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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF PUBLIC HEALTH SERVICES

Lori A. Shibanette
Commissioner

Patricia M. Tilley
Director

29 HAZEN DRIVE, CONCORD, NH 03301
603-271-4501 1-800-852-3345 Ext. 4501
Fax: 603-271-4827 TDD Access: 1-800-735-2964
www.dhhs.nh.gov

October 25, 2021

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Public Health Services, to enter into an amendment to an existing contract with Maxim Healthcare Staffing Services, Inc. (VC#177770), Manchester, NH for temporary staff to assist the Department's ongoing COVID-19 public health response, by increasing the price limitation by \$2,828,054 from \$18,443,219 to \$21,271,273 with no change to the contract completion date of December 31, 2021, effective upon Governor and Council approval. 100% Federal Funds.

The original contract and amendment were approved by the Governor on July 20, 2020, and subsequently presented to the Executive Council on August 26, 2020 (Informational Item #K); amended with Governor approval on December 28, 2020, and presented to the Executive Council on February 3, 2021 (Informational Item #F); amended with Governor approval on April 26, 2021, and presented to the Executive Council on May 19, 2021 (Informational Item #O); and amended with Governor approval on June 4, 2021, and presented to the Executive Council on June 30, 2021 (Informational Item #ZZ).

Funds are available in the following accounts for State Fiscal Year 2022, with the authority to adjust budget line items within the price limitation through the Budget Office, if needed and justified.

See attached fiscal details.

EXPLANATION

The purpose of this request is to provide additional funds, and modify the source of funds, to support temporary surge staffing in various public health services.

This contract serves the entire state of New Hampshire. The exact number of residents of the State of New Hampshire served through December 31, 2021, will depend on the trajectory of the COVID-19 pandemic.

The Contractor will continue to provide temporary surge staffing to support COVID-19 testing, surveillance, prevention, and vaccination related public health activities. Additional funds are required in order to support laboratory testing personnel, epidemiologists, outbreak investigators, and logistics staff through the end of December 31st. Given the emergence of the highly contagious Delta variant and the subsequent resurgence of COVID-19 during late summer and fall, the Department needed to retain supplemental COVID-19 staffing longer than originally anticipated.

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
Page 2 of 2

This amendment also removes Centers for Disease Control and Prevention (CDC) Immunization Grant funding and replaces it with Federal Emergency Management Agency (FEMA) funding to support existing vaccination-related positions. Leveraging FEMA funding while it is available will allow the Department to use the Immunization Grant funding to support vaccination-related activities for a longer period of time after FEMA funds expire.

This amendment also adds one new position and modifies the job description for the existing Logistics Specialist I. The Contractor will provide a new COVID-19 Outreach Specialist to implement educational and outreach strategies related to COVID-19 prevention, testing, and vaccination, including COVID-19 mitigation strategies for travelers to and from New Hampshire. Specific funding for this purpose has been provided by the CDC and these funds are incorporated into the contract through this amendment. This request also modifies the Logistics Specialist I position description to allow for additional oversight and to permit the Contractor's Logistics staff to operate warehouse forklift equipment upon completing the appropriate training program. These services will be monitored through performance evaluation of the temporary staff provided and review of timesheets and invoicing from the vendor.

Should the Governor and Council not authorize this request, the Department will not be able to procure adequate staffing resources to assist in the COVID-19 response, including monitoring the occurrence of COVID-19 in New Hampshire, investigation and control of COVID-19 outbreaks in schools and other settings, ensuring access to vaccine, and dissemination of accurate COVID-19 data.

Area served: Statewide

Source of Funds: CFDA 97.036, FAIN 4516DRNHP00000001

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

Respectfully submitted,

DocuSigned by:
Ann H. N. Landry
248AB37EDBEB488...

Lori A. Shibinette
Commissioner

**DEPARTMENT OF HEALTH AND HUMAN SERVICES
FISCAL DETAILS SHEET**

05-95-90-903010-1901000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF LABORATORY SERVICES, ELC CARES COVID-19

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2020	102-500731	Contracts for Program Services	90183518	\$400,000.00	\$0.00	\$400,000.00
2021	102-500731	Contracts for Program Services	90183518	\$13,350,000.00	\$0.00	\$13,350,000.00
		Sub Total		\$13,750,000.00	\$0.00	\$13,750,000.00

05-95-90-902510-5178000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF INFECTIOUS DISEASE CONTROL, IMMUNIZATION PROGRAM

State Fiscal	Class / Account	Class Title	Job Number	Current Amount	Increase	Revised Amount
2021	102-500731	Contracts for Program Services	90023205	\$200,000.00	\$0.00	\$200,000.00
		Sub Total		\$200,000.00	\$0.00	\$200,000.00

05-95-90-902510-1956000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF INFECTIOUS DISEASE CONTROL, IMMUNIZATION PROGRAM

State Fiscal	Class / Account	Class Title	Job Number	Current Amount	Increase	Revised Amount
2021	102-500731	Contracts for Program Services	90023210	\$1,450,769.00	\$0.00	\$1,450,769.00
2022	102-500731	Contracts for Program Services	90023210	\$0.00	-\$1,100,000.00	-\$1,100,000.00
		Sub Total		\$1,450,769.00	-\$1,100,000.00	\$350,769.00

05-95-90-903010-1901000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF LABORATORY SERVICES, ELC CARES COVID-19

State Fiscal	Class / Account	Class Title	Job Number	Current Amount	Increase	Revised Amount
2021	102-500731	Contracts for Program Services	90183538	\$3,000,000.00	\$0.00	\$3,000,000.00
2022	102-500731	Contracts for Program Services	90183538	\$0.00	\$2,800,000.00	\$2,800,000.00
		Sub Total		\$3,000,000.00	\$2,800,000.00	\$5,800,000.00

05-95-90-903010-1957000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF LABORATORY SERVICES, ELC-3-COMPONENTS-COVID-19

State Fiscal	Class / Account	Class Title	Job Number	Current Amount	Increase	Revised Amount
2022	102-500731	Contracts for Program Services	90183537	\$0.00	\$28,054.00	\$28,054.00
		Sub Total		\$0.00	\$28,054.00	\$28,054.00

05-95-095-950010-1919 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SERVICES, HHS: OFFICE OF THE COMMISSIONER,

State Fiscal	Class / Account	Class Title	Job Number	Current Amount	Increase	Revised Amount
2022	103-502664	Contracts for Op Svc	95010690	\$0.00	\$1,100,000.00	\$1,100,000.00
		Sub Total		\$0.00	\$1,100,000.00	\$1,100,000.00

05-95-90-903010-1835000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF LABORATORY SERVICES, NH ELC

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2022	102-500731	Contracts for Program Services	90183532	\$42,450.00	0	\$42,450.00
		Sub Total		\$42,450.00	0	\$42,450.00

Overall Total	\$18,443,219.00	\$2,828,054.00	\$21,271,273.00
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**State of New Hampshire
Department of Health and Human Services
Amendment #5**

This Amendment to the Temporary Staffing Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Maxim Healthcare Staffing Services, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") and amendment approved by the Governor on July 20, 2020, and presented to the Executive Council on August 26, 2020 (Informational Item #K), as amended on December 28, 2020, and presented to the Executive Council on February 3, 2021 (Informational Item #F), and as amended on April 26, 2021, and presented to the Executive Council on May 19, 2021 (Informational Item #O), and as amended on June 4, 2021, and presented to the Executive Council on June 30, 2021 (Informational Item #ZZ), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, Paragraph 17, and Exhibit A, Revision to Standard Contract Provisions, Paragraph 3, the Contract may be amended upon written agreement of the parties and appropriate State approval; and

WHEREAS, the parties agree to extend the term of the agreement, increase the price limitation, or modify the scope of services to support continued delivery of these services; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:
\$21,271,273.
2. Modify Exhibit B-3 Additional Job Descriptions, Amendment #4, Logistics Specialist I position job description, to read:

POSITION TITLE: Logistics Specialist I

SCOPE OF WORK: Under the guidance of the Logistics Coordinator and Operations Administrator, the logistics specialist will work with the Bureau of Emergency Preparedness, Response, and Recovery Bureau supporting logistical tasks including but not limited to, warehouse order picking, vehicle loading/unloading, stock accountability, and inventory control related to DHHS Emergency Warehouse functions.

ACCOUNTABILITIES:

Checks and maintains inventories of items, including receiving, shipping, unpacking, and storing a variety of goods and supplies in proper storage places.

Maintains and updates inventory control records for warehouse.

Assembles, packs, quality control check, and transports equipment, supplies anywhere within the State.

Performs data entry of logistical requests into an inventory management system.

Makes messenger runs to pick up and deliver materials, supplies, equipment, or mail.

Operates equipment, under DHHS supervision, to move materials or supplies safely in a warehouse environment once trained and certified to OSHA requirements.

Fills invoice orders by picking stock from storage areas and transporting to shipping area.

Perform preventative maintenance inspections on equipment such as trailers, and other equipment

after receiving proper training.

MINIMUM QUALIFICATIONS:

Education: High school diploma or high school equivalency credential. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: One year of experience as a storekeeper, stock clerk, in warehousing, operating forklifts or related experience. Each additional year of approved work experience may be substituted for one year of required formal education.

LICENSE/CERTIFICATION: Must possess a valid New Hampshire driver's license appropriate for type of vehicle to be operated, under DHHS supervision, and be willing to successfully complete a defensive driving course during the probationary period.

Preferred Qualifications:

- Working knowledge of warehouse methods and procedures.
 - Ability to operate forklifts and trucks.
 - Ability to compare quality and quantity of goods with prescribed specifications.
 - Ability to maintain stock inventory records.
 - Sufficient physical strength to lift and move heavy objects.
 - Ability to follow instructions.
 - Ability to establish and maintain effective working relationships with other employees.
 - Knowledge in the areas of medical supplies, emergency management, and/or logistics.
 - Possess CDL-B Driver's license and DOT Medical Card.
3. Add Exhibit B-4, Job Description Amendment #5, COVID-19 Outreach Specialist position job description, which is attached hereto and incorporated by reference herein.

All terms and conditions of the Contract and prior amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Executive Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire
Department of Health and Human Services

10/19/2021

Date

DocuSigned by:
Patricia M. Tilley

Name: Patricia M. Tilley
Title: Director

10/19/2021

Date

Maxim Healthcare Staffing Services, Inc.

E-Signed: 10/19/2021 08:28 AM EDT
Andrea Torres

tutorres@maxhealth.com
IP: 165.225.222.252
Certifi Electronic Signature
Title: Assistant Controller
211018144552255

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

10/21/2021

Date

DocuSigned by:
J. Christopher Marshall
Name: J. Christopher Marshall
Title: Assistant Attorney General

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: _____ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:

Exhibit B-4, Job Description, Amendment #5, COVID-19 Outreach Specialist position

POSITION TITLE: COVID-19 Outreach Specialist

SCOPE OF WORK: Under the direction of the COVID-19 Communications Branch Directors, develops and implements COVID-19 educational, outreach, and training materials related to prevention, testing, vaccination and the broader public health response. Implements specific outreach strategies that support the COVID-19 testing and vaccination for travelers.

ACCOUNTABILITIES:

- Develops educational outreach materials to complement strategies to reduce barriers to testing and immunization for visitors/migrants to New Hampshire and improve immunization and testing rate objectives.
- Researches and prepares informational materials that are used to inform program policy and procedures, including assisting the Communications Branch Directors in development of educational materials and communication strategies.
- Produces preliminary graphic material and design for the Communications Branch.
- Coordinates with federal, state, and local officials to develop and implement community outreach activities and publicity to promote testing, vaccination, and other COVID-19 mitigation strategies for all travelers entering New Hampshire.
- Coordinates professional statewide training using multiple technologies including web based programs, conference calls, web site expansion, and regional seminars. Assists regional partners with local courses.
- Develops and creates educational messaging for the DHHS COVID-19 website.
- Researches, identifies, and develops appropriate testing, immunization, and other COVID-19 mitigation materials for community education and public events and provides culturally appropriate educational and outreach materials.
- Partners with internal and external organizations to broaden educational reach about the importance of COVID-19 mitigation strategies for travelers and develops targeted communications for distribution to these partners.
- Performs other duties to support the public health response to COVID-19.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in business or public administration/health sciences, communications, liberal arts, or related field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years' professional or paraprofessional experience in business or program administration, planning, communications, or health care related field, with responsibility for program implementation, direct service delivery, planning or communications. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Proficient in office software applications.

Exhibit B-4, Job Description, Amendment #5, COVID-19 Outreach Specialist position

PREFERRED QUALIFICATIONS:

- **Completion of National Incident Management System and Incident Command System training**
- **Ability to communicate effectively orally and in writing to individuals and groups**
- **Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public during periods of high stress**
- **Experience working in social media platforms**

State of New Hampshire

Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that MAXIM HEALTHCARE STAFFING SERVICES, INC. is a Maryland Profit Corporation registered to transact business in New Hampshire on February 22, 2019. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 813579

Certificate Number : 0005367169



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 13th day of May A.D. 2021.

A handwritten signature in cursive script, appearing to read "William Gardner".

William M. Gardner
Secretary of State



7227 Lee Deforest Drive
Columbia, MD 21046
Phone: 410-910-1500
Fax: 410-910-1675

Signatory Authority

The undersigned, as an officer of Maxim Healthcare Staffing Services, Inc., ("Maxim") and as authorized by the Board of Directors of Maxim, hereby authorizes Andrea Torres, Assistant Controller for Maxim to sign the Amendment #5 to the Temporary Staffing Services Contract between the State of New Hampshire, Department of Health and Human Services and Maxim Healthcare Staffing Services, Inc., effective October 18, 2021.

