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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LEGAL AND REGULATORY SERVICES
BUREAU OF LICENSING AND CERTIFICATION

Lori A. Shibinette
Commissioner

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August 25, 2021

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 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 Licensing and Certification 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 for an additional two-year period effective September 1, 2021 upon approval by the Governor and Executive Council through August 31, 2023. 43.50% General Funds, 45.82% Federal Funds and 10.68% Other Funds.

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 Licensing and Certification, Health Facility Licensing Unit and Health Facility Certification Unit to **retroactively** continue an increase in hourly rate by fifteen percent (15%) for recruitment and retention purposes for the Unit Chief (Supervisor VII) for an additional two-year period effective September 1, 2021 upon approval by the Governor and Executive Council through August 31, 2023. 43.50% General Funds, 45.82% Federal Funds and 10.68% Other Funds.

EXPLANATION

This item is **retroactive** because the financial management staff of the Division has been working over capacity since the onset of the COVID-19 pandemic. The financial response needed to cover the everyday regular work coupled with the overwhelming amounts of work required for the pandemic response caused staff to overlook the expiration of these enhancements.

In 2007, 2009, 2011, 2013, 2015, 2017 and most recently in 2019 (July 10, 2019, item #7), the Governor and Executive Council approved a thirty percent (30%) increase for recruitment and retention purposes for Licensing and Evaluation Coordinators and their immediate supervisors assigned to the Bureau of Licensing and Certification Health Facilities Licensing Unit and Health Facilities Certification Unit for a period of two (2) years. In addition, in 2015 the Governor and Executive Council approved a fifteen percent (15%) increase for the Unit Chief of the Health Facility Certification Unit for the same two (2) year period and continued the enhancement in 2017 and most recently in 2019 (July 10, 2019, item #7).

Licensing and Evaluation Coordinators perform clinical and life safety inspections, called surveys, of facilities caring for some of the State's most vulnerable citizens. These facilities include Nursing Homes, Residential Care Facilities, Hospitals, Home Health Care agencies, Home Hospice agencies, Hospice Homes, Community Residences serving individuals with developmental disabilities or mental illness, and more. 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. Only with the 30% salary enhancement has the Bureau of Licensing and Certification been able to retain and recruit Registered Nurses and other hard to recruit professionals, such as physical therapists, in these positions.

The Department requests a continuation of the 30% salary enhancement in order to retain those in Licensing and Evaluation Coordinator positions and remain competitive with the private sector.

If the Bureau is unable to maintain its staffing levels, 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. In addition, the Department receives federal funding under an agreement with the Centers for Medicare and Medicaid Services (CMS) to conduct surveys of Medicare certified facilities such as nursing homes and hospitals. This agreement includes very strict requirements regarding the work that must be performed by the Health Facility Certification Unit, how that work must be prioritized, and the timeframes in which the work must be completed. Failure to perform the mandatory workload could have a significant financial impact on the Department and create a significant health and safety risk for the vulnerable citizens in the care of these facilities. At this time, there is one vacant Licensing and Evaluation Coordinator position in the Health Facility Licensing Unit. The Department is currently recruiting to fill this vacant position. 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.

This request also includes a request to renew a fifteen percent (15%) salary enhancement for the Unit Chief of the Health Facility Certification Unit.

The estimated salary cost difference of this enhancement is:

05-095-095-952010-51460000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: COMMISSIONER, OFFICE OF PROGRAM SUPPORT, HEALTH FACILITIES ADMINISTRATION

FISCAL YEAR	CLASS	TITLE	ACTIVITY CODE	AMOUNT
2022	010-500100	Personnel Services-Perm	95200024	\$353,813.85
2022	050-500109	Personnel Services-Temp	95200024	\$25,084.80
2023	010-500100	Personnel Services-Perm	95200024	\$360,854.33
2023	050-500109	Personnel Services-Temp	95200024	\$26,172.90
			Total:	\$765,925.88

05-095-095-952010-56820000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: COMMISSIONER, OFFICE OF PROGRAM SUPPORT, COMMUNITY RESIDENCES

FISCAL YEAR	CLASS	TITLE	ACTIVITY CODE	AMOUNT
2022	010-500100	Personnel Services-Perm	95200017	\$ 99,221.85
2023	010-500100	Personnel Services-Perm	95200017	\$100,526.40
			Total:	\$199,748.25

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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.

