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STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

OFFICE OF OPERATIONS SUPPORT

BUREAU OF LICENSING & CERTIFICATION

Nicholas A. Toumpas
Commissioner

Mary P. Castelli
Senior Division Director

129 PLEASANT STREET, CONCORD, NH 03301-3857
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FAX: 603-271-4782 TDD Access: 1-800-735-2964

September 16, 2013

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Council
State House
Concord, NH 03301

REQUESTED ACTION

Pursuant to New Hampshire RSA 99:8, Increases for Recruitment Purposes, and in accordance with Per 904.01 of the Rules of the Division of Personnel, Request for Temporary Increase, authorize the Department of Health and Human Services (DHHS), Bureau of Health Facilities to **retroactively** continue an increase until August 28, 2015 in hourly rate by thirty percent (30%) for recruitment and retention purposes for the Licensing & Evaluation Coordinator positions and their immediate supervisors currently assigned to the Health Facility Administration and Community Residence Units as initially approved by the Governor and Executive Council in July 2007 and re-approved in August 2009 and October 26, 2011, Item #41.

EXPLANATION

In July 2007, August 19, 2009, and October 2011, the Governor and Executive Council approved a thirty percent (30%) temporary increase for recruitment and retention purposes for twenty-five (25) positions assigned to the Bureau of Licensing and Certification, Health Facilities Administration and Community Residence Units for a period of two (2) years until August 9, 2013 and this requested action would continue the enhancement until August 28, 2015.

Licensing and Evaluation Coordinators, the majority of whom are registered nurses, conduct surveys of facilities caring for some of the State's most vulnerable citizens. These include nursing homes, assisted living facilities, hospitals, home health care agencies, hospice agencies, hospice homes and community residences serving individuals with developmental disabilities. In order for a survey of a certified home or provider to be valid at least one Registered Nurse must directly participate in all aspects of the survey. Moreover, a Registered Nurse must go through a Federally mandated orientation and training period lasting approximately one year before participating in a certification review as a member of the survey team. The current Supplemental Job Description for newly hired Licensing and Evaluation Coordinators and their immediate supervisors require Registered Nurse credentialing. The salary enhancement as originally approved by Governor and Executive Council has allowed the Bureau of Licensing and Certification to be able to recruit and retain Registered Nurses. The continuation of the 30% salary enhancement is requested in order to retain the services of registered nurses in Licensing and Evaluation Coordinator positions and remain competitive with the private sector.

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Executive Council
OOS Request for Temporary Increase
September 16, 2013
Page 2 of 2

Were the Bureau to be unable to maintain its staffing level of Registered Nurses, the ability of the Licensing and Certification Units to survey these facilities in a timely manner would be significantly undermined, placing vulnerable citizens at risk. The Department has an agreement with the Federal government to conduct certification surveys of facilities such as nursing homes and hospitals. The agreement includes very strict requirements regarding the quantity and timeliness of the work that must be performed by the Health Facilities Certification Unit. Failure to perform the mandatory workload will place federal funding at risk. At this time all but three Licensing and Evaluation Coordinator positions in the Health Facility Administration Units are filled. Due to the increased staffing, all units are currently able to complete their mandated workload in a timely manner.

There continues to be a severe shortage of Registered Nurses in the United States generally and in New Hampshire specifically. Nurses in the private sector continue to earn far more than nurses working in State positions. Retention of Registered Nurses in Licensing and Evaluation Coordinators positions in these units is due solely to the 30% salary enhancement. The estimated salary cost difference of this enhancement is:

SFY 2014-2015 Annual Pay July 1, 2013 – June 30, 2015

Federal: \$ 487,142.00
General: \$ 154,018.00
Other: \$ 65,068.00
Total: \$ 706,229.00

The salaries referenced above are currently funded in appropriation 05-95-95-952010-51460000-010 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: COMMISSIONER, OFFICE OF PROGRAM SUPPORT, HEALTH FACILITIES ADMINISTRATION and 05-95-95-952010-56820000-010 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: COMMISSIONER, OFFICE OF PROGRAM SUPPORT, COMMUNITY RESIDENCES.

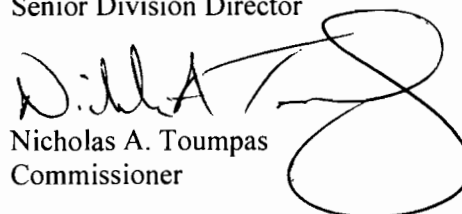
Enclosed is Governor and Council Item #41 approved on October 26, 2011, approval of the Director of the Division of Personnel and a fiscal impact summary, which is also enclosed.

Respectfully submitted,



Mary P. Castelli,
Senior Division Director

Approved by:



Nicholas A. Toumpas
Commissioner

**Office of Operations Support
Activity OPS952010
Fiscal Impact: 30% Enhancement**

	SFY 2014		Federal \$		SFY 2015		Federal \$	
	Total \$	State\$	Other \$	State\$	Total \$	Other \$	State\$	
Health Facilities Administration	05-95-95-952010-5146000-010	\$279,674	\$236,556	\$43,118	\$279,673	\$242,213	\$37,459	
Total Health Facilities Administration		\$279,674	\$236,556	\$43,118	\$279,673	\$242,213	\$37,459	
Description	Funding	Total \$	Federal \$	State\$	Total \$	Federal \$	State\$	
Comm. Residencies	05-95-95-952010-5682000-010	\$73,053	\$36,527	\$36,527	\$73,829	\$36,915	\$36,915	
Total Community Residencies		\$73,053	\$36,527	\$36,527	\$73,829	\$36,915	\$36,915	
Grand Total		\$352,727	\$273,082	\$79,645	\$353,502	\$279,128	\$74,374	

Summary of Positions with Proposed 30% Salary Enhancement

TF	\$706,229
FF	\$487,142
OT	\$65,068
GF	\$154,018

Business Unit

Funding	Number Staff
010-095-51460000	20
010-095-56820000	5
Total	25

The initial request for a 30% salary enhancement was filed in 2007. The purpose of the salary increase was to increase the Department's ability to recruit and retain qualified individuals to fill these positions. At that time the Health Facility Licensing Unit and the Health Facility Certification Unit were significantly understaffed and had been so for a considerable period of time. This was particularly true of the positions that require the employee to be a Registered Nurse. The salary for these positions was not anywhere near competitive with the private sector. Registered Nurses in the private sector earned far more than the salary paid to a Registered Nurse in the position of Licensing & Evaluation Coordinator. Despite ongoing efforts to recruit qualified candidates, the Department was unable to do so. Many of these positions had been vacant for more than a year. A couple of qualified individuals expressed interest in the position only to decline to come in for an interview once they learned what they would be earning in the position. One Licensing & Evaluation Coordinator resigned to accept a higher paying job elsewhere. That individual stated that he loved the work, but he could not justify remaining in the position to himself or his family when he could easily get a job elsewhere earning far more. One other Licensing & Evaluation Coordinator had submitted his resignation. Others expressed that they too would be forced to leave if their salary did not increase.

