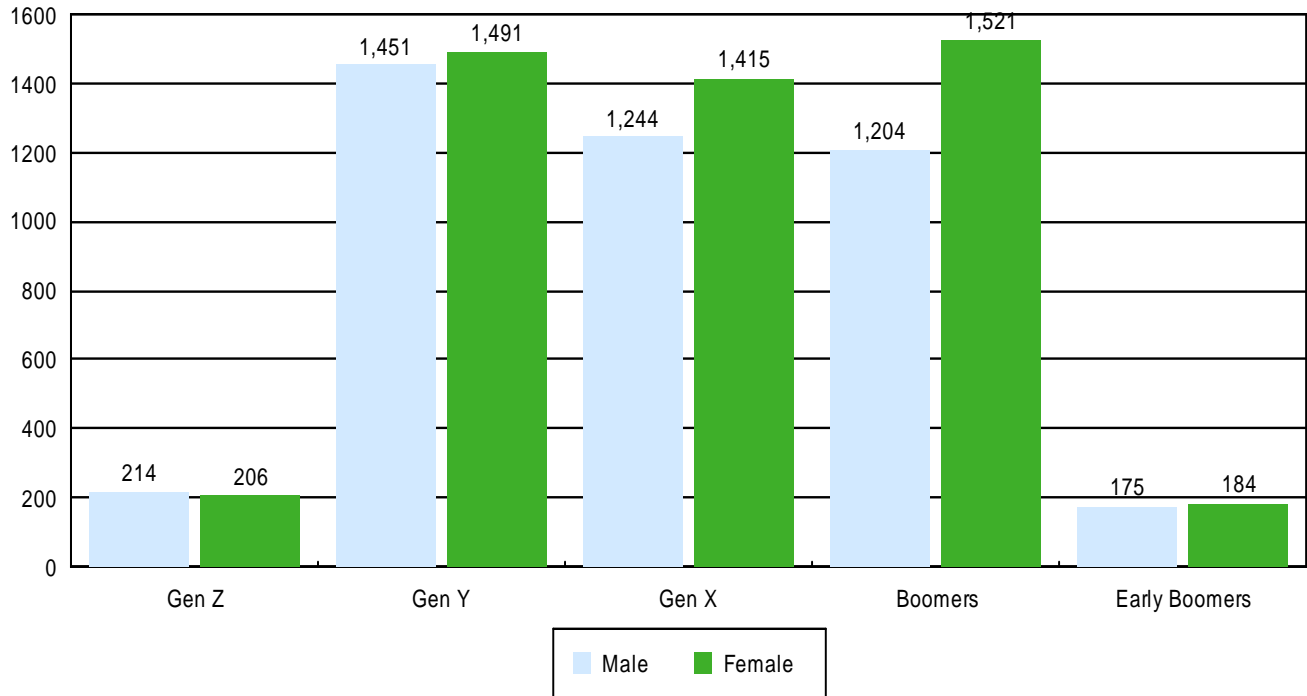
* Includes classified full-time permanent, full-time temporary and seasonal full-time employees working more than 6 months as well as employees on extended leave.

* Percentage of minority employees included in this report is 4%

* 9 classified employees did not meet any group criteria and are excluded from this report.

Report Generated: 6/30/2020 by Employee Matrix Version V6.4

EMPLOYEES BY GENERATION **Fiscal Year 2020** **Total Number of Employees* = 9,105**



* Includes classified full-time permanent, full-time temporary and seasonal full-time employees working more than 6 months as well as employees on extended leave.

* 9 classified employees did not meet any group criteria and are excluded from this report

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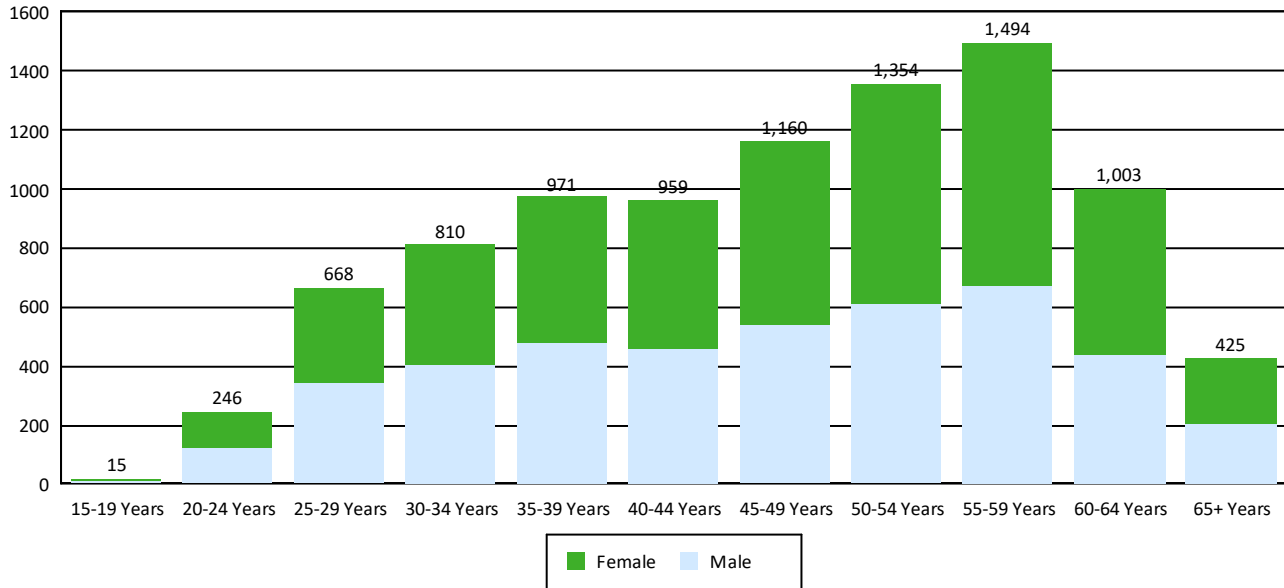
*Generation Z = Born 1995-2012
 *Generation Y = Born 1977-1994
 *Generation X = Born 1966-1976
 *Boomers = Born 1955-1965
 *Early Boomers = Born < 1955

EMPLOYEES BY AGE

Fiscal Year 2020

Total Number of Employees* = 9,105

Average Employee Age = 46.9



* Includes classified full-time permanent, full-time temporary and seasonal full-time employees working more than 6 months as well as employees on extended leave.

* 9 classified employees did not meet any group criteria and are excluded from this report.

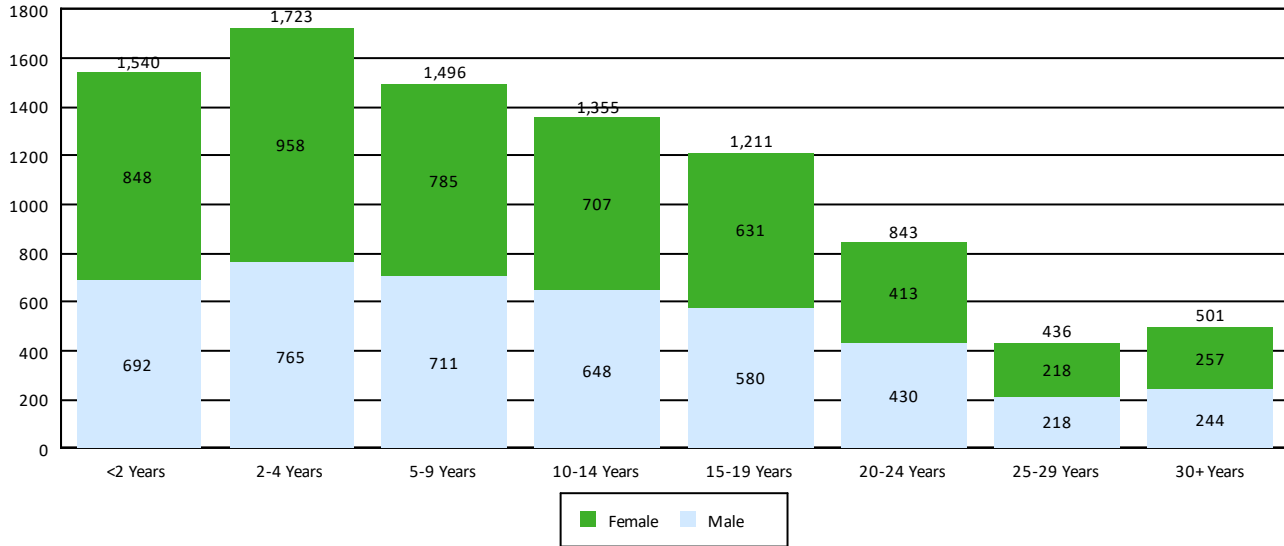
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EMPLOYEES BY YEARS OF SERVICE

Fiscal Year 2020

Total Number of Employees* = 9,105

Average Years of Service = 10.93



* Includes classified full-time permanent, full-time temporary and seasonal full-time employees working more than 6 months as well as employees on extended leave.

* 9 classified employees did not meet any group criteria and are excluded from this report.

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EMPLOYEES BY AGE AND LABOR GRADE

Fiscal Year 2020

Age	Labor Grade*				Total
	<=20	21-26	27+	Unclassified	
<40	1,630	828	252	59	2,769
40-59	2,310	1,626	1,033	191	5,160
60+	711	404	311	74	1,500
Total	4,651	2,858	1,596	324	9,429

* Includes classified full-time permanent, full-time temporary and seasonal full-time employees working more than 6 months, and full-time unclassified employees, as well as employees on extended leave.

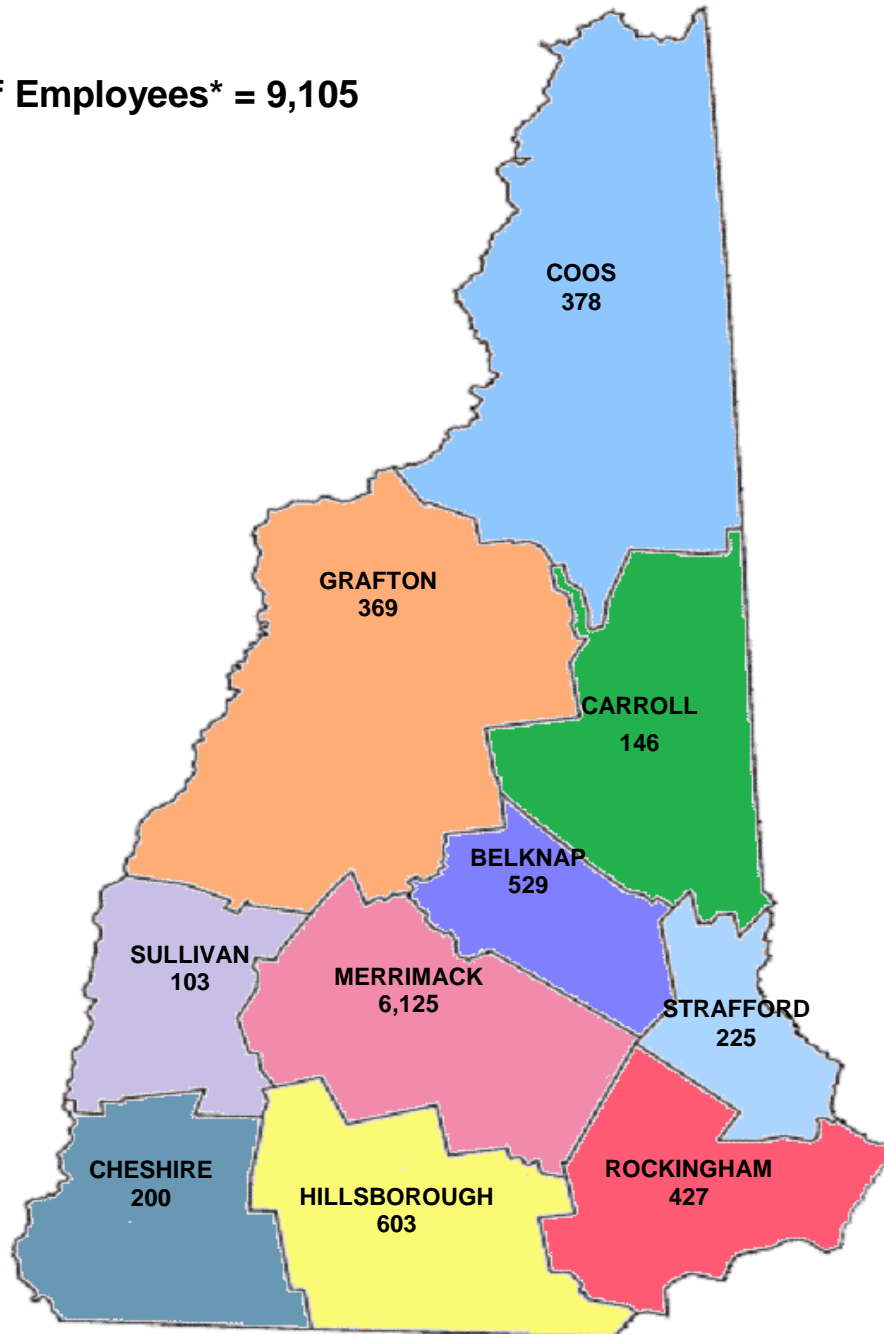
* 9 classified and 15 unclassified employees did not meet any group criteria and are excluded from this report

Report Generated 6/30/2020 by Employee Matrix Version V6.4

EMPLOYEES BY COUNTY

Fiscal Year 2020

Total Number of Employees* = 9,105



*Includes classified full-time permanent, full-time temporary and seasonal full-time employees working more than 6 months as well as employees on extended leave.

*9 classified employees did not meet any group criteria and are excluded from this report.

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FULL-TIME EMPLOYEES BY AGENCY

Five-Year History

AGENCY*	2016	2017	2018	2019	2020
ADMINISTRATIVE SERVICES DEPT	267	262	281	281	267
AGRICULT, MARKETS & FOOD DEPT	28	29	29	29	34
BANKING DEPT	38	40	39	38	39
BUS & ECON AFFAIRS DEPT	0	0	53	57	55
CORRECTIONS DEPT	758	752	762	782	779
CULTURAL RESOURCES DEPT	39	38	0	0	0
DEVELOPMENT DISABILITIES CNCL	2	2	1	3	3
EDUCATION DEPT	242	241	222	220	226
EMPLOYMENT SECURITY DEPT	244	231	224	216	226
ENVIRONMENTAL SERVICES DEPT	385	396	410	409	416
EXECUTIVE DEPT	13	12	15	15	13
FISH AND GAME DEPT	171	171	169	171	170
HHS: BEHAVIORAL HEALTH DIV	40	37	33	31	38
HHS: COMM-BASED CARE SVCS DIV	19	21	23	17	1
HHS: COMMISSIONER'S OFFICE	331	327	333	335	390
HHS: DEVELOPMENTAL SVCS DIV	47	47	48	48	42
HHS: ELDERLY & ADULT SVCS DIV	79	76	76	77	77
HHS: GLENCLIFF HOME	157	152	152	144	143
HHS: HUMAN SERVICES DIV	679	702	718	719	757
HHS: JUVENILE JUSTICE SERV	1	1	0	0	0
HHS: MEDICAID & BUS POLICY OFC	34	37	43	45	20
HHS: NH HOSPITAL	515	510	505	515	510
HHS: PUBLIC HEALTH DIV	217	227	229	243	243
HHS: TRANSITIONAL ASSIST DIV	405	412	404	394	382
HUMAN RIGHTS COMMISSION	6	6	7	7	6
INFORMATION TECHNOLOGY DEPT	290	315	314	309	316
INSURANCE DEPT	61	58	62	55	61
JUDICIAL COUNCIL	2	1	2	2	2
JUSTICE DEPT	53	59	59	58	58
LABOR DEPT	75	69	74	68	67
LIQUOR COMMISSION	302	315	321	322	319
LOTTERY COMMISSION	56	55	54	57	61
MILITARY AFFRS & VET SVCS DEPT	110	121	115	123	125
NATURAL & CULT RESOURCES DEPT	214	212	200	197	192
OFFICE OF CHILD ADVOCATE	0	0	0	0	3
PEASE DEVELOPMENT AUTHORITY	5	5	5	5	5
POLICE STDS & TRAINING COUNCIL	16	19	20	19	19
PROF LICENSURE & CERT OFFICE	58	59	59	61	57
PUBLIC EMPLOYEE LABOR REL BRD	4	4	4	4	4
PUBLIC UTILITIES COMMISSION	67	65	65	65	62
REVENUE ADMINISTRATION DEPT	108	106	114	110	109

FULL-TIME EMPLOYEES BY AGENCY (Continued)
Five-Year History

AGENCY*	2016	2017	2018	2019	2020
SAFETY DEPT	1,009	1,001	1,024	1,045	1,009
STATE DEPT	55	53	56	54	54
TAX AND LAND APPEALS BOARD	4	4	3	4	4
TRANSPORTATION DEPT	1,531	1,494	1,500	1,472	1,440
TREASURY DEPT	16	16	13	16	14
VETERANS HOME	328	321	313	298	287
VETERANS SERVICES OFFICE	5	7	7	9	0
Total	9,086	9,088	9,160	9,149	9,105

*Includes classified full-time permanent, full-time temporary and seasonal full-time employees working more than 6 months including employees on extended leave, as of June 30th each year.

*This report reflects data in NH FIRST on the date the report is generated; historic data will change from year to year due to transactions processed after June 30th.

*9 classified employees did not meet any group criteria and are excluded from this report.

Report Generated 6/30/2020 by Employee Matrix Version V6.4

EMPLOYEES BY TYPE AND AGENCY

Fiscal Year 2020

AGENCY*	Full-Time Classified (Perm & Temp)	Full-Time Unclassified and Non- Classified	Full-Time Seasonal	Part-Time Regular	Part-Time Seasonal	Part-Time Per Diem
ADMINISTRATIVE SERVICES DEPT	267	10	0	118	0	4
AGRICULT, MARKETS & FOOD DEPT	34	4	0	4	0	0
BANKING DEPT	39	3	0	0	0	0
BOXING & WRESTLING COMMISSION	0	0	0	6	0	2
BUS & ECON AFFAIRS DEPT	56	3	0	46	0	0
CORRECTIONS DEPT	772	12	0	40	0	10
DEVELOPMENT DISABILITIES CNCL	3	0	0	3	0	0
EDUCATION DEPT	226	4	0	8	1	0
EMPLOYMENT SECURITY DEPT	227	7	0	46	0	3
ENVIRONMENTAL SERVICES DEPT	416	5	0	55	0	2
EXECUTIVE COUNCIL	0	1	0	5	0	0
EXECUTIVE DEPT	13	32	0	2	1	0
FISH AND GAME DEPT	171	1	0	20	16	0
HHS: BEHAVIORAL HEALTH DIV	38	5	0	0	0	0
HHS: COMM-BASED CARE SVCS DIV	1	0	0	0	0	0
HHS: COMMISSIONER'S OFFICE	390	36	0	30	0	2
HHS: DEVELOPMENTAL SVCS DIV	42	3	0	6	0	0
HHS: ELDERLY & ADULT SVCS DIV	76	2	0	1	0	0
HHS: GLENCLIFF HOME	143	1	0	22	0	0
HHS: HUMAN SERVICES DIV	752	7	0	20	0	2
HHS: MEDICAID & BUS POLICY OFC	20	3	0	2	0	0
HHS: NH HOSPITAL	514	12	0	111	0	4
HHS: PUBLIC HEALTH DIV	244	4	0	19	0	0
HHS: TRANSITIONAL ASSIST DIV	382	5	0	10	0	1
HUMAN RIGHTS COMMISSION	6	0	0	2	0	0
INFORMATION TECHNOLOGY DEPT	316	11	0	10	0	0
INSURANCE DEPT	61	14	0	0	0	0
JUDICIAL COUNCIL	2	1	0	3	0	0
JUSTICE DEPT	58	74	0	11	0	0
LABOR DEPT	67	2	0	8	0	30
LIQUOR COMMISSION	319	5	0	907	0	0
LOTTERY COMMISSION	61	1	0	11	0	1
MILITARY AFFRS & VET SVCS DEPT	126	3	0	5	0	0
NATURAL & CULT RESOURCES DEPT	191	6	1	146	136	0
OFFICE OF CHILD ADVOCATE	3	1	0	3	0	0
PEASE DEVELOPMENT AUTHORITY	5	0	0	4	0	0
POLICE STDS & TRAINING COUNCIL	19	1	0	5	0	0
PROF LICENSURE & CERT OFFICE	57	0	0	42	0	179
PUBLIC EMPLOYEE LABOR REL BRD	4	0	0	8	0	2
PUBLIC UTILITIES COMMISSION	62	8	0	5	0	0
REVENUE ADMINISTRATION DEPT	110	31	0	9	0	3
SAFETY DEPT	1,010	10	0	176	13	393

EMPLOYEES BY TYPE AND AGENCY (Continued)

Fiscal Year 2020

AGENCY*	Full-Time Classified (Perm & Temp)	Full-Time Unclassified and Non- Classified	Full-Time Seasonal	Part- Time Regular	Part-Time Seasonal	Part- Time Per Diem
STATE DEPT	54	14	0	78	0	1
TAX AND LAND APPEALS BOARD	4	3	0	2	0	0
TRANSPORTATION DEPT	1,442	8	0	175	1	0
TREASURY DEPT	14	4	0	0	0	0
VETERANS HOME	287	1	0	54	0	4
Total	9,104	358	1	2,238	168	643

* Excludes employees working less than 6 months.

* 9 classified employees, 15 unclassified employees, and 0 non-classified employees did not meet any group criteria and are excluded from this report.