DATE: 10/18/2021

E-Signed: 10/18/2021 03:39 PM EDT
<i>Toni-Jean L Friedman</i>
tjlisa@maxhealth.com
IP: 136.226.53.20
Sertifi Electronic Signature
DocID: 20211018121126257

Toni-Jean Lisa

Senior Vice President, General Counsel, and
Secretary

CARING. SERVING. ENRICHING LIVES.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
11/24/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Altus Partners, Inc 201 King of Prussia Road Suite 100 Radnor PA 19087	CONTACT NAME: Krista Dean PHONE (A/C No. Ext): (610) 526-9130 FAX (A/C No.): (610) 526-2021 E-MAIL ADDRESS: certs@altuspartners.com														
INSURED Maxim Healthcare Services, Inc. 7227 Lee DeForest Drive Columbia MD 21046	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">INSURER(S) AFFORDING COVERAGE</td> <td style="text-align: center;">NAIC #</td> </tr> <tr> <td>INSURER A: Lloyds of London</td> <td style="text-align: center;">2623/623</td> </tr> <tr> <td>INSURER B: ACE American Insurance Company</td> <td style="text-align: center;">22667</td> </tr> <tr> <td>INSURER C: Indemnity Ins. Co. of North America</td> <td style="text-align: center;">43575</td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Lloyds of London	2623/623	INSURER B: ACE American Insurance Company	22667	INSURER C: Indemnity Ins. Co. of North America	43575	INSURER D:		INSURER E:		INSURER F:	
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INSURER D:															
INSURER E:															
INSURER F:															

COVERAGES **CERTIFICATE NUMBER: 20-21 Healthcare St+XS** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY			HC2000032	11/30/2020	11/30/2021	EACH OCCURRENCE \$ 3,000,000
	<input checked="" type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000
	<input checked="" type="checkbox"/> \$3,000,000 SIR						MED EXP (Any one person) \$ 10,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						Products
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC			Exclusion	GENERAL AGGREGATE \$ 3,000,000		PRODUCTS - COMPOP AGG \$ 3,000,000
	OTHER:						\$
B	AUTOMOBILE LIABILITY			H25314438 (Owned Auto) H25314475	11/30/2020	11/30/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO ALL OWNED AUTOS	<input type="checkbox"/>	<input type="checkbox"/>				BODILY INJURY (Per person) \$
	<input checked="" type="checkbox"/> HIRED AUTOS	<input checked="" type="checkbox"/>	<input type="checkbox"/>				BODILY INJURY (Per accident) \$
							PROPERTY DAMAGE (Per accident) \$
							\$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB			HC2000032	11/30/2020	11/30/2021	EACH OCCURRENCE \$ 10,000,000
	<input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CLAIMS-MADE						AGGREGATE \$ 10,000,000
	DED \$	RETENTION \$					\$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	Y/N	N/A	C67807601 (AOS) C67807649 (CA, MA) C6780756A (OH, WA) C67807522 (WI)	11/30/2020	11/30/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input checked="" type="checkbox"/>					E.L. EACH ACCIDENT \$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
							E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Professional Liability			HC2000032 (\$4M SIR)	11/30/2020	11/30/2021	\$4,000,000 per claim \$4,000,000 per aggregate

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Certificate is issued as evidence of insurance per policy terms, conditions and exclusions. Agent/Broker will endeavor to mail 30 days written notice to the certificate holder should any of the above described policies be cancelled before the expiration date.

CERTIFICATE HOLDER New Hampshire Department of Health and Human Services 129 Pleasant Street Concord, NH 03301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Krista Dean/KMD <i>Krista Dean</i>
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JUN21 '21 PM 3:06 RCVD

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Lori A. Shibinette
Commissioner

Patricia M. Tilley
Interim Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF PUBLIC HEALTH SERVICES

29 HAZEN DRIVE, CONCORD, NH 03301
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www.dhhs.nh.gov

June 7, 2021

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

INFORMATIONAL ITEM

Pursuant to RSA 4:45, RSA 21-P:43, and Section 4 of Executive Order 2020-04 as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, 2020-14, 2020-15, 2020-16, 2020-17, 2020-18, 2020-20, 2020-21, 2020-23, 2020-24, 2020-25, 2021-01, 2021-02, 2021-04, 2021-05, 2021-06, 2021-08, and 2021-10, Governor Sununu authorized the Department of Health and Human Services, Division of Public Health Services, to enter into a **Sole Source** amendment to an existing contract with Maxim Healthcare Staffing Services, Inc. (VC# 177770), Manchester, NH for temporary staff to assist the Department's COVID-19 public health response, by increasing the price limitation by \$3,697,646 from \$14,745,573 to 18,443,219 and by extending the completion date from June 30, 2021 to December 31, 2021. 100% Federal Funds.

The original contract and amendment were approved by the Governor on July 20, 2020, and subsequently presented to the Executive Council on August 26, 2020 (Informational Item #K); amended on December 28, 2020, with Governor approval and presented to the Executive Council on February 3, 2021 (Informational Item #F); and amended on April 26, 2021, with Governor approval and presented to the Executive Council on May 19, 2021 (Informational Item #O).

Funds are available in the following accounts for State Fiscal Year 2021, and are anticipated to be available in State Fiscal Year 2022, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

05-95-90-903010-1901000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS
DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF LABORATORY SERVICES, ELC
CARES COVID-19

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2020	102-500731	Contracts for Prog Svc	90183518	\$400,000	\$0	\$400,000
2021	102-500731	Contracts for Prog Svc	90183518	\$13,350,000	\$0	\$13,350,000
			Subtotal	\$13,750,000	\$0	\$13,750,000

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
Page 2 of 3

**05-95-90-902510-5178000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS
DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF INFECTIOUS DISEASE
CONTROL, IMMUNIZATION PROGRAM**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2021	102-500731	Contracts for Prog Svc	90023205	\$200,000	\$0	\$200,000
			Subtotal	\$200,000	\$0	\$200,000

**05-95-90-902510-1956000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS
DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF INFECTIOUS DISEASE
CONTROL, IMMUNIZATION PROGRAM**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2021	102-500731	Contracts for Prog Svc	90023210	\$795,573	\$655,196	\$1,450,769
			Subtotal	\$795,573	\$655,196	\$1,450,769

**05-95-90-903010-1901000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS
DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF LABORATORY SERVICES, ELC
CARES COVID-19**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2022	102-500731	Contracts for Prog Svc	90183538	\$0	\$3,000,000	\$3,000,000
			Subtotal	\$0	\$3,000,000	\$3,000,000

**05-95-90-903010-1835000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS
DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF LABORATORY SERVICES, NH
ELC**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2022	102-500731	Contracts for Prog Svc	90183532	\$0	\$42,450	\$42,450
			Subtotal	\$0	\$42,450	\$42,450
			Total	\$14,745,573	\$3,697,646	\$18,443,219

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
Page 3 of 3

EXPLANATION

This item is **Sole Source** because the contract was originally approved as sole source and MOP 150 requires any subsequent amendments to be labeled as sole source. The Department originally determined that the Contractor was able and willing to immediately staff necessary positions to the State's response to COVID-19.

The Contractor is providing approximately 200 temporary staff to the Department. The Department has strategically divided the response into eight (8) branches: planning section; case investigation; contact tracing and monitoring; surveillance and epidemiology; command and general staff; laboratory branches; COVID-19 coordinating office; and vaccine operations section. Temporary staff will be assigned to one of the branches and will provide services that correspond to their current credentials and current licensures.

The purpose of this amendment is for the Contractor to provide additional staff across the eight (8) branches and to extend the contract period. Prior to the temporary staff working for the Department, the Contractor will conduct interviews, background checks, and degree verification, as applicable.

The exact number of New Hampshire residents served from June 30, 2021, to December 31, 2021, is unknown at this time.

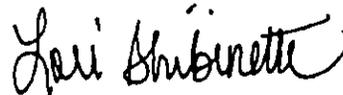
As referenced in Exhibit A of the original contract, the parties have the option to extend the agreement for up to one (1) additional year, contingent upon satisfactory delivery of services, available funding, agreement of the parties and Governor and Council approval. The Department is exercising its option to renew services for six (6) months of the six (6) months available.

Area served: Statewide

Source of Funds: CFDA #93.323, FAIN # NU50CK000522; CFDA #93.268, FAIN # NH23IP922595

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

Respectfully submitted,



Lori A. Shibinette
Commissioner

**State of New Hampshire
Department of Health and Human Services
Amendment #4**

This Amendment to the Temporary Staffing Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Maxim Healthcare Staffing Services, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") and amendment approved by the Governor on July 20, 2020, and presented to the Executive Council on August 26, 2020 (Item #K), as amended on December 28, 2020, and presented to the Executive Council on February 3, 2021 (Item #F), and as amended on April 26, 2021 and presented to the Executive Council on May 19, 2021 (Item #O) the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, Paragraph 17, and Exhibit A, Revision to Standard Contract Provisions, Paragraph 3, the Contract may be amended upon written agreement of the parties and appropriate State approval; and

WHEREAS, the parties agree to extend the term of the agreement, increase the price limitation, or modify the scope of services to support continued delivery of these services; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:
December 31, 2021
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:
\$18,443,219
3. Modify Exhibit B Scope of Services Amendment #2 by replacing in its entirety with Exhibit B Scope of Services Amendment #4, which is attached hereto and incorporated by reference herein.
4. Modify Exhibit B-3 Additional Job Descriptions, by replacing in its entirety with Exhibit B-3 Additional Job Descriptions Amendment #4, which is attached hereto and incorporated by reference herein.
5. Modify Exhibit C Payment Terms Amendment #3 by replacing in its entirety with Exhibit C Payment Terms Amendment #4, which is attached hereto and incorporated by reference herein.
6. Modify Exhibit C-1, Payment Rates, Amendment #3, by replacing in its entirety with Exhibit C-1, Payment Rates Amendment #4, which is attached hereto and incorporated by reference herein.



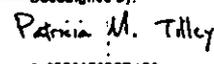
All terms and conditions of the Contract and prior amendments not inconsistent with this Amendment #4 remain in full force and effect. This amendment shall be effective upon the Governor's approval, as issued under the Executive Order 2020-04 as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, 2020-14, 2020-15, 2020-16, 2020-17, 2020-18, 2020-20, 2020-21, 2020-23, 2020-24, 2020-25, 2021-01, 2021-02, 2021-04, 2021-05, 2021-06, 2021-08, and 2021-09, and any subsequent extensions.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire
Department of Health and Human Services

6/21/2021

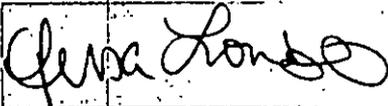
Date

DocuSigned by:

846FB38F59FD4C8...
Name: Patricia M. Tilley
Title: Director

Maxim Healthcare Staffing Services, Inc.

06/18/2021

Date

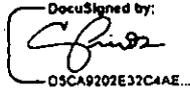

Name: Jessa Lombo
Title: Regional Controller

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

6/21/2021

Date

DocuSigned by:

D5CA9202E32C4AE...

Name: Catherine Pinos

Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor approval issued under the Executive Order 2020-04 as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, 2020-14, 2020-15, 2020-16, 2020-17, 2020-18, 2020-20, 2020-21, 2020-23, 2020-24, 2020-25, 2021-01, 2021-02, 2021-04, 2021-05, 2021-06 2021-08, and 2021-09, and any subsequent extensions.

OFFICE OF THE SECRETARY OF STATE

Date

Name:

Title:

New Hampshire Department of Health and Human Services
Temporary Staffing Services



Exhibit B, Amendment #4

Scope of Services

1. Provisions Applicable to All Services

- 1.1. The Contractor shall submit and comply with a detailed description of the language assistance services they will provide to persons with limited English proficiency and/or hearing impairment to ensure meaningful access to their programs and/or services within ten (10) days of the contract effective date. The Contractor will have access to the Department's language line.
- 1.2. The Contractor agrees that, to the extent future legislative action by the New Hampshire General Court, federal or state court orders, or executive orders by the Governor of New Hampshire may have an impact on the Services described herein, the Department of Health and Human Services (Department) has the right to modify service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

2. Scope of Services

- 2.1. The Contractor shall secure Temporary Staff for the Department's COVID-19 Public Health Response to conduct disease investigation, laboratory testing, surveillance, testing access, monitoring, vaccine operations, logistics and administrative support, and overall response activities.
- 2.2. The Contractor shall provide Temporary Staff in sufficient numbers to perform the services in this Exhibit B and meeting the qualifications set forth in the job descriptions attached as Exhibit B-3 Additional Job Descriptions, Amendment #4 and as amended to meet response needs. Temporary staff will be assigned to the Command and General Staff, Contact Tracing Operations Section, Laboratory Branch, COVID-19 Coordinating Office, Vaccine Operations Section, and Clinical Support:
 - 2.2.1. Command and General Staff, consisting of an estimated eight (8) Temporary Staff, including:
 - 2.2.1.1. COVID-19 Public Health Response Planning Section Chief
 - 2.2.1.2. COVID-19 Public Health Response Safety and Logistics Officer
 - 2.2.1.3. Responder Resource Specialist
 - 2.2.1.4. Customer Service Support Specialists
 - 2.2.1.5. Call Center Supervisor - PHCOC
 - 2.2.2. Operations Section, which includes:
 - 2.2.2.1. Investigation Branch, which consists of:
 - 2.2.2.1.1. Four (4) Investigation Branch Directors to oversee a Case Investigation Unit, Strike Team, Public and



New Hampshire Department of Health and Human Services
Temporary Staffing Services

Exhibit B, Amendment #4

Partner Inquiry Unit and Congregate Setting
Investigation Unit:

2.2.2.1.1.1. Case Investigation Unit, consisting of an
estimated sixteen (16) Temporary Staff,
including:

2.2.2.1.1.1.1. Case Investigation Unit
Lead

2.2.2.1.1.1.2. Infectious Disease
Investigators

2.2.2.1.2. COVID-19 Congregate Setting Investigation Unit,
consisting of an estimated fourteen (14) Temporary
Staff, including:

2.2.2.1.2.1. Congregate Setting Investigation Unit
Leads

2.2.2.1.2.2. Congregate Setting Investigators

2.2.2.1.2.3. COVID-19 Congregate Setting
Investigation Data Analyst

2.2.2.1.2.4. Data Entry Specialists

2.2.2.1.2.5. Containment Strike Team, consisting of
an estimated twenty (2) Temporary Staff,
including:

2.2.2.1.2.5.1. COVID-19 Strike Team
Care Coordinator Lead

2.2.2.1.2.5.2. COVID-19 Strike Team
Care Coordinator

2.2.2.2. Surveillance and Epidemiology Branch, which consists of:

2.2.2.2.1. Surveillance and Epidemiology Branch Director to
oversee the Epidemiology Unit:

2.2.2.2.1.1. COVID Epidemiology Unit, consisting of
an estimated twenty-three (23)
Temporary Staff, including:

2.2.2.2.1.1.1. Epidemiology Unit Leads

2.2.2.2.1.1.2. Epidemiologists

2.2.2.2.1.1.3. Epidemiology Statistical
Assistant

New Hampshire Department of Health and Human Services
Temporary Staffing Services



Exhibit B, Amendment #4

- 2.2.2.2.1.4. Information Technology System Administrator
- 2.2.2.2.2. Case Coordination Unit, consisting of an estimated eight (8) Temporary Staff, including:
 - 2.2.2.2.3. Case Coordination Unit Leads
 - 2.2.2.2.4. Case Coordination Support Specialists
- 2.2.3. Laboratory Branch, consisting of estimated eighteen (18) Temporary Staff, including:
 - 2.2.3.1. Microbiologist IV
 - 2.2.3.2. Microbiologist IIs
 - 2.2.3.3. Public Health Laboratory Scientist IIs
 - 2.2.3.4. Central Receiving
 - 2.2.3.5. Data Entry Specialists
 - 2.2.3.6. Program Specialist III
- 2.2.4. Vaccine Operations Branch, consisting of estimated thirty (30) Temporary Staff, including:
 - 2.2.4.1. Vaccine Depot Supervisor
 - 2.2.4.2. Vaccine Depot Shipping Clerk
 - 2.2.4.3. Vaccine Control Assistant
 - 2.2.4.4. Immunization Training Support Specialist
 - 2.2.4.5. Immunization Information Systems Customer Engagement/Training Support Specialist
 - 2.2.4.6. Immunization Outreach Specialist
 - 2.2.4.7. Vaccine Administrator
 - 2.2.4.8. Vaccine Depot Supervisor and Training Specialist
 - 2.2.4.9. Vaccine Enrollment Assistant
 - 2.2.4.10. Onboarding Specialist - NH Immunization Information System (NHIIS)
 - 2.2.4.11. Data Quality Analyst - NH Immunization Information System (NHIIS)