Licensing and Evaluation Coordinators conduct surveys of facilities housing some of the State's most vulnerable citizens. These include nursing homes, assisted living facilities and hospitals. The low staffing levels greatly undermined the ability of the Licensing and Certification Units to survey these facilities in a timely manner. That placed these vulnerable citizens at risk. Moreover, the Department has an agreement with the Federal government to conduct certification surveys of facilities such as nursing homes and hospitals. This agreement includes very strict requirements regarding the work that must be performed by the Health Facilities Certification Unit. Failure to perform the mandatory workload would have had significant financial ramifications for the Department. As of 2007 the Certification Unit did not have the number of staff necessary to complete the minimum amount of work required by the Federal government. That could have resulted in the determination by CMS that the Department had decided to withdraw from the program. This again would have had significant financial ramifications for the Department and the State of New Hampshire as a whole.

It is important to note that in order for a certification survey to be valid a Registered Nurse must directly participate in the survey. Moreover, a Registered Nurse must go through an eight to twelve month Federally mandated orientation and training period before he or she can participate in a certification review as a member of the survey team. Consequently, even if the Department were able to recruit qualified applicants, the problem would have persisted for many months to come.

Fortunately, the request for a 30% salary enhancement was granted effective July 18, 2007. The enhancement very much had the desired effect. Almost immediately the Department began successfully recruiting and hiring Registered Nurses qualified to do the job. Most significantly the Certification Unit was able to lure back the Licensing and Evaluation Coordinator who had resigned. In addition, the other Licensing and Evaluation Coordinator who had submitted his resignation withdrew that resignation and decided to remain with the Certification Unit. This was extremely important, as these individuals had completed the Federally mandated orientation and training period and could participate in surveys. In addition, both the Licensing and the Certification Units were able to hire other qualified Registered Nurses. Consequently, at this time all Licensing and Evaluation Coordinator positions in the Health Facility Licensing Unit are filled, and all but one such position in the Health Facility Certification Unit are filled. Due to the increased staffing, both units are currently able to complete their mandated workload in a timely manner.

There continues to be a shortage of Registered Nurses in the United States generally and in New Hampshire specifically. Nurses in the private sector continue to earn far more than nurses working in State positions. The exception is the Health Facility Licensing and Certification Units where there is near parity due solely to the 30% salary enhancement. Hence, the only reason we are able to retain Licensing and Evaluation Coordinators in these units is because the 30% enhancement is in effect. Were the 30% enhancement to lapse it is certain that several Licensing and Evaluation Coordinators would promptly leave for higher paying jobs elsewhere. Several more would likely retire rather than experience a 30% reduction in pay.

Enclosed with this request is a fiscal impact sheet for all affected positions.

This increase is necessary to maintain a competitive salary for recruiting and retaining our Licensing & Evaluation Coordinator positions. If approved overall cost of this increase would be \$217,833.00 and we would ensure that the salary for each position in this classification would be increased by the authorized enhancement percentage. There are sufficient funds in each of the Departments' affected Divisions' budgets to cover this request.

I am available to answer questions you may have related to this reclassification request. I appreciate your attention to this matter.

Sincerely,


Mark Bussiere
Director

Enclosures

cc: Mary Castelli, Director
Stephen Mosher, Controller
Karen Irwin, Financial Manager
John B. Martin, Manager

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Staff Nurse - RN Methodology

03101, Manchester, NH

Median Annual \$70,182

Location	10%	25%	75%	90%
03101, Manchester, NH	\$57,769	\$63,885	\$77,164	\$83,521

Company Size
of employees

Industry
type of business

Projected Salary Unknown

About You

Next Steps >>>

- Refine your number
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- Staff Nurse - RN - Hospice
- Staff Nurse - RN - Infection Control
- Staff Nurse - RN - Intensive Care Unit
- Staff Nurse - RN - Long-Term Care
- Staff Nurse - RN - Nursing Home
- Case Manager
- Case Manager (Non-RN)
- Case Manager - Home Care

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Job Title
Staff Nurse - RN - Occu

Location
Concord, NH

Company Size
of employees

Industry
type of business

Staff Nurse - RN - Occupational Health
Concord, NH

Median Annual **\$73,120**

10%	25%	75%	90%
\$58,943	\$95,606	\$81,218	\$88,592

Projected Salary Unknown

About You

Education
Degree
Reputation
Relevance

Years of Experience

Direct Reports

Reports To
your boss

Job Performance
last rating

Next Steps >>>

- Refine your number
- How to Negotiate Your Salary
- Is it time for a move?
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- Certified Occupational Therapist Assistant
- Head Nurse - Occupational Health
- Licensed Practical Nurse - Occupational Health
- Occupational Medicine Director
- Occupational Therapist
- Occupational Therapist - Home Care

Health Facility Licensing and Evaluation Coordinators and Supervisors
30% Salary Enhancement

