



STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
 27 Hazen Dr., Concord, NH 03301
 Fax: 603-271-1516 TDD Access: 1-800-735-2964
 www.nh.gov/doit

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Denis Goulet
Commissioner

June 23, 2022

The Honorable Karen Umberger, Chairman
 Fiscal Committee of the General Court
 State House
 Concord, NH 03301

His Excellency, Governor Christopher T. Sununu
 And the Honorable Council
 State House
 Concord, NH 03301

REQUESTED ACTION

1. Pursuant to the provisions of RSA 14:30-a, VI, authorize the Department of Information Technology (DoIT) to accept and expend \$3,944,440 of American Rescue Plan (ARP) State and Local Fiscal Recovery Funds (SFRF) to modernize the State of NH Licensing Portal, upon approval by the Fiscal Committee and Governor and Executive Council, through June 30, 2023. This is an allowable use of ARP FRF funds under Section 602 (c)(1)(A) to respond to the public health emergency or its negative economic impacts.

Funding Source: 100% Federal Funds.

2. Pursuant to the provisions of RSA 124:15, and contingent upon approval of requested action #1, authorize the Department of Information Technology (DoIT) to establish Class 046 Consultants for the purpose of hiring independent professional services for development and implementation upon Fiscal Committee and Governor and Council approval through June 30, 2023. **Funding Source: 100% Federal Funds.**

Funds are to be budgeted in FY2023 in the new accounting unit as follows.

01-03-003-030010-26xxxxxx¹ Department of Information Technology ARP Licensing Portal.

Class	Description	FY23 Requested Budget
038-500177	TECHNOLOGY SOFTWARE	\$918,000
040-500800	INDIRECT COSTS	\$2,500
041-500801	AUDIT FUND SET ASIDE	\$3940
046-500465	CONSULTING SERVICES	\$3,020,000
	TOTAL EXPENSES	\$3,944,440
Source of Funds		
000-16-400338	FEDERAL FUNDS	\$3,944,440
	TOTAL REVENUE	\$3,944,440

¹ All direct program costs will be accounted for using activity 00FRF602PH0306A and all administrative and indirect costs will be accounted for using activity 00FRF602PH0306Z. Accounting classifications may be subject to technical changes at the discretion of the Department of Administrative Services' Division of Accounting Services.

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EXPLANATION

The significant shortage of healthcare workers in New Hampshire is at crisis levels. To adequately address this shortage, meaningful policy decisions require access to current and reliable data. OPLC, as licensor to nearly all the State's healthcare workforce, requires access to this data, but data availability via the current licensing portal is extremely limited.

Office of Professional Licensure & Certification (OPLC) is the state agency charged with providing administrative support to most of the state's professional licensing boards, including all the state's health licensing boards. OPLC also directly regulates four professions. OPLC issues 184 unique permanent licenses, certifications, permits, and registrations. 157,075 permanent licenses are subject to renewal requirements, typically on a biennial basis. Approximately 40,000 additional registrations, apprentice licenses, certifications, and endorsements are currently active within the Office. In total, OPLC authorizes nearly 200,000 individuals to work within the State—an amount equal to 15% of the State's population. Efficient OPLC operations are crucial to reducing barriers to workforce entry in New Hampshire.

When the COVID-19 pandemic began, healthcare providers across the nation quickly moved to a telehealth platform to prevent and limit the spread of the virus. This posed two unique challenges for New Hampshire: 1) as the practice of healthcare is deemed to occur where the patient is physically located, providers who typically provided care for New Hampshire patients in border states (such as Vermont and Massachusetts) suddenly needed a New Hampshire license to continue to legally provide services to those patients, and to receive reimbursement from insurance providers for such services, and 2) healthcare facilities are relying on traveling healthcare workers to meet immediate workforce needs with increasing frequency. An expedited licensing process is critical to ensure continuity of care for New Hampshire patients. OPLC was/is inundated with applications and requests for prompt licensure due to COVID-19. The backlog created by this surge in requests is disrupting effective service delivery in many sectors including some of our most critical areas like nursing.