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06/18/2021



New Hampshire Department of Health and Human Services
Temporary Staffing Services

Exhibit B, Amendment #4

- 2.2.4.12. Immunization Information System Helpdesk Support Specialist
- 2.2.4.13. Supervisor – Remote Vaccination Clinics
- 2.2.4.14. Quality Assurance Coordinator – Remote Vaccination Clinics
- 2.2.4.15. Quality Assurance Coordinator – Fixed Vaccination Clinics
- 2.2.4.16. Supervisor – Equity Vaccination Initiative
- 2.2.4.17. Coordinator – Equity Vaccination Clinics
- 2.2.4.18. Coordinator – Regional Public Health Network Liaison
- 2.2.4.19. COVID-19 Epidemiologist, Vaccine Data
- 2.2.4.20. COVID-19 Epidemiology Unit Lead, Vaccine Data
- 2.2.4.21. Data Manager, Vaccine Data
- 2.2.5. COVID-19 Coordinating Office, which includes:
 - 2.2.5.1. Call Center staff, consisting of an estimated eight (8) Temporary Staff, including:
 - 2.2.5.1.1. Controller
 - 2.2.5.1.2. Coordinating Office - Staff
 - 2.2.5.1.3. Coordinating Office Lead
 - 2.2.5.1.4. Call Center Agent – COVID-19 Coordinating Office
 - 2.2.5.1.5. Call Center Supervisor – General Call Center
 - 2.2.5.1.6. Call Center Agent – General Call Center
 - 2.2.5.1.7. Vulnerable Populations Call Center Supervisor
 - 2.2.5.1.8. Vulnerable Populations Call Center Agent
 - 2.2.5.2. Safer at Schools and LTCF COVID-19 Testing Program, consisting of an estimated four (4) Temporary staff including:
 - 2.2.5.2.1. SASS & LTCF Project Coordinator
 - 2.2.5.2.2. SASS & LTCF Program Staff
 - 2.2.5.2.3. Logistics Specialist I

06/18/2021

New Hampshire Department of Health and Human Services
Temporary Staffing Services



Exhibit B, Amendment #4

- 2.2.5.2.4. Clinical Specimen Collector
- 2.2.5.3. Vaccine Strike team, consisting of an estimated ten (10) Temporary staff including:
 - 2.2.5.3.1. Vaccine Administrator
- 2.3. The number and responsibility of Temporary Staff listed in Paragraph 2.2 may be modified or reduced as agreed upon by the Department and the Contractor.

3. Recruitment and Onboarding of Temporary Staff

- 3.1. The Contractor shall conduct a degree verification on positions listed in Exhibit B-3 Additional Job Descriptions, Amendment #4, that require a Bachelor's Degree and above, the Temporary staff can start with the Department, while the degree verification pends.
- 3.2. The supplemental job description in Exhibit B-3 Additional Job Descriptions, Amendment #4 are the typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.
 - 3.2.1. Services commence using qualified, prescreened Temporary Staff prior to completion of the degree verification. The Contractor shall ensure:
 - 3.2.1.1. Following recruitment of candidates, submit to the Department, resumes, credentials and current licensure information of each Temporary Staff personal. The Contractor shall provide the Department with any updates or changes to the licensure information within three days of being notified by a Temporary Staff any update or change.
 - 3.2.1.2. Information detailing any exceptions or other issues pertaining to the items included on the Contractor's lockdown form to include:
 - 2.8.1.1 Confirmation of ability to work to December 31, 2021;
 - 2.8.1.2 Confirmation of assigned shift;
 - 2.8.1.3 Confirmation of requested time off and ability to work holidays;
 - 2.8.1.4 Confirmation of quarantine requirements according to guidance issued by DPHS;

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New Hampshire Department of Health and Human Services
Temporary Staffing Services

Exhibit B, Amendment #4

- 2.8.1.5 Confirmation of ability to adhere to all recommendations issued by DPHS intended to reduce transmission of COVID-19; and
- 2.8.1.6 Confirmation of first day of employment.
- 3.2.1.3. Confirmation of the interview date, time, position, proposed shift, and requested time off.
- 3.2.1.4. Candidates may only be recommended for a single position. The Department may recommend hiring a candidate into another position for which they are qualified following an interview based on their knowledge, skills and abilities.
- 3.3. Temporary Staff shall provide services under the direction of the Department, including deployment to other areas within the Department that require similar skill.
- 3.4. The Contractor has the right to refuse any assignment in which the staff are not qualified to accept.
- 3.5. The Contractor shall accept immediate verbal and written notification from the Department of any staffing dismissal with or without cause, which provides reasonable detail of the reason(s) for the dismissal, if applicable, which will result in compensation for all hours worked prior to the dismissal.
- 3.6. The Contractor shall process changes in position and salary within seven business days after being notified by the Department and shall submit confirmation of such changes to the Department. If there are any changes in an employee's classification, it is subject to review and approval by Contractor, which must occur within seven (7) business days from receipt of Department's notice.
- 3.7. The Contractor shall notify the Department within one business day after being notified by Temporary Staff of their resignation, including the date of the last day of work.
- 3.8. All Temporary Staff provided by the Contractor shall attend an orientation that includes, but is not limited to:
 - 3.8.1. Client confidentiality.
 - 3.8.2. Confidentiality of medical records, Personal Health Information and other documentation practices.
 - 3.8.3. Any other policies and procedures the Department deems necessary.
 - 3.8.4. Training appropriate for the position will be provided by supervisors following the orientation.
- 3.9. The Contractor shall submit the name and position for each Temporary Staff scheduled to attend orientation at least three business days prior to the date of

New Hampshire Department of Health and Human Services
Temporary Staffing Services



Exhibit B, Amendment #4

- the orientation to allow for information technology accounts to be operational on the date of orientation.
- 3.10. The Contractor shall ensure all Temporary Staff working remotely must adhere to HIPAA best practices for privacy and security.
 - 3.11. The Contractor shall ensure temporary Staff shall work in-person on a rotating or set schedule to ensure coverage of the operating hours of 8:00 AM to 8:00 PM, including weekends and holidays, as set by the Department. The Contractor shall not offer candidates any option for alternative schedules or remote work without written approval from the Department. The parties shall collaborate regarding staffing provided to ensure staff is consistent and have the required training.
 - 3.12. The Contractor agrees that the State may designate that employees under this Agreement are serving as emergency management workers pursuant and subject to the terms of NH RSA 21-P:41 and NH RSA 21-P:53.
 - 3.13. The Contractor shall ensure Temporary Staff have proficiency in basic computer skills related to secure data collection and entry. The Department will provide all hardware and software technology to the Temporary Staff.
 - 3.14. The work schedule may be modified as agreed upon by Department and Contractor.
 - 3.15. After completion of hiring, the Contractor shall provide information that is known to them, to the Department regarding any reasonable accommodations needed under the Americans with Disabilities Act by any Temporary Staff person to allow the Department to make such accommodations prior to the first day or work.
 - 3.15.1. When Temporary Staff provide information regarding any reasonable accommodations needed to either the Contractor or the Department after they begin to work, the respective party will provide such information to the other to allow the Department to make such accommodations.
 - 3.15.2. Temporary Staff shall assess their own health prior to reporting to work each working day and must not report to work if they are experiencing any symptoms of COVID-19 as defined by the Department.
 - 3.16. The Contractor shall ensure Temporary Staff must adhere to isolation and quarantine recommendations issued by the Department, including those related to interstate travel. Non-adherence shall be cause for immediate dismissal.
 - 3.17. The Contractor shall provide longevity bonuses to Temporary Staff using a schedule and reimbursement level set by the Department.

New Hampshire Department of Health and Human Services
Temporary Staffing Services



Exhibit B, Amendment #4

3.18. The Contractor shall assist the Department with developing plans for demobilization of staff when the services of temporary staffing are no longer required.

3.19. Background checks

3.19.1. The Contractor shall obtain, at the Contractor's expense, a Criminal Background Check and shall release the results to the Department to ensure no convictions for the following crimes:

3.19.1.1. A felony for child abuse or neglect, spousal abuse, any crime against children or adults, including but not limited to: child pornography, rape, sexual assault, or homicide;

3.19.1.2. A violent crime meaning any crime which may indicate a person may reasonably be expected to pose a threat to a child or adult or sexually-related crime against a child or adult; and

3.19.1.3. A felony for physical assault, battery, or a drug-related offense committed within the past five (5) years in accordance with 42 USC 671 (a)(20)(A)(ii).

3.19.2. The Contractor shall authorize the Department to conduct a Bureau of Elderly and Adults Services (BEAS) State Registry Check at no cost to the Contractor.

3.19.3. The BEAS State Registry Check confidential results are returned directly to the Department.

3.19.4. The Contractor may commence services using qualified, prescreened Temporary Staff prior to completion of the Criminal Background Check and BEAS State Registry Check and verification of those Checks by the Department if the Contractor has provided the Department with documentation that it has requested the Criminal Background Check and BEAS State Registry Check for those Temporary Staff.

3.20. Confidentiality

3.20.1. Any and all confidential information obtained or received by Contractor, including all Temporary Staff, shall be kept confidential and shall not be disclosed to anyone for any reason outside the scope of this Agreement. The Contractor shall comply with the Health Insurance Portability and Accountability Act, 42 CFR Part 2, and NH RSA 141-C. "Confidential Information" means all information identifying an individual directly or indirectly, and owned, managed, created, or received from the Individual(s), entity(ies), the Department, any other agency of the State, or any medical provider, that is protected by Federal or State information security, privacy or confidentiality laws or rules. Confidential Information includes, but is

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B, Amendment #4

not limited to, Derivative Data, protected health information (PHI), personally identifiable information (PII), federal tax information (FTI), Social Security Administration information (SSA) and criminal justice information services (CJIS) and any other sensitive confidential information provided under the Agreement. This covenant shall survive the termination of the Agreement.

- 3.20.2. The Contractor shall comply with the Standards for Privacy of Individually Identifiable Health Information (Privacy Rule) (45 CFR Parts 160 and 164) under the Health Insurance Portability and Accountability Act (HIPAA) of 1996, and the standards for safeguarding confidentiality of substance use disorder (SUD) information and records of 42 CFR Part 2 .



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

Command and General Staff

Planning Section Chief

Safety and Logistics Officer

Responder Resource Specialist

Customer Service Support Specialist

Call Center Supervisor – PHCOC Helpdesk

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

Position Title: COVID-19 Public Health Response Planning Section Chief

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Public Health Incident Commander, the Planning Section Chief will manage information related to the response, including the responsibility for managing the activation and demobilization of response resources. Responsibilities include the development of goals and objectives leading to effective strategies to assure a well-coordinated emergency response team.

ACCOUNTABILITIES:

- Manages the preparation of strategies and plans for the incident and submits incident status reports to response personnel
- Prepares, collects, evaluates, disseminates, and uses incident information to develop the Incident Action Plan (IAP)
- Facilitates incident information to maintain situational awareness
- Provides periodic predictions on incident potential and incident course of actions in order to assure appropriate staffing and resources to support the response
- Maintains the status of all resources assigned to the response
- Oversees the entire process of identifying and onboarding response staff, staff scheduling, and demobilization of response staff including managing necessary staff resources (e.g. equipment, IT accounts, space etc.)
- Coordinates and facilitates meetings of the Incident Management Team and assures processes are in place to facilitate coordination across the response

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology or related field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Seven years of experience in a public health or social service agency providing planning, consultation or direct services.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Proficient in office software applications.

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

PREFERRED QUALIFICATIONS:

- Exceptional organization and planning skills
- Completion of National Incident Management System and Incident Command System training
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public during periods of high stress
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities

Position Title: COVID-19 Public Health Response Safety and Logistics Officer

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Public Health Incident Commander, the Safety and Logistics Officer will identify and provide necessary response needs and assess safety hazards and take action to mitigate them. Responsibility includes the development of goals and objectives leading to effective strategies to assure incident response needs are procured and that plans are in place to support the physical and mental health and safety of emergency response personnel.

ACCOUNTABILITIES:

- Monitors and assesses safety hazards
- Develops measures for ensuring personnel safety
- Assesses facilities for safety hazards
- Participates in developing response plans regarding safety implications
- Provides safety briefings and distributes safety messages to response staff
- Monitors incident operations and advises response leadership on all matters relating to the health and safety of emergency response personnel
- Stops and prevents unsafe actions during incident operations
- Manages logistical needs across the five mission areas for incidents: protection, prevention, mitigation, response, and recovery
- Provides facilities, services, people, and materials in support of the incident
- Advises the Incident Commander (IC) on all matters relating to logistics planning, facilities, communications, ordering, receipt, storage, transport, and onward movement of goods, services, and personnel
- Coordinates activities effectively with other members of the incident management team, including Operations, Planning, and Finance

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology or related field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Five years' experience in a field or occupation health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology plus three years of supervisory experience in any occupational area.

License/Certification: Valid New Hampshire driver's license, if necessary for travel throughout the state.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled.

PREFERRED QUALIFICATIONS:

- Occupational health and safety experience working within an emergency response
- Completion of National Incident Management System and Incident Command System training
- Ability to communicate effectively orally and in writing to individuals and groups.
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public during periods of high stress.
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities.

POSITION TITLE: Responder Resource Specialist

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Public Health Planning Section Chief, the COVID-19 Responder Resource Specialist will identify and respond to responder support needs to assure a well-coordinated and supported emergency response team. This includes assisting with resolution of basic information technology needs, resource and logistical needs, and safety concerns.

ACCOUNTABILITIES:

- Assists the Planning Chief with maintaining the status of all resources assigned to the response.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Assists with the process of identifying and onboarding response staff, staff scheduling, and demobilization of response staff.
- Experienced in identifying & bringing resolution to safety hazards. Stops and prevents unsafe actions during incident operations.
- Assists with regular documentation related to logistics & asset management, general staffing support, and other duties as assigned.
- Provides support to health screeners, including serving as a health screener for breaks/lunches or longer if health screener staffing is insufficient.
- Resolves basic information technology needs of response staff, and supports staff in requesting information technology support when issues require escalation.
- Assists with providing facilities, services, people, and materials in support of the incident.
- Assists with other projects as requested related to safety, logistics, planning, facilities, communications, ordering, receipt, storage, and movement of goods, services, and personnel
- Collaborates and communicates effectively with all members of the incident management team, including Operations, Planning, Safety, Logistics and Finance.
- Remains available on evenings and weekends, if requested.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in any field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years of work experience.