Position#	Position Title	Name	BUDGET		PROJCTED		W/O 30% Enhancement		30% Enhancement		SFY 2015 Salary Federal\$	SFY 2015 Salary Gen\$	SFY 2015 Benefits	SFY 2015 Benefits Gen\$
			Salary Total\$	Benefits	30% Enhancement Salary	W/O Enhancement	Federal	General	Federal	General				
1	14701 LICENSING & EVAL COORD	NICKERSON, SUE	\$57,915	\$29,056	\$57,915	\$44,550	\$22,275	\$22,275	\$6,683	\$6,683	\$28,958	\$30,167	\$14,528	\$14,528
2	14957 LICENSING & EVAL COORD	SWANSON, ALVA	\$60,333	\$30,333	\$60,333	\$46,410	\$23,205	\$23,205	\$6,962	\$6,962	\$30,167	\$30,167	\$20,167	\$20,167
3	15037 LICENSING & EVAL COORD	KURINSKAS, JAY	\$64,014	\$31,872	\$64,014	\$49,242	\$24,821	\$24,821	\$7,386	\$7,386	\$32,007	\$32,007	\$20,531	\$20,531
4	15361 SUPERVISOR IV	BACON, PETER	\$72,150	\$31,872	\$72,150	\$55,500	\$27,750	\$27,750	\$8,325	\$8,325	\$36,075	\$36,075	\$15,936	\$15,936
5	15508 LICENSING & EVAL COORD	OUELLETTE, SUSAN	\$65,514	\$23,679	\$65,514	\$50,395	\$25,198	\$25,198	\$7,559	\$7,559	\$32,757	\$32,757	\$11,840	\$11,840
1	14595 LICENSING & EVAL COORD	COLLINS, SPILLER CORINN	\$60,333	\$32,885	\$60,333	\$46,410	\$23,205	\$23,205	\$6,962	\$6,962	\$30,167	\$30,167	\$20,167	\$20,167
2	14597 LICENSING & EVAL COORD	MALONEY, KAREN	\$44,538	\$17,379	\$44,538	\$34,260	\$17,130	\$17,130	\$5,139	\$5,139	\$19,091	\$19,091	\$11,840	\$11,840
3	14609 LICENSING & EVAL COORD	KENDALL, JANE	\$47,190	\$26,419	\$47,190	\$36,300	\$18,150	\$18,150	\$5,445	\$5,445	\$21,845	\$21,845	\$13,708	\$13,708
4	14610 LICENSING & EVAL COORD	WYMAN, DEBORA	\$64,014	\$40,237	\$64,014	\$49,242	\$24,821	\$24,821	\$7,386	\$7,386	\$32,007	\$32,007	\$20,531	\$20,531
5	14638 LICENSING & EVAL COORD	BURKE, MAE	\$64,314	\$21,291	\$64,314	\$49,472	\$24,736	\$24,736	\$7,421	\$7,421	\$32,157	\$32,157	\$21,291	\$21,291
6	14670 LICENSING & EVAL COORD	ROY, ALAN	\$63,714	\$21,172	\$63,714	\$49,011	\$24,505	\$24,505	\$7,351	\$7,351	\$31,660	\$31,660	\$20,167	\$20,167
7	14738 LICENSING & EVAL COORD	FISHER, NANCY	\$63,714	\$23,105	\$63,714	\$49,011	\$24,505	\$24,505	\$7,351	\$7,351	\$31,660	\$31,660	\$20,167	\$20,167
8	14796 LICENSING & EVAL COORD	BONAFAY, MARY	\$57,915	\$20,025	\$57,915	\$44,550	\$22,275	\$22,275	\$6,683	\$6,683	\$28,958	\$28,958	\$14,528	\$14,528
9	14796 LICENSING & EVAL COORD	BONAFAY, MARY	\$57,915	\$20,025	\$57,915	\$44,550	\$22,275	\$22,275	\$6,683	\$6,683	\$28,958	\$28,958	\$14,528	\$14,528
10	19811 LICENSING & EVAL COORD	LARO DARLENE E	\$55,575	\$21,495	\$55,575	\$42,750	\$21,375	\$21,375	\$6,413	\$6,413	\$26,337	\$26,337	\$16,666	\$16,666
11	19812 LICENSING & EVAL COORD	HANCOCK, JOHN S	\$63,714	\$29,984	\$63,714	\$50,165	\$25,082	\$25,082	\$7,525	\$7,525	\$31,635	\$31,635	\$20,167	\$20,167
12	19813 LICENSING & EVAL COORD	BELANGER, DONNA	\$64,014	\$46,423	\$64,014	\$49,242	\$24,821	\$24,821	\$7,386	\$7,386	\$32,007	\$32,007	\$20,531	\$20,531
13	19815 LICENSING & EVAL COORD	MARTIN, GLEN	\$64,014	\$46,423	\$64,014	\$49,242	\$24,821	\$24,821	\$7,386	\$7,386	\$32,007	\$32,007	\$20,531	\$20,531
14	14809 LICENSING & EVAL COORD	GAGNE, RODNEY	\$64,614	\$21,350	\$64,614	\$49,703	\$24,852	\$24,852	\$7,455	\$7,455	\$32,207	\$32,207	\$21,350	\$21,350
15	40822 SUPERVISOR IV	DONOHUE, JEANNE	\$78,741	\$32,660	\$78,741	\$60,570	\$30,285	\$30,285	\$9,086	\$9,086	\$39,371	\$39,371	\$32,660	\$32,660
16	40823 LICENSING & EVAL COORD	CHAMBERLIN, THOMAS	\$63,714	\$21,172	\$63,714	\$49,011	\$24,505	\$24,505	\$7,351	\$7,351	\$31,660	\$31,660	\$20,167	\$20,167
17	40824 SUPERVISOR IV	FLEMING, MICHAEL	\$47,190	\$26,419	\$47,190	\$36,300	\$18,150	\$18,150	\$5,445	\$5,445	\$21,845	\$21,845	\$13,708	\$13,708
18	42892 SUPERVISOR IV	LAMBRIKOS, JOHN	\$58,188	\$28,594	\$58,188	\$44,760	\$22,380	\$22,380	\$6,714	\$6,714	\$28,044	\$28,044	\$18,150	\$18,150
19	42893 SUPERVISOR IV	BRETT, PATRICIA	\$69,389	\$41,300	\$69,389	\$53,376	\$26,688	\$26,688	\$8,006	\$8,006	\$31,374	\$31,374	\$25,374	\$25,374
20	42995 LICENSING & EVAL COORD	JUZA, MICHELE	\$57,915	\$28,540	\$57,915	\$44,550	\$22,275	\$22,275	\$6,683	\$6,683	\$28,958	\$28,958	\$14,528	\$14,528
Totals			\$1,211,915	\$552,098	\$1,531,841	\$1,178,339	\$1,057,659	\$1,270,780	\$223,140	\$94,272	\$966,942	\$408,512	\$469,242	\$248,857
					\$1,784,013		-\$353,601.65							

