

76 MLC



# State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES  
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August 4, 2021

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

### REQUESTED ACTIONS

1. Authorize the Department of Administrative Services (DAS) and the Department of Energy (DOE) to enter into a Memorandum of Understanding, effective upon approval by Governor and the Executive Council through June 30, 2023, identifying certain human resource management services to be provided by the DAS-Division of Personnel-Human Resources Support Unit in exchange for a total of \$114,848 paid by DOE. 92% Agency Income, 6% Federal, 2% General Funds

Funding is available in the SFY 2022-2023 operating budget and contingent upon the availability and continued appropriations in SFY 2022-2023 as follows:

02-52-52-520010-18910000 Administrative Support

049 - 584914 Transfer to Other State Agencies

FY 22  
\$55,356

FY 23  
\$59,492

2. Authorize the Department of Administrative Services (DAS) and the Public Utilities Commission (PUC) to enter into a Memorandum of Understanding, effective upon Governor and Council Approval through June 30, 2023, identifying certain human resource management services to be provided by the DAS-Division of Personnel-Human Resources Support Unit in exchange for a total of \$25,520 paid by PUC. 100% Agency Income.

Funding is available in the SFY 2022-2023 operating budget and contingent upon the availability and continued appropriations in SFY 2022-2023 as follows:

02-52-55-550010-18920000 Adjudicative Commissioners

049 - 584914 Transfer to Other State Agencies

FY 22  
\$12,300

FY 23  
\$13,220

### EXPLANATION

In FY 2021, the DAS Division of Personnel (DOP) worked with several agencies to pilot a new approach and unit, called the Human Resources Support Unit (HRSU), for the purposes of providing timely, comprehensive, and accurate human resources (HR) management support services to smaller-sized agencies that cannot support a full HR team on their own. The new Department of Energy (DOE), established by the FY 2022-2023 budget, and the Public Utilities Commission (PUC), which is now administratively attached to DOE, have asked to utilize the HRSU to provide for their human resources management needs.

The establishment of the HRSU is a component of the DOP's broader plan to modernize the State's personnel management practices. The goals of this plan include, among other activities, enhancing customer service to agencies and employees and developing statewide policies and standard operating procedures to standardize HR practices and ensure legal compliance statewide. This work includes adjusting DOP and agency HR roles to ensure that all agencies receive the top-notch HR services critical to achieving their missions. The HRSU, which operates under the guidance of experienced and seasoned DOP staff, is a key component of these changes.

For the DOE and PUC, the HRSU will provide a full array of human resource and payroll services including, but not limited to:

- Advising on and entering position and employee transactions.
- Advising on position reclassification needs and processes.
- Overseeing employee reviews and increments.
- Assisting with disciplinary issues and actions.
- Helping employees as needed, including with extended leaves of absence.
- Overseeing timecard submissions for payroll.
- Conducting staffing analysis in support of the agency's strategic objectives.

Each inter-agency HRSU MOU identifies the HR support services to be provided and specifies the fee for such services. Service fees are based on the number of full- and part-time employees in the agency (using a full-time equivalent (FTE) count where part-time employees are counted as 0.5 FTE and per-diem employees as 0.15 FTE). Finally, as outlined in each MOU, DOP works with participating agencies to evaluate the HRSU service provided and address any HRSU performance and service delivery concerns.

The Department of Administrative Services requests approval of these new inter-agency HRSU MOUs with the Department of Energy and PUC. A separate request addressed to the Governor and Executive Council and Joint Legislative Fiscal Committee will follow to establish a new accounting unit, budget, and new temporary positions for the DAS-DOP HRSU addressing all funding expected.

Respectfully submitted,



Charles M. Arlinghaus, Commissioner  
Department of Administrative Services

# MEMORANDUM OF UNDERSTANDING

## A. AGREEMENT

This Memorandum of Understanding (MOU) between the NH Department of Energy (DOE) and the NH Department of Administrative Services (DAS) sets forth the terms and conditions for provision of certain human resource support services for the DOE by staff within a Human Resources Support Unit (HRSU) under the DAS Division of Personnel (DOP). In exchange for such services, DOE will pay \$55,356 in FY 2022 and \$59,492 in FY 2023 to DAS.

## B. STAFF AND SUPERVISION

DAS will provide human resources staff within the HRSU, under the direction of DOP personnel, with appropriate knowledge and experience to provide the necessary human resource functions as outlined in this agreement. DAS' DOP will be solely responsible for hiring and supervising such employees. DOP staff will assign and approve work tasks, approve leave requests, assign training, and approve timesheets for HRSU position(s) supporting DOE.

DAS is responsible for ensuring that the HRSU is adequately staffed to provide satisfactory human resources support services to DOE, and other agencies served by the HRSU.

## C. SCOPE OF WORK

Human resource support requests from DOE shall be coordinated through a single designated liaison position within DOE. The liaison will work directly with DOP's Human Resource Specialist – Generalist overseeing the HRSU staff. Several staff persons, who comprise the HRSU staff under the direction of DOP's Human Resource Specialist – Generalist, will provide support services.

