

~~APPROVED BY FISCAL COMMITTEE~~

~~JAN 10 2020~~

FIS 20 004



OFFICE OF PROFESSIONAL LICENSURE AND CERTIFICATION
STATE OF NEW HAMPSHIRE

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DAVID GROSSO
Executive Director

HALLIE PENTHENY
Director of Finance

December 17, 2019

The Honorable Mary Jane Wallner, Chairman
Fiscal Committee of the General Court
State House
Concord, New Hampshire 03301

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

REQUESTED ACTION

Pursuant to RSA 14:30-a, VI, authorize the Office of Professional Licensure and Certification to accept and expend an additional \$61,477 in State Fiscal Year 2020 (SFY20) and \$206,948 in State Fiscal Year 2021 (FY21), to fund two dedicated DOIT full time temporary positions, upon Fiscal Committee and Governor and Executive Council approval though June 30, 2021. Funding Source: **100% Agency Income**

Funds are to be budgeted in FY2020 and FY2021 in the following account:

Office of Professional Licensure and Certification
01-21-21-211000-24040000 Division of Administration
027-582703 Class 028 Interagency

		FY20 Current Budget	FY20 Requested	FY20 Revised Budget	FY21 Current Budget	FY21 Requested	FY21 Revised Budget
Income							
00C-401350	Agency Indirect Cost Recov	\$3,161,644	\$ 61,477	\$3,223,121	\$3,203,945	\$ 206,948	\$3,410,893
Totals		\$3,161,644	\$ 61,477	\$3,223,121	\$3,203,945	\$ 206,948	\$3,410,893
Expenditures							
010-500100	Personal Services Classified	\$ 451,775		\$ 451,775	\$ 463,584		\$ 463,584
011-500126	Personal Services Unclassified	\$ 101,092		\$ 101,092	\$ 101,092		\$ 101,092
020-500200	Current Expenses	\$ 337,666		\$ 337,666	\$ 337,666		\$ 337,666
022-500255	Rents-Leases	\$ 1,749		\$ 1,749	\$ 1,749		\$ 1,749
027-582703	Transfers to DOIT	\$ 506,702	\$ 61,477	\$ 568,179	\$ 511,917	\$ 206,948	\$ 718,865
028-582814	Transfers to General Svcs	\$ 25,284		\$ 25,284	\$ 25,385		\$ 25,385

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038-500175	Technology-Software	\$ 11,055		\$ 11,055	\$ 11,055		\$ 11,055
039-500180	Telecommunications	\$ 4,874		\$ 4,874	\$ 4,874		\$ 4,874
040-500800	Indirect Costs	\$1,082,774		\$1,082,774	\$1,082,774		\$1,082,774
049-584995	Transfers to Other State Agencies	\$ 2,514		\$ 2,514	\$ 2,514		\$ 2,514
050-500109	Personal Svcs Temp	\$ 28,802		\$ 28,802	\$ 28,802		\$ 28,802
060-500601	Benefits	\$ 263,362		\$ 263,362	\$ 274,343		\$ 274,343
061-500536	Unemployment Compensation	\$ 3,015		\$ 3,015	\$ 3,015		\$ 3,015
062-500538	Workers Compensation	\$ 3,015		\$ 3,015	\$ 3,015		\$ 3,015
064-586414	Ret Pension Bene Health Ins	\$ 284,800		\$ 284,800	\$ 304,100		\$ 304,100
066-599066	Employee Training	\$ 503		\$ 503	\$ 503		\$ 503
069-500566	Promotional Marketing Exp	\$ 31,241		\$ 31,241	\$ 31,241		\$ 31,241
070-500704	In State Travel Reimbursement	\$ 603		\$ 603	\$ 603		\$ 603
080-500710	Out of State Travel Reimbursement	\$ 2,010		\$ 2,010	\$ 2,010		\$ 2,010
089-501543	Transfers to DAS Maintenance Fund	\$ 15,956		\$ 15,956	\$ 10,637		\$ 10,637
211-501530	Catastrophic Casualty Ins	\$ 2,852		\$ 2,852	\$ 2,857		\$ 2,857
Totals		\$3,161,644	\$ 61,477	\$3223,121	\$3,203,945	\$ 206,948	\$3,410,893

EXPLANATION

The Office of Professional Licensure and Certification (OPLC) has 66 full-time and 20 part-time staff positions and is comprised of 53 Boards, Commissions, and Councils that were consolidated from 5 other Agencies in the 2016/2017 biennium. This consolidation was established with the goal of creating efficiencies and eliminating redundancies, resulting in improved customer service and a more consistent organizational structure for programs and licensees. OPLC currently grants and maintains over 172,000 licenses.