License/Certification: Valid driver's license; if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Proficient in office software applications.

PREFERRED QUALIFICATIONS:

- Experience providing support to staff or external clients that is relevant to fulfilling logistical or planning needs, responding to safety concerns, or providing information technology support. Completion of National Incident Management System and Incident Command System training
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public during



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- periods of high stress
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities

Position Title: COVID-19 Customer Service Support Specialist

SCOPE OF WORK: Under the director of the COVID-19 Planning Chief, perform a variety of administrative support tasks and to ensure the accuracy of administrative support activities.

ACCOUNTABILITIES:

- Provides general administrative support, including typing, filing, answering telephones or scheduling appointments.
- Manage multi-line voice over internet (VOIP) phone triage system.
- Types form letters and prepares rough and final report narratives and tabulations.
- Receives and transcribes dictation to type letters, memoranda, forms, and other materials.
- Maintains and catalogues office supplies and materials for the response team.
- Operates a computer or other electronic equipment to input and retrieve a variety of data.
- Provides information to the general public relating to agency procedures and policies.
- Requires explaining facts, interpreting situations, or advising individuals, of alternative or appropriate courses of action.

MINIMUM QUALIFICATIONS:

Education: High school diploma or high school equivalency credential. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years of experience in administrative support position.

PREFERRED QUALIFICATIONS:

- Excellent customer service skills.
- Previous experience working in a medical setting.
- Ability to maintain confidential information
- Knowledge of modern office equipment and methods of operation.
- Knowledge of business English, spelling, and arithmetic.
- Knowledge of office practices and procedures.
- Ability to type a variety of correspondence and statistical material and reports with speed and accuracy as well as transcribe dictation.
- Ability to maintain fiscal or departmental records, as needed.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Ability to work independently.
- Ability to establish and maintain harmonious and effective working relationships with other employees and the public.
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

POSITION TITLE: Call Center Supervisor – PHCOC Helpdesk

SCOPE OF WORK: Responsible for managing a team of call center agents at the Public Health COVID-19 Operations Center (PHCOC). Supervisor will oversee call center agents with all incoming calls. Reports to the Planning Section Chief.

ACCOUNTABILITIES:

- Manage team of call agents handling inbound phone calls from health care providers, the public, and others related to case investigations, contact tracing, patient monitoring, and other functions performed by PHCOC staff and other types of inquiries.
- Supervises call center operations, including integrating the development of program policies, goals and objectives, and monitoring the delivery of services.
- Assist with handling calls as needed during peak call times.
- Conduct orientation and ongoing training for new call center staff.
- Evaluates employee's performance and identifies and addresses any performance issues.
- Coordinate with other supervisors to schedule call center agents.
- Collaborates with internal and external partners to ensure coordination and improve delivery of services.
- Maintains privacy and confidentiality of all information according to federal and state laws and DHHS policies and procedures.
- Displays positive and professional attitude when handling all calls.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

Education: Bachelor degree from a recognized college or university. Each additional year of relevant work history may be substituted for one year of education.

Experience: Two years of experience working in a customer service call center or in a health or human services setting. Each additional year of approved formal education may be substituted for 1 year of required experience.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

Experience must demonstrate critical thinking skills, effective time management, and the ability to work with the public.

LICENSE/CERTIFICATION: Valid driver's license and/or access to transportation for use in statewide travel.

SPECIAL REQUIREMENTS:

Degree in social work, psychology, education, human services, sociology, behavioral science, nursing or related health sciences preferred. Must be able to work on-site in Concord, NH on a rotating schedule, between the hours of 8:00AM to 8:00PM 7 days per week, if needed.



New Hampshire Department of Health and Human Services
Temporary Staffing Services

Exhibit B-3 Additional Job Descriptions Amendment #3

Contact Tracing Operations Section

Case Investigation Branch

COVID-19 Case Investigation Branch Director
Case Investigation Unit Lead
Nurse Investigator
Case Investigator
COVID-19 and MIS-C Case Investigator
Infection Prevention/Cluster Investigation Unit Lead
Infection Preventionist/Investigators
COVID-19 Congregate Setting Investigation Data Analyst
Data Entry Specialists

Containment Strike Team

COVID-19 Strike Team Care Coordinator Lead
COVID-19 Strike Team Care Coordinator

Epidemiology and Surveillance Branch

COVID-19 Surveillance and Epidemiology Branch Director
Case Coordination Unit Leads
Case Coordination Support Specialists
Epidemiology Unit Leads
Epidemiologists
Epidemiologist (MIS-C)
Epidemiology Statistical Assistant
Information Technology System Administrator



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

Position Title: COVID-19 Case Investigation Branch Director

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Operations Chief, the COVID-19 Case Investigation Branch Director will supervise and monitor public health COVID-19 response staff conducting case investigations, contact tracing, field visits and issuing isolation and quarantine orders. Responsibility includes the development of goals and objectives leading to effective strategies to combat the COVID-19 global pandemic in New Hampshire.

ACCOUNTABILITIES:

- Supervises public health COVID-19 programs, including integrating the development of program policies, goals and objectives, and monitoring the delivery of services
- Evaluates program operations for program effectiveness, cost effectiveness, and staff utilization
- Provides public health expertise and direct consultation services to health agencies and organizations
- Authors and coordinates submission of program narratives and financial reports, including federal grant application and reports
- Directs the development of quality assurance standards and criteria for public health programs
- Develops broad agency standards to assure compliance with regulations, and monitors quality of direct services provided by programs
- Coordinates collaborative efforts between federal, other states, and/or local agencies to assure and monitor ongoing surveillance, investigation and monitoring of COVID-19 cases and their close contacts
- Supervises professional and support staff in specialized programs with responsibility for hiring, training, and performance appraisals
- Serves as subject matter expert for internal public health matters related to COVID-19 activities
- Conducts the work of case investigators and unit leads as needed based on unit workload

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Six years of experience in a public health or social service agency providing planning, consultation or direct services with at least two years in a supervisory capacity, one



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

year of which shall be in a health related setting.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to respond to public health emergencies as they arise.

PREFERRED QUALIFICATIONS:

- Infectious Disease experience
- Considerable knowledge of supervisory principles
- Knowledge of mathematics and budget preparation
- Knowledge of interviewing techniques
- Ability to prepare budgets
- Ability to negotiate agreements
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority
- Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)

Position Title: COVID-19 Investigation Unit Lead

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Case Investigation Branch Director, the COVID-19 Investigation Unit Lead will supervise and monitor public health COVID-19 response staff. This will include planning and development of work procedures and policy for subordinate employees.

ACCOUNTABILITIES:

- Supervises the operation of a COVID-19 Response organizational unit with responsibility for evaluation of employee work performance
- Plans and evaluates the implementation of COVID-19 Response unit objectives, including developing and revising work methods and procedures for subordinate employees
- Prepares reports evaluating program effectiveness and recommends changes in policies and methods

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Develops, updates and reviews proposed training manuals and informational materials to ensure consistency and conformance with overall agency objectives and policies
- Provides consultation to agency professionals and reviews recommendations made by subordinate employees
- Coordinates the development and drafting of plans, policies and procedures of a unit
- Conducts the work of case investigators as needed based on unit workload.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Five years of experience in a field or occupation health administration, public health, nursing, education, emergency preparedness, social or physical sciences or psychology plus three years of supervisory experience in any occupational area. If related to the program area, the supervisory experience will count as part of the five years' total experience. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Medical background (e.g. nurse) preferred. Availability to respond to public health emergencies as they arise.

PREFERRED QUALIFICATIONS:

- Experience working in the field of infectious disease
- Trained in motivational interviewing & other interviewing techniques
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority
- Experience working in the field of infectious disease
- Experience working with diverse populations
- Ability to discuss sensitive and confidential topics

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Strong interpersonal skills desired
- Ability to communicate effectively orally and in writing to individuals and groups
- Nurse preferred.

Position Title: COVID-19 Nurse Investigator

SCOPE OF WORK: Applies specialized clinical skills, advanced public health nursing strategies and epidemiological principles to investigate, prevent, and control the transmission of SARS CoV-2 (COVID-19) and other conditions of public health importance for the Division of Public Health Service's Bureau of Infectious Disease Control.

ACCOUNTABILITIES:

- Using nursing and epidemiological techniques; assesses and investigates individual reports or outbreaks of SARS CoV-2 (COVID-19) among individuals and communities.
- Utilizes logical and scientific expertise to provide disease intervention services including case investigations, interviewing infected patients, notifying possible contacts, and providing technical assistance to providers to assure that patients with infectious diseases receive appropriate diagnostic tests, treatment, follow-up testing, counseling, and referral:
 - Utilizing best practices, conducts telephonic interviews of patients infected with COVID-19 and their close contacts;
 - Performs telephonic and field investigations to locate infected individuals and partners who may be at risk of transmission and to locate persons with positive diagnostic tests requiring treatment and interview;
 - Explains the requirements of isolation and quarantine;
 - Develops strategies to resolve the ongoing problems and prevent further cases related to current or future situations with the same pattern and risks. Provides expert consultation to medical providers on treatment and transmission;
 - Maintain training in appropriate use of personal protective equipment (PPE) in the event field investigations are necessary;
 - Conducts field investigations, as needed.
- Provides specialized nursing consultative services, public health education, and recommendations to health care facilities targeting the development of appropriate plans for the prevention and control of communicable diseases.
- Initiates, assembles, and presents medical materials for use in the development of improved COVID-19 prevention and control objectives using guidelines put forth by the Centers for Disease Control and Prevention and other relevant governmental health agencies.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Coordinates medical and non-medical care services for patients with COVID-19 or their close contacts.
- Escalate client records to supervisor for consideration of legal orders, for patients who verbally indicate refusal for adhere to voluntary isolation and quarantine.
- Develops and maintains medical records and other related confidential documentation of case management for clients receiving direct nursing care services.
- Maintains rigorous security and confidentiality procedures in accordance with Bureau, Division, and Department policies.
- This position does not provide direct clinical care, however a background in nursing is required to ensure appropriate level of knowledge and experience.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with a major nursing or related human service field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' experience as a registered nurse in a health care facility or position related to Epidemiology, Infectious Diseases or Public Health. Each additional year of approved work experience may be substituted for one year of appropriate formal education.

License/Certification: Valid driver's license and/or access to transportation for use in statewide travel.

Special Requirements: Availability to respond to public health emergencies as they arise.

PREFERRED QUALIFICATIONS:

- Experience working in the field of infectious disease
- Experience working with diverse populations
- Ability to discuss sensitive and confidential topics
- Strong interpersonal skills desired
- Trained in motivational interviewing & other interviewing techniques
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

Position Title: COVID-19 Case Investigator

SCOPE OF WORK: To provide highly specialized public health infectious disease control with identified high-risk populations through investigation, education, and development of programs and policies.

ACCOUNTABILITIES:

- Reviews and implements program policies and procedures related to transmission COVID-19.
- Utilizes logical and scientific expertise to provide disease intervention services including case investigations, interviewing infected patients, notifying possible contacts, and providing technical assistance to providers to assure that patients with infectious diseases receive appropriate diagnostic tests, treatment, follow-up testing, counseling, and referral
 - Utilizing best practices, conducts telephonic interviews of patients infected with COVID-19 and their close contacts;
 - Performs telephonic and field investigations to locate infected individuals and partners who may be at risk of transmission and to locate persons with positive diagnostic tests requiring treatment and interview;
 - Explains the requirements of isolation and quarantine;
 - Maintain training in appropriate use of personal protective equipment (PPE) in the event field investigations are necessary;
 - Conducts field investigations, as needed.
- Initiates, assembles, and presents medical materials for use in the development of improved COVID-19 prevention and control objectives using guidelines put forth by the Centers for Disease Control and Prevention and other relevant governmental health agencies.
- Coordinates medical and non-medical care services for patients with COVID-19.
- Escalate client records to supervisor for consideration of legal orders, for patients who verbally indicate refusal for adhere to voluntary isolation.
- Maintains rigorous security and confidentiality procedures in accordance with Bureau, Division, and Department policies.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with a major in public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years of professional or paraprofessional experience in public health, nursing,



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

education, emergency preparedness, social or physical sciences or psychology, with responsibility for program implementation, direct service delivery, planning or program evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Driver's license, if necessary for travel throughout the State.

Special Requirements: Availability to respond to public health emergencies as they arise.

PREFERRED QUALIFICATIONS:

- Experience working in the field of infectious disease
- Experience working with diverse populations
- Ability to discuss sensitive and confidential topics
- Strong interpersonal skills desired
- Trained in motivational interviewing & other interviewing techniques
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

POSITION TITLE: COVID-19 and MIS-C Case Investigator

SCOPE OF WORK: Under the direct supervision of the COVID-19 Epidemiology and Surveillance Branch, Interim Co-Directors, and in coordination with DPHS epidemiologists, the COVID-19 and MIS-C Case Investigator conducts investigations to provide highly specialized public health infectious disease control with identified high-risk populations through investigation, education, and development of programs and policies. Provides infection prevention recommendations and guidance to affected locations as well as analyzing and interpreting data from investigations, documents investigations, and works on policies and procedures for use in COVID-19 planning and response.

ACCOUNTABILITIES:

Accountabilities for COVID-19 case investigation:

- Reviews and implements program policies and procedures related to the transmission of COVID-19 and provides recommendations to supervisor.
- Utilizes logical and scientific expertise to provide disease intervention services including

**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

case investigations, interviewing infected patients, notifying possible contacts, and providing technical assistance to providers to assure that patients with infectious diseases receive appropriate diagnostic tests, treatment, follow-up testing, counseling, and referral

- Utilizing best practices, conducts telephonic interviews of patients infected with COVID-19;
- Performs telephonic and field investigations to locate infected individuals and partners who may be at risk of transmission and to locate persons with positive diagnostic tests requiring treatment and interview;
- Explains the requirements of isolation during the patient's infectious period;
- Maintain training in appropriate use of personal protective equipment (PPE) in the event field investigations are necessary;
- Conducts field investigations, as needed.
- Initiates, assembles, and presents medical materials for use in the development of improved COVID-19 prevention and control objectives using guidelines put forth by the Centers for Disease Control and Prevention and other relevant governmental health agencies.
- Coordinates medical and non-medical care services for patients with COVID-19.
- Conducts other investigation, outbreak management, and COVID-19 projects at the request of the supervisor.
- Makes formal presentations as requested and attended conferences, meetings, and trainings as requested.