Human resource support services provided by HRSU staff shall include, but not be limited to:

- Prepare and enter employee and position transactions in compliance with applicable Personnel Rules and Collective Bargaining Agreements.
- Manage DOE personnel files.
- Research and resolve system errors and problems to ensure proper processing of transactions affecting employment status and pay for employees.
- Manage timecard submission and payroll processing.
- Prepare initial job reclassification request materials.
- Advise on and finalize reclassification materials and coordinate their review with the DOP's Classification Section.
- Revise supplemental job descriptions, post open positions, and perform other recruitment functions, including certification of candidates, preparation of hiring waivers, and coordination with the DOE Business Office and DAS Budget Office, as needed.
- Coordinate performance reviews, increments, individual development plans, and discipline (including, for example, withholding an increment or a letter of warning).

- On-board new hires, including participation in DOP's Day One orientation.
- Support employees in understanding of and compliance with human resource rules and benefits, particularly with extended leaves of absence and workers compensation.
- Manage extended leaves of absence for employees and workers compensation submissions.
- Respond to union inquiries.
- Provide advice for agency management on human resources management policy and procedures, including employee safety, wellness, and awards/recognition programs.
- Recommend and/or arrange for supervisor and performance management training for applicable staff.
- Conduct staffing and performance analysis in support of the agency's strategic objectives, including preparation of key human resource metrics.

DOE will approve and pay for any for-fee training for DOE staff.

DOP and DOE will work to resolve any issues regarding allocation of responsibilities between the agency and the HRSU under this MOU.

#### **D. PAYMENT FOR SERVICES**

DAS-DOP will cover all employee-related costs for staff within the HRSU including salary, benefits, computer and telephone equipment and access, software licenses, office space, appropriate furniture for the space, access to printer/copiers and office supplies, and supervision.

DOE will pay \$13,839 per quarter in FY 2022 and \$14,873 per quarter in FY 2023 to DAS-DOP for provision of human resources management support provided by HRSU staff. DAS-DOP will invoice quarterly for payment.

#### **E. EVALUATION AND QUALITY ASSURANCE**

Human resource support services provided under this MOU must be performed in a manner that is satisfactory to DOE. If DOE determines that services provided are not satisfactory, the DOE liaison will first attempt to resolve the issue with the DOP Human Resources Specialist – Generalist. If those efforts are not successful, the concern shall be brought to the attention of DOP senior management (Director or Deputy Director). DOP senior management will take appropriate action to address any concern.

The DOP HRSU supervisor will evaluate the performance of HRSU staff. In evaluating HRSU staff, the supervisor will solicit input from other DOP personnel as well as from those agencies served by the HRSU. If HRSU staff do not perform satisfactorily, DAS will coordinate with agencies served by the HRSU in taking any disciplinary action, including termination, as needed.

**F. MISCELLANEOUS**

The entire understanding between the parties is compiled in the Agreement. Neither party may further modify or amend the terms of this Agreement except by written agreement signed by both parties.

Neither this agreement, nor any rights, duties, nor obligations described herein, shall be assigned by either party without the prior written consent of the other party. The agreement shall be construed under the laws of the state of New Hampshire.

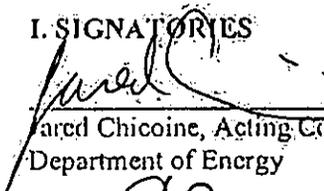
**G. DURATION**

This Agreement is effective upon approval by the Governor and Executive Council, and shall continue until June 30, 2023, unless otherwise terminated, subject to continued availability of sufficient funds.

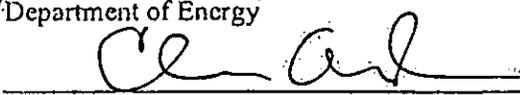
**H. TERMINATION**

Either party can terminate this agreement with 45 days written notice to other party, or any time mutually agreed to by the parties. Upon termination of the agreement, DOE will resume responsibility for any and all required human resources management functions. In addition, DOE will no longer be obligated to pay the HRSU service fee beginning the month immediately following the effective date of the termination of this agreement.

**I. SIGNATORIES**

  
Jared Chicoine, Acting Commissioner  
Department of Energy

7/20/21  
Date

  
Charles M. Arlinghaus, Commissioner  
Department of Administrative Services

7/21/21  
Date

Approved by the Attorney General this 21 day of July, 2021, as to form, substance, and execution.

OFFICE of the ATTORNEY GENERAL

Takhmina Rakhmatova

Signature

Takhmina Rakhmatova  
Printed Name and Title

# MEMORANDUM OF UNDERSTANDING

## A. AGREEMENT

This Memorandum of Understanding (MOU) between the NH Public Utility Commission (PUC) and the NH Department of Administrative Services (DAS) sets forth the terms and conditions for provision of certain human resource support services for the PUC by staff within a Human Resources Support Unit (HRSU) under the DAS Division of Personnel (DOP). In exchange for such services, PUC will pay \$12,300 in FY 2022 and \$13,220 in FY 2023 to DAS.