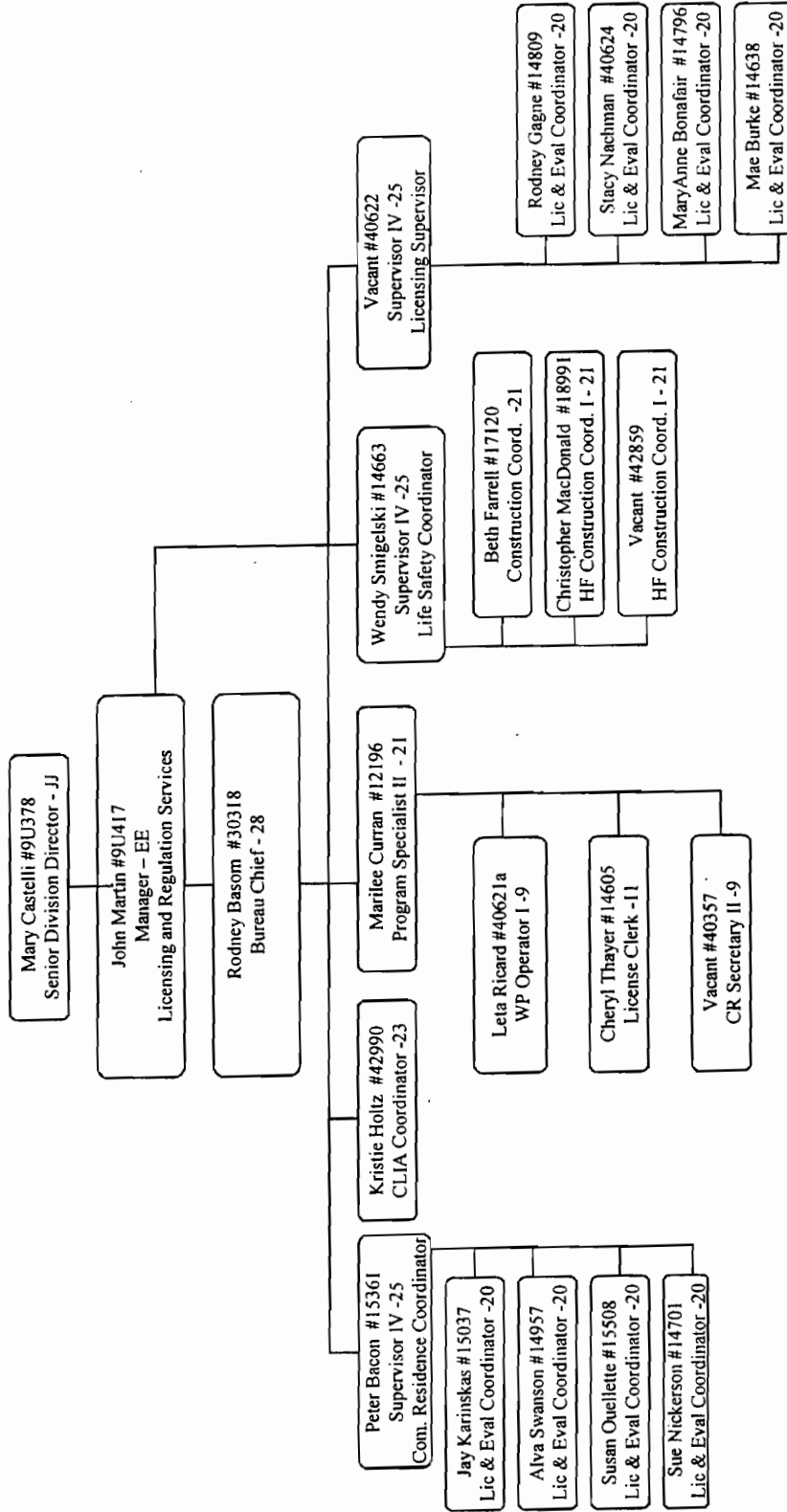
SFY 2015 Total	Federal	General	Other
	\$243,039	\$72,574	\$36,089
SFY 2014 Total	Federal	General	Other
	\$242,014	\$73,845	\$28,978
Biennium Totals	Federal	General	Other
	\$485,053	\$146,419	\$65,067