Accountabilities for MIS-C case investigation:

- Works closely with DPHS epidemiologists leading enhanced MIS-C surveillance to complete MIS-C specific tasks.
- Utilize surveillance systems to track the occurrence of COVID-19 cases with MIS-C.
- Performs follow-up on cases of COVID-19 in persons 20 years of age and younger that are hospitalized gathering all information relevant to MIS-C.
- Performs follow-up on cases of COVID-19 in persons 20 years of age and younger that have unknown hospitalization in our surveillance systems
- Performs active surveillance to identify suspect MIS-C cases by communicating with ICPs and facilities that care for MIS-C cases.
- Educates healthcare providers about MIS-C as necessary and appropriate.
- Consults with state, regional, and local health departments and agencies, the NH Public Health Laboratories and private laboratories, medical providers, and others as appropriate to ensure coordination of and prompt response to disease investigations for MIS-C.
- Collects medical records of suspected MIS-C cases for review as necessary, including the collection of laboratory results for inflammatory markers.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Coordinates the education of (1) COVID-19 cases that are 20 years of age or younger, or their caregivers, and (2) COVID-19 cases that have exposed persons at risk of MIS-C about MIS-C, symptoms to monitor for, and what actions to take should those symptoms occur.

General accountabilities:

- Escalate client records to supervisor for consideration of legal orders, for patients who verbally indicate refusal for adhere to voluntary isolation.
- Maintains rigorous security and confidentiality procedures in accordance with Bureau, Division, and Department policies.

QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with a major in public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years of professional or paraprofessional experience in public health, nursing, education, emergency preparedness, social or physical sciences or psychology, with responsibility for program implementation, direct service delivery, planning or program evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to respond to public health emergencies as they arise.

PREFERRED QUALIFICATIONS:

Experience working in the field of infectious disease

- Experience working with diverse populations
- Ability to discuss sensitive and confidential topics
- Strong interpersonal skills desired
- Trained in motivational interviewing & other interviewing techniques
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public

**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

Position Title: COVID-19 Infection Prevention/Cluster Investigation Unit Lead

SCOPE OF WORK: Under the direct supervision of the COVID-19 Epidemiology and Surveillance Branch Director, the COVID-19 Infection Prevention/Cluster Investigation Unit Lead oversees program activities, such as cluster investigation in healthcare facilities and other congregate settings, develops policies and procedures for use in COVID-19 planning and response. Oversees infection prevention activities in responding to COVID-19 and enhances tracking systems to monitor clusters or outbreaks.

ACCOUNTABILITIES:

- Supervises other infection prevention professional staff, including providing training, and delegation of work
- Conducts and guides in planning and coordination of investigations in congregate settings and healthcare; including but not limited to: 1) guiding investigation steps and development of data collection tools to identify infection control concerns; 2) works with staff to conduct statistical analysis; 3) conducting site visits and interviews of patients and/or healthcare providers; and 4) interpreting and communicating findings for a variety of audiences
- Develops and revises methods and procedures related to infection prevention for COVID-19
- Oversees cluster/outbreak investigations following the approved protocol; revises and communicates suggestions to improve protocols; collects and interprets disease reports and other information
- Applies scientific knowledge, best practice in infection prevention, to effectively respond to outbreaks and clusters and mitigate infection control concerns identified
- Collaborates with federal, other state and local agencies to provide ongoing statewide infection prevention and COVID-19 investigation
- Consults with state, regional and local partners and agencies, the NH Public Health Laboratories and private laboratories; medical providers, Health Facilities Administration, and others to ensure coordination and prompt response
- Finalizes routine, interim and final reports on COVID-19 outbreaks and clusters
- Finalizes protocols for COVID-19 cluster investigations and develops infection prevention plans as requested by supervisor
- Serves as a resource for current infection prevention information about COVID-19. Provides education materials to clinical staff, the public, medical providers, Department staff and others
- Analyzes existing policies and procedures in order to recommend effective changes to enhance COVID-19 disease reporting and prevention activities
- Makes formal presentations as requested and attends conferences, meetings and trainings

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

as requested

- Assists in the preparation of new and continuing federal grants
- Conducts other disease investigation and outbreak management projects at the request of the supervisor
- Ensures availability to support the Department as needed in the event of a public health emergency

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with major study in nursing, infection prevention, epidemiology, public health, or related health field preferred. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years of professional experience in infection prevention, healthcare, public health and/or healthcare epidemiology, with responsibilities in program research, planning, monitoring, and evaluation.

OR

Education: Bachelor's degree from a recognized college or university with major study in nursing, infection prevention, epidemiology, public health, or related health field

Experience: Five years of professional experience in infection prevention, healthcare, public health and/or healthcare epidemiology, with responsibilities in program research, planning, monitoring, and evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license or access to transportation for statewide travel required.

PREFERRED QUALIFICATIONS:

- Knowledge and experience in outbreak investigation methods, infection prevention, and proficiency in computer applications and ability to analyze data
- Understanding of social determinants of health
- Applied infection prevention and public health experience preferred
- Experience with emergency preparedness and response
- Experience communicating with the public and medical providers on medical issues



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Master's degree from a recognized university with major study in nursing, infection prevention, and/or epidemiology preferred
- Considerable ability to communicate clearly and concisely both in oral and written form; communicate with the public and medical providers on medical and other issues, perform technical writing, and evaluate and analyze program effectiveness and resource unitization; knowledge and experience in supervision preferred

Position Title: COVID-19 Infection Prevention Investigator

SCOPE OF WORK: Under the direct supervision of the COVID-19 Infection Prevention/Cluster Investigation Unit Lead, the COVID-19 infection prevention investigator conducts investigations in congregate, institutional, business, or healthcare settings and provides infection prevention recommendations and guidance to affected locations. Analyzes and interprets data from investigations, documents investigations, and works on policies and procedures for use in COVID-19 planning and response.

ACCOUNTABILITIES:

- Conducts and participates in cluster and outbreak investigations of COVID-19 and provides infection prevention recommendations relevant to specific settings
- Implements methods and procedures related to data collection systems necessary to provide and link the data for cluster investigations
- Conducts investigations following the approved protocol; collects, analyzes and interprets investigation reports and other information
- Applies scientific infection prevention knowledge to investigations
- Collaborates with federal, other state and local agencies to provide ongoing statewide surveillance and investigation of disease capacity
- Consults with state, regional and local partners and agencies, the NH Public Health Laboratories and private laboratories, Health Facilities Administration, medical providers, and others to ensure coordination and prompt response to cluster investigations
- Drafts reports on COVID-19 outbreaks and clusters for review by supervisor
- Coordinates testing strategy, site visits as necessary, and necessary follow-up to locations or settings experiencing an outbreak or cluster of COVID-19
- Analyzes existing infection prevention and control policies and procedures and provides recommendations to supervisor
- Makes formal presentations as requested and attends conferences, meetings and trainings as requested
- Conducts other investigation, outbreak management and COVID-19 projects at the request



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

of the supervisor

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in nursing, infection prevention, epidemiology, public health, or related health field.

Experience: Five years of professional experience in nursing, infection prevention, public health, or healthcare epidemiology with responsibilities in program research, planning, monitoring, and evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license or access to transportation for statewide travel required.

PREFERRED QUALIFICATIONS:

- Knowledge and experience in outbreak investigations and infection prevention
- Proficiency in computer applications preferred
- Understanding of social determinants of health, applied public health experience and emergency preparedness and response
- Bachelor's degree from a recognized university with major study in nursing and/or healthcare epidemiology preferred
- Considerable ability to communicate clearly and concisely both in oral and written form
- Ability to communicate with the public and medical providers on medical and other issues
- Perform technical writing
- Nurse preferred.

Position Title: COVID-19 Congregate Setting Investigation Data Analyst

SCOPE OF WORK: Under the direct supervision of the COVID-19 Congregate Setting Investigation Data Team Lead, the COVID-19 Congregate Setting Data Analyst compiles, analyzes, interprets and reports data related to investigations in congregate, institutional, business or healthcare settings.

ACCOUNTABILITIES

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Conducts and participates in cluster and outbreak investigations of COVID-19 and provides infection prevention recommendations relevant to specific settings
- Implements methods and procedures related to data collection systems necessary to provide and link the data for cluster investigations
- Conducts investigations following the approved protocol; collects, analyzes and interprets investigation reports and other information
- Applies scientific infection prevention knowledge to investigations
- Utilizes data analysis methods to track and investigate incidence and outbreaks of illness in congregate settings. Drafts reports on COVID-19 outbreaks and clusters for use of the COVID-19 Incident Management Team
- Analyzes existing infection prevention and control policies and procedures and provides recommendations to supervisor
- Makes formal presentations of data and outcomes of cluster and outbreak investigations.
- Conducts other investigation, outbreak management and COVID-19 projects at the request of the supervisor

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in statistics, epidemiology, public health, or related health field.

Experience: Five years of professional experience in statistics, , public health, or healthcare epidemiology with responsibilities in program research, planning, monitoring, and evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license or access to transportation for statewide travel required.

PREFERRED QUALIFICATIONS:

- Public health and epidemiology experience preferred.
 - Knowledge and experience working in data management systems and using analysis programs such as Excel and R.
 - Knowledge and experience in outbreak investigations and infection prevention
 - Proficiency in computer applications preferred
 - Understanding of social determinants of health, applied public health experience and emergency preparedness and response
 - Considerable ability to communicate clearly and concisely both in oral and written form
 - Ability to communicate with the public and medical providers on medical and other issues
- Perform technical writing

**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

Position Title: Data Entry Specialist

SCOPE OF WORK: To transcribe and verify diversified data from source documents for entry into a computerized data bank with various types of applications.

ACCOUNTABILITIES

- Enters diversified data for various types of applications into online computerized data bank
- Verifies the data entered by other operators to ensure accuracy of computer run
- Researches keying errors and corrects the information for processing
- Uses computerized equipment for validation of source documents
- Sorts and files data according to standardized procedures
- Performs clerical duties upon assignment

MINIMUM QUALIFICATIONS:

Education: High school diploma or high school equivalency credential. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years of clerical experience, including six months of operating data entry equipment.

PREFERRED QUALIFICATIONS:

- Knowledge of keying and data entry systems
- Knowledge of the uses and principles of codes and coded information
- Skill in entering data into computer systems and databases
- Ability to type data accurately and rapidly
- Ability to comprehend and follow instructions
- Ability to establish and maintain harmonious working relationships with associates
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority
- Experience working in a medical setting
- Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

Position Title: COVID-19 Strike Team Care Coordinator Lead

SCOPE OF WORK: To provide highly specialized public health infectious disease control with identified high-risk populations through investigation, education, and development of programs and policies.

ACCOUNTABILITIES:

- Supervises specialized Strike Team within NH DHHS COVID-19 Response.
- Oversees the implementation of specialized interviews and monitoring of high risk COVID-19 patients across the state.
- Coordinates case assignments and follow up among Strike Team members.
- Reviews, modifies and implements program policies and procedures related to prevention of transmission of COVID-19 among high-risk populations.
- Utilizes logical and scientific expertise to provide disease intervention services including case investigations, interviewing infected patients, notifying possible contacts, and providing technical assistance to providers to assure that patients with COVID-10 receive appropriate diagnostic tests and education re: quarantine and isolation.
- Conducts specialized interviews utilizing best practices of patients infected with COVID-19.
- Conducts contact tracing and monitoring interactions for patients and contacts to COVID-19.
- Performs telephonic and field investigations to locate infected individuals and partners who may be at risk of transmission and to locate persons with positive diagnostic tests requiring interview.
- Locates contact information and performs outreach to patients and contacts to COVID-19 via internet, telephone, and fieldwork.
- Coordinates public health care services for patients with COVID-19, to assure that high-risk patients with COVID-19 are isolating and high-risk contacts to COVID-19 are quarantining.
- Collaborates with local authorities and law enforcement to issue orders of quarantine and isolation to individuals as necessary.
- Maintains rigorous security and confidentiality procedures in accordance with Bureau, Division, and Department policies.
- Maintains timely and accurate data on all investigations across multiple surveillance programs.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with a major



New Hampshire Department of Health and Human Services
Temporary Staffing Services

Exhibit B-3 Additional Job Descriptions Amendment #3

in public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience. The candidate must have proficiency in working with technology and various computer programs.

Experience: Five years of professional or paraprofessional experience in public health, nursing, education, emergency preparedness, social or physical sciences or psychology, with responsibility for program implementation, direct service delivery, planning or program evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to respond to public health emergencies as they arise. Requires statewide fieldwork and potential contact with COVID-19-positive individuals and their close contacts.

PREFERRED QUALIFICATIONS:

Experience working in the field of infectious disease

- Supervisory experience
- Experience working with diverse populations
- Ability to discuss sensitive and confidential topics
- Strong interpersonal skills desired
- Trained in motivational interviewing & other interviewing techniques
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public

Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

Position Title: COVID-19 Strike Team Care Coordinator

SCOPE OF WORK: To provide highly specialized public health infectious disease control with identified high-risk populations through investigation, education, and development of programs and policies.

ACCOUNTABILITIES



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Reviews, modifies and implements program policies and procedures related to prevention of transmission of COVID-19 among high-risk populations.
- Utilizes logical and scientific expertise to provide disease intervention services including case investigations, interviewing infected patients, notifying possible contacts, and providing technical assistance to providers to assure that patients with COVID-10 receive appropriate diagnostic tests and education re: quarantine and isolation.
- Conducts specialized interviews utilizing best practices of patients infected with COVID-19.
- Conducts contact tracing and monitoring interactions for patients and contacts to COVID-19.
- Performs telephonic and field investigations to locate infected individuals and partners who may be at risk of transmission and to locate persons with positive diagnostic tests requiring interview.
- Locates contact information and performs outreach to patients and contacts to COVID-19 via internet, telephone, and fieldwork.
- Coordinates public health care services for patients with COVID-19, to assure that high-risk patients with COVID-19 are isolating and high-risk contacts to COVID-19 are quarantining.
- Collaborates with local authorities and law enforcement to issue orders of quarantine and isolation to individuals as necessary.
- Maintains rigorous security and confidentiality procedures in accordance with Bureau, Division, and Department policies.
- Maintains timely and accurate data on all investigations across multiple surveillance programs.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with a major in public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience. The candidate must have proficiency in working with technology and various computer programs.

Experience: Four years of professional or paraprofessional experience in public health, nursing, education, emergency preparedness, social or physical sciences or psychology, with responsibility for program implementation, direct service delivery, planning or program evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to respond to public health emergencies as they arise.

**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

Requires statewide fieldwork and potential contact with COVID-19-positive individuals and their close contacts.

PREFERRED QUALIFICATIONS:

Experience working in the field of infectious disease

- Experience working with diverse populations
- Ability to discuss sensitive and confidential topics
- Strong interpersonal skills desired
- Trained in motivational interviewing & other interviewing techniques
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public

Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency/appointing authority

Position Title: COVID-19 Epidemiology and Surveillance Branch Director

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Operations Section Chief, the COVID-19 Epidemiology and Surveillance Branch Director will supervise and monitor public health COVID-19 response staff conducting case investigations, contact tracing and patient monitoring. Responsibility includes the development of goals and objectives related to epidemiology and surveillance leading to effective strategies to combat the COVID-19 global pandemic in New Hampshire.