Report Generated: 6/30/2020 by Employee Matrix Version V6.4

EMPLOYEE STATISTICS BY AGENCY WITH 10 OR MORE EMPLOYEES

Fiscal Year 2020

AGENCY*	Full-Time Employees	Avg. Age	Avg. Salary	Avg. Yrs Service	% Female	% Union Rep
ADMINISTRATIVE SERVICES DEPT	277	51.1	\$60,673	11.6	40%	83%
AGRICULT, MARKETS & FOOD DEPT	38	45.8	\$54,732	11.4	61%	95%
BANKING DEPT	42	46.2	\$71,376	10.2	64%	93%
BUS & ECON AFFAIRS DEPT	59	48.7	\$57,113	9.2	61%	98%
CORRECTIONS DEPT	784	44.4	\$59,730	10.4	35%	97%
EDUCATION DEPT	230	48.8	\$57,986	9.6	81%	97%
EMPLOYMENT SECURITY DEPT	234	53.2	\$53,248	12.6	70%	96%
ENVIRONMENTAL SERVICES DEPT	421	49.0	\$67,613	13.5	44%	98%
EXECUTIVE DEPT	45	44.7	\$59,358	4.5	51%	53%
FISH AND GAME DEPT	172	44.7	\$58,044	13.7	33%	97%
HHS: BEHAVIORAL HEALTH DIV	43	48.9	\$69,945	11.1	81%	100%
HHS: COMM-BASED CARE SVCS DIV	1	54.0	\$71,916	24.0	100%	100%
HHS: COMMISSIONER'S OFFICE	426	50.2	\$65,550	12.2	78%	92%
HHS: DEVELOPMENTAL SVCS DIV	45	52.2	\$59,415	13.4	84%	100%
HHS: ELDERLY & ADULT SVCS DIV	78	52.0	\$63,186	12.6	85%	100%
HHS: GLENCLIFF HOME	144	45.7	\$44,890	9.4	78%	99%
HHS: HUMAN SERVICES DIV	759	43.2	\$55,772	10.3	76%	99%
HHS: MEDICAID & BUS POLICY OFC	23	54.6	\$83,934	13.7	91%	100%
HHS: NH HOSPITAL	526	45.8	\$56,258	9.8	64%	98%
HHS: PUBLIC HEALTH DIV	248	47.5	\$62,647	9.5	75%	100%
HHS: TRANSITIONAL ASSIST DIV	387	43.8	\$47,650	8.9	91%	100%
INFORMATION TECHNOLOGY DEPT	327	52.6	\$77,969	12.6	35%	98%
INSURANCE DEPT	75	52.5	\$78,973	11.0	61%	93%
JUSTICE DEPT	132	48.0	\$75,619	8.6	61%	56%
LABOR DEPT	69	48.3	\$53,840	10.5	71%	94%
LIQUOR COMMISSION	324	44.7	\$47,994	7.8	56%	96%
LOTTERY COMMISSION	62	46.2	\$54,455	10.0	61%	94%
MILITARY AFFRS & VET SVCS DEPT	129	47.1	\$49,413	8.7	20%	95%
NATURAL & CULT RESOURCES DEPT	198	48.3	\$54,417	12.2	44%	98%
POLICE STDS & TRAINING COUNCIL	20	52.2	\$63,024	13.4	30%	5%
PROF LICENSURE & CERT OFFICE	57	52.0	\$51,682	8.7	79%	93%
PUBLIC UTILITIES COMMISSION	70	53.6	\$77,541	10.5	50%	11%
REVENUE ADMINISTRATION DEPT	141	47.7	\$61,478	11.8	68%	97%
SAFETY DEPT	1,020	43.9	\$59,874	10.6	46%	99%
STATE DEPT	68	53.6	\$58,106	13.3	51%	19%
TRANSPORTATION DEPT	1,450	47.9	\$50,782	12.5	18%	99%
TREASURY DEPT	18	52.3	\$65,804	13.8	78%	83%
VETERANS HOME	288	47.1	\$49,591	8.0	82%	97%
OVERALL AVERAGE	9,463	47.1	\$57,875	10.9	53%	95%

*Includes classified, unclassified, and non-classified full-time permanent, full-time temporary and seasonal full-time employees working more than 6 months including employees on extended leave. Salary includes base pay only. Overtime and longevity pay are excluded.

* 9 classified employees, 15 unclassified employees, and 0 non-classified employees did not meet any group criteria and are excluded from this report

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EMPLOYEE PAID LEAVE

ANNUAL AND SICK LEAVUSAGE BY AGENCY

Fiscal Year 2020

AGENCY* (Agencies with 10 or more Employees)	Total Annual (Hours)	# Employees Using Annual Leave	Average Annual Leave Used Per Employee (Hours)	Total Sick Leave** (Hours)	# Employees Using Sick Leave**	Average Sick Leave Used Per Employee (Hours)
ADMINISTRATIVE SERVICES	35,032	297	118	27,316	285	96
AGRICULT, MARKETS & FOOD	3,421	34	101	2,105	33	64
BANKING DEPT	4,172	42	99	3,415	41	83
BUS & ECON AFFAIRS DEPT	6,599	61	108	6,094	58	105
CORRECTIONS DEPT	99,362	813	122	80,233	802	100
EDUCATION DEPT	27,976	248	113	20,985	245	86
EMPLOYMENT SECURITY DEPT	25,402	235	108	20,244	231	88
ENVIRONMENTAL SERVICES	49,997	430	116	32,999	427	77
EXECUTIVE DEPT	2,645	27	98	2,416	26	93
FISH AND GAME DEPT	23,649	173	137	14,615	155	94
HHS: BEHAVIORAL HEALTH DIV	3,316	34	98	3,064	33	93
HHS: COMM-BASED CARE SVCS	2,183	19	115	1,657	20	83
HHS: COMMISSIONER'S OFFICE	43,227	388	111	33,268	397	84
HHS: DEVELOPMENTAL SVCS DIV	5,699	51	112	3,654	51	72
HHS: ELDERLY & ADULT SVCS	9,966	80	125	7,244	81	89
HHS: GLENCLIFF HOME	20,175	161	125	16,924	155	109
HHS: HUMAN SERVICES DIV	88,213	786	112	65,856	793	83
HHS: MEDICAID & BUS POLICY	6,189	49	126	4,969	48	104
HHS: NH HOSPITAL	62,383	558	112	50,088	561	89
HHS: PUBLIC HEALTH DIV	26,249	253	104	19,199	252	76
HHS: TRANSITIONAL ASSIST DIV	44,111	464	95	36,376	466	78
INFORMATION TECHNOLOGY	37,969	325	117	23,696	321	74
INSURANCE DEPT	7,136	61	117	5,825	66	88
JUDICIAL COUNCIL	242	2	121	113	2	56
JUSTICE DEPT	7,461	80	93	6,050	78	78
LABOR DEPT	10,248	75	137	8,546	78	110
LIQUOR COMMISSION	37,933	353	107	34,642	340	102
LOTTERY COMMISSION	6,902	60	115	5,396	62	87
MILITARY AFFRS & VET SVCS	16,108	141	114	12,320	136	91
NATURAL & CULT RESOURCES	25,104	202	124	16,721	196	85
POLICE STDS & TRAINING	2,514	21	120	1,076	20	54
PROF LICENSURE & CERT	7,649	69	111	6,047	69	88
PUBLIC UTILITIES COMMISSION	8,228	69	119	4,830	68	71
REVENUE ADMINISTRATION	14,048	122	115	10,428	122	85
SAFETY DEPT	138,615	1,084	128	95,746	1,043	92
STATE DEPT	7,796	66	118	6,324	68	93
TRANSPORTATION DEPT	198,107	1,583	125	144,756	1,534	94
TREASURY DEPT	2,821	17	166	1,828	18	102
VETERANS HOME	36,246	327	111	31,964	327	98

* Includes leave used by all types of eligible employees employed at any point during the Fiscal Year.

** Excludes sick dependent and bereavement leave

Report Generated: 10/10/2020 for data as of 6/30/2020 by Employee Matrix Version V6.4

ADDITIONAL LEAVES

Short-Term Disability – Income Protection

Short-Term Disability Income Protection (STD) is provided by the State for eligible full-time employees. It is designed to provide income replacement to eligible employees recovering from a non-work related injury or sickness that has left them totally disabled and unable to perform the immediate duties and responsibilities of their job and who have exhausted their sick leave. The STD program does not provide job protection. Employees must be approved for a leave of absence or other use of leave.

Eligible employees are full-time classified employees employed for one year who are either unrepresented or represented by the State Employees Association, the New England Police Benevolent Association, Teamsters Local 633, or New Hampshire Troopers Association – Command Staff Bargaining Unit. Employees apply through their agency human resources office; approval depends on appropriate medical information being provided.

In FY 2020, this program supported **325** requests for an average of **89** days of partially-paid leave per request.

Supplemental Sick Leave

(*State Employees Association Bargaining Unit Only)

Effective January 1, 2019, the Supplemental Sick Leave (SSL) program is available only after all benefits approved under the short-term disability income protection plan have been exhausted. Supplemental sick leave provides eligible employees to use additional sick leave donated by other state employees.

Supplemental sick leave is granted only for emergent serious or life-threatening illnesses, injuries, impairments, or mental or physical conditions that have caused, or are likely to cause the employee to take leave without pay. Seriously ill or injured state employees access SSL through an application to the Labor Management Committee; approval depends on appropriate medical information being provided.

In FY 2020, this program processed **4** SSL requests.

INCOME PROTECTION PROGRAM
Fiscal Year 2020

AGENCY	Applications Submitted	Requests Approved	Total # Calendar Days out on STD-IP	Average # Calendar Days per Application
ADMINISTRATIVE SERVICES	8	8	780	98
AGRICULTURE, MARKETS & FOOD DEPARTMENT	1	1	42	42
BANKING DEPARTMENT	4	3	254	85
BUREAU OF ECONOMIC AFFAIRS	4	3	205	68
CORRECTIONS DEPARTMENT	26	26	2,987	115
EDUCATION DEPARTMENT	8	7	341	49
EMPLOYMENT SECURITY	4	4	472	118
ENVIRONMENTAL SERVICES	11	11	937	85
EXECUTIVE DEPARTMENT	1	1	42	42
FISH & GAME DEPARTMENT	3	3	343	114
HEALTH & HUMAN SERVICES DEPARTMENT	134	131	9,742	74
INFORMATION TECHNOLOGY DEPARTMENT	3	3	209	70
JUSTICE DEPARTMENT	2	2	266	133
LABOR DEPARTMENT	4	3	196	65
LIQUOR COMMISSION	11	11	1,055	96
MILITARY AFFAIRS AND VETERANS SERVICES	10	9	1,209	134
PROFESSIONAL LICENSURE & CERTIFICATION OFFICE	3	3	140	47
REVENUE ADMINISTRATION DEPARTMENT	7	7	451	64
SAFETY DEPARTMENT	19	18	1,831	102
STRATEGIC INITIATIVES	1	1	89	89
TRANSPORTATION DEPARTMENT	52	47	4,619	98
TREASURY DEPARTMENT	1	1	200	200
VETERANS HOME	22	22	2,309	105
TOTAL	337	325	28,719	89

* On January 1, 2020, the SEIU became eligible for the Short-term Disability-Income Protection Plan.

* There were 337 Income Protection applications submitted for fiscal year 2020; 245 more than Fiscal Year 2019.

* The average number of calendar days an employee was out of work per approved application for Fiscal Year 2020 was 89; on average 37 days more than the prior Fiscal Year.

COMPENSATION

AVERAGE SALARY BY AGENCY

Five-Year History

AGENCY*	2016	2017	2018	2019	2020
ADMINISTRATIVE SERVICES DEPT	\$53,103	\$55,211	\$56,194	\$58,136	\$57,920
AGRICULT, MARKETS & FOOD DEPT	\$48,022	\$48,971	\$48,803	\$49,638	\$49,273
BANKING DEPT	\$61,924	\$60,521	\$64,184	\$67,291	\$68,331
BUS & ECON AFFAIRS DEPT	\$0	\$0	\$51,858	\$52,883	\$54,108
CORRECTIONS DEPT	\$53,389	\$54,516	\$56,994	\$57,371	\$57,549
CULTURAL RESOURCES DEPT	\$49,445	\$49,451	\$0	\$0	\$0
DEVELOPMENT DISABILITIES CNCL	\$67,187	\$70,132	\$78,000	\$54,984	\$57,441
EDUCATION DEPT	\$52,996	\$53,708	\$55,456	\$57,116	\$57,110
EMPLOYMENT SECURITY DEPT	\$48,008	\$49,656	\$50,399	\$51,506	\$51,582
ENVIRONMENTAL SERVICES DEPT	\$62,687	\$64,145	\$64,665	\$66,987	\$66,845
EXECUTIVE DEPT	\$52,263	\$51,288	\$50,474	\$53,255	\$55,730
FISH AND GAME DEPT	\$53,216	\$54,387	\$55,184	\$56,503	\$57,695
HHS: BEHAVIORAL HEALTH DIV	\$59,776	\$57,032	\$59,053	\$66,126	\$65,496
HHS: COMM-BASED CARE SVCS DIV	\$58,609	\$61,383	\$64,559	\$67,426	\$71,916
HHS: COMMISSIONER'S OFFICE	\$56,851	\$57,962	\$59,222	\$61,793	\$62,182
HHS: DEVELOPMENTAL SVCS DIV	\$51,480	\$53,986	\$55,331	\$56,157	\$55,895
HHS: ELDERLY & ADULT SVCS DIV	\$56,595	\$58,789	\$59,568	\$61,501	\$62,107
HHS: GLENCLIFF HOME	\$41,697	\$43,054	\$44,946	\$45,886	\$44,190
HHS: HUMAN SERVICES DIV	\$51,950	\$52,853	\$53,836	\$55,657	\$55,393
HHS: JUVENILE JUSTICE SERV	\$62,878	\$64,106	\$0	\$0	\$0
HHS: MEDICAID & BUS POLICY OFC	\$69,590	\$70,804	\$72,049	\$75,275	\$77,482
HHS: NH HOSPITAL	\$48,505	\$50,238	\$52,030	\$54,059	\$54,415
HHS: PUBLIC HEALTH DIV	\$57,150	\$58,346	\$60,072	\$61,929	\$61,687
HHS: TRANSITIONAL ASSIST DIV	\$42,061	\$43,254	\$44,084	\$45,694	\$46,806
HUMAN RIGHTS COMMISSION	\$55,702	\$54,165	\$50,697	\$54,001	\$58,315
INFORMATION TECHNOLOGY DEPT	\$70,357	\$71,228	\$73,082	\$75,771	\$76,287
INSURANCE DEPT	\$66,973	\$68,813	\$71,817	\$76,294	\$73,534
JUDICIAL COUNCIL	\$38,961	\$45,377	\$44,324	\$42,218	\$43,115
JUSTICE DEPT	\$47,899	\$48,373	\$49,802	\$51,062	\$52,329
LABOR DEPT	\$46,696	\$48,317	\$48,964	\$50,626	\$52,424
LIQUOR COMMISSION	\$44,036	\$44,533	\$45,193	\$46,595	\$46,709
LOTTERY COMMISSION	\$49,448	\$50,075	\$51,150	\$51,867	\$51,795
MILITARY AFFRS & VET SVCS DEPT	\$46,472	\$46,246	\$46,265	\$47,390	\$46,642
NATURAL & CULT RESOURCES DEPT	\$48,998	\$50,476	\$50,851	\$52,818	\$52,404
OFFICE OF CHILD ADVOCATE	\$0	\$0	\$0	\$0	\$61,399
PEASE DEVELOPMENT AUTHORITY	\$50,274	\$50,231	\$51,608	\$54,063	\$54,406
POLICE STDS & TRAINING COUNCIL	\$66,164	\$60,042	\$60,110	\$61,758	\$57,617
PROF LICENSURE & CERT OFFICE	\$49,463	\$50,428	\$52,043	\$53,365	\$51,682
PUBLIC EMPLOYEE LABOR REL BRD	\$60,963	\$63,541	\$64,506	\$66,987	\$68,307
PUBLIC UTILITIES COMMISSION	\$65,286	\$67,999	\$70,007	\$71,092	\$71,410
REVENUE ADMINISTRATION DEPT	\$48,751	\$50,114	\$50,145	\$51,309	\$52,924
SAFETY DEPT	\$54,851	\$56,349	\$57,272	\$58,846	\$58,977
STATE DEPT	\$46,115	\$48,104	\$49,121	\$51,102	\$49,292

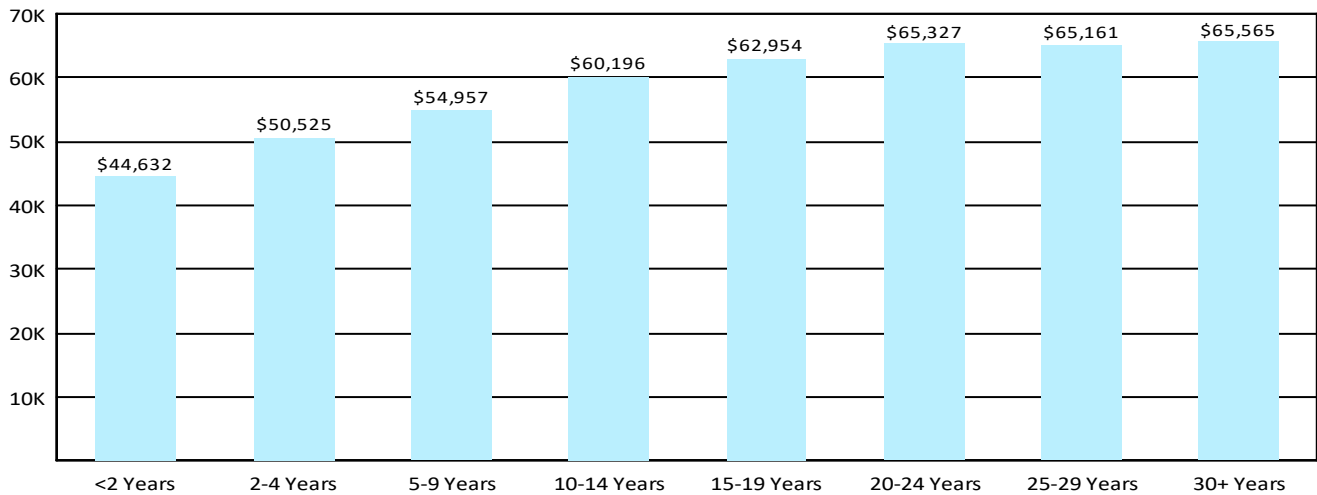
AVERAGE SALARY BY AGENCY (Continued)
Five Year History

AGENCY*	2016	2017	2018	2019	2020
TAX AND LAND APPEALS BOARD	\$63,273	\$62,658	\$60,145	\$70,575	\$71,526
TRANSPORTATION DEPT	\$45,197	\$46,777	\$47,637	\$49,779	\$49,817
TREASURY DEPT	\$49,144	\$52,288	\$54,602	\$56,016	\$56,193
VETERANS HOME	\$44,398	\$46,509	\$47,349	\$48,084	\$48,867
VETERANS SERVICES OFFICE	\$42,647	\$42,800	\$40,365	\$41,703	\$0
<p>* Includes classified full-time permanent, full-time temporary and seasonal full-time employees working more than 6 months as of June 30th each year.</p> <p>*This report reflects data in NH FIRST on the date the report is generated; historic data will change from year to year due to transactions processed after June 30th.</p> <p>* 9 classified employee(s) did not meet any group criteria and are excluded from this report.</p>					

Report Generated 6/30/2020 by Employee Matrix Version V6.4.

AVERAGE SALARY BY YEARS OF SERVICE*

Fiscal Year 2020

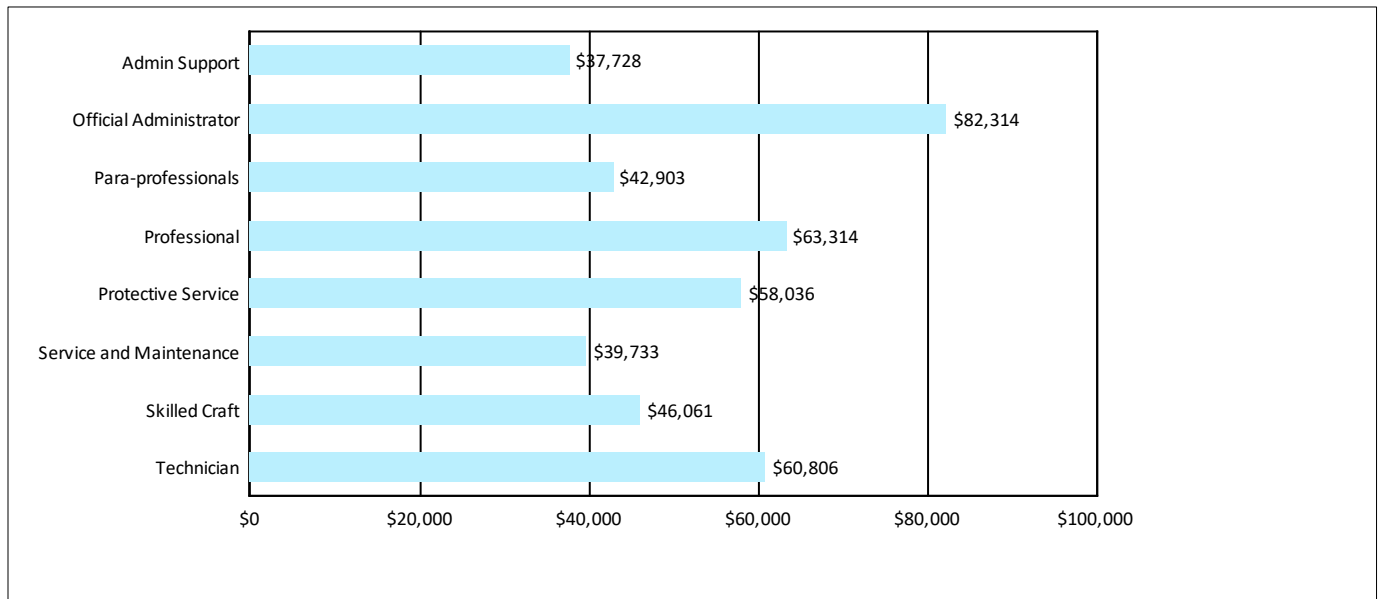


* Includes classified full-time permanent, full-time temporary and seasonal full-time employees working more than 6 months as well as employees on extended leave.
 * Excludes up to 9 classified employees that did not meet a defined category. Salary includes base pay only. Overtime and longevity pay are excluded.