## B. STAFF AND SUPERVISION

DAS will provide human resources staff within the HRSU, under the direction of DOP personnel, with appropriate knowledge and experience to provide the necessary human resource functions as outlined in this agreement. DAS' DOP will be solely responsible for hiring and supervising such employees. DOP staff will assign and approve work tasks, approve leave requests, assign training, and approve timesheets for HRSU position(s) supporting PUC.

DAS is responsible for ensuring that the HRSU is adequately staffed to provide satisfactory human resources support services to PUC, and other agencies served by the HRSU.

## C. SCOPE OF WORK

Human resource support requests from PUC shall be coordinated through a single designated liaison position within the PUC. The liaison will work directly with DOP's Human Resource Specialist – Generalist overseeing the HRSU staff. Several staff persons, who comprise the HRSU staff under the direction of DOP's Human Resource Specialist – Generalist, will provide support services.

Human resource support services available to the PUC by HRSU staff shall include, but not be limited to:

- Prepare and enter employee and position transactions in compliance with applicable Personnel Rules and Collective Bargaining Agreements.
- Manage PUC personnel files.
- Research and resolve system errors and problems to ensure proper processing of transactions affecting employment status and pay for employees.
- Manage timecard submission and payroll processing.
- Prepare initial job reclassification request materials.
- Advise on and finalize reclassification materials and coordinate their review with the DOP's Classification Section.
- Revise supplemental job descriptions, post open positions, and perform other recruitment functions, including certification of candidates, preparation of hiring waivers, and coordination with the PUC Business Office and DAS Budget Office, as needed.

- Coordinate performance reviews, increments, individual development plans, and discipline (including, for example, withholding an increment or a letter of warning).
- On-board new hires, including participation in DOP's Day One orientation.
- Support employees in understanding of and compliance with human resource rules and benefits, particularly with extended leaves of absence and workers compensation.
- Manage extended leaves of absence for employees and workers compensation submissions.
- Respond to union inquiries.
- Provide advice for agency management on human resources management policy and procedures, including employee safety, wellness, and awards/recognition programs.
- Recommend and/or arrange for supervisor and performance management training for applicable staff.
- Conduct staffing and performance analysis in support of the agency's strategic objectives, including preparation of key human resource metrics.

PUC will approve and pay for any for-fee training for PUC staff it agrees should be provided.

DOP and PUC will work to resolve any issues regarding allocation of responsibilities between the agency and the HRSU under this MOU.

#### **D. PAYMENT FOR SERVICES**

DAS-DOP will cover all employee-related costs for staff within the HRSU including salary, benefits, computer and telephone equipment and access, software licenses, office space, appropriate furniture for the space, access to printer/copiers and office supplies, and supervision.

PUC will pay \$3,075 per quarter in FY 2022 and \$3,305 per quarter in FY 2023 to DAS-DOP for provision of human resources management support provided by HRSU staff. DAS-DOP will invoice quarterly for payment.

#### **E. EVALUATION AND QUALITY ASSURANCE**

Human resource support services provided under this MOU must be performed in a manner that is satisfactory to PUC. If PUC determines that services provided are not satisfactory, the PUC liaison will first attempt to resolve the issue with the DOP Human Resources Specialist -- Generalist. If those efforts are not successful, the concern shall be brought to the attention of DOP senior management (Director or Deputy Director). DOP senior management will take appropriate action to address any concern.

The DOP HRSU supervisor will evaluate the performance of HRSU staff. In evaluating HRSU staff, the supervisor will solicit input from other DOP personnel as well as from those agencies served by the HRSU. If HRSU staff do not perform satisfactorily, DAS will coordinate with agencies served by the HRSU in taking any disciplinary action, including termination, as needed.

**F. MISCELLANEOUS**

The entire understanding between the parties is compiled in the Agreement. Neither party may further modify or amend the terms of this Agreement except by written agreement signed by both parties.

Neither this agreement, nor any rights, duties, nor obligations described herein, shall be assigned by either party without the prior written consent of the other party. The agreement shall be construed under the laws of the state of New Hampshire.

**G. DURATION**

This Agreement is effective upon approval by the Governor and Executive Council, and shall continue until June 30, 2023, unless otherwise terminated, subject to continued availability of sufficient funds.

**H. TERMINATION**

Either party can terminate this agreement for any reason with 45 days written notice to other party, or any time mutually agreed to by the parties. Upon termination of the agreement, PUC will resume responsibility for any and all required human resources management functions. In addition, PUC will no longer be obligated to pay the HRSU service fee beginning the month immediately following the effective date of the termination of this agreement.

**I. SIGNATORIES**

*Dianne Martin*  
Dianne H. Martin, Chairman  
Public Utilities Commission

July 15, 2021  
Date

*Charles M. Arlinghaus*  
Charles M. Arlinghaus, Commissioner  
Department of Administrative Services

7/21/21  
Date

Approved by the Attorney General this 21 day of July, 2021, as to form, substance, and execution.

OFFICE of the ATTORNEY GENERAL

*Takhmina Rakhmatova*  
Signature

Takhmina Rakhmatova  
Printed Name and Title