NH DHHS

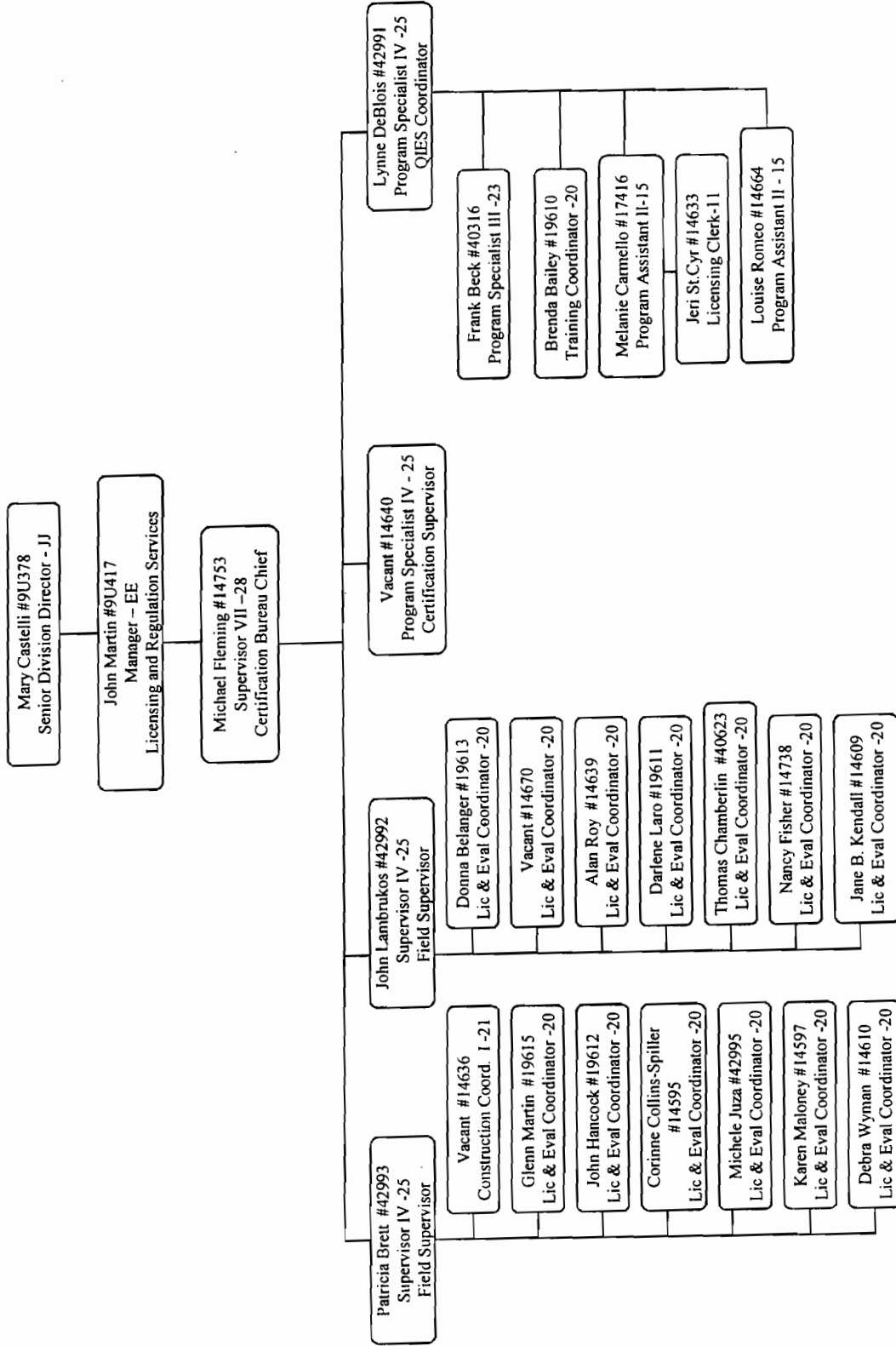
Office of Operations Support

Bureau of Health Facilities Licensure --

Revised 02/10/12



NH DHHS Office of Operations Support Bureau of Health Facilities Certification



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Methodology

Job Title

Charge Nurse

Charge Nurse

03101, Manchester, NH

Median

Annual

\$77,443

Location

03101, Manchester, NH

10%

\$63,826

25%

\$70,315

75%

\$86,721

90%

\$95,189

Company Size

of employees

Industry

type of business



Projected Salary Unknown

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Education

Degree

Reputation

Relevance

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Years of Experience

Charge Nurse Openings

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Job Performance

Last rating

Charge Capture Specialist

Certified Nurse Anesthetist

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Head Nurse - Emergency Room

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Job Title

Charge Nurse

Charge Nurse

03301, Concord, NH

[Methodology](#)

Median **\$77,075**

Location

03301, Concord, NH

10%	25%	75%	90%
\$63,522	\$69,981	\$86,309	\$94,715

Company Size

of employees

Industry

type of business



Projected Salary Unknown

About You

Ads by Google related to: **Charge Nurse**

Education

Degree

Reputation

Relevance

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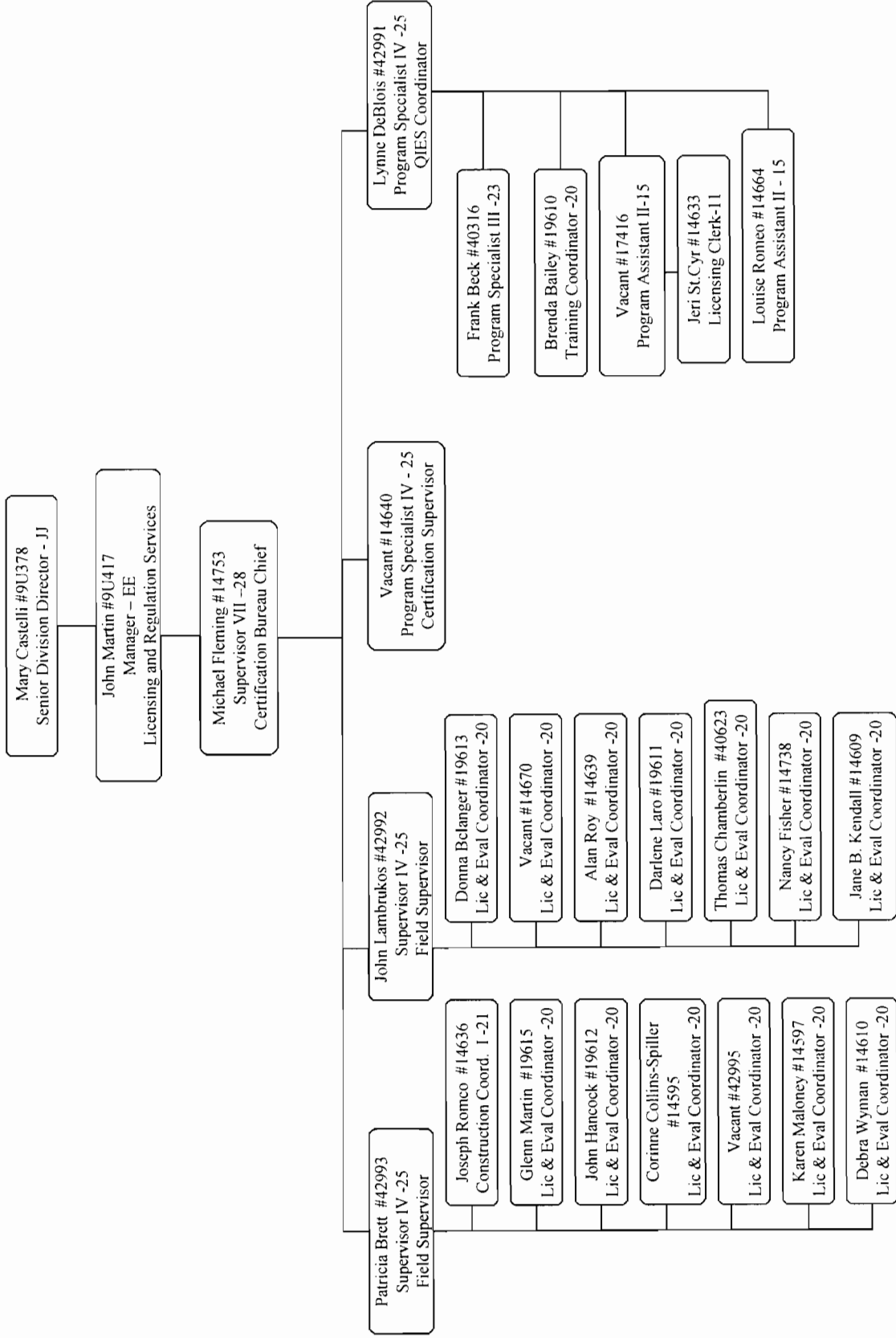
Job Performance