Report Generated: 6/30/2020 by Employee Matrix V6.4

AVERAGE SALARY BY EEO CATEGORY*

Fiscal Year 2020

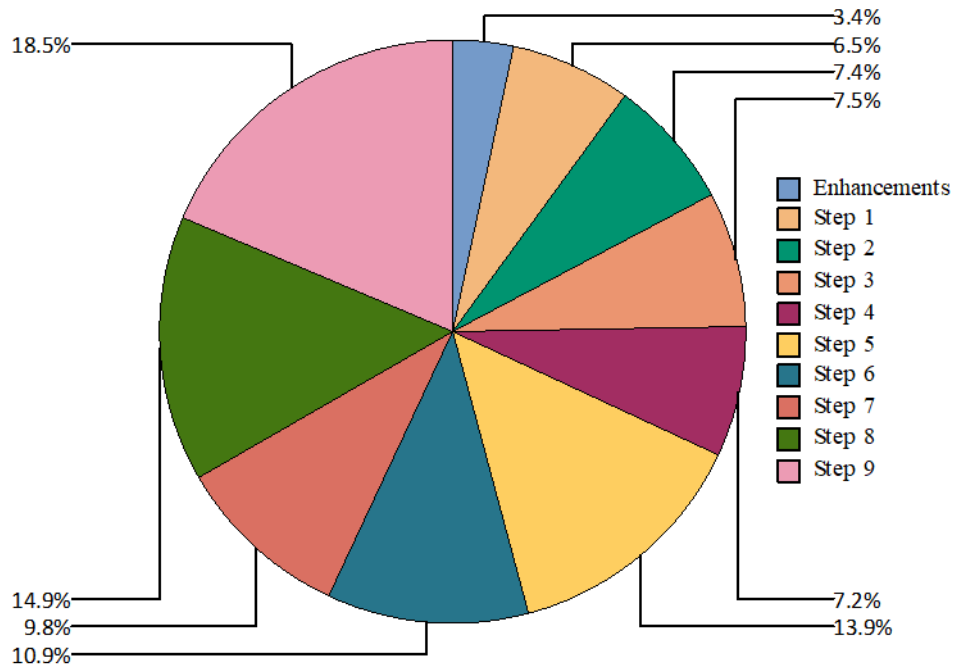


* Includes classified full-time permanent, full-time temporary and seasonal full-time employees working more than 6 months as well as employees on extended leave.
 * Excludes up to 9 classified employees that did not meet a defined category. Salary includes base pay only. Overtime and longevity pay are excluded.

Report Generated: 6/30/2020 by Employee Matrix V6.4

DISTRIBUTION OF EMPLOYEES BY LABOR GRADE STEP*

Fiscal Year 2020



Step	Number of Employees
Step 1	593
Step 2	671
Step 3	687
Step 4	652
Step 5	1,268
Step 6	996
Step 7	890
Step 8	1,357
Step 9	1,682
Total	8,796

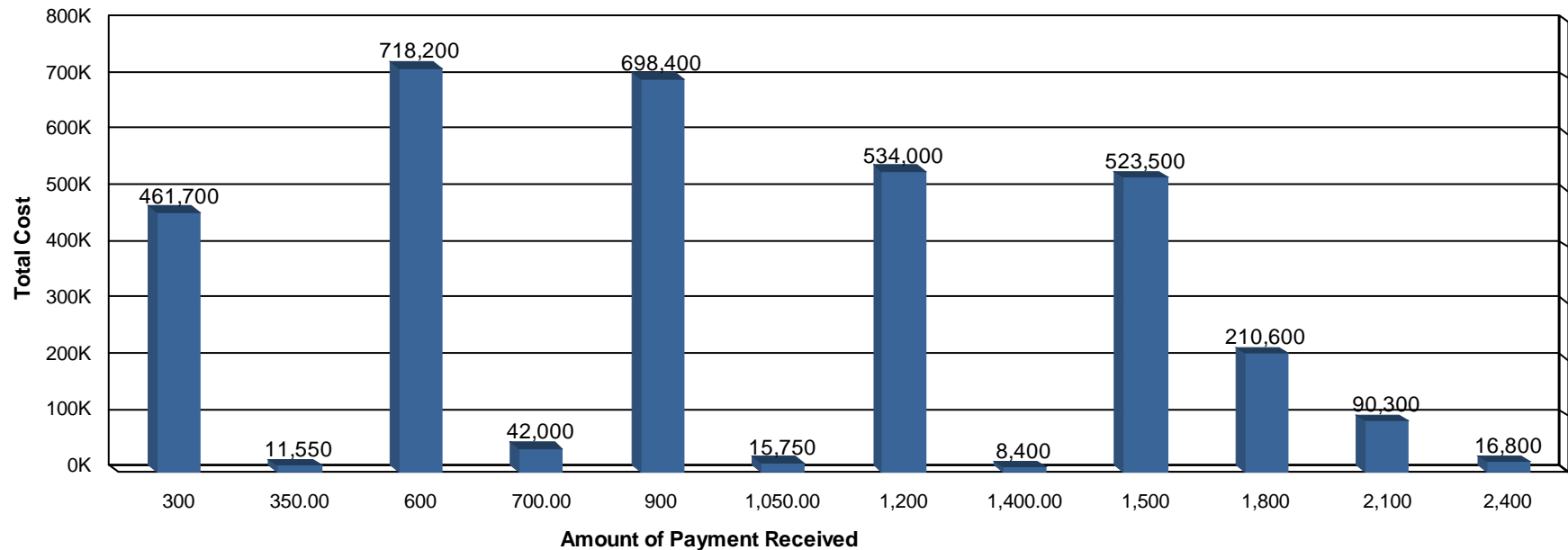
* Includes classified full-time permanent, full-time temporary and seasonal full-time employees working more than 6 months as well as employees on extended leave.

* Excludes 9 classified employees that did not meet a defined category. Total does not include 309 employees with salary enhancements.

Report Generated: 6/30/2020 by Employee Matrix V6.4

COST OF LONGEVITY*

Fiscal Year 2020



*Includes classified, unclassified, non-classified, full-time permanent, full-time temporary and full-time seasonal employees working more than 6 months as of December 31, 2019.

Employees receive \$300 a year bonus pay in mid-November for 10-14 years of service and an additional \$300 a year for each 5 years of service beyond 10 years. Employees in TEAM633 and NEPBA260 unions receive \$350 a year bonus pay in mid-November for 10-14 years of service and an additional \$350 a year for each 5 years of service beyond.

46% of employees received a longevity payment in Fiscal Year 2020.

Report Generated: 6/30/2020 for data as of 12/31/2019 by Employee Matrix Version V6.4

POSITION STATISTICS

BREAKDOWN OF STATE OF NH POSITIONS BY TYPE AND BRANCH OF GOVERNMENT

Report Run Date: 07/21/2020 for Data as of 06/30/2020

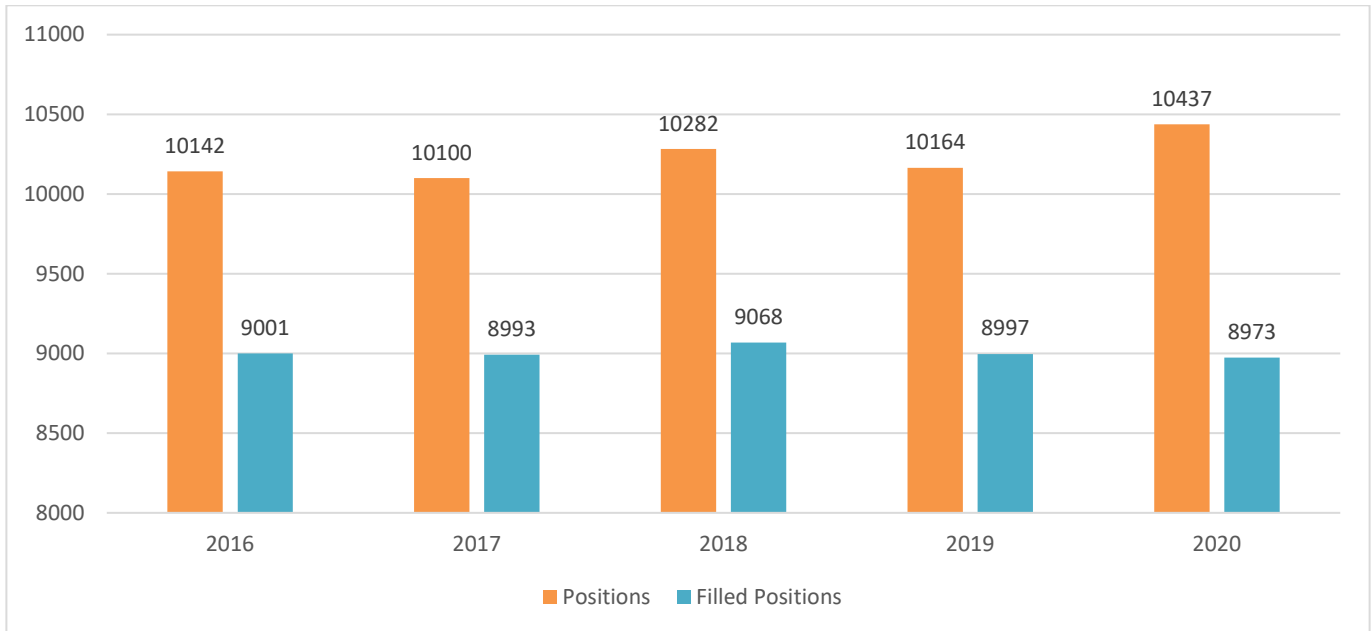
Branch of Government & Category	Full-Time Positions	Full-Time Temporary Positions		Full-Time Seasonal Positions	PT Regular Positions Working >= 30 <FT	PT Seasonal Positions Working >= 30 <FT	PT Regular Positions Working < 30	PT Seasonal Positions Working < 30	Per-Diem Part-Time Positions	Total
		For > 6M Employee	For < 6M Employee							
Executive										
Classified	10,437	336	134	1,159	93	0	4,455	1,242	39	17,895
Unclassified	376				0		9		3	388
Non-Classified	39				0		147		987	1,173
Judicial	815				42		349		71	1,277
Legislative	187				0		217		246	650
Total	12,324			1,159	135	0	5,177	1,242	1,346	21,383

* See "Position Categories Matrix" V6.2 at: http://sunspot.nh.gov/hr/documents/Classification/Position_Categories_Matrix.pdf

* Only includes data up to the end of the prior pay period.

* This report does not contain 1 positions found in error.

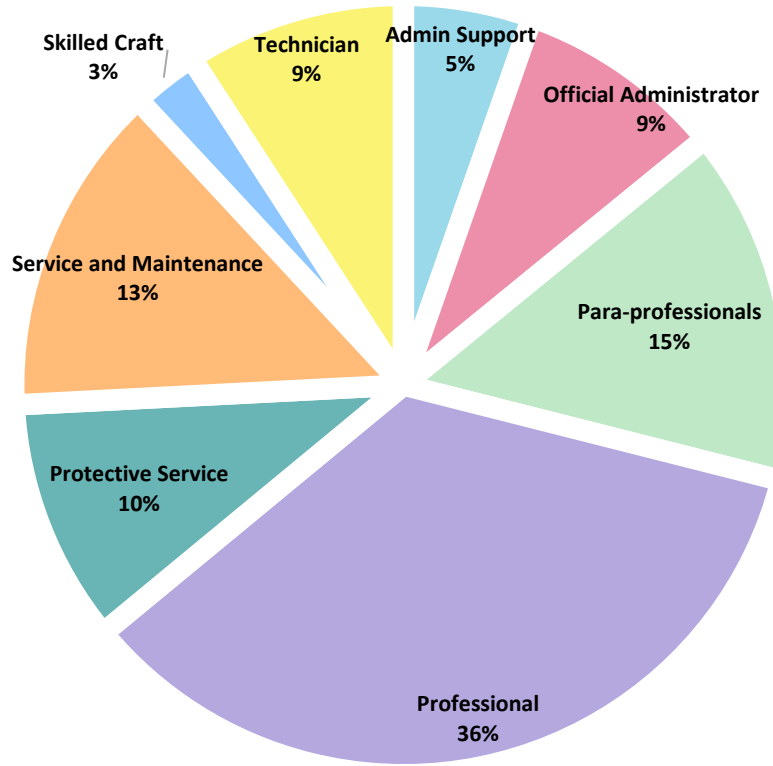
FILLED AND TOTAL FULL-TIME PERMANENT CLASSIFIED POSITIONS* Five-Year History



- * Includes full-time permanent classified positions and full-time permanent classified employees
- * This report reflects data in NHFIRST on the date the report is generated; historic data will change from year to year due to transactions processed after June 30th
- * 9 classified employees did not meet any group criteria and are excluded from this report.
- * This report does not contain 1 positions found in error.

Report Generated: 6/30/2020 Employee Matrix Version V6.4 and 07/21/2020 for data as of 6/30/2020 by Position Matrix V6.2

POSITIONS BY EEO OCCUPATION GROUP Fiscal Year 2020



Occupational Group*	Number of Positions	%Vacant**
Administrative Support	548	15%
Officials/Administrators	971	9%
Para-Professional	1,587	5%
Professionals	3,872	2%
Protective Services	1,087	8%
Service/Maintenance	1,452	6%
Skilled Craft	286	30%
Technicians	970	9%
Total	10,773	16%

*Includes classified full-time permanent and full-time temporary positions expected to last for more than 6 months as of June 30th that have an Occupational Group associated with the position.

*This report does not contain 1 positions found in error.

**Percent vacant is calculated as: {the number of employees in EEO} divided by {the number of vacant positions in the EEO category} as of June 30th.

Report Generated: 7/21/2020 for data as of 6/30/2020 by Position Matrix V6.2

CLASSIFIED FULL-TIME PERMANENT POSITIONS BY AGENCY

Five-Year History

AGENCY *	2016	2017	2018	2019	2020
ADMINISTRATIVE SERVICES DEPT	309	283	295	291	298
AGRICULT, MARKETS & FOOD DEPT	32	32	34	34	36
BANKING DEPT	52	51	52	47	47
BUS & ECON AFFAIRS DEPT	0	0	65	59	61
CORRECTIONS DEPT	879	881	950	925	964
CULTURAL RESOURCES DEPT	54	53	0	0	0
DEVELOPMENT DISABILITIES CNCL	3	3	3	3	3
EDUCATION DEPT	283	284	289	289	281
EMPLOYMENT SECURITY DEPT	265	263	263	245	250
ENVIRONMENTAL SERVICES DEPT	467	468	468	470	477
EXECUTIVE DEPT	16	16	16	15	15
FISH AND GAME DEPT	188	189	189	177	181
HHS: BEHAVIORAL HEALTH DIV	47	43	40	25	37
HHS: COMM-BASED CARE SVCS DIV	23	22	22	21	0
HHS: COMMISSIONER'S OFFICE	380	378	382	371	444
HHS: DEVELOPMENTAL SVCS DIV	53	54	55	53	52
HHS: ELDERLY & ADULT SVCS DIV	85	83	80	79	79
HHS: GLENCLIFF HOME	168	168	168	167	167
HHS: HUMAN SERVICES DIV	742	764	786	787	889
HHS: MEDICAID & BUS POLICY OFC	38	47	51	48	24
HHS: NH HOSPITAL	573	574	574	587	603
HHS: PUBLIC HEALTH DIV	252	246	247	246	237
HHS: TRANSITIONAL ASSIST DIV	473	429	428	423	446
HUMAN RIGHTS COMMISSION	7	7	7	7	9
INFORMATION TECHNOLOGY DEPT	348	356	356	344	349
INSURANCE DEPT	70	70	70	70	69
JUDICIAL COUNCIL	2	2	2	2	2
JUSTICE DEPT	55	56	58	58	59
LABOR DEPT	92	92	91	87	84
LIQUOR COMMISSION	313	315	339	339	339
LOTTERY COMMISSION	62	62	66	65	71
MILITARY AFFRS & VET SVCS DEPT	135	135	141	141	156
NATURAL & CULT RESOURCES DEPT	205	207	198	195	197
OFFICE OF CHILD ADVOCATE	0	0	0	0	4
PEASE DEVELOPMENT AUTHORITY	6	6	6	6	6
POLICE STDS & TRAINING COUNCIL	20	20	20	20	20
PROF LICENSURE & CERT OFFICE	59	59	59	62	67
PUBLIC EMPLOYEE LABOR REL BRD	4	4	4	4	4
PUBLIC UTILITIES COMMISSION	68	69	71	71	71
REVENUE ADMINISTRATION DEPT	120	120	121	120	122
SAFETY DEPT	1,083	1,081	1,097	1,095	1,108
STATE DEPT	70	63	73	72	72
TAX AND LAND APPEALS BOARD	5	5	5	4	4
TRANSPORTATION DEPT	1,631	1,634	1,635	1,635	1,642
TREASURY DEPT	17	17	17	17	18

CLASSIFIED FULL-TIME PERMANENT POSITIONS BY AGENCY
Five-Year History (Continued)

AGENCY*	2016	2017	2018	2019	2020
VETERANS HOME	381	382	383	383	373
VETERANS SERVICES OFFICE	7	7	7	7	0
Total:	10,142	10,100	10,283	10,166	10,437
* Includes both filled and vacant classified full-time permanent positions as of June 30th of each fiscal year. * This report reflects data in NH FIRST on the date the report is generated; historic data will change from year to year due to transactions processed after June 30 th . * This report does not contain 1 positions found in error in FY20.					

Report Generated: 7/21/2020 for data as of 6/30/2020 by Position Matrix Version V6.2

FULL-TIME SEASONAL POSITIONS BY AGENCY
Five-Year History

AGENCY*	2016	2017	2018	2019	2020
ENVIRONMENTAL SERVICES DEPT	46	46	46	46	46
FISH AND GAME DEPT	3	3	4	4	4
NATURAL & CULT RESOURCES DEPT	768	798	843	870	870
SAFETY DEPT	0	28	29	29	29
TRANSPORTATION DEPT	1	1	1	172	190
Total	818	876	923	1,121	1,159
* Includes classified temporary full-time seasonal positions as of June 30 th of each fiscal year. * This report reflects data in NH FIRST on the date the report is generated; historic data will change from year to year due to transactions processed after June 30 th . * This report does not contain 1 positions found in error in FY20.					

Report Generated: 7/21/2020 for data as of 6/30/2020 by Position Matrix V6.2

FULL-TIME TEMPORARY POSITIONS BY AGENCY

Five-Year History

AGENCY*	2016	2017	2018	2019	2020
ADMINISTRATIVE SERVICES DEPT	10	10	10	12	11
CORRECTIONS DEPT	0	1	1	3	3
EDUCATION DEPT	5	7	7	10	11
EMPLOYMENT SECURITY DEPT	27	24	10	13	22
ENVIRONMENTAL SERVICES DEPT	5	6	11	11	21
FISH AND GAME DEPT	6	6	6	6	6
HHS: BEHAVIORAL HEALTH DIV	1	1	1	8	12
HHS: COMM-BASED CARE SVCS DIV	0	1	1	1	1
HHS: COMMISSIONER'S OFFICE	7	7	16	15	18
HHS: HUMAN SERVICES DIV	14	14	14	14	14
HHS: MEDICAID & BUS POLICY OFC	0	0	0	1	3
HHS: NH HOSPITAL	43	43	46	46	47
HHS: PUBLIC HEALTH DIV	13	23	24	35	50
HHS: TRANSITIONAL ASSIST DIV	1	27	27	40	41
INFORMATION TECHNOLOGY DEPT	1	2	2	2	4
JUSTICE DEPT	4	4	4	6	7
LIQUOR COMMISSION	24	26	2	2	3
LOTTERY COMMISSION	1	1	0	0	0
MILITARY AFFRS & VET SVCS DEPT	0	0	0	0	2
NATURAL & CULT RESOURCES DEPT	32	28	32	47	49
PROF LICENSURE & CERT OFFICE	2	2	2	3	3
PUBLIC UTILITIES COMMISSION	0	0	1	1	1
SAFETY DEPT	11	13	16	15	17
STATE DEPT	3	3	3	4	4
TRANSPORTATION DEPT	26	165	154	120	120
VETERANS HOME	17	28	29	0	0
VETERANS SERVICES OFFICE	0	0	0	2	0
Total	253	442	419	417	470

* Includes classified temporary full-time positions as of June 30th of each fiscal year.

* This report reflects data in NH FIRST on the date the report is generated; historic data will change from year to year due to transactions processed after June 30th.

* This report does not contain 1 positions found in error.