The solution to this backlog and the resultant increase in effective service delivery is to implement a new more effective licensing system. The new system would help in three ways: 1) cause a near elimination of incomplete applications being submitted, 2) cause a significant reduction in call volume and improved customer service, and 3) improve data analytics concerning workforce. Our goal would be to select a solution that will not only be the most cost effective option for the state, but must also provide a very fast time to value, especially for the critical Online Services function. Work on the system would be prioritized to target those sectors that will have the largest positive impacts on effective service delivery first.

A new licensing system will give OPLC the ability to generate up to date, accurate reports used to directly address the needs of the State. Implementation of the new system is a critical step in allowing OPLC to work with agency partners in responding to and making policy decisions around workforce changes and shortages in strategic and impactful ways.

The project is planned for three phases, with the most important services addressed in phase one, and with end goals that include system modernization, addressing backlogs, and reducing the negative impacts on our workforce generated by the current system.

1. Online Services

The new solution will provide the ability for users to securely log in and perform online transactions based on the agency's business policies and rules. This application provides a highly dynamic, mobile-ready, and intuitive interface for applicants completing online initial applications and renewal requirements.

2. Case Management and Inspection

The platform includes a focused experience for Investigators that are working case assignments to build an Investigative Report for review. The module also includes an online submission feature that allows the Complainant the ability to submit the complaint online to the Agency and receive ongoing status updates.

A field-based inspection solution that extends the platform to field inspectors and other State personnel is also included, which allows the application to be used offline through various mobile devices for a variety of inspection tasks while in the field.

Electronic Business Intelligence (EBI) will be implemented on our standard enterprise platform (currently being used by DHHS Public Health and Department of Education). Analytics generated by this platform will help target investigative and enforcement activities.

3. BackOffice License Management

Provides robust capabilities to process applications, automate license renewals, and generate timely communications to stakeholders.

The Department of Information Technology respectfully requests ARPA funding in the amount of **\$3,944,440**. This amount will cover all three phases of the Licensing Portal Modernization Project.

Funds are to be budgeted as follows:

Class 038 - Technology, Software: Procure licenses and technical support for the new Licensing Portal.

Class 040 - Indirect Expenses: Budgeted at a rate of 10% of direct costs up to the first \$25K of any contract outsourcing functions or sub awards

Class 041 - Audit Fund Set Aside: to comply with RSA 124: 16 that requires all agencies that receive federal funds to set aside a percentage (0.1 %) of the federal revenue amount received to pay for financial and compliance audits.

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Class 046 - Consultants

- Develop and implement all phases of the new licensing platform solution
- Implement business analytics on the State's EBI platform

The following information is provided in accordance with the Comptroller's instructions memorandum dated September 21, 1981

1. **Personnel involved:** Temporary consultants.
2. **Nature, Need and Duration:** for the purpose of hiring independent professional services to design and implement a new licensing platform solution and develop business analytics.
3. **Relationship to existing agency programs:** Builds upon DoIT's previous efforts in response to the COVID-19 public health emergency across all state agencies and partnerships relative to the COVID-19 response efforts.
4. **Has a similar program been requested of the legislature and denied?** No.
5. **Why wasn't funding included in the agency's budget request?** It was not known at the time that DoIT would be applying for American Rescue Plan (ARP) State and Local Fiscal Recovery Funds (SFRF).
6. **Can portions of the grant funds be utilized?** This request is 100% federally funded.
7. **Estimate the funds required to continue these positions:** \$0.00. The temporary consulting positions will not be continued beyond the time frame of the American Rescue Plan (ARP) State and Local Fiscal Recovery Funds (SFRF)

In the event that Federal Funds are no longer available, General Funds will not be requested to support this program.

Respectfully submitted,



Denis Goulet
Commissioner