last rating

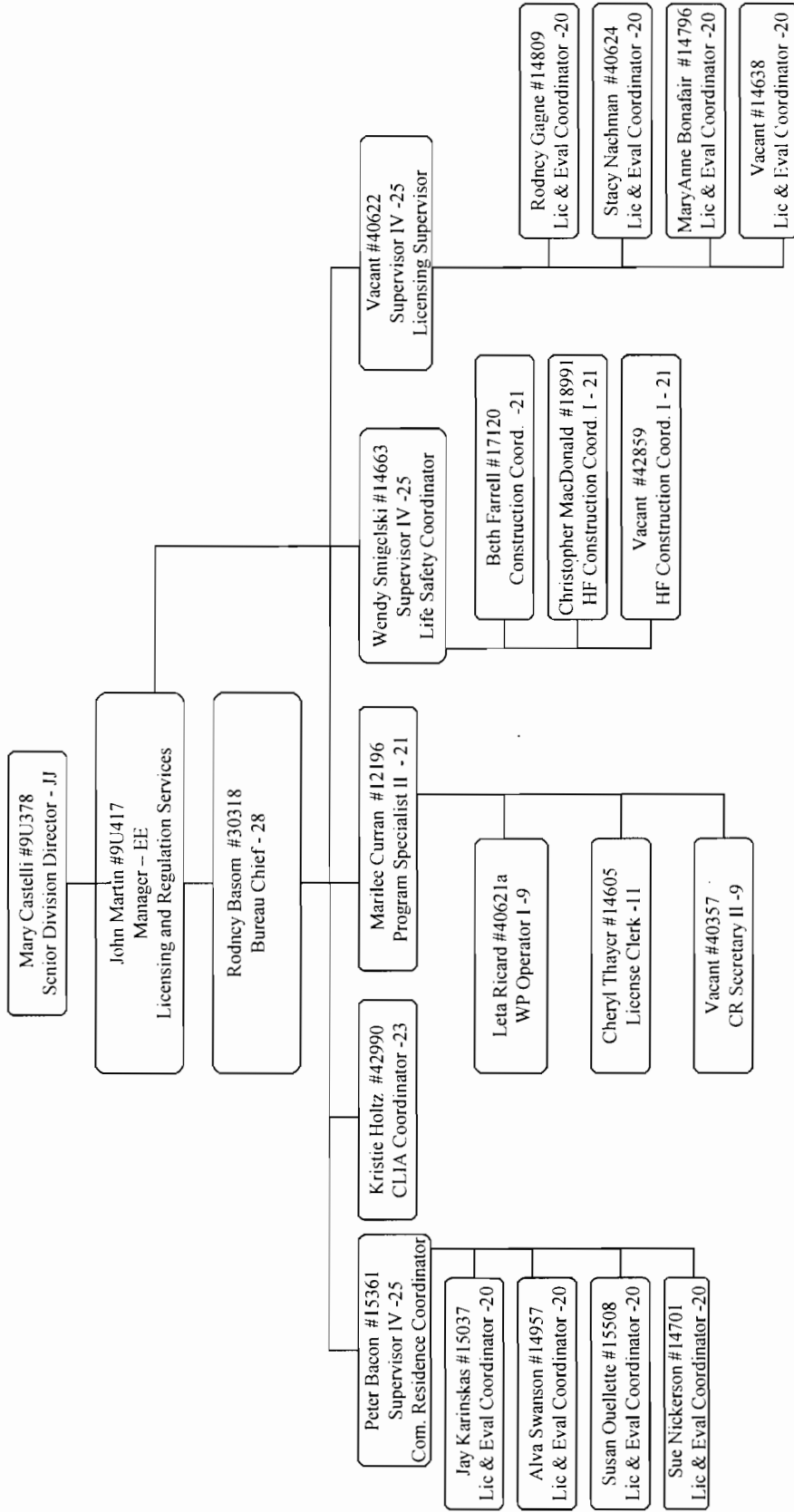
Charge Nurse Openings

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NH DHHS Office of Operations Support Bureau of Health Facilities Certification



NH DHHS
Office of Operations Support
Bureau of Health Facilities Licensure –
Revised 02/10/12



Went to G+C 10/26/11, Item #41

AD



Nicholas A. Toumpas
Commissioner

Mary P. Castelli
Senior Division Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF OPERATIONS SUPPORT
BUREAU OF LICENSING & CERTIFICATION

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DHHS
Received
OCT 13 2011
Human Resources

October 3, 2011

His Excellency, Governor John H. Lynch
and the Honorable Executive Council
State House
Concord, NH 03301

REQUESTED ACTION

1. Pursuant to New Hampshire RSA 99:8, Increases for Recruitment Purposes, and in accordance with Per 904.01 of the Rules of the Division of Personnel, Request for Temporary Increase, authorize the Department of Health and Human Services (DHHS), Bureau of Health Facilities to **retroactively** continue an increase in hourly rate by thirty percent (30%) for recruitment and retention purposes for the Licensing & Evaluation Coordinator positions and their immediate supervisors currently assigned to the Health Facility Licensing Unit and Health Facility Certification Unit as approved by the Governor and Executive Council on August 19, 2009, Item #116 to be effective from June 29, 2011, through the date of Governor and Council approval of Item 2 below.

2. Pursuant to New Hampshire RSA 99:8, Increases for Recruitment Purposes, and in accordance with Per 904.01 of the Rules of the Division of Personnel, Request for Temporary Increase, authorize the Department of Health and Human Services, Bureau of Health Facilities to continue an increase in hourly rate by thirty percent (30%) for recruitment and retention purposes for the Licensing & Evaluation Coordinator positions and their immediate supervisors, as approved by Governor and Executive Council on August 19, 2009, Item #116 to be effective from the date of Governor and Council approval through August 9, 2013, which is two years from the date of Division of Personnel approval.