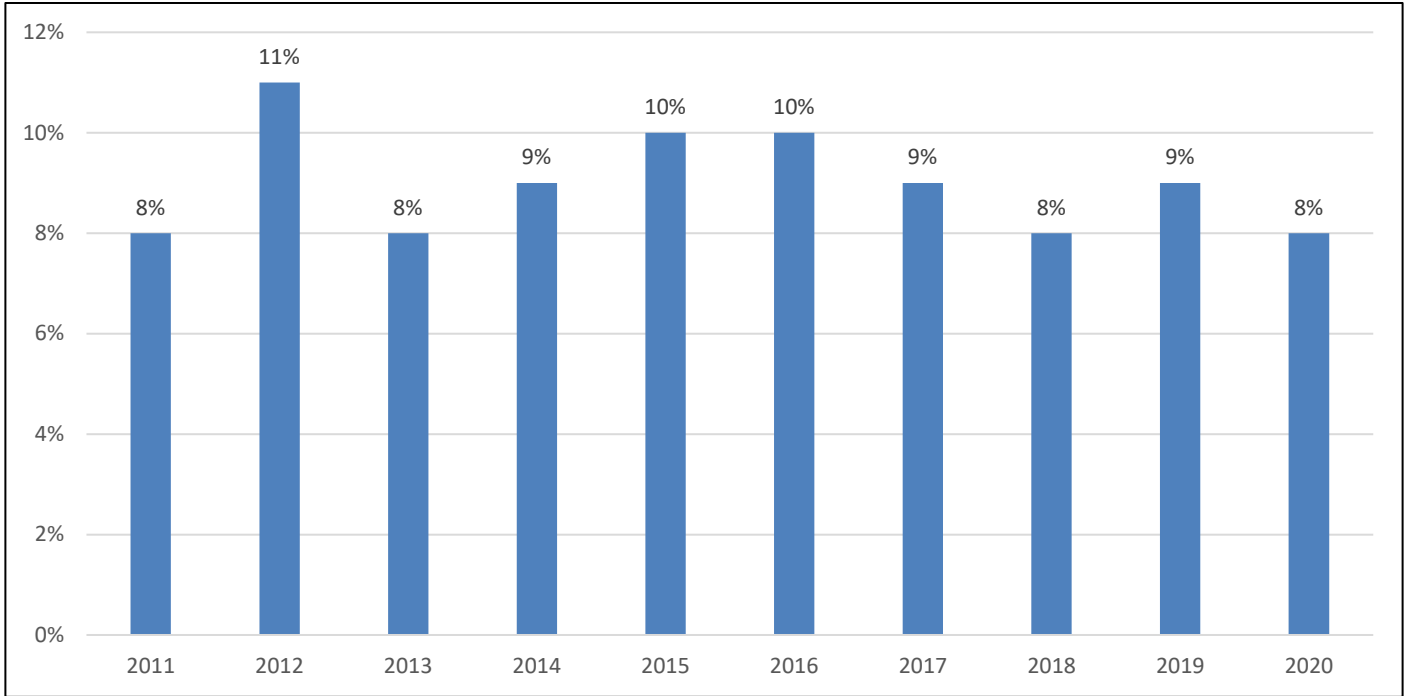
Report Generated: 7/21/2020 for data as of 6/30/2020 by Position Matrix V6.2

TURNOVER AND SEPARATION FROM SERVICE

TURNOVER

Separations from Classified Service

10 Year History



* Turnover is calculated as the number of employees who left full-time state service divided by the number of positions in NH FIRST on the end date of the time period analyzed. Movement within and between state agencies is not considered turnover for the purposes of this report.

* Includes classified full-time permanent and full-time temporary positions expected to last more than 6 months and employee separations for classified full-time permanent and full-time temporary employees working more than 6 months.

Report Generated: 6/30/2020 for data as of 6/30/2020 data using Position Matrix V6.2

TURNOVER OF CLASSIFIED EMPLOYEES

Fiscal Year 2020

Statewide Turnover Rate = 8.4%

Job Classifications with 50 or more Full-Time Employees With Turnover Rates Greater or Equal to State Average Rate	Turnover Rate*
HIGHWAY MAINTAINER I	41.5%
RETAIL STORE CLERK II	24.2%
HIGHWAY MAINTAINER II	16.9%
CHILD PROTECTIVE SVC WKR II	14.7%
SUPERVISOR III	14.3%
CASH TERMINAL OPERATOR I	13.8%
CHILD PROTECTIVE SVC WKR III	13.3%
TOLL ATTENDANT I	13.3%
ADMINISTRATOR IV	12.6%
RETAIL STORE MANAGER II	11.9%
YOUTH COUNSELOR III DRC	11.3%
FAMILY SERVICES SPECIALIST I	10.8%
MENTAL HEALTH WORKER II	10.6%
CORRECTIONS CORPORAL	9.3%
CHILD PROTECTIVE SVC WKR I	9.3%
LICENSED NURSING ASST III 8/80	9.2%
CHILD SUPPORT OFFICER	8.9%
<p>* Turnover is calculated as the number of employees who left full-time state service divided by the number of positions in NH FIRST on the end date of the time period analyzed. Movement within and between state agencies is not considered turnover for the purposes of this report.</p> <p>* Includes classified full-time permanent and full-time temporary positions expected to last more than 6 months and employee separations for classified full-time permanent and full-time temporary employees working more than 6 months.</p>	

Report Generated: 6/30/2020 for data as of 6/30/2020 using Position Matrix V6.2

TURNOVER RATES BY AGENCY

Fiscal Year 2020

AGENCY*	# of Separations	# of Positions	Turnover Rate	Change from FY 19
ADMINISTRATIVE SERVICES DEPT	23	309	7.4%	1.4%
AGRICULT, MARKETS & FOOD DEPT	2	36	5.6%	-0.4%
BANKING DEPT	2	47	4.3%	-4.7%
BUS & ECON AFFAIRS DEPT	5	61	8.2%	-3.8%
CORRECTIONS DEPT	79	967	8.2%	0.2%
DEVELOPMENT DISABILITIES CNCL	0	3	0.0%	0.0%
EDUCATION DEPT	26	292	8.9%	-2.1%
EMPLOYMENT SECURITY DEPT	10	272	3.7%	-5.3%
ENVIRONMENTAL SERVICES DEPT	17	497	3.4%	-2.6%
EXECUTIVE DEPT	2	15	13.3%	13.3%
FISH AND GAME DEPT	11	187	5.9%	-0.1%
HHS: BEHAVIORAL HEALTH DIV	1	49	2.0%	-4.0%
HHS: COMM-BASED CARE SVCS DIV	0	1	0.0%	-18.0%
HHS: COMMISSIONER'S OFFICE	28	452	6.2%	1.2%
HHS: DEVELOPMENTAL SVCS DIV	3	52	5.8%	-15.2%
HHS: ELDERLY & ADULT SVCS DIV	1	79	1.3%	-11.7%
HHS: GLENCLIFF HOME	22	167	13.2%	-1.8%
HHS: HUMAN SERVICES DIV	72	903	8.0%	0.0%
HHS: MEDICAID & BUS POLICY OFC	7	27	25.9%	23.9%
HHS: NH HOSPITAL	63	650	9.7%	-1.3%
HHS: PUBLIC HEALTH DIV	13	285	4.6%	-4.4%
HHS: TRANSITIONAL ASSIST DIV	42	487	8.6%	-3.4%
HUMAN RIGHTS COMMISSION	1	9	11.1%	-31.9%
INFORMATION TECHNOLOGY DEPT	14	353	4.0%	-4.0%
INSURANCE DEPT	7	69	10.1%	4.1%
JUDICIAL COUNCIL	0	2	0.0%	-50.0%
JUSTICE DEPT	6	66	9.1%	-6.9%
LABOR DEPT	12	84	14.3%	6.3%
LIQUOR COMMISSION	48	342	14.0%	5.0%
LOTTERY COMMISSION	3	71	4.2%	-3.8%
MILITARY AFFRS & VET SVCS DEPT	19	158	12.0%	0.0%
NATURAL & CULT RESOURCES DEPT	16	245	6.5%	-0.5%
OFFICE OF CHILD ADVOCATE	0	4	0.0%	0.0%
PEASE DEVELOPMENT AUTHORITY	0	6	0.0%	0.0%
POLICE STDS & TRAINING COUNCIL	1	20	5.0%	-5.0%
PROF LICENSURE & CERT OFFICE	9	70	12.9%	-1.1%
PUBLIC EMPLOYEE LABOR REL BRD	0	4	0.0%	0.0%
PUBLIC UTILITIES COMMISSION	6	72	8.3%	0.3%
REVENUE ADMINISTRATION DEPT	6	122	4.9%	-3.1%
SAFETY DEPT	102	1,125	9.1%	2.1%
STATE DEPT	4	76	5.3%	0.3%
TAX AND LAND APPEALS BOARD	0	4	0.0%	0.0%
TRANSPORTATION DEPT	171	1,642	10.4%	-0.6%
TREASURY DEPT	4	18	22.2%	22.2%
VETERANS HOME	50	373	13.4%	-2.6%
TOTAL	908	10,773	8.4%	-0.6%

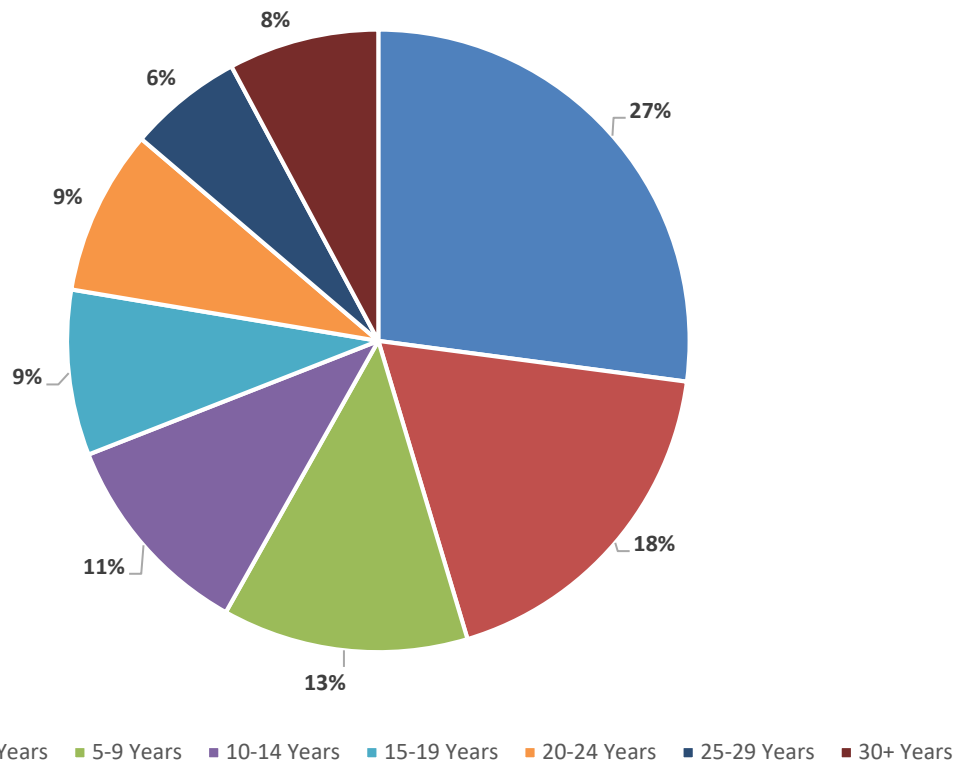
*Turnover is calculated as the number of employees who left full-time state service divided by the number of positions in NH FIRST on end date of the time period analyzed. Movement within and between state agencies is not considered turnover for the purposes of this report.

*Includes classified full-time permanent and full-time temporary positions expected to last 6 months or more, and separated classified full-time permanent and full-time temporary employees working more than 6 months. This report does not include 1 positions found in error.

Report Generated: 9/23/2020 for position data as of 6/30/2020 using Position Matrix V6.2 and separations data for 7/01/2019-6/30/2020 (FY 2020) based on Employee Matrix V6.4

DISTRIBUTION OF SEPARATED EMPLOYEES BY LENGTH OF SERVICE*

Fiscal Year 2020



*Distribution percentage is calculated as the number of employees that left full-time state service in each length of service category divided by the total number of employees that left full-time state service during the time period analyzed.

*Includes classified full-time permanent employees and classified full-time temporary employees working more than 6 months.

Report Generated: 6/30/2020 for separations data for 7/01/2019-6/30/2020 (FY 2020) based on Employee Matrix V6.4

RATE OF SEPARATION BY LENGTH OF SERVICE

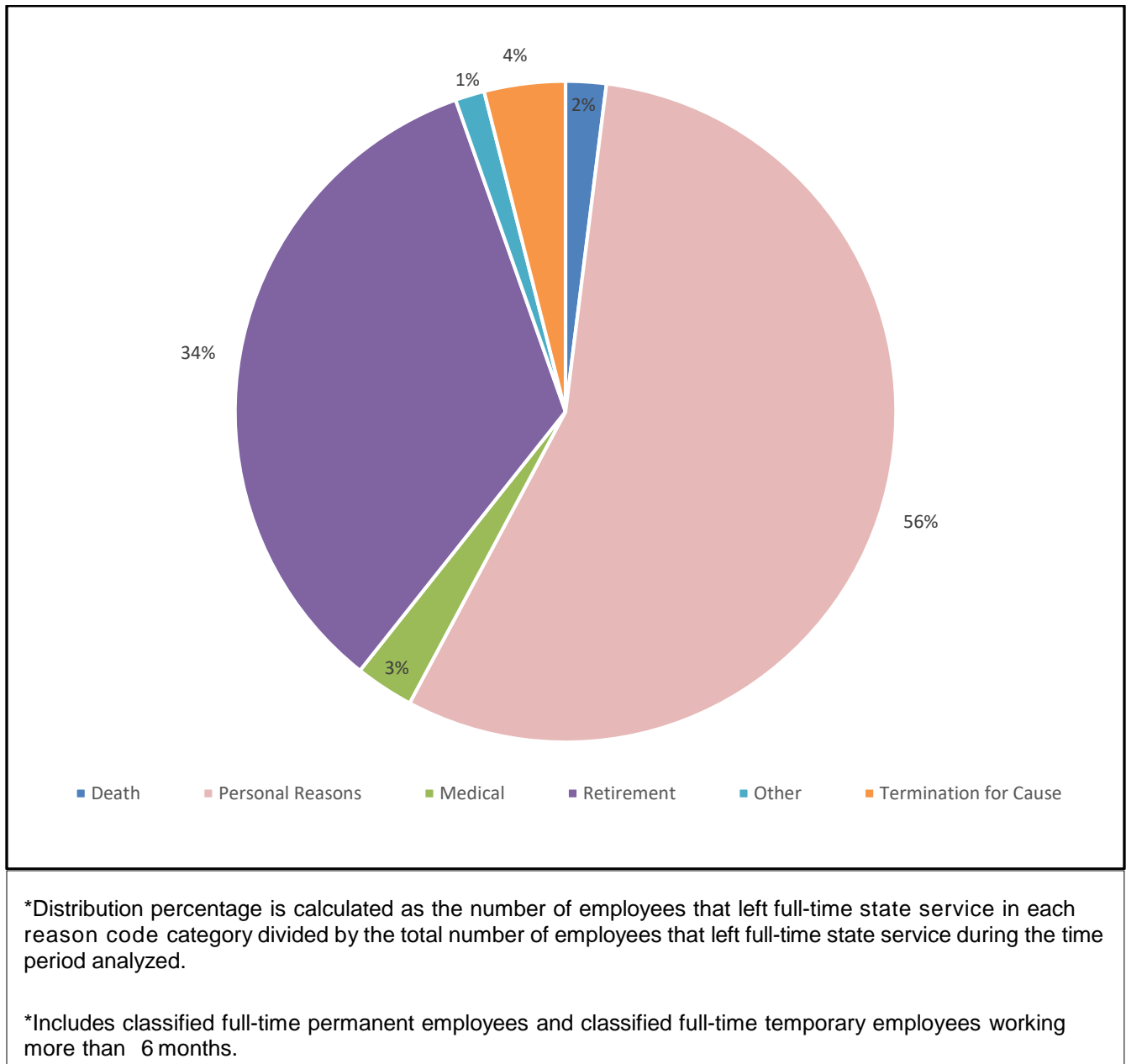
Fiscal Year 2020

Length of Service* (Years)	Number of Separations	Number of Employees	% Separated In FY 2020	Change from FY 2019
<2 Years	246	1,340	18%	3%
2-4 Years	166	1,723	10%	-1%
5-9 Years	116	1,496	8%	1%
10-14 Years	99	1,355	7%	0%
15-19 Years	78	1,211	6%	-3%
20-24 Years	78	843	9%	0%
25-29 Years	54	436	12%	0%
30+ Years	71	501	14%	-3%
<p>* Separation rate is calculated by using the number of employees who left full-time state service divided by the number of employees in that length of service category in NH FIRST on the end date of the time period analyzed.</p> <p>* Number of Separations and Number of Employees includes classified full-time permanent and full-time temporary employees working more than 6 months only.</p>				

Report Generated: 6/30/2020 for separations data for 7/01/2019-6/30/2020 (FY 2020) based on Employee Matrix V6.4. Employee counts generated 6/30/2020

EMPLOYEE SEPARATION FROM SERVICE BY REASON

Fiscal Year 2020



Report Generated: 6/30/2020 for separations data for 7/01/2019-6/30/2020 (FY 2020) based on Employee Matrix V6.4

VACANCY

VACANCY RATE FOR FULL-TIME POSITIONS BY AGENCY

Fiscal Year 2020

AGENCY*	# of Positions	# of Vacancies	Vacancy Rate
ADMINISTRATIVE SERVICES DEPT	309	42	14%
AGRICULT, MARKETS & FOOD DEPT	36	2	6%
BANKING DEPT	47	8	17%
BUS & ECON AFFAIRS DEPT	61	6	10%
CORRECTIONS DEPT	967	191	20%
DEVELOPMENT DISABILITIES CNCL	3	0	0%
EDUCATION DEPT	292	67	23%
EMPLOYMENT SECURITY DEPT	272	46	17%
ENVIRONMENTAL SERVICES DEPT	497	82	16%
EXECUTIVE DEPT	15	2	13%
FISH AND GAME DEPT	187	16	9%
HHS: BEHAVIORAL HEALTH DIV	49	9	18%
HHS: COMM-BASED CARE SVCS DIV	1	1	100%
HHS: COMMISSIONER'S OFFICE	452	61	13%
HHS: DEVELOPMENTAL SVCS DIV	52	10	19%
HHS: ELDERLY & ADULT SVCS DIV	79	2	3%
HHS: GLENCLIFF HOME	167	22	13%
HHS: HUMAN SERVICES DIV	903	143	16%
HHS: MEDICAID & BUS POLICY OFC	27	8	30%
HHS: NH HOSPITAL	650	130	20%
HHS: PUBLIC HEALTH DIV	285	40	14%
HHS: TRANSITIONAL ASSIST DIV	487	101	21%
HUMAN RIGHTS COMMISSION	9	3	33%
INFORMATION TECHNOLOGY DEPT	353	38	11%
INSURANCE DEPT	69	8	12%
JUDICIAL COUNCIL	2	0	0%
JUSTICE DEPT	66	8	12%
LABOR DEPT	84	17	20%
LIQUOR COMMISSION	342	25	7%
LOTTERY COMMISSION	71	9	13%
MILITARY AFFRS & VET SVCS DEPT	158	32	20%
NATURAL & CULT RESOURCES DEPT	245	56	23%
OFFICE OF CHILD ADVOCATE	4	1	25%
PEASE DEVELOPMENT AUTHORITY	6	1	17%
POLICE STDS & TRAINING COUNCIL	20	1	5%
PROF LICENSURE & CERT OFFICE	70	14	20%
PUBLIC EMPLOYEE LABOR REL BRD	4	0	0%
PUBLIC UTILITIES COMMISSION	72	9	13%
REVENUE ADMINISTRATION DEPT	122	14	11%
SAFETY DEPT	1,125	124	11%
STATE DEPT	76	22	29%
TAX AND LAND APPEALS BOARD	4	0	0%
TRANSPORTATION DEPT	1,642	210	13%
TREASURY DEPT	18	4	22%
VETERANS HOME	373	86	23%
TOTAL	10,773	1,671	16%

*Includes classified full-time permanent, and full-time temporary positions expected to last more than 6 months.

*Vacancy Rate = Total number of vacancies divided by total number of positions. This report does not contain 1 position found in error.

Report Generated: 7/21/2020 for data as of 6/30/2020 by Position Matrix V6.2

VACANT FULL-TIME POSITIONS ON JUNE 30, 2020 BY NUMBER OF DAYS VACANT

AGENCY*	# of Vacancies with Date	# Vacant <=30 Days	# Vacant >30-60 Days	# Vacant >60-90 Days	# Vacant >90-240 Days	# Vacant > 240 Days
ADMINISTRATIVE SERVICES DEPT	42	1	3	0	15	23
AGRICULT, MARKETS & FOOD DEPT	2	0	0	0	1	1
BANKING DEPT	8	0	0	0	3	5
BUS & ECON AFFAIRS DEPT	6	0	2	1	1	2
CORRECTIONS DEPT	191	11	24	27	70	59
EDUCATION DEPT	67	2	3	1	18	43
EMPLOYMENT SECURITY DEPT	46	1	1	2	14	28
ENVIRONMENTAL SERVICES DEPT	82	4	1	4	31	42
EXECUTIVE DEPT	2	0	1	0	1	0
FISH AND GAME DEPT	16	0	1	1	6	8
HHS: BEHAVIORAL HEALTH DIV	9	0	0	0	7	2
HHS: COMM-BASED CARE SVCS DIV	1	0	1	0	0	0
HHS: COMMISSIONER'S OFFICE	61	6	3	3	26	23
HHS: DEVELOPMENTAL SVCS DIV	10	0	2	1	2	5
HHS: ELDERLY & ADULT SVCS DIV	2	0	1	0	1	0
HHS: GLENCLIFF HOME	22	2	4	2	9	5
HHS: HUMAN SERVICES DIV	143	10	10	52	36	35
HHS: MEDICAID & BUS POLICY OFC	8	0	0	0	3	5
HHS: NH HOSPITAL	130	3	15	10	29	73
HHS: PUBLIC HEALTH DIV	40	1	10	6	8	15
HHS: TRANSITIONAL ASSIST DIV	101	8	5	3	31	54
HUMAN RIGHTS COMMISSION	3	0	1	0	2	0
INFORMATION TECHNOLOGY DEPT	38	1	2	3	11	21
INSURANCE DEPT	8	0	0	0	4	4
JUSTICE DEPT	8	0	0	1	6	1
LABOR DEPT	17	0	1	0	9	7
LIQUOR COMMISSION	25	3	8	9	3	2
LOTTERY COMMISSION	9	0	0	1	5	3
MILITARY AFFRS & VET SVCS DEPT	32	1	1	1	13	16
NATURAL & CULT RESOURCES DEPT	56	2	1	1	26	26
OFFICE OF CHILD ADVOCATE	1	0	0	0	1	0
PEASE DEVELOPMENT AUTHORITY	1	0	0	0	0	1
POLICE STDS & TRAINING COUNCIL	1	0	0	0	1	0
PROF LICENSURE & CERT OFFICE	14	1	1	2	8	2
PUBLIC UTILITIES COMMISSION	9	0	1	0	5	3
REVENUE ADMINISTRATION DEPT	14	2	0	2	8	2
SAFETY DEPT	124	16	12	19	55	22
STATE DEPT	22	0	0	2	5	15
TRANSPORTATION DEPT	210	16	19	16	84	75
TREASURY DEPT	4	0	1	0	2	1
VETERANS HOME	86	3	3	6	18	56
Total	1,671	94	138	176	578	685

*Includes classified full-time permanent and full-time temporary positions expected to last more than 6 months. This report does not contain 1 position found in error.