ACCOUNTABILITIES:

- Supervises public health COVID-19 surveillance and epidemiology teams, including integrating the development of program policies, goals and objectives, and monitoring the delivery of services
- Evaluates program operations for program effectiveness, cost effectiveness, and staff utilization
- Provides epidemiology expertise and direct consultation services to health agencies and organizations
- Authors and coordinates submission of program narratives and financial reports, including federal grant application and reports
- Directs the development of quality assurance standards and criteria for public health programs
- Develops broad agency standards to assure compliance with regulations, and monitors

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

quality of direct services provided by programs

- Coordinates collaborative efforts between federal, other states, and/or local agencies to assure and monitor ongoing surveillance, investigation and monitoring of COVID-19 cases
- Supervises professional and epidemiology staff in specialized programs with responsibility for hiring, training, and performance appraisals
- Serves as subject matter expert for epidemiology and surveillance matters related to COVID-19 activities
- Ensures availability to support the Department as needed in the event of a public health emergency

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in health administration, epidemiology, public health, nursing, education, emergency preparedness, social or physical sciences or psychology. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Six years of experience in a public health or social service agency providing planning, consultation or direct services with at least two years in a supervisory capacity, one year of which shall be in a health related setting.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

PREFERED QUALIFICATIONS:

- Considerable knowledge of epidemiology, statistics, and data visualization
- Coursework in epidemiology, biostatistics, health services research or administration preferred
- Experience or training in managing information technology projects preferred
- Considerable knowledge of supervisory principles
- Knowledge of mathematics and budget preparation
- Knowledge of interviewing techniques
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

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06/18/2021



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

Position Title: COVID-19 Case Coordination Unit Lead

SCOPE OF WORK: Under the direction of the COVID-19 Case Investigation Branch Directors, collects infectious disease-related clinical information from healthcare providers and laboratories, requests, reviews, and interprets medical records, and enters data into surveillance software. Researches and reviews information related to infectious disease program policy, procedure, and regulations to provide accurate, consistent, and technically proficient support for state infectious disease programs. Acts in a supervisory role in the COVID-19 Case Coordination Unit.

ACCOUNTABILITIES:

- Researches and reviews infectious disease program policies, procedures and regulations for use in providing technical assistance and medical information
- Collects and verifies infectious disease-related clinical information through oral and written communication with other state agencies, health care providers, laboratories, and the public
- Requests, reviews, and interprets medical records from healthcare organizations to determine if an infectious disease occurred and whether the report requires further intervention by COVID-19 investigators
- Uses medical knowledge to triage, distribute and delegate disease reports from healthcare providers and laboratories for follow-up as needed to COVID-19 investigators, other bureau staff, city health departments, or out-of-state health departments
- Receives and logs disease incidence and case information in infectious disease surveillance software systems, and monitors the receipt of infectious diseases reports and makes recommendations for additional investigation to supervisors when potential anomalies are detected
- Requires partial supervision of other employees doing work including assigning job duties, providing training, giving instructions and checking work
- Implements quality assurance procedures to ensure completeness, accuracy, and validity of collected and documented clinical information, and participates in efforts to streamline work processes and makes recommendations for improvement
- Reviews, clarifies, interprets, and explains state infectious disease reporting laws, department rules and department policy to medical providers, other professionals and the public
- Develops and prepares infectious disease-related policy or procedural manuals, reports and publications according to established guidelines and procedures
- Maintains rigorous security and confidentiality procedures in accordance with Bureau, Division, and Department policies

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

MINIMUM QUALIFICATIONS:

Education: Associate's degree from a recognized college or university with a major study in a health, medical or paramedical field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years of professional or paraprofessional experience in a healthcare setting at the level of a nurse, medical assistant, paramedic, or related occupation. At least one year of supervisory or work delegation experience. Each additional year of approved work experience may be substituted for one year of required formal education.

PREFERRED QUALIFICATIONS:

- Experience with infectious disease
- Experience working in a medical office
- Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)
- Ability to communicate effectively in oral and written form and to establish and maintain effective relationships with governmental officials, other employees and the general public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

Position Title: Case Coordination Support Specialists

SCOPE OF WORK: To transcribe and verify diversified data from source documents for entry into a computerized data bank with various types of applications.

ACCOUNTABILITIES

- Enters diversified data for various types of applications into online computerized data bank
- Verifies the data entered by other operators to ensure accuracy of computer run
- Researches keying errors and corrects the information for processing
- Uses computerized equipment for validation of source documents
- Sorts and files data according to standardized procedures
- Performs clerical duties upon assignment

MINIMUM QUALIFICATIONS:



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

Education: High school diploma or high school equivalency credential. Each additional year of approved formal education may be substituted for one year of required work experience:

Experience: Two years of clerical experience, including six months of operating data entry equipment.

PREFERRED QUALIFICATIONS:

- Experience working in a medical setting
- Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)
- Knowledge of keying and data entry systems
- Knowledge of the uses and principles of codes and coded information
- Skill in entering data into computer systems and databases
- Ability to type data accurately and rapidly
- Ability to comprehend and follow instructions
- Ability to establish and maintain harmonious working relationships with associates
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

Position Title: COVID-19 Epidemiology Unit Lead

SCOPE OF WORK: Under the direct supervision of the COVID-19 Epidemiology and Surveillance Branch Director, the COVID-19 Epidemiology Unit Lead, oversees program activities, such as interpretation of statewide data, policies and procedures for use in COVID-19 planning and response. Oversees the use of surveillance systems to track the occurrence of infectious diseases and COVID-19.

ACCOUNTABILITIES:

- Supervises other epidemiology professional staff, including providing training, and delegation of work
- Conducts and guides in planning and coordination of epidemiological investigations, including but not limited to: 1) guiding study design and questionnaire or other data collection instrument development; 2) conducting statistical analysis and adapting technique to fulfill specific needs; 3) conducting site visits and interviews of patients and/or healthcare providers; and 4) interpreting and communicating findings for a variety of audiences



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Develops and revises methods and procedures related to data collection systems necessary to provide and link the data for statistical analysis relevant to COVID-19
- Oversees epidemiological investigations following the approved protocol; collects, analyzes and interprets disease reports and other information
- Applies scientific knowledge, manages data from surveillance projects, and performs complex epidemiologic analysis (descriptive and comprehensive analysis) using statistical software programs
- Collaborates with federal, other state and local agencies to provide ongoing statewide surveillance and investigation of disease capacity
- Consults with state, regional and local partners and agencies, the NH Public Health Laboratories and private laboratories, medical providers, and others to ensure coordination and prompt response to disease investigation.
- Finalizes routine, interim and final reports on COVID-19 cases, laboratory testing, and investigations and outbreaks as established by protocols
- Finalizes protocols for COVID-19 investigations and develop emergency preparedness plans as requested by supervisor
- Serves as a resource for current information about COVID-19; provides education materials to clinical staff, the public, medical providers, Department staff and others
- Analyzes existing disease investigation, prevention and control policies and procedures in order to recommend effective changes to enhance COVID-19 disease reporting and prevention activities
- Makes formal presentations as requested and attends conferences, meetings and trainings as requested
- Assists in the preparation of new and continuing federal grants
- Conducts other disease investigation, outbreak management and epidemiology projects at the request of the supervisor
- Ensures availability to support the Department as needed in the event of a public health emergency

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with major study in epidemiology, biostatistics, public health, or related health field preferred. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years of professional experience in public health, biostatistics, data analysis, and/or epidemiology, with responsibilities in program research, planning, monitoring, and

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

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OR

Education: Bachelor's degree from a recognized college or university with major study in epidemiology, biostatistics, public health, or related health field

Experience: Five years of professional experience in public health, biostatistics, data analysis, and/or epidemiology with responsibilities in program research, planning, monitoring, and evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license or access to transportation for statewide travel required.

PREFERRED QUALIFICATIONS:

- Knowledge and experience in epidemiologic methods and statistical analysis as well proficiency in computer applications and statistical software preferred
- Understanding of social determinants of health
- Applied public health experience
- Experience with emergency preparedness and response
- Experience communicating with the public and medical providers on medical issues
- Master's degree from a recognized university with major study in epidemiology preferred
- Considerable ability to communicate clearly and concisely both in oral and written form, communicate with the public and medical providers on medical and other issues, perform technical writing, and evaluate and analyze program effectiveness and resource utilization; knowledge and experience in supervision preferred

Position Title: COVID-19 Epidemiologist

SCOPE OF WORK: Under the direct supervision of the COVID-19 Epidemiology and Surveillance Unit Lead the COVID-19 Epidemiologist analyzes and interprets statewide data, policies and procedures for use in COVID-19 planning and response. Utilizes surveillance systems to track the occurrence of infectious diseases and COVID-19. Analyzes and interprets complex data sets for reporting and informing disease intervention activities.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

ACCOUNTABILITIES:

- Conducts and participates in the planning and coordination of epidemiological investigations, including but not limited to: 1) conducting statistical analysis and adapting technique to fulfill specific needs; 2) conducting site visits and interviews of patients and/or healthcare providers; and 3) interpreting and communicating findings for a variety of audiences
- Implements methods and procedures related to data collection systems necessary to provide and link the data for statistical analysis relevant to COVID-19
- Conducts epidemiological investigations following the approved protocol; collects, analyzes and interprets disease reports and other information.
- Applies scientific knowledge, manages data from surveillance projects, and performs complex epidemiologic analysis (descriptive and comprehensive analysis) using statistical software programs
- Collaborates with federal, other state and local agencies to provide ongoing statewide surveillance and investigation of disease capacity
- Consults with state, regional and local partners and agencies, the NH Public Health Laboratories and private laboratories, medical providers, and others to ensure coordination and prompt response to disease investigations
- Drafts routine, interim and final reports on COVID-19 cases, laboratory testing, and investigations and outbreaks as established by protocols
- Writes protocols for COVID-19 investigations and develop emergency preparedness plans as requested by supervisor
- Analyzes existing disease investigation, prevention and control policies and procedures in order to recommend effective changes to enhance COVID-19 disease reporting and prevention activities
- Makes formal presentations as requested and attends conferences, meetings and trainings as requested
- Conducts other disease investigation, outbreak management and epidemiology projects at the request of the supervisor

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in epidemiology, biostatistics, public health, or related health field

Experience: Five years' professional experience in public health, biostatistics, data analysis, and/or epidemiology with responsibilities in program research, planning, monitoring, and evaluation. Each additional year of approved work experience may be substituted for one year



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

of required formal education.

License/Certification: Valid driver's license or access to transportation for statewide travel required.

PREFERRED QUALIFICATIONS:

- Knowledge and experience in epidemiologic methods and statistical analysis as well proficiency in computer applications and statistical software preferred
- Understanding of social determinants of health, applied public health experience and emergency preparedness and response
- Bachelor's degree from a recognized university with major study in epidemiology preferred; considerable ability to communicate clearly and concisely both in oral and written form
- Ability to communicate with the public and medical providers on medical and other issues
- Perform technical writing

POSITION TITLE: Epidemiologist (MIS-C)

SCOPE OF WORK: Under the direct supervision of the COVID-19 Epidemiology and Surveillance Unit Lead the COVID-19 Epidemiologist analyzes and interprets statewide data, policies and procedures for use in COVID-19 planning and response. Utilizes surveillance systems to track the occurrence of infectious diseases and COVID-19. Analyzes and interprets complex data sets for reporting and informing disease intervention activities.

ACCOUNTABILITIES:

General accountabilities for COVID-19 tasks:

- Conducts and participates in the planning and coordination of epidemiological investigations, including but not limited to: 1) conducting statistical analysis and adapting technique to fulfill specific needs; 2) conducting site visits and interviews of patients and/or healthcare providers; and 3) interpreting and communicating findings for a variety of audiences
- Implements methods and procedures related to data collection systems necessary to provide and link the data for statistical analysis, relevant to COVID-19
- Conducts epidemiological investigations following the approved protocol; collects, analyzes and interprets disease reports and other information.

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Applies scientific knowledge, manages data from surveillance projects, and performs complex epidemiologic analysis (descriptive and comprehensive analysis) using statistical software programs
- Collaborates with federal, other state and local agencies to provide ongoing statewide surveillance and investigation of disease capacity
- Consults with state, regional and local partners and agencies, the NH Public Health Laboratories and private laboratories, medical providers, and others to ensure coordination and prompt response to disease investigations
- Drafts routine, interim and final reports on COVID-19 cases, laboratory testing, and investigations and outbreaks as established by protocols
- Writes protocols for COVID-19 investigations and develop emergency preparedness plans as requested by supervisor
- Analyzes existing disease investigation, prevention and control policies and procedures in order to recommend effective changes to enhance COVID-19 disease reporting and prevention activities
- Makes formal presentations as requested and attends conferences, meetings and trainings as requested
- Conducts other disease investigation, outbreak management and epidemiology projects at the request of the supervisor

Accountabilities for MIS-C tasks:

- Works closely with DPHS epidemiologists leading enhanced MIS-C surveillance to complete MIS-C specific tasks.
- Utilize surveillance systems to track the occurrence of COVID-19 cases with MIS-C.
- Performs follow-up on cases of COVID-19 in persons 20 years of age and younger that are hospitalized gathering all information relevant to MIS-C.
- Performs active surveillance to identify suspect MIS-C cases by communicating with ICPs and facilities that care for MIS-C cases.
- Educates healthcare providers about MIS-C as necessary and appropriate.
- Consults with state, regional, and local health departments and agencies, the NH Public Health Laboratories and private laboratories, medical providers, and others as appropriate to ensure coordination of and prompt response to disease investigations for MIS-C.
- Collects medical records of suspected MIS-C cases for review as necessary, including the collection of laboratory results for inflammatory markers.
- Coordinates the education of (1) COVID-19 cases that are 20 years of age or younger, or their caregivers, and (2) COVID-19 cases that have exposed persons at risk of MIS-C about MIS-C, symptoms to monitor for, and what actions to take should those symptoms occur.

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in epidemiology, biostatistics, public health, or related health field.

Experience: Five years' professional experience in public health, biostatistics, data analysis, and/or epidemiology with responsibilities in program research, planning, monitoring, and evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

PREFERRED QUALIFICATIONS:

- Knowledge and experience in epidemiologic methods and statistical analysis as well proficiency in computer applications and statistical software preferred
- Understanding of social determinants of health, applied public health experience and emergency preparedness and response
- Bachelor's degree from a recognized university with major study in epidemiology preferred; considerable ability to communicate clearly and concisely both in oral and written form
- Ability to communicate with the public and medical providers on medical and other issues
- Perform technical writing

POSITION TITLE: Epidemiology Statistical Assistant

SCOPE OF WORK: Under the direct supervision of the COVID-19 Epidemiology and Surveillance Unit Lead the COVID-19 Statistical Assistant (CSA) will collect and compile COVID-19 surveillance data. Performs preliminary statistical analysis and prepares COVID-19 REPORTS. Collects information from healthcare providers, case report forms, laboratory results, and enters data into surveillance software and other database systems.

ACCOUNTABILITIES

- Implements methods and procedures related to data collection systems necessary to provide and link the data for statistical analysis relevant to COVID-19
- Receives and logs disease incidence and case information. Operates within several surveillance systems and databases to transcribe and enter COVID-19 data.
- Classifies raw data, sorts and batches data for computer entry and disease investigations. Organizes and prepares records for storage.