EXPLANATION

On July 18, 2007, Item #127, Governor and Executive Council approved 28 positions assigned to the Bureau of Health Facilities-Certification for a period of 2 years for a 30% temporary increase in hourly rate for recruitment and retention purposes. On August 19, 2009, Item #116, Governor and Executive Council approved 26 of the positions through June 29, 2011. The Bureau intended to request a continuation of the increase for 25 positions prior to June 29, 2011. However, due to an administrative oversight the timely submission of this request was delayed. Therefore, this request to retroactively continue the 30% temporary increase is submitted of approval.

Licensing and Evaluation Coordinators, the majority of whom are registered nurses, conduct surveys of facilities housing some of the State's most vulnerable citizens. These include nursing homes, assisted living facilities, hospitals and community residences serving individuals with developmental disabilities. In order for a certification survey to be valid a Registered Nurse must directly participate in the survey. Moreover, a Registered Nurse must go through an eight to twelve month Federally mandated orientation and training period before participating in a certification review as a member of the survey team. The current Supplemental Job Descriptions for any newly hired Licensing and Evaluation Coordinators and their immediate supervisors require Registered Nurse credentialing. Only with the salary enhancement as originally approved by Governor and Executive Council has the Bureau able to retain and recruit Registered Nurses in these positions. Continuation of

the 30% salary enhancement is requested in order to retain the services of registered nurses in Licensing and Evaluation Coordinator positions and remain competitive with the private sector.

Were the Bureau unable to maintain its staffing level of Registered Nurses, the ability of the Licensing and Certification Units to survey these facilities in a timely manner would be undermined, placing vulnerable citizens at risk. The Department has an agreement with the Federal government to conduct certification surveys of facilities such as nursing homes and hospitals. The agreement includes very strict requirements regarding the quantity and timeliness of the work that must be performed by the Health Facilities Certification Unit. Failure to perform the mandatory workload will place federal funding at risk. At this time all Licensing and Evaluation Coordinator positions in the Health Facility Licensing Unit are filled. Due to the increased staffing, both units are currently able to complete their mandated workload in a timely manner.

There continues to be a severe shortage of Registered Nurses in the United States generally and in New Hampshire specifically. Nurses in the private sector continue to earn far more than nurses working in State positions. Retention of Registered Nurses in Licensing and Evaluation Coordinators positions in these units is due solely to the 30% salary enhancement.

On August 9, 2011, the Division of Personnel approved a 30% salary enhancement for the Licensing & Evaluation Coordinator positions and their immediate supervisors. The estimated salary cost difference of this enhancement is:

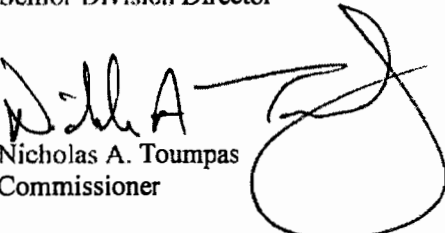
SFY 2012	SFY 2013
Federal: \$260,770.00	Federal: \$251,089.00
General: \$115,570.00	General: \$111,851.00
Other: \$ 0.00	Other: \$ 0.00
Total: \$376,340.00	Total: \$362,940.00

These salaries are currently funded in appropriation 05-95-95-952010-5146-010 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: COMMISSIONER, OFFICE OF PROGRAM SUPPORT, HEALTH FACILITIES ADMINISTRATION

Enclosed are Governor and Council Item 116 approved on August 19, 2009, approval by the Director of the Division of Personnel and a fiscal impact summary. Please note that the approval by the Director of the Division of Personnel lists twenty-five (25) distinct positions. One position was listed twice.

Respectfully submitted,


Mary Castelli,
Senior Division Director

Approved by: 
Nicholas A. Toumpas
Commissioner



STATE OF NEW HAMPSHIRE
 DEPARTMENT OF HEALTH AND HUMAN SERVICES
 OFFICE OF THE COMMISSIONER
 BUREAU OF HUMAN RESOURCE MANAGEMENT

John A. Stephen
 Commissioner

Karen D. Hutchins
 Bureau Chief

129 PLEASANT STREET, CONCORD, NH 03301-3857
 603-271-4286 1-800-852-8345 Ext. 4286
 Fax: 603-271-4810 TDD Access: 1-800-785-2964

*Approved
 Karen D. Hutchins
 8-9-11*

August 3, 2011

Karen Hutchins, Director
 Division of Personnel
 State House Annex – 25 Capitol Street
 Concord, NH 03301

Re. Request for Renewal of Temporary Increase – Department of Health and Human Services

Dear Ms. Hutchins:

In accordance with RSA 99:8 and as per Personnel Rule 904.01, The Department of Health and Human Services requests your approval for the renewal of a thirty percent (30%) increase in the compensation of the Licensing & Evaluation Coordinator positions and their immediate supervisors currently assigned to the Health Facility Licensing Unit and the Health Facility Certification Unit. The positions that currently fall under the 30% enhancement are as follows:

Division	Position #	Title	Labor Grade	Funding Code
095	14670	Licensing & Evaluation Coordinator	20	0100955146010
095	14809	Licensing & Evaluation Coordinator	20	0100955146010
095	19612	Licensing & Evaluation Coordinator	20	0100955146010
095	15508	Licensing & Evaluation Coordinator	20	0100955682010
095	14639	Licensing & Evaluation Coordinator	20	0100955146010
095	14638	Licensing & Evaluation Coordinator	20	0100955146010
095	15037	Licensing & Evaluation Coordinator	20	0100955682010
095	14597	Licensing & Evaluation Coordinator	20	0100955146010
095	19613	Licensing & Evaluation Coordinator	20	0100955146010
095	14738	Licensing & Evaluation Coordinator	20	0100955146010
095	14639	Licensing & Evaluation Coordinator	20	0100955146010
095	14957	Licensing & Evaluation Coordinator	20	0100955682010
095	19611	Licensing & Evaluation Coordinator	20	0100955146010
095	14595	Licensing & Evaluation Coordinator	20	0100955146010
095	14701	Licensing & Evaluation Coordinator	20	0100955146010
095	14610	Licensing & Evaluation Coordinator	20	0100955146010
095	14796	Licensing & Evaluation Coordinator	20	0100955146010
095	19615	Licensing & Evaluation Coordinator	20	0100955146010
095	40623	Licensing & Evaluation Coordinator	20	0100955146010