Report Generated: 7/21/2020 for data as of 6/30/2020 by Position Matrix V6.2

VACANT POSITIONS ON JUNE 30, 2020 BY NUMBER OF DAYS VACANT BY POSITION TYPE

POSITION*	# Vacant with Date	# Vacant <= 30 days	# Vacant >30-60 days	# Vacant >60-90 days	# Vacant >90-240 days	# Vacant >240 days
FULL-TIME	1,468	93	128	165	543	539
FULL-TIME TEMPORARY	203	1	10	11	35	146
Total	1,671	94	138	176	578	685
% of TOTAL		6%	8%	11%	35%	41%
*Includes classified full-time permanent and full-time temporary positions expected to last more than 6 months. This report does not contain 1 position found in error.						

Report Generated: 7/21/2020 for data as of 6/30/2020 by Position Matrix V6.2

VACANCY RATE ON JUNE 30, 2020 BY POSITION TYPE

POSITION*	Number of Positions	Number of Vacancies	Vacancy Rate (%)
FULL-TIME	10,437	1,468	14%
FULL-TIME TEMPORARY	336	203	60%
Total	10,773	1,671	16%
*Includes classified full-time permanent and full-time temporary positions expected to last more than 6 months. *Vacancy Rate = Total number of vacancies divided by total number of positions. This report does not contain 1 positions found in error.			

Report Generated: 7/21/2020 for data as of 6/30/2020 by Position Matrix V6.2

RETIREMENT ELIGIBILITY

EXECUTIVE BRANCH - GROUP 1 EMPLOYEES
Estimate of Current and Future Eligibility for Retirement & State Health
Insurance Benefit
8,266 Employees* - Based on Current Employees as of 6/30/2020

As of July 1:	2020	% of Total Pop	2021	% of Total Pop
Eligible Age 65+ (with health ins ben)	202	2%	256	3%
Eligible Age 65+ (w/o health ins ben)	228	3%	300	4%
Eligible Age 60+ (with health ins ben)	429	5%	471	6%
Eligible Age 60+ (w/o health ins ben)	251	3%	272	3%
Early Eligible - 70 rule (with health ins ben)	315	4%	294	4%
Early Eligible - 70 rule (w/o health ins ben)	701	8%	749	9%
Early Eligible - Age 50-59 (with health ins ben)	0	0%	0	0%
Early Eligible - Age 50-59 (w/o health ins ben)	809	10%	756	9%
Total Eligible	2,935	36%	3,097	37%
"Likely to Retire" 65+ or 60+ with health ins ben	859	10%	1,026	12%
*Includes full-time and full-time temporary classified and unclassified employees expected to work more than 6 months. Employees are counted in only the first eligibility group that they qualify for top-to-bottom, even if they qualify under more than category (e.g., employees who qualify under both Early Eligibility Rules are only counted in the "70 Rule" category).				

Report generated 7/21/2020 based on employee data for 6/30/2020 by Employee Matrix V6.4 for FY 2020; Report generated 10/28/2020 to estimate eligibility as of July 1, 2021.

EXECUTIVE BRANCH - GROUP 1 EMPLOYEES

Estimate of Current Eligibility for Retirement By Agency as of July 1, 2020

8,266 Employees* - Based on Current Employees as of: 6/30/2020

AGENCY	% Eligible 65+	% Elig 60+ w/ health benefit	% Elig 60+ w/o health benefit	% Early Eligible 70 Rule	% Early Eligible 50-59	Total % Eligible	% "Likely"
ADMINISTRATIVE SERVICES	5%	6%	5%	10%	11%	38%	12%
AGRICULT, MARKETS & FOOD	0%	11%	3%	11%	13%	37%	11%
BANKING DEPT	5%	0%	0%	2%	17%	24%	5%
BUS & ECON AFFAIRS DEPT	12%	2%	2%	7%	12%	34%	14%
CORRECTIONS DEPT	7%	4%	4%	12%	13%	40%	11%
DEVELOPMENT DISABILITIES	0%	0%	0%	0%	0%	0%	0%
EDUCATION DEPT	6%	7%	4%	8%	5%	30%	13%
EMPLOYMENT SECURITY	11%	9%	6%	12%	13%	51%	21%
ENVIRONMENTAL SERVICES	6%	9%	3%	18%	8%	43%	15%
EXECUTIVE COUNCIL	0%	0%	0%	0%	0%	0%	0%
EXECUTIVE DEPT	13%	7%	0%	7%	7%	33%	20%
FISH AND GAME DEPT	3%	6%	4%	22%	6%	42%	9%
HHS: BEHAVIORAL HEALTH	9%	7%	0%	12%	9%	37%	16%
HHS: COMM-BASED CARE	0%	0%	0%	100%	0%	100%	0%
HHS: COMMISSIONER'S	7%	5%	3%	18%	11%	43%	12%
HHS: DEVELOPMENTAL SVCS	7%	9%	0%	13%	13%	42%	16%
HHS: ELDERLY & ADULT SVCS	10%	8%	1%	8%	19%	46%	18%
HHS: GLENCLIFF HOME	6%	4%	3%	10%	8%	30%	10%
HHS: HUMAN SERVICES DIV	3%	3%	2%	10%	7%	26%	6%
HHS: MEDICAID & BUS POLICY	22%	9%	0%	9%	4%	43%	30%
HHS: NH HOSPITAL	3%	4%	3%	10%	10%	30%	7%
HHS: PUBLIC HEALTH DIV	5%	4%	2%	9%	11%	32%	9%
HHS: TRANSITIONAL ASSIST	4%	2%	2%	9%	8%	25%	6%
HUMAN RIGHTS COMMISSION	0%	0%	0%	0%	0%	0%	0%
INFORMATION TECHNOLOGY	9%	9%	4%	12%	14%	47%	17%
INSURANCE DEPT	17%	5%	1%	7%	15%	45%	23%
JUDICIAL COUNCIL	0%	0%	0%	33%	0%	33%	0%
JUSTICE DEPT	8%	5%	2%	7%	5%	26%	12%
LABOR DEPT	1%	4%	6%	7%	16%	35%	6%
LIQUOR COMMISSION	2%	2%	2%	9%	8%	22%	4%
LOTTERY COMMISSION	2%	2%	6%	11%	10%	31%	3%
MILITARY AFFRS & VET SVCS	4%	6%	5%	11%	15%	41%	11%
NATURAL & CULT	5%	7%	2%	14%	12%	40%	12%
OFFICE OF CHILD ADVOCATE	0%	0%	0%	0%	0%	0%	0%
PEASE DEVELOPMENT	33%	0%	33%	0%	0%	67%	33%
POLICE STDS & TRAINING	14%	14%	0%	21%	7%	57%	29%
PROF LICENSURE & CERT	16%	2%	2%	7%	9%	35%	18%
PUBLIC EMPLOYEE LABOR	0%	25%	25%	0%	25%	75%	25%
PUBLIC UTILITIES	7%	7%	3%	11%	14%	43%	14%
REVENUE ADMINISTRATION	1%	4%	2%	18%	10%	36%	6%
SAFETY DEPT	4%	7%	3%	10%	10%	33%	10%
STATE DEPT	17%	11%	2%	11%	13%	53%	28%
TAX AND LAND APPEALS	43%	14%	0%	0%	14%	71%	57%
TRANSPORTATION DEPT	5%	5%	3%	18%	10%	40%	9%
TREASURY DEPT	6%	11%	11%	11%	11%	50%	17%
VETERANS HOME	4%	2%	6%	4%	9%	25%	6%
TOTAL	5%	5%	3%	12%	10%	36%	10%

* Includes full-time and full-time temporary classified and unclassified employees expected to work more than 6 months. Employees are counted in only first eligibility group that they qualify for left-to-right, even if they qualify under more than one category (e.g. , employees who qualify under both Early Eligibility Rules are only counted in the "70 Rule" category).

Report generated 6/30/2020 based on employee data as of 6/30/2020 by Employee Matrix V6.4 for FY 2020; Report generated 10/28/2020 to estimate eligibility as of July 1, 2021.

EXECUTIVE BRANCH - GROUP 1 EMPLOYEES

**Estimate of Future Eligibility for Retirement By Agency as of July 1, 2021
8,266 Employees* - Based on Current Employees as of: 6/30/2020**

AGENCY	% Eligible 65+	% Elig 60+ w/ health benefit	% Elig 60+ w/o health benefit	% Early Eligible 70 Rule	% Early Eligible 50-59	Total % Eligible	% "Likely"
ADMINISTRATIVE SERVICES	8%	8%	5%	9%	9%	39%	16%
AGRICULT, MARKETS & FOOD	3%	14%	3%	5%	14%	38%	16%
BANKING DEPT	5%	2%	2%	5%	14%	29%	7%
BUS & ECON AFFAIRS DEPT	14%	4%	0%	9%	12%	39%	18%
CORRECTIONS DEPT	10%	8%	5%	11%	10%	43%	17%
DEVELOPMENT DISABILITIES	0%	0%	0%	0%	0%	0%	0%
EDUCATION DEPT	7%	7%	4%	8%	3%	29%	13%
EMPLOYMENT SECURITY	14%	8%	6%	13%	15%	56%	22%
ENVIRONMENTAL SERVICES	8%	8%	3%	19%	8%	47%	16%
EXECUTIVE COUNCIL	0%	0%	0%	0%	0%	0%	0%
EXECUTIVE DEPT	14%	7%	0%	7%	7%	36%	21%
FISH AND GAME DEPT	5%	6%	3%	21%	8%	44%	12%
HHS: BEHAVIORAL HEALTH	9%	7%	2%	11%	9%	39%	16%
HHS: COMM-BASED CARE	0%	0%	0%	100%	0%	100%	0%
HHS: COMMISSIONER'S	8%	8%	4%	17%	9%	46%	15%
HHS: DEVELOPMENTAL SVCS	7%	11%	0%	11%	13%	41%	17%
HHS: ELDERLY & ADULT SVCS	14%	3%	1%	10%	19%	48%	17%
HHS: GLENCLIFF HOME	7%	4%	2%	10%	7%	31%	11%
HHS: HUMAN SERVICES DIV	4%	3%	1%	11%	7%	27%	7%
HHS: MEDICAID & BUS POLICY	22%	9%	0%	17%	4%	52%	30%
HHS: NH HOSPITAL	4%	5%	3%	9%	8%	30%	9%
HHS: PUBLIC HEALTH DIV	8%	5%	2%	8%	10%	33%	13%
HHS: TRANSITIONAL ASSIST	4%	2%	3%	8%	9%	27%	7%
HUMAN RIGHTS COMMISSION	0%	0%	0%	0%	0%	0%	0%
INFORMATION TECHNOLOGY	11%	9%	5%	14%	11%	49%	19%
INSURANCE DEPT	15%	3%	5%	8%	10%	41%	18%
JUDICIAL COUNCIL	0%	0%	0%	33%	0%	33%	0%
JUSTICE DEPT	10%	4%	1%	7%	5%	26%	13%
LABOR DEPT	1%	6%	7%	9%	13%	36%	7%
LIQUOR COMMISSION	2%	3%	4%	10%	6%	25%	5%
LOTTERY COMMISSION	3%	5%	6%	9%	9%	32%	8%
MILITARY AFFRS & VET SVCS	5%	6%	5%	13%	13%	42%	12%
NATURAL & CULT	9%	7%	1%	14%	12%	43%	16%
OFFICE OF CHILD ADVOCATE	0%	0%	0%	0%	0%	0%	0%
PEASE DEVELOPMENT	33%	0%	33%	0%	33%	100%	33%
POLICE STDS & TRAINING	8%	17%	0%	25%	8%	58%	25%
PROF LICENSURE & CERT	14%	5%	2%	5%	8%	32%	18%
PUBLIC EMPLOYEE LABOR	0%	25%	25%	0%	25%	75%	25%
PUBLIC UTILITIES	13%	6%	0%	10%	13%	42%	19%
REVENUE ADMINISTRATION	2%	7%	2%	18%	10%	38%	9%
SAFETY DEPT	5%	7%	3%	12%	10%	36%	12%
STATE DEPT	19%	11%	3%	17%	5%	55%	30%
TAX AND LAND APPEALS	43%	14%	0%	0%	14%	71%	57%
TRANSPORTATION DEPT	6%	6%	4%	18%	10%	43%	11%
TREASURY DEPT	6%	11%	11%	11%	11%	50%	17%
VETERANS HOME	8%	2%	5%	6%	9%	30%	10%
TOTAL	7%	6%	3%	13%	9%	37%	12%

* Includes full-time and full-time temporary classified, unclassified, and non-classified employees expected to work more than 6 months. Employees are counted in only first eligibility group that they qualify for left-to-right, even if they qualify under more than one category (e.g., employees who qualify under both Early Eligibility Rules are only counted in the "70 Rule" category).

Report generated 7/21/2020 based on employee data as of 6/30/2020 by Employee Matrix V6.4 for FY 2020; Report generated 10/28/2020 to estimate eligibility as of July 1, 2021.

EXECUTIVE BRANCH - GROUP 2 EMPLOYEES

Estimate of Future Eligibility for Retirement & State Health Insurance Benefit

1,163 Employees - Based on Current Employees as of: 6/30/2020

As of July 1:	2020	% of Total Pop	2021	% of Total Pop
Eligible Age 60+ (with health ins ben)	42	3.6%	47	4.0%
Eligible Age 60+ (without health ins ben)	18	1.5%	23	2.0%
Eligible Age 45+ with 20+ YFS (with health ins ben)	129	11.1%	175	15.0%
Eligible Age 46-52.5 with 25+ YFS (with health ins ben)	0	0.0%	0	0.0%
Eligible Age 50-52.5 with 25+ YFS (without health ins ben)	0	0.0%	0	0.0%
Total Eligible & "Likely" (with health benefit)	171	14.7%	222	19.1%

*Includes full-time and full-time temporary classified and unclassified employees expected to work more than 6 months. "YFS" = years of full-time service.

Report generated 7/21/2020 based on employee data as of 6/30/2020 by Employee Matrix V6.4

EXECUTIVE BRANCH - GROUP 2 EMPLOYEES
Estimate of Current Eligibility for Retirement as of July 1, 2020
1,163 Employees* - Based on Current Employees as of: 6/30/2020

AGENCY	Eligible Age 45+ with 20+ YFS (with health ins ben)	Eligible Age 46-52.5 with 25+ YFS (with health ins ben)	Eligible Age 60+ (with health ins ben)	Eligible Age 60+ (without health ins ben)	Total Eligible & "Likely" (with health benefit)
ADJUTANT GENERAL'S DEPT	0	0	0	0	0
CORRECTIONS DEPT	76	0	38	15	114
FISH AND GAME DEPT	6	0	1	0	7
LIQUOR COMMISSION	0	0	0	0	0
NATURAL & CULT RESOURCES DEPT	3	0	0	0	3
PEASE DEVELOPMENT AUTHORITY	0	0	1	0	1
POLICE STDS & TRAINING COUNCIL	1	0	1	0	2
SAFETY DEPT	43	0	1	3	44
TOTAL	129	0	42	18	171

* Includes full-time and full-time temporary classified and unclassified employees expected to work more than 6 months.
 "YFS" = years of full-time service

Report generated based on employee data as of 6/30/2020 by Employee Matrix V6.4

EXECUTIVE BRANCH - GROUP 2 EMPLOYEES
Estimate of Future Eligibility for Retirement as of July 1, 2021
1,163 Employees* - Based on Current Employees as of: 6/30/2020

AGENCY	Eligible Age 45+ with 20+ YFS (with health ins ben)	Eligible Age 46-52.5 with 25+ YFS (with health ins ben)	Eligible Age 60+ (with health ins ben)	Eligible Age 60+ (without health ins ben)	Total Eligible & "Likely" (with health benefit)
ADJUTANT GENERAL'S DEPT	0	0	0	0	0
CORRECTIONS DEPT	118	0	40	20	158
FISH AND GAME DEPT	7	0	1	0	8
LIQUOR COMMISSION	0	0	0	0	0
NATURAL & CULT RESOURCES DEPT	4	0	0	0	4
PEASE DEVELOPMENT AUTHORITY	0	0	1	0	1
POLICE STDS & TRAINING COUNCIL	1	0	1	0	2
SAFETY DEPT	45	0	4	3	49
TOTAL	175	0	47	23	222

* Includes full-time and full-time temporary classified and unclassified employees expected to work more than 6 months.
 "YFS" = years of full-time service

Report generated based on employee data as of 6/30/2020 by Employee Matrix V6.4

DIVISION OF PERSONNEL WORK ACTIVITIES

RECRUITMENT AND CERTIFICATION UNIT

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

- Increase the State's visibility and promote the State of New Hampshire as an employer by implementing recruitment strategies, including but not limited to maintaining a social media presence and promoting the State's internship programs.
- Inform the public concerning job and career opportunities within the Executive Branch of state government by maintaining the state's online Job Opportunities page.
- Develop effective performance measures and reports to determine if recruitment strategies are meeting agency needs.
- Research recruitment best practices and analyze reports and studies to determine best practices as guidance to agencies and human resource staff.
- Manage and coordinate upgrades of the Talent Acquisition module within NH FIRST including the creating recruitment reports and oversight of the recruitment-landing page.
- Advise, train and assist State agencies' Human Resource staff with the position posting process. Plan, develop, organize and conduct training sessions to instruct agency human resource personnel to in the creating job requisitions, posting positions, certification of completed applications, hiring processes, and the interpretation of the recruitment and selection standards in the personnel rules to maintain consistency across all state agencies.
- Ensure consistency in the interpretation and evaluation of minimum qualifications in the evaluation of applications and meeting statewide certification standards.
- Consult regarding proposed revisions to agency and statewide minimum qualification requirements.
- Assists in the development of policy and procedural revisions based upon interpretations of new laws and executive orders in the area of recruitment and selection.

Under the Personnel Rules, a full-time internal job opening within the Executive Branch classified personnel system is posted for a minimum period of five business days and the internal opening is available to all classified state employees (Per 402.01). If no qualified candidates apply or a candidate is not selected during the internal posting process, the position is opened to the public as an external posting (Per 404.01). State employees may also apply during the external recruitment process.

The numbers depicted in the following tables display only those positions posted in the State Online Recruitment System. The Personnel Rules do not mandate a posting period for part-time or temporary seasonal positions, and the number of applications does not include candidates that completed paper job applications outside of the State Online Recruitment System.

RECRUITMENT OF FULL-TIME AND PART-TIME POSITIONS BY AGENCY
Fiscal Year 2020

AGENCY	Internal Postings	External Postings	Full-Time Postings	Part-Time Postings	Total Job Postings	Total Applications Received*
Administrative Services Dept.	57	43	60	40	100	571
Agriculture Department	14	8	18	4	22	175
Banking Department	6	3	9	0	9	108
Business & Economic Affairs	40	34	22	52	74	398
Corrections Department	152	79	205	26	231	1,483
Development Disabilities Council	2	2	0	4	4	23
Education Department	80	53	121	12	133	1,047
Employment Security	67	37	68	36	104	672
Environmental Services Dept.	75	35	104	6	110	567
Executive Department	2	1	3	0	3	8
Fish and Game Department	33	17	32	18	50	398
Health & Human Services Dept.	1,003	676	1,499	180	1,679	12,405
Human Rights Commission	3	1	4	0	4	111
Information Technology Dept.	62	37	89	10	99	518
Insurance Department	28	21	49	0	49	316
Justice Department	15	6	13	8	21	152
Labor Department	24	14	32	6	38	279
Liquor Commission	192	67	142	117	259	1,919
Lottery Commission	13	9	20	2	22	301
Military Affairs and Veterans Svs.	34	28	60	2	62	416
Natural & Cultural Resources	51	46	56	41	97	688
Office of Child advocate	3	2	3	2	5	39
Police Standards & Training	3	2	5	0	5	36
Prof Licensure and Cert. Office	27	15	27	15	43	334
Public Utilities Commission	15	14	29	0	29	98
Revenue Administration Dept.	22	10	32	0	32	142
Safety Department	260	167	254	173	427	3,960
State Department	11	5	12	4	16	138
Tax and Land Appeals Board	1	1	0	2	2	11
Transportation Department	381	259	556	84	640	2,186
Treasury Department	6	0	6	0	6	39
Veterans Home	88	69	107	50	157	487
Total	2,770	1,762	3,637	895	4,532	30,026

*Information reflects NH FIRST applications only.

RECRUITMENT OF FULL-TIME AND PART-TIME POSITIONS BY MONTH
Fiscal Year 2020

Month	Internal Postings	External Postings	Full-Time Postings	Part-Time Postings	Total Job Postings	Total Applications*
July	252	139	324	67	391	2,703
August	250	160	324	86	410	2,991
September	231	136	292	75	367	2,666
October	275	179	365	89	454	3,329
November	226	157	286	97	383	2,040
December	275	184	363	96	459	2,592
January	302	172	375	99	474	3,312
February	266	164	337	93	430	3,636
March	267	191	366	92	458	2,226
April	92	61	135	18	153	1,033
May	157	115	236	36	272	1,362
June	177	104	234	47	281	2,135
Total	2,770	1,762	3,637	895	4,532	30,026

*Information reflects NH FIRST applications only.

RECRUITMENT OF FULL-TIME AND PART-TIME POSITIONS BY OCCUPATIONAL CATEGORY
Fiscal Year 2020

Occupational Category	Internal Postings	External Postings	Full-Time Postings	Part-Time Postings	Total Job Postings	Total Applications*
Administrative Support	539	292	495	336	831	7,470
Enforcement Protection & Institution	324	190	470	44	514	3,276
Labor & Trade	514	389	692	211	903	3,177
Other	28	28	38	18	56	443
Professional & Managerial	1,240	782	1,777	245	2,022	14,478
Technical	125	81	165	41	206	1,181
Total	2,770	1,762	3,637	895	4,532	30,026

*Information reflects NH FIRST applications only.