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Collects and transposes COVID-19 data following the approved protocol; collects, analyzes and interprets disease reports and other information.
- Implements quality assurance procedures to insure completeness, accuracy, and validity of data.
- Maintains the surveillance software and corrects errors in the database. Ensures are key data variables are complete and accurate for grant reporting.
- Performs preliminary statistical analysis and prepares COVID-19 statistical reports. Compiles, computes and develops charts, tables, and graphs for use by program personnel in project planning and the preparation for grants or reports for prevention and response.
- Analyzes existing disease investigation, prevention and control policies and procedures in order to recommend effective changes to enhance COVID-19 disease reporting.
- Makes presentations as requested and attends meetings and trainings as requested.
- Trains staff at direction of supervisor if needed.
- Conducts other statistical projects at the request of the supervisor
- Maintains complete confidentiality of all sensitive information and adheres to rigorous system security procedures.

MINIMUM QUALIFICATIONS:

Education: Associate's degree from a recognized college or technical institute with a major study in business administration, statistics, mathematics or data processing. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years' experience involving the preparation of statistical reports. Each additional year of approved work experience may be substituted for one year of required formal education.

PREFERRED QUALIFICATIONS:

Experience collecting and communicating about sensitive health information.

POSITION TITLE: Information Technology System Administrator

SCOPE OF WORK: Under the guidance and supervision of the COVID-19 Contact Tracing and Monitoring Branch Director, the COVID-19 Contact Tracing System Administrator will assume responsibility for working with response staff, the Department of Information Technology (DoIT), and vendors to perform the project management and technical tasks associated with contact tracing systems. Responsibility includes the development and implementation of goals and objectives leading to effective information technology systems to combat the COVID-19

**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

global pandemic in New Hampshire.

ACCOUNTABILITIES

- Serves as the contact tracing system administrator and will assume responsibility for working with response staff, the Department of Information Technology (DoIT), and vendors to perform the project management and technical tasks associated with contact tracing systems.
- Liaisons between program staff conducting contact tracing activities and technical staff, DoIT, and vendors.
- Develops data reports using the contact tracing system to monitor contract tracing program metrics and to identify potential efficiencies that can be achieved through use or modification of the contact tracing system.
- Leads processes to evaluate performance of the current contact tracing system, other potential contact tracing systems and makes recommendations to response leadership.
- Develops formal lines of communication between agency personnel, including providing information, instructions, and directives in order to attain cooperation and fulfill agency objectives.
- Develops or updates contact tracing system user manuals and training materials.
- Assists internal and external users of the system with technical issues and escalates unresolved problems to DoIT or a vendor as appropriate.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education: Bachelor's degree from a recognized college or university with major study in health administration, business administration, informatics, information technology, public health, statistics, education, or emergency preparedness. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Seven years of experience in a health, public health, social services, or government agency providing planning, project management, or information technology support.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to respond to emergencies on nights and weekends as they arise.

PREFERRED QUALIFICATIONS:



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Experience with informatics, data integration, data analytics, or surveillance software systems.
- Experience with contact tracing or other tech solution platforms.
- Ability to negotiate agreements
- Ability to communicate effectively orally and in writing to individuals and groups.
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority

New Hampshire Department of Health and Human Services
Temporary Staffing Services



Exhibit B-3 Additional Job Descriptions Amendment #3

Laboratory Branch

Microbiologist IV
Microbiologist II
Laboratory Scientist II
Central Receiving
Data Entry Specialists
Program Specialist III

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06/18/2021

New Hampshire Department of Health and Human Services
Temporary Staffing Services



Exhibit B-3 Additional Job Descriptions Amendment #3

Position Title: COVID-19 Microbiologist IV

SCOPE OF WORK: Oversees laboratory activities in the area of virology and special testing with responsibility for supervising laboratory specialists, developing and performing complex microbiological procedures, and reporting high-quality test results.

ACCOUNTABILITIES:

- Performs and interprets complex microbiological laboratory tests on human, animal and environmental specimens and reports the results to health care and public health professionals to assist in protecting the public health and to assist the provider in diagnoses and treatment decisions; maintains flexibility to cope with assignments that may vary from day to day depending on workload; exhibits competency in all tasks of laboratory unit or specialty to which assigned
- Serves as the Supervisor of the Virology and Special Testing Laboratory Unit; supervises and schedules staff assigned to the laboratory unit and performs special laboratory functions to assure effective, efficient operations; participates in employee performance evaluations and the interview process; trains subordinate microbiologists and laboratory assistants; trains and offers technical assistance to field personnel; documents all training activities and competency assessment to assure compliance with federal regulations
- Independently reports results; enters test results and quality control data into Laboratory Information Management System (LIMS) to accurately track testing process and assure its validity; reviews data and corrects inaccuracies. Queries database to gather information for lab users; prepares statistical reports from the data to satisfy management and client needs
- Performs, documents, and evaluates quality control to assure accuracy of test results; drafts laboratory procedures and makes recommendations for changes in methodology to assure effective workflow; ensures compliance with all federal regulations
- Operates, maintains, and troubleshoots highly complex laboratory equipment to provide quality assured laboratory test results and to assure timely performance of analyses
- Participates in proficiency testing, and other quality assurance activities, to assure individual competence, to meet federal regulations and to enhance the Public Health Laboratories' reputation; ensures that program is represented on PHL Quality Assurance Committee
- Communicates with health care providers and other laboratory users to convey test results with their interpretation and laboratory information for diagnostic and treatment decisions; maintains confidentiality at all times
- Oversees inventory of supplies, reagents, and instrument parts to assure constant ability to perform testing; understands, follows, and teaches subordinates all laboratory safety

**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

rules, to protect self and co-workers

- Assists the Virology and Molecular Diagnostics Program Manager in preparing grant applications, budget needs and progress reports; oversees laboratory projects such as evaluating a new procedure or chairing a taskforce, as assigned, and actively participates on laboratory committees to support PHL infrastructure; manages laboratory unit as Unit Supervisor
- Works flexible hours when the public health situation demands; attends disease outbreak meetings with professionals from other department bureaus and coordinates laboratory response

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with a minimum of thirty-six (36) credits in the field of microbiology, medical technology, the biological sciences, the health sciences, or the health professions. Each additional year of approved formal education may be substituted for one year of required work experience. Professional certification in the specialty of microbiology may be substituted for one year of required work experience.

Experience: Five years of experience in a microbiological, clinical or public health laboratory, with one year in a supervisory level position.

License/Certification: Applicants must meet certification requirements of the Centers for Medicare and Medicaid Services for Clinical Laboratory Personnel (CLIA '88).

SPECIAL REQUIREMENTS:

1. Must demonstrate successful completion of basic Core Training and Intermediate Training or their equivalent plus Advanced Level Training specialized to job function or its equivalent.
2. Must receive satisfactory performance evaluation and performance based recommendation from Supervisors and Laboratory Administrator.
3. Must be willing to obtain security clearance to work with Select Agents according to the Select Agent Rule requirements.

SPECIAL QUALIFICATIONS:

Must be able to rotate among testing areas according to workload needs. Visual deficiencies must not interfere with ability to perform laboratory analyses. Physical condition must allow



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

for the administration of vaccines and/or necessary diagnostics tests and be willing to take vaccines that will allow working with Select Agents, e.g., anthrax and smallpox vaccines. Superior manual dexterity and coordination required. Must be willing and able to handle unpleasant and/or hazardous specimens such as feces, sputum, blood, vomitus, urine, animal heads, and samples known to contain infectious organisms and/or toxic chemicals such as carcinogens. Must be willing to receive Hepatitis B vaccine.

Position Title: COVID-19 Microbiologist II

SCOPE OF WORK: Conducts and interprets quality assured and time dependent microbiologic and molecular diagnostic analyses on human, animal and environmental specimens in support of public health activities. Conducts DNA sequence-based surveillance activities to support the mission of NH PHL.

ACCOUNTABILITIES:

- Performs and interprets laboratory tests on clinical and environmental specimens using a variety of microbiological and molecular techniques such as Polymerase chain reaction (PCR), DNA sequencing and next generation sequencing in support of public health activities' participates in DNA sequence- based surveillance activities to support the mission of NHPHL
- Performs QC and analysis on Sanger sequencing and next generation sequencing data using computer software
- Operates, maintains, and troubleshoots complex laboratory equipment to provide quality assured laboratory test results and to assure timely performance of analyses; prepares reagents and monitors supplies and instrument parts to assure constant ability to perform testing
- Enters test results and quality control data into Laboratory Information Management System (LIMS) to accurately track testing process and assure its validity; reviews data and corrects inaccuracies; queries database to gather information for labusers
- Understands and adheres to strict quality control policies; participates in proficiency testing to demonstrate competency, as required by federal regulations; performs quality improvement projects as assigned
- Conducts evaluation and validation of laboratory methodologies and instrumentation in detecting and characterizing microorganisms; drafts reports and procedures pertaining to method implementation
- Communicates with public health officials, health care providers, and other laboratory users to convey test results with their interpretation for patient diagnosis and treatment decisions; maintains confidentiality at all times



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Provides training to subordinate microbiologists, laboratory scientists, and students; participates in cross training as directed to meet agency goals and assure coverage for disease outbreaks; attends training to enhance job knowledge
- Following strict laboratory safety procedures, works with highly infectious microorganisms, which cause diseases in humans
- Actively participates on laboratory committees and task forces to comply with laboratory policies and meet federal regulations

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with a minimum of thirty-six (36) credits in the field of microbiology, medical technology, the biological sciences, the health sciences, or the health professions. Each additional year of approved formal education may be substituted for one year of required work experience. Professional certification in the specialty of microbiology or molecular diagnostics may be substituted for one year of required work experience.

Experience: Three years of experience in a microbiological, clinical, or public health laboratory performing clinical microbiology procedures.

OR

Education: Bachelor's degree from a recognized college or university with major study in microbiology, medical technology, the biological sciences, the health sciences or the health professions. Professional certification in the specialty of microbiology or molecular diagnostics may be substituted for one year of required work experience.

Experience: Four years of experience in microbiological, clinical, or public health laboratory performing clinical microbiology procedures.

License/Certification: Applicants must meet certification requirements of the Centers for Medicare and Medicaid Services for Clinical Laboratory Personnel (CLIA '88).

SPECIAL REQUIREMENTS:

1. Must be willing to obtain security clearance to work with Select Agents according to the Select Agent Rule requirements.
2. Must demonstrate successful completion of basic Core Training or its equivalent plus Intermediate Level Training specialized to job function or its equivalent.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

3. Must receive satisfactory performance evaluation and performance based recommendation from Supervisors and Laboratory Administrator.
4. Understands and adheres to strict laboratory safety protocols, undergoes diagnostic testing and receives vaccines where appropriate to provide for personal safety.
5. Understands the public health mission and works flexible hours when required.
6. Must wear personal protective equipment that may cause discomfort.
7. Must maintain laboratory expertise.

SPECIAL QUALIFICATIONS: Must be able to rotate among testing areas according to workload needs. Visual deficiencies must not interfere with ability to perform laboratory analyses. Superior manual dexterity and coordination required. Must be willing and able to handle unpleasant and/or hazardous specimens such as feces, sputum, blood, vomitus, urine, brain tissue, shellfish meats, septage, and samples that are known to or may contain infectious organisms and/or toxic chemicals such as carcinogens. Must be willing to receive Hepatitis B or other vaccines if applicable to position. Physical condition must allow for the administration of vaccines and/or necessary diagnostics tests.

Position Title: Public Health Laboratory Scientist II

SCOPE OF WORK: Analyzes specimens and interprets and reports results of a variety of laboratory tests in support of public health activities.

ACCOUNTABILITIES:

- Performs and interprets complex laboratory tests on human, animal and environmental specimens and reports results to health care and public health professionals to assist in protecting the public health and to assist the provider in diagnoses and treatment decisions; maintains flexibility to cope with assignments that may vary from day to day depending on workload
- Enters data into Laboratory Information Management System (LIMS) to accurately track testing process; reviews data and corrects inaccuracies; queries database to gather and interpret information for lab users or the public
- Performs, documents, and evaluates quality control to assure accuracy of test results; assists with drafting of laboratory procedures and makes recommendations for changes in methodology to assure effective workflow; assists in the development of new methods
- Operates, maintains, and troubleshoots complex laboratory equipment to provide quality assured laboratory test results and to assure timely performance of analyses

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Participates in proficiency testing, and other quality assurance activities, to assure individual competence, to meet federal regulations and to enhance the Public Health Laboratories' reputation
- Trains subordinate laboratory scientists and laboratory assistants; trains and offers technical assistance to field personnel; reviews data entry of other staff to ensure accuracy of information; documents all training activities to assure compliance with federal regulations
- Communicates with health care providers and other laboratory users to convey test results and laboratory information for diagnostic and treatment decisions; maintains confidentiality at all times.
- Oversees inventory of supplies, reagents, and instrument parts to assure constant ability to perform testing; understands, and follows, all laboratory safety rules, to protect self and co-workers
- Oversees laboratory projects such as evaluating a new procedure or chairing a taskforce, as assigned, and actively participates on laboratory committees to support PHL infrastructure; contributes to laboratory related publications such as newsletter articles, poster presentations, peer reviewed journals
- Works flexible hours when the public health situation demands

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in the biological sciences, health sciences, or physical sciences.

Experience: Two years of experience in a clinical or public health laboratory.

License/Certification: Applicants must meet certification requirements of the Health Care Financing Administration for Clinical Laboratory Personnel (CLIA '88).

SPECIAL REQUIREMENTS:

1. For appointment consideration, Laboratory Scientist II applicants must successfully participate in a structured interview measuring possession of knowledge, skills and abilities identified as necessary for satisfactory job performance by this class specification. The structured interview is developed and administered, according to Division of Personnel guidelines, by representatives of the State agency in which the vacancy exists.
2. Must demonstrate successful completion of basic Core Training or its equivalent plus Intermediate Level Training specialized to job function or its equivalent.

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New Hampshire Department of Health and Human Services
Temporary Staffing Services



Exhibit B-3 Additional Job Descriptions Amendment #3

3. Must receive satisfactory performance evaluation and performance based recommendation from Supervisors and Laboratory Administrator.

SPECIAL QUALIFICATIONS: Visual deficiencies must not interfere with ability to perform laboratory analyses. Physical condition must allow for the administration of vaccines and/or necessary diagnostics tests. Superior manual dexterity and coordination required. Must be willing and able to handle unpleasant and/or hazardous specimens such as feces, sputum, blood, vomitus, urine, animal heads, and samples known to contain infectious organisms and/or toxic chemicals such as carcinogens. Must be willing to receive Hepatitis B vaccine.

Position Title: Laboratory Central Receiving Assistant I

SCOPE OF WORK: Under the direction of a Laboratory Assistant III, perform administrative and technical functions of the Central Receiving Unit, with responsibility for a variety of program functions including good customer service and program advisor to clients. Provides exemplary service to laboratory customers and clients on program information in an efficient, timely and safe manner.