Respectfully submitted,



Lori A. Shibinette
Commissioner



State Of New Hampshire
DIVISION OF PERSONNEL
Department of Administrative Services
54 Regional Drive, Suit 5
Concord, New Hampshire 03301

CHARLES M. ARLINGHAUS
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Director of Personnel
(603) 271-3261

8/13/2021

Ms. Marilyn Doe
Bureau Chief
Bureau of Human Resources
Department of Health and Human Services
129 Pleasant Street
Concord, NH 03301

Dear Ms. Doe:

I have reviewed the Department of Health and Human Services request to renew the salary enhancement for the following positions titles/classifications, which are assigned to the Health Facility Licensing Unit and the Health Facility Certification Units: Chief of Health Facility Certification Unit (Position #14753) at 15%, Immediate Supervisors of Licensing & Evaluation Coordinators at 30%, Licensing & Evaluation Coordinators at 30%.

These titles include both RN and Non-RN multi-disciplinary teams (i.e., social workers, physical therapists, etc.) that provide critical assessment and inspection of state and federally funded facilities and institutions serving New Hampshire's vulnerable populations. The inspection mandates, including the Centers for Medicare and Medicaid Services criteria, labor market conditions, and salary analysis, provided justification relative to the ongoing challenges with recruitment and retention as well as capacity issues, turnover, and low staffing levels, which lead to the approval of the salary enhancement in July 18, 2007.

The Department of Health and Human Services explains that enhancements have significantly ameliorated the recruitment, retention and staffing issues and that staffing has successfully affected and aided in the Bureau's capacity to provide critical services in ensuring that regulations, rules, and laws are appropriately applied, and for the ongoing continuation/receipt of funding to the State.

The Department currently cites market conditions, shortage of nursing, healthcare and service providers, and a need to maintain staffing levels at a competitive salary, to continue with successful staffing for the Health Facility Licensing Unit and the Health Facility Certification Units. Materials provided also support the proposal for enhancement renewals. Further, the Division of Personnel's Classification Section has analyzed the industry trends and staffing patterns for Registered Nurses and health care providers in New Hampshire and throughout various state agencies that coincides with the Bureau of Licensing and Certification's assessment. The Classification Section is also working with The Department of Health and Human Services on proposed changes for promotional progression and review of these positions/titles for possible reallocation or migration to a new classification.

Therefore per RSA 99:8 - Rule 904.01 (b), I concur with The Department of Health and Human Services request and am recommending renewal of salary enhancement per 904.01. A request for Temporary Increase, recommendation to Governor and Council, shall be in the form of a suggested percentage increase in the hourly wage of the class, for a period not to exceed 24 months. I find that you have met the documentation requirements under the Personnel Rules to request a renewal of enhancement, and you may proceed with Governor and Council Request to extend the following:

Chief of Health Facility Certification Unit (Position #14753) at 15%
Immediate Supervisors of Licensing & Evaluation Coordinators at 30%
Licensing & Evaluation Coordinators at 30%