CANDIDATE REFERRAL BY SOURCE Fiscal Year 2020

SOURCE	# OF APPLICATIONS*
Attached From a Different Requisition	142
Career Fair / Job Fair	458
Current State Employee	2,658
Facebook.com	360
In-House Posting	5850
Indeed.com	10,458
LinkedIn.com	748
Newspaper	166
Division of Personnel	6,512
Radio	91
Other	2,583
TOTAL APPLICATIONS RECEIVED	30,026
*Information reflects NH FIRST applications only.	

RECRUITMENT ACTIVITIES CONDUCTED IN FISCAL YEAR 2020

Recruitment and Certification continued to work with DAS' Financial Data Management (FDM) division to improve the applicant experience by removing application barriers in the online job posting and application process. Additional messaging was added to the recruitment website to assist the applicant in completing the registration process and the requirements needed to successfully complete the online application. Process improvement efforts have reduced the number of paper applications received, led to faster processing of applications, and facilitated hiring.

A major improvement in FY 2020 was separating the recruitment landing page from NH FIRST. This ensures that the recruitment page remains live even when NH FIRST is not available and allows the Division of Personnel to make updates as necessary without modifying NH FIRST. This change ensures that the most current information is available and makes it easier for users by mirroring the format of other DAS web pages. Additionally, the Recruitment Unit enhanced its web presence by reducing the number of clicks to the job opportunities page.

In FY 2020, the State entered into a Memo of Agreement with the NH National Guard and Reserve ensuring that any member of the NH National Guard and Reserve who meets the minimum qualifications of the position that they are applying to will receive the opportunity to interview as a candidate for the position. Similarly, the State continued with the U.S. Army PaYS Program (Program for Youth Support), where future soldiers and ROTC cadets are guaranteed a job interview upon meeting certification requirements when applying to the State.

The PaYS Program is a partnership between the new Army soldier and the State of New Hampshire after completing their first tour of duty with the Army, and receiving an honorable discharge. The PaYS program is an enlistment option and recruiting initiative for first time enlistees. The soldier's MOS (Military Occupational Specialties) are matched to the State's classification job description that best meets the requirements of the equal position. This ensures that the education and experience the soldier acquires during their term of enlistment

satisfies the minimum qualifications of the position with the State of New Hampshire. This program is not available to soldiers who have chosen to reenlisted and then separated from the U.S. Army.

Recruitment continued to maintain the State recruitment social media presence on Linked In, Handshake (a college career platform), and Indeed, following DOIT Policy on Social Media.

In FY 2020, DOP began communications with Employers of National Service regarding partnership. Employers of National Service is an initiative to connect employers with alumni of civilian service programs of the Corporation for National and Community Service (CNCS), Peace Corps, and their affiliates, to encourage increased consideration of program alumni for state employment. Peace Corps Volunteers work at the grassroots level with local governments, schools, communities, small businesses and entrepreneurs to develop sustainable solutions that address challenges in education, health, economic development, agriculture, environment and youth development. When they return home, volunteers bring their knowledge and experiences—and a global outlook—back to the United States that enriches the lives of those around them.

As the Division of Personnel (DOP) moved forward with *One Workforce*, the DOP Recruitment Unit became part of Central HR Processing, connecting all the processes from modifying a position, to requesting to post a position, to requesting to hire in one unit. DOP also continued to work to better define and standardize the steps involved in the recruitment process, which reduces errors in submitted work units for recruitment and hiring.

As part of the *One Workforce* initiative, DOP is defining clear HR roles or specialties, including that of *Recruiter*. In FY 2020, select agency HR personnel received additional training on recruitment functions, allowing agencies to conduct some HR functions previously handled by DOP. Selected agency HR staff taking on the *Recruiter* role take a competency test once they complete training to confirm that they have the knowledge to complete required tasks. The expansion of agency HR functions was essential to maintaining efficient operations during the COVID-19 pandemic and state hiring freeze.

EMPLOYEE REDUCTION IN FORCE (RIF) LIST

Effective July 1, 2019, the Legislature passed Chapter 346:171 relative to the rehiring of laid-off state employees. This legislation extended the definition of “laid off” to mean any person in a classified position as described in RSA 21-I:49 who receives written notice of the state’s intent to lay them off or who is laid off between July 1, 2019 and June 30, 2021, as a result of reorganization or downsizing of state government. This legislation mandates that any classified position that becomes available in a department or establishment, as defined in RSA 9:1, shall be filled, if possible, by a state employee laid off, as defined in paragraph I, if such person is not currently employed by the state of New Hampshire, if he or she meets the minimum qualifications for the position, and if they do not receive a promotion as a result of the rehire. The legislation 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 layoff.

There were no actions that took place in connection with the Reduction in Force (RIF) List during Fiscal Year 2020.

REDUCTION IN FORCE ACTIONS
Fiscal Year 2020

ACTION	NUMBER
Individual Names Submitted to Personnel	0
Names Removed from RIF List:	
Placement to State Agencies	0
Recalled/Re-employed by Agency	0
Declined Placement Services	0
Total Number of Names Removed	0
Number of Full Time Vacant Positions Submitted by Agencies	0
Total Number of Positions Released	0
Names Remaining on RIF List *	0
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.	

CLASSIFICATION UNIT

The Classification and Compensation Unit is responsible for the development, review, maintenance, and revision of the classification and compensation plan for the State of New Hampshire. The Unit focuses on organizational alignment approaches that meet the unique needs of our state agencies as they develop, classify, and organize their diverse workforce while maintaining consistency and equity throughout the system. The Unit works in partnership with agency human resource staff in the following areas:

- Labor market trends and wage analysis, including compensation surveys;
- Research, analysis, data, tools, and structures related to position reclassifications and organizational changes;
- On-going development of select agency human resource staff's competency in classification related matters and organizational strategies;
- Auditing of cases for agency applications of rules, policies, and procedures and ensuring fair and equitable comparison analysis practices;
- Salary analysis and research for reallocation, enhancement, or adjustment recommendations; and
- Modernizing and improving on state classification structures.

Additionally, the Classification Unit engages with the Central HR Processing for metrics, data, and analytics support; and to liaison with Financial Data Management and with the Department of Administrative Services' Budget Office.

Finally, the Classification Unit conducts and participates in various salary and position surveys on a national, regional, and local basis to share and stay abreast of US State Government Compensation trends. Analysts work in tandem with New Hampshire state agencies to review labor market information, educational and certification requirements, and industry changes for comparable state government positions. Additional updates to job titles are made to maintain alignment with national and regional data, with the Equal Employment Opportunity Commission, and with the Fair Labor Standards Act.

MODERNIZATION AND SYSTEM CHANGES:

The Classification Unit continues to do extensive research to define proposed short- and long-term changes to the State Classification System. The Section is moving forward with the modernization of our classification system through small targeted and agency-focused projects.

Improving alignment with federal taxonomy classification codes and simplifying title series and other classification title elements to mirror modernization efforts taken place in other states and at the Federal level are on the forefront of our goals when reviewing titles. Efforts continue to provide greater flexibility in title definitions and requirements to support recruitment efforts and to reduce the total number of titles, while maintaining equity in the statewide application of the classification system.

TECHNICAL ASSISTANCE, AUDITING, AND TRAINING:

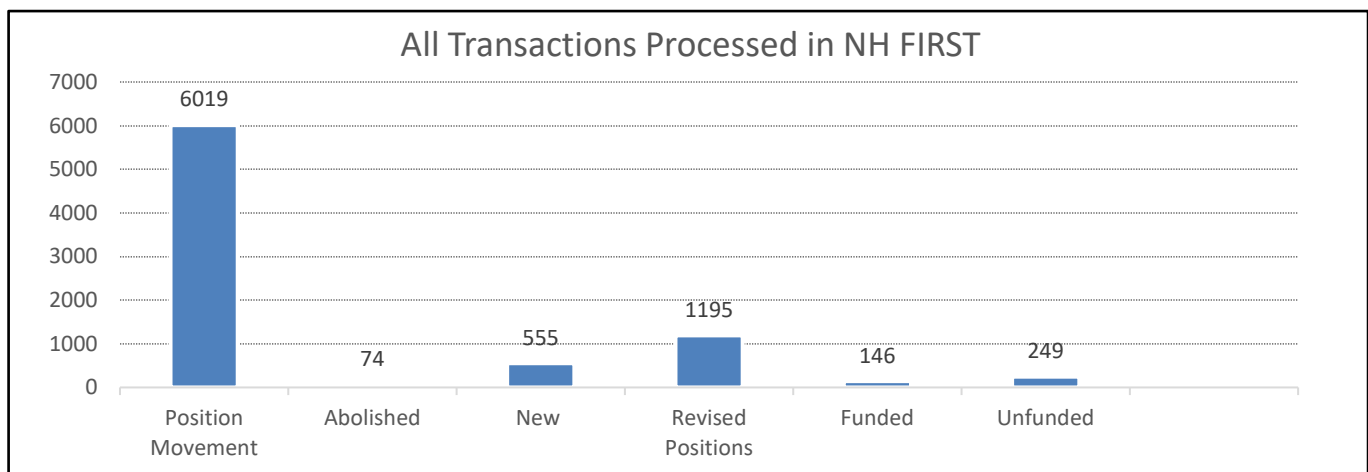
The State continued to experience significant changes and turnover within the state human resources staff this year. As a result, the Unit provided training, technical assistance, and explanations of rules, procedures, and standards pertaining to classification and compensation. The oversight and auditing role expanded as part of the establishment of agency Classification Coordinators, where six (6) agency human resources staff received specialized training and completed competencies in Classification and Compensation analysis. The Unit conducted a total number of **159** Audits.

For the larger human resources community, the Unit continues to guide the implementation of methodologies for assessing the effectiveness of classification and position management practices, policies, and procedures. Consultation meetings include project planning and classification needs for broader areas of organizational planning, development, and in the forecasting of the workforce.

Classification Coordinator Work Units Submitted FY 20												
	TOTAL WU's	RECLASS-V/F		RECLASS-TRNS		TRNSF		SJD-REVISN	EST FT		EST PT	
		Filled	Vacant	Filled	Vacant	Filled	Vacant		8T	9T	TMPPT	SNL
Corrections	24	2	8			3		10			1	
RETURNS/REJECTS						-1						
DOT	11	3	6		1						1	
RETURNS/REJECTS		-3										
HHS	106	26	13		2	4	3	32	2	10	14	
RETURNS/REJECTS			-1					-4				
Liquor	7	4						2		1		
RETURNS/REJECTS												
Lottery	2	1										1
RETURNS/REJECTS												
Safety	9				1	2		2		4		
RETURNS/REJECTS												
TOTALS:	159	33	26	0	4	8	3	42	2	15	16	1

METRICS/ANALYTICS:

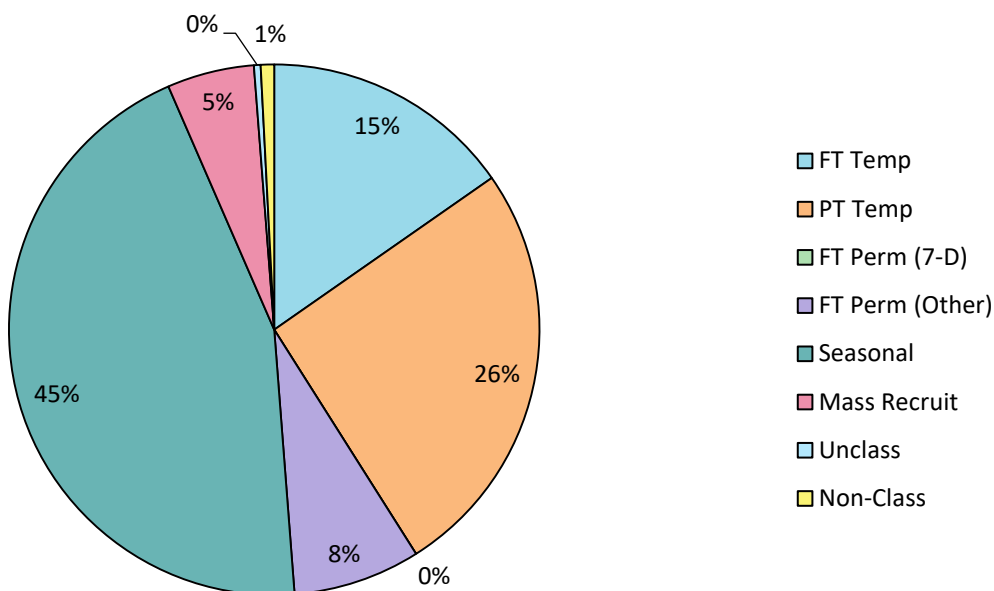
For Fiscal Year 2020, the Section reviewed and processed a combined total of **8,238** position actions and transactions.



POSITION UPDATES:

This Fiscal Year, the Unit reviewed and approved **555** requests to create new positions. A list of all new Classified, full-time positions expected to last more than six (6) months created in FY 2020 is provided at the end of this section. DOP abolished **20** full-time and over **64** part-time positions and to include **249** unfunded positions in FY 2020. A list of abolished/unfunded full-time positions is provided at the end of this section.

New Positions Established – All Categories Fiscal Year 2020

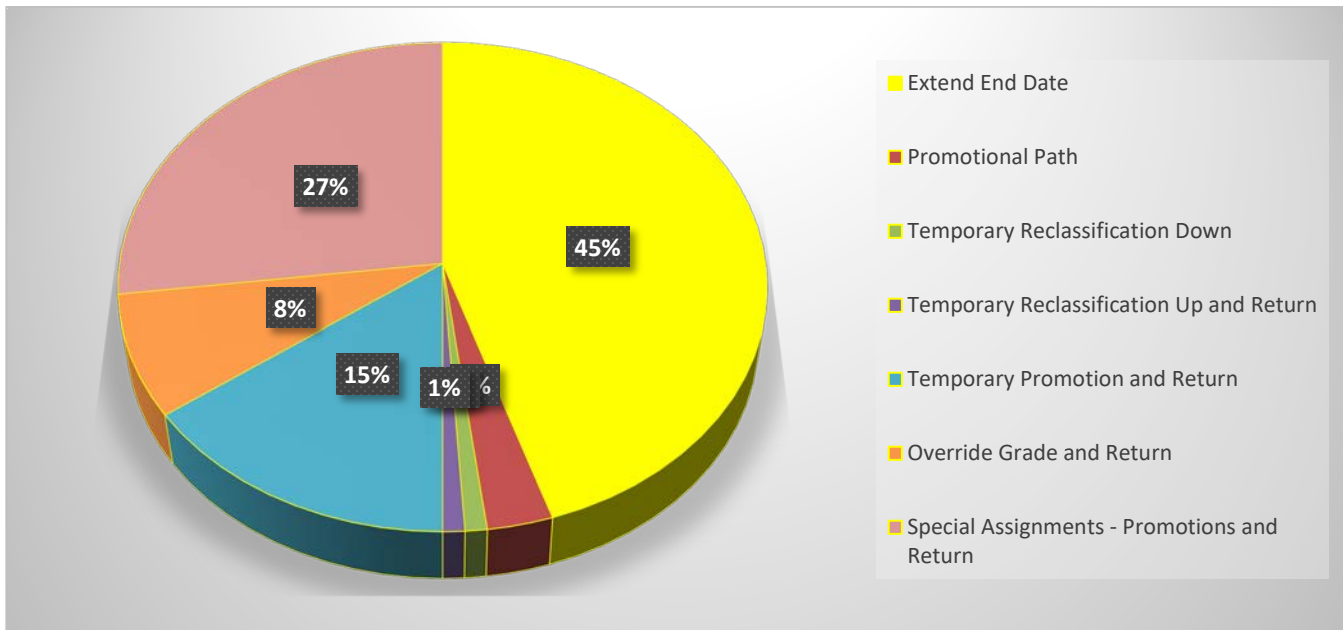


Full Time Temporary	Part Time Temporary	Full Time Permanent (7-D)	Full Time Permanent (Other)	-
50	138	236	78	
Seasonal	Mass Recruitment	Unclassified	Non-Classified	Total Established
49	3	1	0	555

TEMPORARY CHANGES TO POSITIONS:

The Unit follows appropriate RSAs and procedures when approving and processing all position actions involving temporary changes. This includes the monitoring of positions going beyond their expiration date. Actions of this nature, for example, may involve a request to extend an end date for a full-time temporary position beyond its one-year approval timeframe. Special assignments or temporary promotion requests also are examined for compliance with appropriate Administrative Rules of the Division of Personnel. For Fiscal Year 2020, **238** transactions of this nature were performed.

POSITION EXTENSIONS/ TEMPORARY CHANGES Fiscal Year 2020



Action	Count
Extend End Date	104
Promotional Path	8
Temporary Reclassification Down	1
Temporary Reclassification Up and Return	2
Temporary Promotion and Return	34
Override Grade and Return	19
Special Assignments - Promotions and Return	61

REORGANIZATIONS:

Reorganizations occur when an agency seeks to better align business operations or respond to changes in funding or programmatic needs. This year the Classification Unit worked with agency HR on **15** Reorganization Projects. **271** work units were processed that involved an agency reorganization (Reorgs). These included requests for changes in class series, reclassifications, position and employee transfers, organizational changes, and transactional request supporting agency restructuring initiatives. Complex technical assistance involving position movement is provided due to the impact a reorganization can have on agency employees and organizational structures and impact on other structures throughout the state. This Fiscal Year the Unit worked with FDM to develop definitions around Reorg codes so that better metrics could be tracked and distinctions could be made between the transactional and position change requests that are involved.

CLASS SPECIFICATION MODIFICATION AND REALLOCATION REQUESTS
Fiscal Year 2020

Requested Action	# Submitted	# Approved	# Denied/ Incomplete
Revision to Class Title Specification with Labor Grade Change	9	9	0
Revision to Class Specification w/o Labor Grade Change	34	26	0
TOTAL	42	32	0

REALLOCATIONS:

The Classification Unit reviews requests to reallocate the labor grade of classification titles or classification series in addition to requests to modify existing class title specifications.

APPROVED REALLOCATION OF CLASSIFICATION TITLES
Fiscal Year 2020

Classification Title Changed	Old Labor Grade	Old Base Salary Step 1	New Labor Grade	New Base Salary Step 1	# Positions Affected*	Estimated Cost of Reallocation Per Year (all positions)**
Conservation Officer I	18	\$48,880	19	\$50,835	15	\$29,328
Conservation Officer II	19	\$50,835	21	\$55,182	11	\$47,819
CONSERVATION OFFICER SERGEANT	21	\$55,182	23	\$59,862	6	\$28,080
CONSERVATION OFFICER LIEUTENANT	23	\$59,862	25	\$65,208	6	\$32,074
ADMIN CONSV OFFICER LIEUTENANT	23	\$59,862	25	\$65,208	1	\$5,346
CONSERVATION OFFICER CAPTAIN	25	\$65,208	27	\$71,053	1	\$5,845
CONSERVATION OFFICER MAJOR	28	\$74,173	29	\$77,438	1	\$3,266
PHARMACY TECHNICIAN I	10	\$28,061	12	\$30,225	4	\$8,658
PHARMACY TECHNICIAN II	0	\$31,337	13	\$31,337	3	\$0
NET TOTAL	-			-	48	\$160,415

* Includes only permanent classified, full-time and temporary classified full-time positions expected to last more than 6 months established between 7/1/2018 and 6/30/2020.

** Additional cost is estimated based on Step 1 salary difference for all positions (vacant and filled).

Reallocations affect all positions assigned to that title in every state agency. The work involves complex assessment of impact and labor market analysis, extensive research, multiple revisions, and edits. In addition, the unit meets with any impacted agencies as changes could result in budgetary and organizational adjustments. In Fiscal Year 2020, the Unit approved **9** reallocations that affected **48** filled and vacant positions.

Reallocation Analysis of Trooper Series

Chapter 346:328, I (Laws of 2019) required DAS to do an assessment review of request for reallocation of the Department of Safety's sworn police trooper positions, from the rank of probationary trooper through the rank of executive major. Chapter 346:328, II (Laws of 2019) appropriated funds to DAS to retain a consultant to assist with the assessment review. As required by this law, DAS took the following action:

- 1) **Reallocation Analysis.** Classification Section staff in the DAS, Division of Personnel (DOP) conducted a reallocation analysis, evaluating the characteristic duties, level of responsibility, and required skills and qualifications of each class title in the Trooper position series to assign an appropriate labor grade under the State's classification system; and
- 2) **Compensation Study.** DAS went out to bid and entered into a contract, approved by the Governor and Executive Council, with an independent consultant, The Segal Company (Segal), to perform a compensation study, comparing the pay and benefits of similar positions in other states and municipalities.

On May 20, 2020, the Classification Section of DOP found that the Trooper I, Trooper II, Sergeant, Lieutenant, and Captain class titles were each entitled to a one labor grade increase.

REALLOCATION ANALYSIS OF TROOPER CLASSIFICATION TITLES Fiscal Year 2020

Position	Labor Grade*	# Positions	Change with 1 LG Increase (@Step 6)	Approximate Cost
Trooper I	19	184	\$2,704	\$497,536
Trooper II	21	75	\$3,536	\$265,200
Sergeant	24	70	\$3,635	\$254,450
Lieutenant	27	17	\$3,952	\$67,184
Captain	29	6	\$5,262	\$31,572
Major	31	2	-	-
Exec Major	33	1	-	-
TOTAL		355		\$1,115,942
*Employees serving as detectives and in other specialty units are placed at 2 labor grades higher on a separate pay schedule. These adjustments are not accounted for in this estimate.				

As required by Chapter 346:328, I (laws of 2019), the Joint Legislative Fiscal Committee approved the appropriation contained in this provision to fund the reallocation of the Trooper series. Usually when a reallocation of a class title is approved by the DOP Classification Unit, the adjustment in labor grade is applied to all positions assigned that class title and employees in those positions upon approval and incumbents' salaries are increased to the lowest level in the new job class that provides an increase equal to at least one annual increment. In this instance, the chapter law requiring the reallocation review specifically provides that "[r]eallocated pay shall take effect January 1, 2021." Accordingly, DAS will implement the reallocated pay on January 1, 2021.