095	42995	Licensing & Evaluation Coordinator	20	0100955146010
095	40624	Licensing & Evaluation Coordinator	20	0100955146010
095	42993	Supervisor III	23	0100955146010
095	42992	Supervisor III	23	0100955146010
095	14609	Program Specialist III	23	0100955146010
095	15361	Supervisor IV	24	0100955146010
095	40622	Supervisor IV	24	0100955146010

The initial request for a 30% salary enhancement was filed in 2007. The purpose of the salary increase was to spark an interest in recruitment and retention of these positions. At that time the Health Facility Licensing Unit and the Health Facility Certification Unit were significantly understaffed and had been so for a considerable period of time. This was particularly true of the positions that require the employee to be a Registered Nurse. The salary for these positions was not any where near competitive with the private sector. Registered Nurses in the private sector earned far more than the salary paid to a Registered Nurse in the position of Licensing & Evaluation Coordinator. Despite ongoing efforts to recruit qualified candidates, the Department was unable to do so. Many of these positions had been vacant for more than a year. A couple of qualified individuals expressed interest in the position only to decline to come in for an interview once they learned what they would be earning in the position. One Licensing & Evaluation Coordinator resigned to accept a higher paying job elsewhere. That individual stated that he loved the work, but he could not justify remaining in the position to himself or his family when he could easily get a job elsewhere earning far more. One other Licensing & Evaluation Coordinator had submitted his resignation. Others expressed that they too would be forced to leave if their salary did not increase.

Licensing and Evaluation Coordinators conduct surveys of facilities housing some of the State's most vulnerable citizens. These include nursing homes, assisted living facilities and hospitals. The low staffing levels greatly undermined the ability of the Licensing and Certification Units to survey these facilities in a timely manner. That placed these vulnerable citizens at risk. Moreover, the Department has an agreement with the Federal government to conduct certification surveys of facilities such as nursing homes and hospitals. This agreement includes very strict requirements regarding the work that must be performed by the Health Facilities Certification Unit. Failure to perform the mandatory workload would have had significant financial ramifications for the Department. As of 2007 the Certification Unit did not have the number of staff necessary to complete the minimum amount of work required by the Federal government. That could have resulted in the determination by CMS that the Department had decided to withdraw from the program. This again would have had significant financial ramifications for the Department and the State of New Hampshire as a whole.

It is important to note that in order for a certification survey to be valid a Registered Nurse must directly participate in the survey. Moreover, a Registered Nurse must go through an eight to twelve month Federally mandated orientation and training period before he or she can participate in a certification review as a member of the survey team. Consequently, even if the Department was able to recruit qualified applicants, the problem would have persisted for many months to come.

Fortunately, the request for a 30% salary enhancement was granted effective July 18, 2007. The enhancement very much had the desired effect. Almost immediately the Department began successfully recruiting and hiring Registered Nurses qualified to do the job. Most significantly the Certification Unit was able to lure back the Licensing and Evaluation Coordinator who had resigned. In addition, the other Licensing and Evaluation Coordinator who had submitted his resignation withdrew that resignation and decided to remain with the Certification Unit. This was extremely

important, as these individuals had completed the Federally mandated orientation and training period and could participate in surveys. In addition, both the Licensing and the Certification Units were able to hire other qualified Registered Nurses. Consequently, at this time all Licensing and Evaluation Coordinator positions in the Health Facility Licensing Unit are filled, and all but one such position in the Health Facility Certification Unit are filled. Due to the increased staffing, both units are currently able to complete their mandated workload in a timely manner.

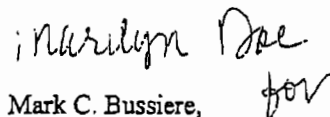
There continues to be a shortage of Registered Nurses in the United States generally and in New Hampshire specifically. Nurses in the private sector continue to earn far more than nurses working in State positions. The exception is the Health Facility Licensing and Certification Units where there is near parity due solely to the 30% salary enhancement. Hence, the only reason we are able to retain Licensing and Evaluation Coordinators in these units is because the 30% enhancement is in effect. Were the 30% enhancement to lapse it is certain that several Licensing and Evaluation Coordinators would promptly leave for higher paying jobs elsewhere. Several more would likely retire rather than experience a 30% reduction in pay.

Enclosed with this request is a fiscal impact sheet for all affected positions.

This increase is necessary to maintain a competitive salary for recruiting and retaining our Licensing & Evaluation Coordinator positions. If approved overall cost of this increase would be \$260,382.73 and we would ensure that the salary for each position in this classification would be increased by the authorized enhancement percentage. There are sufficient funds in each of the Departments' affected Divisions' budgets to cover this request.

I am available to answer questions you may have related to this reclassification request. I appreciate your attention to this matter.

Sincerely,


Mark C. Bussiere, *for*
Director of Human Resources

Enclosures

cc: Mary Castelli, Director
James P. Fredyma, Controller
Grant Beckman, Financial Manager
John B. Martin, Manager



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About the Job

Job Title
Staff Nurse - RN

Location
Concord, NH

Company Size
of employees

Industry
type of business

Staff Nurse - RN
Concord, NH

Median Salary
\$67,979

10%	25%	75%	90%
\$56,198	\$61,812	\$74,810	\$81,026

Projected Salary
Unknown

Next Steps >>>

About You

Education
Degree

Experience
Years of Experience

File Upload

Direct Reports

Reports To
your boss

Job Performance
Your rating

- Refine your number
- How to Negotiate Your Salary
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- Case Manager



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About the job

Staff Nurse - RN
Manchester, NH

Metropolitan

Job Title

Staff Nurse - RN

Median Salary
\$68,110

Location

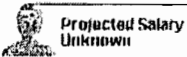
Manchester, NH

10% 25%
\$56,305 \$61,031

75% 90%
\$74,854 \$81,185

Company Size

% of employees



Industry

Type of business

Next Steps >>>

About You

Education

Degree

Reputation

Relevance

Years of Experience

Job Location

Direct Reports

Reports To

Your boss

Job Performance

Self rating

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Staff Nurse - RN - Long-Term Care

Staff Nurse - RN - Nursing Home

Case Manager

Case Manager -