The OPLC currently has no dedicated IT staff. The Agency is the state's biggest user of the My License Office (MLO) software (85.5 % of licenses in MLO), with which it retains all licensing information. The Agency has worked very hard to move the application and renewal processes from paper to online. Over the past four years, the amount of these users has increased 325% (from 14,500 transactions in FY16 to 61,500 transactions in FY19) and the numbers continue to increase as the agency moves more and more applications online. These online applicants require DoIT support as well as OPLC employees, making the agency rather unique in its support requirements. The agency is also growing, adding one new board every year and increasing the number of licenses 26% (36,000 licenses) over the past three years. Under the guidance of the new Executive Director, the agency would like DoIT assistance with streamlining processes and to look for other opportunities to work more efficiently, such as:

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- Improved online licensing
- Paperless document storage
- Centralized printing and emailing of professional notices (notices of renewals, changes to statute, etc.)
- Reporting and data analytics
- Online inspection reporting

To further these aims, two DoIT positions are requested to help provide the necessary technical support to OPLC. Comparably sized agencies typically include at least one dedicated/embedded DoIT resource. In 2016/2017, while the general consolidation of Boards into OPLC was underway, DoIT migrated the majority of the OPLC license types into System Automation's MyLicense (MLO) solution that was largely funded with Capitol funds and included vendor support services. Prior to 2016 there were significantly fewer state users and licensees using MLO. Some of the goals of the consolidation of Boards to form the OPLC included the creation of standard processes and workflows; unfortunately these goals have not been fully achieved which limits the intended benefits generally associated with the consolidation and sharing of resources across the organization. The OPLC continues to work on effective organizational change management which includes clearly defining the change and aligning it to business goals; determining impacts and those affected; developing a communication strategy; providing effective training; and implementing a support structure. These two positions will help the OPLC achieve the desired goals. OPLC regulatory oversight responsibilities continue to grow as can be evidenced by the creation of the Prescription Drug Monitoring Program. Additional technical automation and collaboration between Boards will aid in meeting their obligations.

One position (IT Manager III, labor grade 31) will assume the role of IT Lead and serve as the primary technology liaison to plan, manage, oversee and coordinate enterprise and large-scale information technology projects, in partnership with the OPLC Management in support of the mission and daily operations of OPLC. This position will exist in DoIT's Agency Software Division and will work with OPLC and DoIT on hardware and software procurements; RFP, RFB, RFI and contract creation and vendor oversight of deliverables; IT budgeting; strategic IT planning; coordination of OPLC and DoIT matrix-based resources to complete tasks and projects; status reporting to OPLC and DoIT Management; business process improvements; and management of other technical resources supporting the OPLC.

The second position (Business Analyst I, labor grade 28) will work closely with the IT Leader within the Agency Software Division and with OPLC staff to respond to technical questions submitted during the on-line initial or renewal license process from the 172,000 +/- licensees. This position will strive to better understand existing processes and recommend changes to business workflows towards more uniform office-wide policies and procedures related to the licensing process, disciplinary and complaint actions, licensee inspections, document management, and so forth. This resource will help administer secure email and file sharing accounts for Board Members, who are not state employees, to

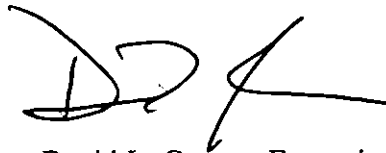
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improve efficiency and compliance with Right to Know requests and litigation holds. Currently the OPLC has 754 templates in the MLO licensing system and these template formats vary considerably by Board requiring significant rework each time there is a change in the Executive Management Team and/or with Board Administration. This resource will work with Boards to create uniform templates that can be used by all Boards and easily modified.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'D. Grosso', with a long horizontal stroke extending to the right.

David L. Grosso, Executive Director,
Office of Professional Licensure & Certification

Office of Professional Licensure and Certification (OPLC - 021)

Fiscal Situation

01-21-021-2110-24040000 - Division of Administration

	FY20	FY21
Beginning Balance 6/30/2019	0	0
FY 2020 Budget Estimated Revenue	3,161,644	3,203,945
FY 2020 Projected Revenue over Budget	<u>61,477</u>	<u>206,948</u>
Total FY 2020 Budgeted Funding	3,223,121	3,410,893
Less: FY 2020 Budgeted Expenditures	(3,161,644)	(3,203,945)
Less Current Requested Action	(61,477)	(206,948)
Projected Fund Balance as of 06/30/2020	0	0