RECLASSIFICATIONS:

The Classification Unit reviews requests to reclassify positions from one job classification title to another, which typically involves a change in labor grade. Organizational changes can result in a reclassification of a position. Reclassification requests also may be combined with other position actions such as transfers, location and supervisor changes, supplemental job description revisions, and organizational structure reconfigurations. Job analysis occurs in order to maintain equitable relationships amongst internal positions with similar requirements; and to maintain uniform administration of salaries across broad occupational groups.

Reclassifications are the most frequent and numerous types of requests submitted for review by this Section. Time, analysis, and research vary by type and complexity of each reclassification request.

OUT-OF-CLASS SERIES RECLASSIFICATIONS:

Position reclassifications that are considered "out-of-class series" per the existing RSA 21-I: 56, are brought before Governor & Council (G & C) for approval. This Fiscal Year, **133** out of the **311** position reclassifications were submitted to and approved by G & C. The chart at the end of this section lists all out-of-series position reclassifications.

RECLASSIFICATION DECISIONS DIFFERING FROM AGENCY REQUESTS:

This year, **23** decision letters that affected 31 positions and 20 classification titles were sent to agencies explaining the determination of the Classification Unit in regards to reclassification and/or reallocation requests. Decision letters are necessary when the Classification Unit disagrees with an agency request or arrives at an alternative decision based on a review of materials and analysis or when communicating a decision outcome after an agency reorganization that changes functions of a position or affects a position's role within an organizational structure.

The Unit anticipates that as more focused competency training continues to occur, agency human resources staff will be better able to assist employees and supervisors in understanding the purpose of a reclassification. Further, those same agency staff can assist their employees and administration when reviewing materials for reclassification or reallocation requests, and be able to mitigate issues, address concerns, or explain decision outcomes.

RECLASSIFICATION REQUESTS FOR FULL-TIME POSITIONS
Fiscal Year 2020

Requested Action*	# Submitted	# Processed	# Returned
Position Reclassification – Vacant	160	136	15
Position Reclassification – Filled	206	166	17
Position Reclassification with Re-Organization	9	9	0
TOTAL	375	311	32

Transaction Type	Net or Average Cost** (Est. Per Year)	# Transactions
Per Position Reclassification with Change to Higher Labor Grade	\$4,439	278
Per Position Reclassification with Change to Lower Labor Grade	(\$5,239)	25
Position Reclassification with No Change in Labor Grade	\$0	8
Position Reclassification Denied	\$0	0
All Reclassifications (Estimated Net Cost)	\$1,103,022	311

* Includes requests for permanent reclassification of Classified Permanent and Full-time Temporary Positions Lasting More Than 6 Months Only; excludes requests affecting Non-classified and Unclassified Positions and requests for temporary (short-term) position reclassifications.

** Cost is estimated based on Step 1 salary for vacant positions and actual salary for filled positions.

OUT-OF-SERIES POSITION RECLASSIFICATIONS APPROVED BY GOVERNOR AND COUNCIL Fiscal Year 2020

DEPARTMENT	FROM (TITLE & SALARY GRADE)	LG	TO (TITLE & SALARY GRADE)	LG	G & C
Department of Corrections	TI College Professor	25	Administrator IV	33	7/10/19
Department of Education	Executive Secretary Steno	12	Program Assistant I	12	7/10/19
Department of Employment Security	Executive Director Board of Nursing	35	Administrator III	31	7/10/19
Department of Fish and Game	Supervisor VI	27	Planning Analyst/Data Systems	24	7/10/19
Department of Health and Human Services	Administrator IV	27	Financial Analyst	28	7/10/19
Lottery Commission	Data Control Clerk	9	Lottery Marketing Coordinator	19	7/10/19
Department of Health and Human Services	Management Analyst	21	Program Specialist IV	25	7/31/19
Department of Health and Human Services	Secretary II	9	Case Aide	14	7/31/19
Department of Health and Human Services	Health Facilities Cleaner II	7	Assistant Administrator	29	7/31/19
Justice Department	Legal Secretary IV	15	Paralegal II	19	7/31/19
Department of Safety	Examiner II	16	Cash Terminal Operator II	13	8/14/19
Department of Health and Human Services	Secretary II	9	Administrative Secretary	14	8/14/19
Department of Health and Human Services	Accountant II	18	Business Administrator II	24	8/14/19
Department of Health and Human Services	Business Systems Analyst II	30	Administrator III	31	8/14/19
Department of Health and Human Services	Program Specialist I	19	Business Systems Analyst I	28	8/14/19
Department of Health and Human Services	Program Specialist III	23	Licensing & Evaluation Coordinator	20	8/14/19
Department of Safety	Program Specialist I	12	Program Specialist III	23	8/14/19
Department Environmental Services	Superintendent Wastewater Treatment	31	Administrator III	31	8/14/19
Lottery Commission	Program Specialist III	23	Research Analyst	23	8/14/19
Department of Fish and Game	Informational Rep II	21	Executive Secretary	11	8/28/19
Department of Health and Human Services	Clerk Interviewer	9	Medical Typist II	10	8/28/19
Department of Transportation	Electrician Supervisor II	17	Civil Engineer IV	27	8/28/19
Department of Business and Economic	Data Control Clerk III	12	Program Assistant II	15	9/18/19
Department of Administration Services	Supervisor IV	25	Administrator I	27	9/18/19
Department of Administration Services	Supervisor IV	25	Administrator I	27	9/18/19
Department of Corrections	Corrections Counselor/Case Manager	20	Chaplain II	23	9/18/19
Department of Employment Security	Interviewer I	16	Supervisor VII	28	9/18/19
Department of Health and Human Services	Mental Health Worker Trainee	7	Registered Nurse I	19	9/18/19
Department of Health and Human Services	Child Protective Service Worker IV	24	Supervisor IV	25	9/18/19
Department of Information Technology	Supr of Computer Operations	19	Computer Operator II	13	9/18/19
Military and Veterans Affairs	Veterans Service Officer	18	Supervisor IV	25	9/18/19
Department of Employment Security	Legal Secretary III	13	Paralegal I	16	10/2/19
Department of Health and Human Services	Financial Analyst	28	Business Systems Analyst I	28	10/2/19
Department of Health and Human Services	Juv Probation & Parole Officer III	22	Attorney III	30	10/2/19

DEPARTMENT	FROM (TITLE & SALARY GRADE)	LG	TO (TITLE & SALARY GRADE)	LG	G & C
Department of Safety	Cash Terminal Operator II	13	Supervisor of Cash Terminal	16	10/2/19
Department of Safety	Cash Terminal Operator II	13	Supervisor of Cash Terminal	16	10/2/19
Department of Safety	Cash Terminal Operator II	13	Supervisor of Cash Terminal	16	10/2/19
Department of Safety	Cash Terminal Operator II	13	Supervisor of Cash Terminal	16	10/2/19
Department of Safety	Cash Terminal Operator II	13	Supervisor of Cash Terminal	16	10/2/19
Department of Education	Program Specialist III	23	Program Specialist IV	25	10/23/19
Department of Fish and Game	Forester II	21	Engineering Technician IV	19	10/23/19
Department of Revenue	Program Assistant III	17	Supervisor III	23	10/23/19
Department of Safety	Records Control Clerk	10	Data Control Clerk III	12	10/23/19
Department of Safety	Records Control Clerk	10	Data Control Clerk III	12	10/23/19
Department of Safety	Clerk IV	12	Data Control Clerk III	12	10/23/19
Department of Veterans Home	Chauffeur DRC	7	Medical Records Technician	13	10/23/19
Department of Transportation	Toll Attendant I	9	Civil Engineer IV	27	11/6/19
Department Environmental Services	Hydrogeologist III	27	Civil Engineer IV	27	11/6/19
Department of Health and Human Services	Program Planning and Review Specialist	28	Admin of Planning Coordination	30	11/25/19
Department of Health and Human Services	Program Specialist IV	25	Public Health Program Manager	26	11/25/19
Department of Information Technology	Systems Development Spec I	18	Technical Support Spec VI	32	11/25/19
Department of Health and Human Services	Program Specialist III	23	Administrator I	27	12/18/19
Department of Health and Human Services	Systems Development Specialist V	28	Business Systems Analyst II	30	12/18/19
Department of Health and Human Services	Case Technician I	14	Program Specialist I	19	12/18/19
Department of Health and Human Services	Chief of Prev & Education Services	25	Program Specialist IV	25	12/18/19
Department of Labor	Secretary II	9	Paralegal I	16	12/18/19
Department of Transportation	Toll Attendant I	9	Tran Management Comm Spec I	12	12/18/19
Department Environmental Services	Payroll Officer II	16	Human Resources Technician	17	12/18/19
Department of Health and Human Services	Switchboard Operator II	11	Administrative Supervisor	17	1/8/20
Department of Health and Human Services	Hospital Unit Assistant	11	Executive Secretary	11	1/8/20
Department of Health and Human Services	Hospital Unit Assistant	11	Program Assistant II	15	1/8/20
Department of Health and Human Services	Licensing & Eval Coord	20	Supervisor IV	25	1/8/20
Department of Transportation	Toll Attendant I	9	Business Systems Analyst I	28	1/8/20
Department of Transportation	Toll Attendant I	9	Administrative Supervisor	17	1/8/20
Department of Transportation	Toll Attendant I	9	Program Assistant III	17	1/8/20
Department of Transportation	Program Specialist II	21	Program Specialist IV	25	1/8/20
Liquor Commission	Warehouseman	10	Retail Store Clerk II	12	1/8/20
Liquor Commission	Warehouseman	10	Retail Store Clerk II	12	1/8/20
Office of Professional Licensure &	Accounting Technician	12	Accountant I	16	1/8/20
Office of Strategic Initiatives	Accountant II	18	Business Administrator I	21	1/8/20
Department of Corrections	Clinical Mental Health Counsel	23	Administrator II	29	1/22/20

DEPARTMENT	FROM (TITLE & SALARY GRADE)	LG	TO (TITLE & SALARY GRADE)	LG	G & C
Department of Safety	Program Specialist II	21	Cash Terminal Operator I	11	1/22/20
Department of Safety	Supervisor II	21	Cash Terminal Operator I	11	1/22/20
Department of Safety	Field Rep I Emergency Mgmt/Comm	19	Program Planner II	21	1/22/20
Department of Corrections	Internal Affairs Investigator II	21	Nurse Specialist	25	2/5/20
Department of Health and Human Services	Program Specialist III	23	Program Specialist IV	25	2/5/20
Department of Health and Human Services	Training Coordinator	21	Program Specialist IV	25	2/5/20
Department of Safety	Program Assistant II	15	Supervisor I	19	2/5/20
Department of Transportation	Engineering Technician III	16	Technical Support Spec II	21	2/5/20
Department Environmental Services	Building Service Worker III	8	Treatment Plant Operator I	14	2/5/20
Lottery Commission	Lottery Chief Compliance Officer	33	Executive Agency Manager	35	2/5/20
Lottery Commission	Administrator IV	33	Executive Agency Manager	35	2/5/20
Lottery Commission	Lottery Sale & Product Dev Dir	31	Executive Agency Manager	35	2/5/20
Department of Health and Human Services	Warehouse Supervisor	17	Program Planner II	21	2/19/20
Department of Information Technology	Systems Development Spec IV	26	Technical Support Spec IV	27	2/19/20
Department of Information Technology	Systems Development Spec III	23	Technical Support Spec IV	27	2/19/20
Department of Safety	Secretary II	9	Program Assistant II	15	2/19/20
Department of Transportation	Equal Employment Oppor Coord	21	Program Specialist IV	25	2/19/20
Department of Transportation	Program Assistant II	15	Program Specialist IV	25	2/19/20
Department of Business and Economic	Administrative Secretary	14	Program Specialist III	21	3/11/20
Department of Health and Human Services	Medical Typist II	10	Medical Service Technician	17	3/11/20
Department of Information Technology	Systems Development Spec V	28	Technical Support Spec VI	32	3/11/20
Department of Natural and Culture	Librarian II	21	Human Resources Coordinator	21	3/11/20
Department of Natural and Culture	HR Administrator	26	Administrator II	29	3/11/20
Department of Natural and Culture	Librarian II	21	Human Resources Technician	17	3/11/20
Department of Corrections	Corrections Officer	14	Training Specialist	18	3/25/20
Department of Corrections	Corrections Officer	14	Program Specialist IV	25	3/25/20
Department of Corrections	Corrections Officer Trainee	12	Program Specialist IV	25	3/25/20
Department of Transportation	Toll Shift Supervisor	13	Supervisor II	21	3/25/20
Department of Transportation	Secretary II	9	Clerk IV	12	3/25/20
Department Environmental Services	Work Proc Operator I	9	Program Assistant I	12	3/25/20
Liquor Commission	Accounting Technician	12	Accountant I	16	3/25/20
Lottery Commission	Gaming Enforcement Inves	16	Field Auditor	22	3/25/20
Department of Natural and Culture	Plumber Supervisor II	17	Maintenance Technician	21	3/25/20
Department of Natural and Culture	Carpentry Supervisor II	17	Plant Maintenance Engineer I	17	3/25/20
Department of Natural and Culture	Carpenter II	14	Plant Maintenance Engineer I	17	3/25/20
Department of Natural and Culture	Electrician Supervisor II	17	Maintenance Technician	21	3/25/20
Department of Health and Human Services	Program Assistant III	17	Program Specialist III	23	4/8/20

DEPARTMENT	FROM (TITLE & SALARY GRADE)	LG	TO (TITLE & SALARY GRADE)	LG	G & C
Department of Health and Human Services	Nurse Specialist-Public Health	25	Technical Support Spec III	25	4/8/20
Department of Health and Human Services	Mental Health Worker I	9	Registered Nurse I Bay Weekday	19	4/8/20
Department of Information Technology	Technical Support Spec V	29	Business Systems Analyst II	30	4/8/20
Department of Information Technology	Administrative Secretary	14	Procurement Technician	17	4/8/20
Department of Information Technology	Systems Development Spec VI	30	Business Systems Analyst II	30	4/8/20
Department Environmental Services	Air Pollution Control Eng V	28	Supervisor VII	28	4/8/20
Insurance Department	Executive Secretary	11	Program Assistant II	15	4/8/20
Department of Corrections	Corrections Officer	14	Supervisor III	21	5/6/20
Department of Health and Human Services	Juv Probation & Parole Officer IV	24	Administrator I	27	5/6/20
Department of Health and Human Services	Senior Psychiatric Social Worker	26	Social Worker III	19	5/6/20
Department of Health and Human Services	Plant Maintenance Engineer V	30	Administrator III	31	5/6/20
Department of Health and Human Services	Licensing & Eval Coord	20	Program Specialist III	23	5/6/20
Department of Health and Human Services	Administrative Secretary	14	Program Specialist I	19	5/6/20
Department of Transportation	Administrative Secretary	14	Administrative Assistant I	16	5/6/20
Liquor Commission	Warehouseman	10	Retail Store Clerk II	12	5/6/20
Department of Natural and Cultural	Clerk IV	12	Program Assistant I	12	5/6/20
Department of Education	Program Assistant I	12	Internal Auditor I	19	5/20/20
Department of Health and Human Services	Licensing & Eval Coord	20	Program Specialist III	23	5/20/20
Department of Transportation	Program Specialist III	23	Principal Planner	24	5/20/20
Justice Department	Criminal Justice Program Spec	24	Administrator I	27	5/20/20
Department of Natural and Culture	Automotive Mechanic	15	Automotive Equipment Inspector	17	5/20/20
Department of Corrections	Business Administrator IV	29	Attorney I	26	6/10/20
Department of Information Technology	Systems Development Spec IV	26	Business Systems Analyst I	28	6/10/20
Department of Veterans Home	Recreational Assistant II DRC	11	Program Assistant II	15	6/10/20
Department of Veterans Home	Program Assistant II	15	Technical Support Spec II	21	6/24/20

NEW FULL-TIME PERMANENT AND FULL-TIME TEMPORARY POSITIONS
Fiscal Year 2020

[illegible]

Agency	Classification Title*	Labor Grade	Estimated Cost (Step 1)
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	SUPERVISOR IV	25	\$50,953.50
Health and Human Services	SUPERVISOR IV	25	\$50,953.50
Health and Human Services	SUPERVISOR IV	25	\$50,953.50
Health and Human Services	SUPERVISOR IV	25	\$50,953.50
Health and Human Services	SUPERVISOR IV	25	\$50,953.50
Health and Human Services	SUPERVISOR IV	25	\$50,953.50
Health and Human Services	SUPERVISOR IV	25	\$50,953.50
Health and Human Services	SUPERVISOR IV	25	\$50,953.50
Health and Human Services	SUPERVISOR IV	25	\$50,953.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
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Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	SUPERVISOR IV	25	\$50,953.50
Health and Human Services	SUPERVISOR IV	25	\$50,953.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Health and Human Services	CHILD PROTECTIVE SVC WKR I	18	\$38,200.50
Administrative Services	EXEC DIR NH COMM AGING	31	\$65,949.00
TOTAL	78 positions		\$3,262,448
* Includes only permanent classified, full-time and temporary classified full-time positions expected to last more than 6 months established between 7/1/2019 and 6/30/2020.			

POSITIONS UNFUNDED
Fiscal Year 2020

Classification Title*	Labor Grade	Total Positions	Estimated Cost** (Step 1)
ACCOUNTANT I	16	2	\$70,590.00
ACCOUNTANT II	18	2	\$76,401.00
ACCOUNTANT III	21	2	\$86,229.00
ACCOUNTING TECHNICIAN	12	2	\$60,450.00
ADMINISTRATIVE ASSISTANT I	16	2	\$70,590.00
ADMINISTRATIVE ASSISTANT II	19	1	\$39,702.00
ADMINISTRATIVE SECRETARY	14	1	\$32,623.50
ADMINISTRATIVE SUPERVISOR	17	1	\$36,718.50
ADMINISTRATOR I	27	3	\$166,666.50
ADMINISTRATOR II	29	1	\$60,469.50
ADMINISTRATOR III	31	4	\$263,796.00
AGENCY AUDIT MANAGER	25	3	\$152,860.50
AGENCY STAFF AUDITOR	22	2	\$89,661.00
ASSISTANT HOUSE LEADER	17	1	\$36,718.50
ATTORNEY I	26	1	\$53,176.50
ATTORNEY II	28	1	\$57,954.00
BANK EXAMINER II	21	2	\$86,229.00
BANK EXAMINER III	27	3	\$166,666.50
BANK EXAMINER TRAINEE	17	2	\$73,437.00
BIOLOGIST I	21	1	\$43,114.50
BIOLOGIST II	23	1	\$46,761.00
BUILDING SERVICE WORKER III	8	1	\$25,974.00
BUSINESS ADMINISTRATOR II	24	3	\$146,308.50
BUSINESS ADMINISTRATOR IV	29	2	\$120,939.00
BUSINESS SYSTEMS ANALYST I	28	3	\$173,862.00
BUSINESS SYSTEMS ANALYST II	30	3	\$189,540.00
CASE TECHNICIAN I	14	1	\$32,623.50
CASE TECHNICIAN TRAINEE	12	1	\$30,225.00
CERTIFYING OFFICER I	16	1	\$35,295.00
CERTIFYING OFFICER IV	22	1	\$44,830.50
CHILD PROTECTIVE SVC WKR II	20	2	\$82,641.00
CLAIMS AND HEARINGS CLERK II	12	1	\$30,225.00
CLAIMS PROCESSOR I	9	1	\$27,027.00
CLAIMS PROCESSOR II	12	1	\$30,225.00
CLERK INTERVIEWER	9	3	\$81,081.00
CLERK IV	12	2	\$60,450.00
COMPUTER OPERATOR II	13	1	\$31,336.50
CONSERVATION OFFICER II	21	3	\$129,343.50
CONSERVATION OFFICER TRAINEE	16	1	\$35,295.00
COOK II DRC	9	1	\$27,027.00
CORRECTIONS CORPORAL	16	3	\$105,885.00
CORRECTIONS OFFICER	14	12	\$391,482.00
CORRECTIONS OFFICER TRAINEE	12	4	\$120,900.00
DATA LIBRARIAN II	14	1	\$32,623.50
ELECTRICAL/ELECTRONIC SPEC	17	2	\$73,437.00

Classification Title*	Labor Grade	Total Positions	Estimated Cost** (Step 1)
EMPLOYMENT COUNSELOR	18	1	\$38,200.50
EXECUTIVE SECRETARY	11	4	\$116,610.00
FAMILY SERVICES SPECIALIST I	17	2	\$73,437.00
FIELD AUDIT LEADER	DD	1	\$63,494.08
FINANCIAL ANALYST	28	1	\$57,954.00
FISCAL SPECIALIST I	15	2	\$67,743.00
FISCAL SPECIALIST II	17	2	\$73,437.00
FOOD SERVICE WORKER II	5	1	\$23,712.00
GAMING ENFORCEMENT INVES	16	2	\$70,590.00
HEALTH FACILITIES CLEANER II	7	1	\$25,096.50
HEARINGS EXAMINER	31	1	\$65,949.00
HEARINGS OFFICER	26	1	\$53,176.50
HUMAN RESOURCES ASSISTANT II	12	1	\$30,225.00
INFORMATION CTR ATTENDANT I	6	2	\$48,867.00
INFORMATION CTR ATTENDANT II	8	1	\$25,974.00
INFORMATION TECHNOLOGY MGR I	28	1	\$57,954.00
INFORMATION TECHNOLOGY MGR V	34	2	\$151,203.00
INTERNAL AFFAIRS INVESTGTR II	21	2	\$86,229.00
INTERNAL AUDITOR II	21	1	\$43,114.50
LABOR INSPECTOR	22	4	\$179,322.00
LABOR MARKET ANALYST II	20	1	\$41,320.50
LAUNDRY WORKER III	6	1	\$24,433.50
LEGAL SECRETARY II	11	2	\$58,305.00
LIBRARIAN II	21	2	\$86,229.00
LICENSED NURSING ASST I 8/80	9	3	\$81,081.00
LICENSED NURSING ASST II 8/80	11	3	\$87,457.50
LICENSED NURSING ASST III 8/80	14	2	\$65,247.00
LICENSED PRACT NURSE I 8/80	16	3	\$105,885.00
LICENSED PRACT NURSE II 8/80	18	1	\$38,200.50
MAINTENANCE MECHANIC III	14	1	\$32,623.50
MAINTENANCE TECHNICIAN	21	1	\$43,114.50
MICROBIOLOGIST IV	29	1	\$60,469.50
NURSING COORDINATOR NRS	27	1	\$55,555.50
OFFSET PRESS OPERATOR II	12	1	\$30,225.00
OFFSET PRESS OPERATOR III	14	2	\$65,247.00
PAYROLL OFFICER I	14	1	\$32,623.50
PHARMACIST	27	1	\$55,555.50
PLANNING ANALYST/DATA SYSTEM	24	1	\$48,769.50
PLANT MAINTENANCE ENGINEER I	17	1	\$36,718.50
PROGRAM ASSISTANT I	12	4	\$120,900.00
PROGRAM ASSISTANT II	15	1	\$33,871.50
PROGRAM ASSISTANT III	17	2	\$73,437.00
PROGRAM PLANNER I	19	1	\$39,702.00
PROGRAM PLANNER II	21	1	\$43,114.50
PROGRAM PLANNER III	25	1	\$50,953.50
PROGRAM SPECIALIST I	19	2	\$79,404.00
PROGRAM SPECIALIST II	21	3	\$129,343.50
PROGRAM SPECIALIST III	23	2	\$93,522.00