Sincerely,



MRR

OFFICE OF PROGRAM SUPPORT (9520) HEALTH FACILITIES AND COMMUNITY RESIDENCES
SFY 2022

SFY 2023

POSITION NBR	FIRST NAME	MIDDLE NAME	LAST NAME	PLS	FEST	ACCT UNIT	SALARY	ENHANCEMENT	ARY W/ ENHANC	SALARY	ENHANCEMENT	ARY W/ ENHANC
14595	DEBORA		WYMAN	25	5	51460000	\$61,171.50	\$18,351.45	\$79,522.95	\$63,921.00	\$19,176.30	\$83,097.30
14597	KAREN	M	MALONEY	20	8	51460000	\$56,218.50	\$16,865.55	\$73,084.05	\$58,636.50	\$17,590.95	\$76,227.45
14609	KARI		BOURGEOIS	20	6	51460000	\$51,304.50	\$15,391.35	\$66,695.85	\$51,304.50	\$15,391.35	\$66,695.85
14610	VACANT			20	1	51460000	\$41,808.00	\$12,542.40	\$54,350.40	\$43,621.50	\$13,086.45	\$56,707.95
14639	EUGENE	F	BOIS	20	7	51460000	\$53,469.00	\$16,040.70	\$69,509.70	\$53,469.00	\$16,040.70	\$69,509.70
14670	AARON	W	DOYLE	20	8	51460000	\$56,218.50	\$16,865.55	\$73,084.05	\$56,218.50	\$16,865.55	\$73,084.05
14738	KARA	E	DOWNES	20	6	51460000	\$53,469.00	\$16,040.70	\$69,509.70	\$53,469.00	\$16,040.70	\$69,509.70
14753	KRISTIE		HOLTZ	28	5	51460000	\$69,771.00	\$10,465.65	\$80,236.65	\$72,754.50	\$10,913.18	\$83,667.68
14796	PAULETTE		BEYER	20	8	51460000	\$56,218.50	\$16,865.55	\$73,084.05	\$56,218.50	\$16,865.55	\$73,084.05
14809	JOHN		CAFASSO	20	3	51460000	\$45,357.00	\$13,607.10	\$58,964.10	\$47,307.00	\$14,192.10	\$61,499.10
19611	KERRI	A	JOHNSON	20	6	51460000	\$51,304.50	\$15,391.35	\$66,695.85	\$51,304.50	\$15,391.35	\$66,695.85
19612	DANIELLE		HEINO	20	5	51460000	\$49,237.50	\$14,771.25	\$64,008.75	\$51,304.50	\$15,391.35	\$66,695.85
19613	DONNA		BELANGER	20	9	51460000	\$58,636.50	\$17,590.95	\$76,227.45	\$58,636.50	\$17,590.95	\$76,227.45
19615	STEVEN		WOODS	20	7	51460000	\$53,469.00	\$16,040.70	\$69,509.70	\$56,218.50	\$16,865.55	\$73,084.05
30318	KELLY		KEEFE	26	6	51460000	\$66,729.00	\$20,018.70	\$86,747.70	\$66,729.00	\$20,018.70	\$86,747.70
40410	BRIAN	E	NEWBURY	20	4	51460000	\$47,307.00	\$14,192.10	\$61,499.10	\$49,237.50	\$14,771.25	\$64,008.75
40623	LIZETTE		WEE SIT	20	5	51460000	\$49,237.50	\$14,771.25	\$64,008.75	\$51,304.50	\$15,391.35	\$66,695.85
40624	STACY	J	NACHMAN	20	8	51460000	\$56,218.50	\$16,865.55	\$73,084.05	\$58,636.50	\$17,590.95	\$76,227.45
42885	VACANT			20	1	51460000	\$41,808.00	\$12,542.40	\$54,350.40	\$43,621.50	\$13,086.45	\$56,707.95
42992	JOHN	H	LAMBRUKOS	25	9	51460000	\$72,754.50	\$21,826.35	\$94,580.85	\$72,754.50	\$21,826.35	\$94,580.85
42993	DARLENE	E	LARO	25	6	51460000	\$63,921.00	\$19,176.30	\$83,097.30	\$63,921.00	\$19,176.30	\$83,097.30
42995	GLENN	W	MARTIN	20	9	51460000	\$58,636.50	\$17,590.95	\$76,227.45	\$58,636.50	\$17,590.95	\$76,227.45
TMPPTS285	VACANT			20	1	51460000	\$41,808.00	\$12,542.40	\$54,350.40	\$43,621.50	\$13,086.45	\$56,707.95
TMPPTS286	VACANT			20	1	51460000	\$41,808.00	\$12,542.40	\$54,350.40	\$43,621.50	\$13,086.45	\$56,707.95
14638	ELIZABETH	M	HOEKSTRA	20	6	56820000	\$51,304.50	\$15,391.35	\$66,695.85	\$51,304.50	\$15,391.35	\$66,695.85
14701	SUE	A	NICKERSON	20	9	56820000	\$58,636.50	\$17,590.95	\$76,227.45	\$58,636.50	\$17,590.95	\$76,227.45
14957	ALVA	L	SWANSON	20	9	56820000	\$58,636.50	\$17,590.95	\$76,227.45	\$58,636.50	\$17,590.95	\$76,227.45
15037	JAY	F	KURINSKAS	20	9	56820000	\$58,636.50	\$17,590.95	\$76,227.45	\$58,636.50	\$17,590.95	\$76,227.45
15361	PETER	E	BACON	26	8	56820000	\$56,218.50	\$16,865.55	\$73,084.05	\$58,636.50	\$17,590.95	\$76,227.45
15508	KERRY	A	POLIQUIN	20	4	56820000	\$47,307.00	\$14,192.10	\$61,499.10	\$49,237.50	\$14,771.25	\$64,008.75

Total \$1,628,620.50 \$478,120.50 \$2,106,741.00 \$1,661,556.00 \$487,553.63 \$2,149,109.63

Total Enhancement \$965,674.13
45.82% \$442,505.68 Federal
43.49% \$420,010.30 General
10.68% \$103,158.15 Other

FY 2022		FY 2023		SFY22			SFY23			
				FF	GF	Other	FF	GF	Other	
56820000	500100	\$99,221.85	\$100,526.40	\$49,610.93	\$49,610.93	0	\$50,263.20	\$50,263.20	0	
51460000	500100	\$353,813.85	\$360,854.33	\$157,447.16	\$150,370.89	\$45,995.80	\$160,580.17	\$153,363.09	\$46,911.06	
51460000	500109	\$25,084.80	\$26,172.90	\$12,040.70	\$8,027.14	\$5,016.96	\$12,562.99	\$8,375.33	\$5,234.58	
				\$219,098.79	\$208,008.95	\$51,012.76	\$223,406.37	\$212,001.62	\$52,145.64	
				Overall %	45.83%	43.51%	10.67%	45.82%	43.48%	10.70%
							\$442,505.16	\$420,010.56	\$103,158.40	