Classification Title*	Labor Grade	Total Positions	Estimated Cost** (Step 1)
PROGRAM SPECIALIST IV	25	7	\$356,674.50
PSYCHOLOGICAL ASSOCIATE I	24	1	\$48,769.50
PSYCHOLOGICAL ASSOCIATE II	27	3	\$166,666.50
PSYCHOLOGIST	29	1	\$60,469.50
PUBLIC HEALTH NURSE CONSULT	25	2	\$101,907.00
REGISTERED NURSE I 8/80	19	1	\$39,702.00
REGISTERED NURSE II	21	1	\$43,114.50
REGISTERED NURSE III NRS	23	1	\$46,761.00
RESEARCH ANALYST	23	2	\$93,522.00
SECRETARY II	9	5	\$135,135.00
SENIOR MANAGEMENT ANALYST	26	2	\$106,353.00
STATISTICIAN I	16	1	\$35,295.00
SUPERVISOR I	19	1	\$39,702.00
SUPERVISOR II	21	1	\$43,114.50
SUPERVISOR III	23	2	\$93,522.00
SUPERVISOR V	26	2	\$106,353.00
SUPERVISOR VI	27	3	\$166,666.50
SWITCHBOARD OPERATOR I	8	2	\$51,948.00
SYSTEMS DEVELOPMENT SPEC II	21	1	\$43,114.50
SYSTEMS DEVELOPMENT SPEC IV	26	5	\$265,882.50
SYSTEMS DEVELOPMENT SPEC VI	30	3	\$189,540.00
TAX EXAMINER II	12	1	\$30,225.00
TAX REVIEW APPRAISER I	27	1	\$55,555.50
TEACHER ASSISTANT DRC	11	2	\$58,305.00
TEACHER I DRC	18	5	\$191,002.50
TEACHER II DRC	20	2	\$82,641.00
TEACHER III DRC	22	3	\$134,491.50
TECHNICAL SUPPORT SPEC III	25	2	\$101,907.00
TECHNICAL SUPPORT SPEC V	29	2	\$120,939.00
TRAINING	16	1	\$35,295.00
TRAINING COORDINATOR	21	2	\$86,229.00
YOUTH COUNSELOR II DRC	16	3	\$105,885.00
YOUTH COUNSELOR III DRC	16	5	\$176,475.00
	Total	247	\$ 10,308,151

* Includes only permanent classified, full-time and temporary classified full-time positions expected to last more than 6 months abolished between 7/1/2019 and 6/30/2020.

** Estimated annual cost per position is based on base salary only (using applicable wage schedule).

POSITIONS ABOLISHED
Fiscal Year 2020

Agency	Classification Title*	Labor Grade	Estimated Cost** (Step 1)
Education Dept.	ADMINISTRATOR I	27	\$55,555.50
Education Dept.	ASST VENDING STANDS COORD	16	\$35,295.00
Justice Department	ATTORNEY III	30	\$63,180.00
Natural and Culture Resources Dept.	DIR OF FILM	CC	\$60,307.00
Revenue Department	FIELD AUDIT LEADER	DD	\$63,494.08
Revenue Department	FIELD AUDIT LEADER(UNAUTH)	DD	\$63,494.08
Revenue Department	MULTI STATE TAX AUDITOR	DD	\$63,494.08
Safety Dept.	PLUMBERS BOARD INSPECTOR	23	\$46,761.00
Insurance Dept.	PRODUCT MARKETING MANAGER	30	\$63,180.00
Secretary of State	RECORDS CONTROL CLERK	10	\$28,060.50
Education Dept.	REHABILITATION COUNSELOR II	21	\$43,114.50
Education Dept.	REHABILITATION COUNSELOR II	21	\$43,114.50
Education Dept.	REHABILITATION COUNSELOR II	21	\$43,114.50
Education Dept.	SECRETARY II	09	\$27,027.00
Education Dept.	SECRETARY II	09	\$27,027.00
Education Dept.	SYSTEMS DEVELOPMENT SPEC I	18	\$38,200.50
Education Dept.	VOCATIONAL EVALUATOR II	21	\$43,114.50
Education Dept.	VOCATIONAL REHAB SUPERVISOR	25	\$50,953.50
Education Dept.	VOCATIONAL REHAB SUPERVISOR	25	\$50,953.50
Education Dept.	WORD PROC OPERATOR II	12	\$30,225.00
	Total		\$ 939,666

CENTRAL HUMAN RESOURCE PROCESSING UNIT

The Central Human Resource Processing Unit is comprised of two sections: the Employee Human Resources Maintenance/ Transaction and Record Maintenance. In this section, DOP processes all human resource transactions affecting the pay and status of Classified, Unclassified and Non-Classified employees.

This Unit continues to work closely with DAS' Financial Data Management and Division of Accounting to identify improvements in processing human resource transactions. This section updated or newly creates, documents procedures, presents new procedures to agency human resource staff, and posts the new procedures on the DOP Sunspot page on the Intranet. This Section also is instrumental in testing in support of system upgrades, use of new/modified codes, and implementation of new functionality within NH FIRST.

Members of this Unit have met regularly with agency human resource representatives as part of a NH FIRST work group to get feedback and assistance with developing training material and communicating updates to state agency Human Resource staff as appropriate using email, Sunspot, meetings and written step-by-step instructions.

EMPLOYEE HR TRANSACTIONS AND RECORD MAINTENANCE SECTION

This section processed **31,197** transactions in Fiscal Year 2020 including, but not limited to: new hires, rehires, promotions, lateral assignment changes, transfers, demotions, increments, leave of absences, date adjustments, terminations, and retirements.

Transactions	Total
New Hires	1,833
Rehires	1,026
Transfers	2,858
Promotions	363
Change in Pay Rates	6,744
Change Relationship to Organizations	11,883
Terminations	6,481
Miscellaneous Transactions	9
Total	31,197

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This section processed an average of **600** transactions every week. In addition to standard employee transactions, this section worked in conjunction with the Classification Unit to retroactively correct historic position and/or employee data to adjust an employee's pay, and to implement mass updates for position changes, such as labor grade, union or title changes, that also affected employees in filled positions.

In Fiscal Year 2020, this section continued to use the mass upload method, which was developed to process multiple employee/position changes in the NH FIRST system using an excel spreadsheet rather than individual transactions. This method provides efficiency in processing large numbers of transactions such as location changes, address changes, salary enhancements and other data corrections resulting from audits. This year we completed **32** mass uploads, which otherwise would have required agencies and employees in this section to process thousands of individual transactions.

This section currently has three full-time positions and two part-time positions, which included two positions that are cross-trained for the Examination Section. One of the part-time positions is dedicated to and funded by the NH State Liquor Commission.

EXAMINATION SECTION

This section works with agency staff from the Department of Safety, the Department of Natural and Cultural Resources and Fish and Game to administer specific examinations in a large quantity at one time for such titles as State Police Troopers, Conservation Officers, Forest Rangers and Marine Patrol Officers. This section also offers field-testing of candidates at New Hampshire Employment Security local offices as alternative examination sites throughout the State.

We also continue to provide technical assistance to state agency Human Resource Departments and hiring managers in the preparation and administration of structured interviews. A current list of the positions that require examinations can be found on Sunspot at the following link:

<http://sunspot.nh.gov/hr/documents/Examinations/State%20of%20NH%20Examinations.pdf>

BUREAU OF EMPLOYEE RELATIONS

Throughout the State, the Bureau of Employee Relations provides professional support and assistance to the Governor and represents the State in the conduct of negotiations with representatives of classified employees. Negotiations cover all cost items, terms, and conditions of employment to include wages, benefits, hours and other conditions of employment.

Additionally, the Bureau:

- Administers the collective bargaining agreements;
- Represents the State, in cooperation with the Attorney General, in all grievance actions before the Public Employee Labor Relations Board;
- Investigates, prepares and represents the State in grievance, mediation and settlement negotiations; and,
- Provides technical advice and interpretations to all state agencies to ensure consistent policies and practices are followed in compliance with the State's collective bargaining agreements.

COLLECTIVE BARGAINING

As of the date of this report, the following seven unions represent state employees:

- **State Employees' Association (SEA)**

The State Employees' Association of New Hampshire Inc.-SEIU Local 1984 is the exclusive bargaining representative of the majority of classified employees in the state system.

Certified bargaining units represented by State Employees' Association include:

Adjutant General
Administrative Services Department
Agriculture Department
Banking Department
Business and Economic Affairs Department
Corrections Department (*except Probation Parole Officers I-III and Corrections Officer - Corporal*)
Education Department
Employment Security
Environmental Services Department
Fish and Game Department (*except all Conservation Officers*)
Health and Human Services Department
Human Rights, Commission for
Information Technology Department
Insurance Department
Labor Department
Liquor Commission (*except Liquor Investigators and Liquor Investigator Sergeants*)

Lottery Commission
Natural and Cultural Resources Department
Postsecondary Education Commission
Professional Licensure & Certification, Office of
Revenue Administration Department
Safety Department (*except for State Police Troopers, State Police Sgts., and State Police Command Staff*)
Supervisory Unit
Transportation Department
Treasury Department
Veterans Home

- **New Hampshire Troopers Association (NHTA)**

The sworn non-commissioned employees of the Division of State Police have been represented by the New Hampshire Troopers Association since 1997. This bargaining unit includes the State Police Troopers and State Police Sergeants.

- **New Hampshire Troopers Association – Command Staff**

The State Police Command Staff group are represented by the New Hampshire Troopers Association (NHTA). This bargaining unit includes State Police Captains, State Police Lieutenants, and State Police Majors.

- **New England Police Benevolent Association (NEPBA)**

Certified bargaining units represented by the NEPBA currently include:

NH Fish and Game Conservation Officers, Local 40
NH Fish and Game Supervisory Officers, Local 45
Liquor Investigators, Local 260

- **New Hampshire Probation and Parole Command Staff (NHPPCS)**

Certified bargaining units represented by the NHPPCS include all Probation and Parole Officers III.

- **New Hampshire Probation and Parole Officers Association (NHPPOA)**

Certified bargaining units represented by the NHPPOA include all Department of Corrections Probation/Parole Officers I and II.

- **Teamsters Local 633**

The Teamsters Local 633 represent the following bargaining unit:

NH State Corrections Officers and Corrections Officer Corporals

EMPLOYEES BY UNION REPRESENTATION*
Fiscal Year 2020

Union	# of Represented Employees
New England Police Benevolent Association Local 40	28
New England Police Benevolent Association Local 45	15
New England Police Benevolent Association Local 260	17
New England Police Benevolent Association Local 265	1
New Hampshire Probation and Parole Officers I & II	61
New Hampshire Probation and Parole Officers III Command	11
New Hampshire Troopers Association	306
New Hampshire Troopers Association-Command Staff	22
The State Employees' Association of NH, SEIU Local 1984	8,654
Teamsters Local 633	294
Total	9,409
<p>* Includes classified full-time permanent and full-time temporary employees, as well as part-time represented employees of the Liquor Commission. Part-time liquor retail store employees who work 26 weeks or more in one year and who average 10 hours per week are considered part of the bargaining unit.</p> <p>* Confidential employees are excluded.</p> <p>* 6 classified employees did not meet any group criteria and are excluded from this report.</p>	

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POSITIONS BY UNION REPRESENTATION*
Fiscal Year 2020

Union	# Positions
New England Police Benevolent Association 40	30
New England Police Benevolent Association 45	16
New England Police Benevolent Association 260	17
New England Police Benevolent Association 265	1
New Hampshire Probation and Parole Officers I & II	63
New Hampshire Probation and Parole Officers III Command	11
New Hampshire Troopers Association	330
New Hampshire Troopers Association-Command Staff	23
The State Employees' Association of NH, SEIU Local 1984	10,364
Teamsters Local 633	421
Total	11,276
<p>*Includes classified full-time permanent and full-time temporary positions expected to last for more than 6 months as well as part-time represented positions of the Liquor Commission.</p> <p>*This report does not contain 13 positions found in error.</p>	

Report Generated 06/30/2020 by Position Matrix V6.2

MASTER NEGOTIATIONS

Collective Bargaining Agreements between the State and the following unions representing state employees became effective upon execution of their respective agreements through June 30, 2020.

- State Employees' Association (SEA)
- New England Police Benevolent Association (NEPBA Locals: 40, 45, 260, 265 and 270)
- NH Troopers Association
- NHTA – Command Staff
- Teamsters Local 633

CHANGES TO 2017-2020 CBA BETWEEN STATE AND ITS UNIONS

On June 30, 2020, the State and the Unions were still bargaining. The Collective Bargaining Agreements entered 'evergreen' on July 1, 2020. The complete text of the current (2017-2020) Collective Bargaining Agreements with the State Employees' Association, the NH Troopers Association, New England Police Benevolent Association and the Teamsters can be found on the Division of Personnel's website under Employee Relations, at the following link:

https://das.nh.gov/hr/labor_rel/labor_relations.aspx

The 2017-2019 Collective Bargaining Agreements remain in evergreen except with respect to the Teamsters and the NEPBA Liquor Investigators, Local 260 who negotiated changes in the terms of their respective Collective Bargaining Agreements prior to those agreements expiring on June 30, 2019. On October 15, 2020, the State and Unions began negotiations for the 2022-2023 Collective Bargaining Agreements.

NEGOTIATED STATE BENEFITS

The Bureau of Employee Relations negotiates on behalf of the State of New Hampshire benefits for Executive Branch employees. Additionally, it is the responsibility of the Bureau to ensure that all of these benefits are implemented in compliance with the respective Collective Bargaining Agreements.

These benefits include but are not limited to:

- | | |
|---|---------------------------------------|
| • Wages | • Basic Work Week |
| • Overtime and Compensatory Time | • Schedules – Flexible or Alternative |
| • Health Insurance | • Meal Periods and Breaks |
| • Prescription Drug Plan | • Holidays |
| • Wellness & Health Promotion | • Annual Leave |
| • Dental Insurance | • Sick Leave |
| • Life Insurance | • Civil Leave |
| • Short Term Disability Income Protection | • Safety and Health Protection |
| | • Travel Reimbursement |

BUREAU OF EDUCATION AND TRAINING

The Division of Personnel, Bureau of Education and Training (BET) provides education, training, and resources that enhance the skills, knowledge, and abilities of government employees who service the citizens of New Hampshire, as directed under RSA 21-I:42,XIV-XVII. To fulfill this mission, the Bureau is committed to the following guiding principles:

- Deliver cost-effective, quality training using skilled and knowledgeable trainers, facilitators, teachers, and eLearning tools.
- Offer a variety of training opportunities designed for adult learners.
- Provide training resources and consulting services to state agencies.
- Provide training specified by RSA 21-I:42.

BET Program Summary

BET delivered the following programs in FY 2020:

- Certified Public Manager (CPM) Program – Level I and Level II
- Lean Process Improvement Initiatives and Certificate Programs – Lean White, Yellow, Green, and Black Belts
- Foundations of State Supervision and Foundations Review
- Professional skill development resources and classes
- Sexual Harassment Training (Online)
- Respect in the Workplace Training (Online)
- State of NH Investigator Training (in collaboration with DOJ)
- Newsletter series with training and professional developmental resources for employees and managers during COVID-19 State of Emergency
- Employee communication support during COVID-19 State of Emergency

BET revenues just exceeded \$250,000 for FY 2020, a slight reduction from typical revenues in prior years. However, the total number of students enrolled declined more significantly in FY 20, to just over 900 students from an average of over 1,550 students per year in FY 18-19. The decline in the number of students is partially due to the cancellation of many classes in late FY 20 due to COVID-19 but also, we suspect, due to significant price increases implemented for FY 20. BET plans to evaluate its pricing and expected revenue and costs in FY 21 to ensure that pricing is appropriate to maximize participation in training while fully covering BET's costs.

The COVID-19 pandemic in FY 20 required rapid and significant adjustment to BET's instruction. Following the departure of two full-time instructors, the remaining part-time instructors quickly adapted remaining coursework under the CPM program to ensure students could finish the year and earn their certificates despite restrictions on gathering for in-person classes. BET further adapted to provide an online graduation ceremony for students. Finally, BET has begun converting all in-person classes from its core curriculum to web-based trainings using the State's online learning platform, Moodle, and is working to identify ways to maintain revenues in FY 21 despite an anticipated reduced demand for training from State agencies. Moving to online instruction allows BET to continue to serve NH public employees during the pandemic and beyond with greater flexibility for students and also expands BET's potential reach to students outside of NH state government.

BET needs to address staffing concerns going into FY 2021. As our online/eLearning presence grows, so does the demand for support of agencies and our own BET programming. In addition, BET has maximized the capacity of our part-time instructors and needs to expand our instructor and/or contractor pool to continue to offer a full-suite of professional development and public management courses, along with specialized trainings for individual audiences and programs.

New Hampshire Certified Public Manager Program

Since FY 1996, the Bureau has offered a Certified Public Manager Program (CPM) for New Hampshire: state, county, municipal and school district employees, as required by statute (RSA 21-I:42,XVII(a)(3)). The aim of the NH CPM program is to elevate the standard of practice in public management of state and local governments. The program uses a system of competency-based training to measure and then develop participants' professional competencies in the field of public management.

- The Level I program is available to supervisors and individuals who planned to enter a supervisory role. The Level I program takes students one year to complete with over 150 hours of core course work. Successful completion of the program earns participants the designation of Certified Public Supervisor (CPS).
- The Level II program is available to supervisors and managers who had already successfully completed Level I. Level II required an additional 120 hours of core course work as well as participation in a team project that required 60 to 100 hours of time. Students that completed the program earned the Certified Public Manager® (CPM) designation. The CPM designation is a registered service mark of the National Certified Public Manager Consortium. The BET Certified Public Manager® program is nationally accredited.
- In Fiscal Year 2020, there were **74** graduates from the Level I program and **45** graduates from Level II.

Professional Development Classes

In addition to the CPM program, BET continues to offer a full suite of professional development and applied learning classes. In FY 2020, BET delivered **28** professional development classes to **630** state and **167** local and county employees. A list of classes offered and the number of students in each is provided at the end of this section.

State of New Hampshire – Bureau of Education and Training - eLearning

In FY 2020, the Bureau of Education and Training continued to make significant progress in developing the statewide online learning management system (LMS), Moodle, and solidifying BET as the best option to provide centralized online learning management resources for State of New Hampshire employees. During FY 2020, BET accomplished the following:

- Facilitated the State of New Hampshire MOT (Moodle Oversight Team) and participated in testing with Department of Information Technology (DoIT);
- Developed strategic partnerships with agencies throughout the state around online learning and provided training and technical assistance to several agencies (Env. Services, DHHS, & DAS);

- Collaborated with DoIT and the Department of Administrative Services' Financial Data Management (FDM) to ensure a great user experience for our online students, including providing Moodle helpdesk ticket support;
- Worked with DoIT and FDM to establish and administer a new externally-facing instance of Moodle to enable state employees and non-state individuals to access BET trainings and other required trainings (e.g., Sexual Harassment, Computer Use Policy, and Respect Trainings) without needing access to the State network;
- Started the conversion of all of its core curriculum to a web-based format on the external Moodle instance; and
- Continued to provide monthly compliance reporting to participating agencies tracking their employees completion of required material, including working to resolve reporting issues with FDM; and
- Continues to collaborate with participating agencies, as well as DoIT and FDM, to secure an Enterprise LMS (e.g., an Enterprise Moodle license or Infor LMS (tied to NH FIRST)). BET submitted a federal grant application as well as an FY 22/23 budget request to support this need. An Enterprise class LMS will equip BET to better support other State agencies that need to provide online training and/or certifications but cannot support their own LMS.

FY 2020 Professional Development Classes	Non-State Students	State Employee Students	Total # Students
Business Etiquette	1	13	14
Business Writing	9	16	25
Classification Coordinator		5	5
Coffee & Conversation	83	40	123
Communication Skills	1	14	15
Conflict Resolution	2	5	7
Customer Service	4	8	12
Difficult Conversations I	1	8	9
Employee Investigations		61	61
Excel I	12	31	43
Excel II	7	18	25
Family Medical Leave Act		5	5
Foundations Of Supervision	3	26	29
Foundations Review		40	40
Lean Black Belt	4	3	7
Lean Green Belt	7	9	16
Lean White Belt		6	6
Lean White Belt-Online	2	214	216
Lean Yellow Belt		42	42
Managing-Union Environment	6	3	9
MBTI		1	1
Microsoft Overview	3	10	13
Personnel Rules	4	11	15
PowerPoint I	1	3	4
Prepaid Program		6	6
Proactive Leadership	2	5	7
Project Management	7	6	13
Public Speaking I	3	9	12
Time Management	5	12	17
TOTAL	167	630	797

Significant Training Initiatives

During FY 2020, DOP/BET staff collaborated with multiple agencies and DAS leadership to create three versions (Executive Leadership, Supervisor/Manager, and All Employee) of the Respect and Civility in the Workplace training that will support Executive Order 2020-1. Making this course content easily available online and trackable is an essential component of the state's new Respect program, which will roll out in FY 2021.