ACCOUNTABILITIES:

- Accurately and efficiently performs laboratory sample and specimen processing consisting of receiving, identifying, assigning identification numbers, sorting, and performing any pre-analytical preparation of clinical specimens and environmental sample; performs data processing, ensuring accuracy and proper handling of the sample and specimen prior to analysis
- Communicates with submitters, the public, internal and external customers routinely to provide excellent customer service; provides laboratory information to customers and clients regarding sample and specimen collection, transport and general PHL information
- Adheres to all regulatory guidelines in program activities, including but not limited to, adhering to State and Federal regulations, including but not limited to FDA, OSHA, CLIA, and NELAC; applies knowledge of regulatory guidelines to all samples and specimens submitted; compiles non-conformance data to present to supervisor
- Participates in the proper operation and maintenance of equipment such as biological safety cabinet, heat block and incubators; participates with the biohazard and chemical needs in assigned areas; follows all safety regulatory guidelines; records statistical data, preventative maintenance of equipment, quality control values, and daily work logs as

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

assigned; reports measures to supervisor; maintains proper lab cleanliness and packages biohazard waste for pickup

- Understands and adheres to program policies and procedures. Organizes work for effective utilization of time; contributes to an environment in which the laboratory personnel can work together in a cooperative manner; makes pertinent observations in regards to unit needs and offers suggestions for improvement
- Receives customer orders, prepares and ships sample and specimen collection kits to users; maintains detailed inventory and is prepared for surge capacity testing; understands and complies with current packaging and shipping guidelines
- Assists with financials including creating invoices, statements and debits and credits; receives Rabies specimens; contributes service to other State agencies as needed to meet agency requirements
- Participates in quality assurance and quality improvement activities; documents problems and complaints; participates in competency exercises and seeks opportunities for professional development
- Works flexible hours as required during public health incidents; provides surge capacity during outbreaks and public health emergencies; works water analysis side of Central Receiving when needed

MINIMUM QUALIFICATIONS:

Education: High school diploma or high school equivalency credential. Each additional year of approved formal education in the fields of biological sciences, chemical sciences and health professions may be substituted for one year of required work experience.

Experience: Two years of experience in laboratory work.

License/Certification: None required.

For Promotion from the Laboratory Assistant I to the Laboratory Assistant II level:

1. Must have a satisfactory performance evaluation,
2. Complete necessary training as required by the program, and
3. Meet the minimum qualifications of the Laboratory Assistant II.

SPECIAL REQUIREMENTS: Must be willing to receive hepatitis B and rabies vaccine. Visual deficiencies must not interfere with ability to perform laboratory analysis. Physical condition must allow for the administration of vaccines and necessary diagnostics tests. Superior manual dexterity and coordination is required. Must be willing and able to handle unpleasant specimens such as blood, feces, sputum, urine, vomitus, animal heads and samples known to contain infectious organisms and toxic chemicals.

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

Position Title: Laboratory Central Receiving Assistant II

SCOPE OF WORK: Perform administrative and technical functions of the Central Receiving Unit, with responsibility for a variety of program functions including good customer service and program advisor to clients. Provides exemplary service to laboratory customers and clients on program information in an efficient, timely and safe manner.

ACCOUNTABILITIES:

- Accurately and efficiently performs laboratory sample and specimen processing consisting of receiving, identifying, assigning identification numbers, sorting, and performing any pre-analytical preparation of clinical specimens and environmental sample; performs data processing, ensuring accuracy and proper handling of the sample and specimen prior to analysis
- Communicates with submitters, the public, internal and external customers routinely to provide excellent customer service; provides laboratory information to customers and clients regarding sample and specimen collection, transport and general PHL information; maintains the ability to handle numerous requests simultaneously.
- Adheres to all regulatory guidelines in program activities, including but not limited to FDA, OSHA, CLIA, and NELAC; applies knowledge of regulatory guidelines to all samples and specimens submitted; compiles non-conformance data to present to supervisor; takes action to remediate issues as needed
- Participates in the proper operation and maintenance of equipment such as biological safety cabinet, heat block and incubators; participates with the biohazard and chemical needs in assigned areas; follows all safety regulatory guidelines; records statistical data, preventative maintenance of equipment, quality control values, and daily work logs as assigned; reports measures to supervisor; maintains proper lab cleanliness and packages biohazard waste for pickup
- Understands and adheres to program policies and procedures; organizes work for effective utilization of time, able to determine priorities when organizing daily assignments; promotes an environment in which the laboratory personnel can work together in a cooperative manner; makes pertinent observations in regards to unit needs and offers suggestions for improvement
- Receives customer orders, prepares and ships sample and specimen collection kits to users; maintains detailed inventory and is prepared for surge capacity testing; understands and complies with current packaging and shipping guidelines

New Hampshire Department of Health and Human Services
Temporary Staffing Services



Exhibit B-3 Additional Job Descriptions Amendment #3

- Assists with financials including creating invoices, statements and debits and credits; receives specimens; contributes service to other State agencies as needed to meet agency requirements
- Participates in quality assurance and quality improvement activities; documents problems and complaints; participates in competency exercises and seeks opportunities for professional development
- Trains and oversees work of laboratory personnel as assigned in the above tasks; conducts informational and operational training as assigned; assumes program responsibility in absence of supervisor; participates in a PHL Committee
- Works flexible hours as required during public health incidents; provides surge capacity during outbreaks and public health emergencies; works water analysis side of Central Receiving when needed

MINIMUM QUALIFICATIONS:

Education: Associate's degree from a recognized college or technical institute with a major study in the biological sciences, chemical sciences and health professions. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years of experience in laboratory work conducting a wide variety of sample analyses relative to the laboratory to which assigned. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: None required.

For promotion from Laboratory Assistant II to Laboratory Assistant III, employees:

1. Must attain a satisfactory performance evaluation,
2. Complete necessary training as required by the program, and
3. Meet the minimum qualifications of the Laboratory Assistant III.

SPECIAL REQUIREMENTS: Must be willing to receive hepatitis B and rabies vaccine. Visual deficiencies must not interfere with ability to perform laboratory analysis. Physical condition must allow for the administration of vaccines and necessary diagnostics tests. Superior manual dexterity and coordination is required. Must be willing and able to handle unpleasant specimens such as blood, feces, sputum, urine, vomitus, animal heads and samples known to contain infectious organisms and toxic chemicals.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

Position Title: Laboratory Central Receiving Assistant III

SCOPE OF WORK: Oversee the daily receipt, opening and data entry of samples and specimens delivered to the Public Health Laboratories. Perform administrative and technical functions of the Central Receiving Unit, with responsibility for a variety of program functions including good customer service, program advisor to clients, and supervise staff. Assures quality and safe practices within working unit.

ACCOUNTABILITIES:

- Assumes program responsibility. Supervises, trains and oversees laboratory personnel; schedules work, recommends leave, reviews work for accuracy, performs staff evaluations and is involved in hiring process; conducts informational and operational training as required and assigned; participates in a PHL Committee
- Coordinates accurate and efficient laboratory sample and specimen processing consisting of receiving, identifying, assigning identification numbers, sorting, and performing any pre-analytical preparation of clinical specimens and environmental sample; performs data processing, ensuring accuracy and proper handling of the sample and specimen prior to analysis; maintains confidentiality of laboratory information
- Communicates with submitters, the public, internal and external customers routinely to provide excellent customer service; provides laboratory information to customers and clients regarding sample and specimen collection, transport and general PHL information; maintains the ability to handle numerous requests simultaneously; manages customer complaints and feedback.
- Assures compliance to all regulatory guidelines in program activities, including but not limited to FDA, OSHA, CLIA, and NELAC; applies knowledge of regulatory guidelines to all samples and specimens submitted; compiles non-conformance data to present to supervisor; takes action to remediate issues as needed
- Oversees the proper operation and maintenance of equipment such as biological safety cabinet, heat block and incubators; ensures participation with the biohazard and chemical needs in assigned areas; ensures adherence to all safety regulatory guidelines, and safe working environment; records statistical data, preventative maintenance of equipment, quality control values, and daily work logs as assigned; maintains proper lab cleanliness and packages biohazard waste for pickup
- Develops, writes and implements program policies and procedures; organizes work for effective utilization of time, able to determine priorities when organizing daily assignments; promotes an environment in which the laboratory personnel can work together in a cooperative manner; responds to unit needs or suggestions for improvement

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Manages the receipt of customer orders, prepares and ships sample and specimen collection kits to users; maintains detailed inventory and is prepared for surge capacity testing; ensures compliance with current packaging and shipping guidelines
- Manages financials including creating invoices, statements and debits and credits; receives specimens; contributes service to other State agencies as needed to meet agency requirements
- Seeks and designs quality assurance and quality improvement activities; oversees competency exercises and promotes opportunities for professional development; documents and investigates root causes of problems and complaints
- Works flexible hours as required during public health incidents; provides surge capacity during outbreaks and public health emergencies; works water analysis side of Central Receiving when needed

MINIMUM QUALIFICATIONS:

Education: Associate's degree from a recognized college or technical institute with a major study in the biological sciences, chemical sciences and health professions. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years of experience in laboratory work conducting a wide variety of sample analyses relative to the laboratory to which assigned. Each additional year of approved work experience may be substituted for one year of required formal education.

SPECIAL REQUIREMENTS: Must be willing to receive hepatitis B and rabies vaccine. Visual deficiencies must not interfere with ability to perform laboratory analysis. Physical condition must allow for the administration of vaccines and necessary diagnostics tests. Superior manual dexterity and coordination is required. Must be willing and able to handle unpleasant specimens such as blood, feces, sputum, urine, vomitus, animal heads and samples known to contain infectious organisms and toxic chemicals.

Position Title: Data Entry Specialist

SCOPE OF WORK: To transcribe and verify diversified data from source documents for entry into a computerized data bank with various types of applications.

ACCOUNTABILITIES

- Enters diversified data for various types of applications into online computerized data bank
- Verifies the data entered by other operators to ensure accuracy of computer run



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Researches keying errors and corrects the information for processing
- Uses computerized equipment for validation of source documents
- Sorts and files data according to standardized procedures
- Performs clerical duties upon assignment

MINIMUM QUALIFICATIONS:

Education: High school diploma or high school equivalency credential. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years of clerical experience, including six months of operating data entry equipment.

PREFERRED QUALIFICATIONS:

- Knowledge of keying and data entry systems.
- Knowledge of the uses and principles of codes and coded information
- Skill in entering data into computer systems and databases
- Ability to type data accurately and rapidly
- Ability to comprehend and follow instructions
- Ability to establish and maintain harmonious working relationships with associates
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority
- Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)

Position Title: Laboratory Program Specialist III

SCOPE OF WORK: Oversees the pre-analytical and post-analytical laboratory operations related to the Laboratory Information Management System (LIMS) for the Bureau of Laboratory Services. Pre-analytical operations include sample collection, handling, transport as well as test ordering and use of laboratory requisition. Post-analytical operations focus on test result reporting. Generates, analyzes, and interprets data reports to assist program and laboratory decision making.

ACCOUNTABILITIES:

- Monitors LIMS to ensure electronic messages and reports are generated and delivered successfully. Assumes responsibility for the LIMS in the absence of the Program Manager.

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Monitors both the external and internal web portals to ensure they are functioning properly
- Works with Program Managers and Unit Supervisors to develop data queries and data sets to support improvement projects and increase performance
- Acts as a customer service point of contact for the LIMS; manages, prioritizes and documents customer requests. Develops and runs quality reports for LIMS to assess customer needs
- Identifies COVID training needs; develops and conducts end-user training
- Coordinates the development of operational policies and procedures related to the LIMS COVID response; designs and modifies Lab-IT forms and instructions for laboratory staff use.
- Participates in program audits, quality improvement projects, and quality metric data collection and analysis to achieve IT quality objectives
- Assists in the scheduling and coordination of data entry staff
- Generates reports and data summaries for laboratory and other management

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in a health science. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' professional or paraprofessional experience in a medical laboratory or facility involving patient specimen handling and familiarity with laboratory testing and laboratory information systems, with responsibility for program implementation, direct service delivery, planning or program evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license and/or access to transportation for use in statewide travel.

SPECIAL REQUIREMENTS: Experience collecting and communicating about sensitive health information and operating in an environment covered by the Health Insurance Portability and Accountability Act (HIPAA)

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

Covid-19 Coordinating Office

Controller

Coordinating Office- Staff

Coordinating Office –Lead

Project Coordinator –SASS & LTCF COVID-19 Testing Program

Program Staff - Project Coordinator –SASS & LTCF COVID-19 Testing Program

Logistics Specialist I

Call Center Agent – COVID-19 Coordinating Office

Call Center Supervisor – General Call Center

Call Center Agent – General Call Center

Vulnerable Populations Call Center Supervisor

Vulnerable Populations Call Center Agent

Clinical Specimen Collector

Vaccine Administrator

**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

Position Title: Controller

SCOPE OF WORK: The controller is responsible for answering phone calls and help collect enough information to connect the caller with the appropriate resource. The controller will also assist with obtaining physician orders for testing as requested by the Covid-19 Coordinating Office lead. This position also assists long term care facilities with obtaining results under the direction of the Covid-19 Coordinating Office lead. Additionally, the controller assists the Covid-19 Coordinating Office lead with maintaining logistical supply par levels. This position assists the Covid-19 Coordinating Office leads and the Covid-19 Resident and Staff Sentinel Surveillance Program (CRSSSP) coordinator with other duties as assigned. Typical work schedule: Monday-Friday 8am-4pm.

Covid-19 Coordinating Office controller responsibilities:

- Primarily responsible for answering phones and answering questions from long term care facilities looking to schedule testing and/or looking for results
- Proactively contacts long term care facilities 3 days after testing to ensure they have all the results
- Assists long term care facilities CRSSSP program with notifications as necessary
- Tracks testing supply inventory and orders supplies for mobile testing teams
- Assists with data entry into online data portal when necessary
- Other duties as assigned

MINIMUM QUALIFICATIONS:

Education: Bachelor's Degree preferred. Each year of relevant work history may be substituted for each year of education.

Experience: Two years as an administrative assistant with a focus on public health preferred.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Proficient in office software applications.

PREFERRED QUALIFICATIONS: Must be proficient in Microsoft applications including Outlook, Word, Excel, and PowerPoint.

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

Position Title: Coordinating Office- Staff

SCOPE OF WORK: These positions are responsible for ensuring the patient's demographics are obtained from each long term care facility, assisted living facility, or business requesting testing and matching the appropriate mobile testing resources with the testing needs of the facility. This staff maintains a continuous schedule of testing team deployments and ensures lab slips are created in the appropriate online laboratory data portals. These positions report to the Covid-19 Coordinating Office. Typical work schedule: Monday-Friday 8am-4pm.

Covid-19 Coordinating Office staff responsibilities:

- Completes data entry for long term care facilities staff and residents into the schedule
- Completes data entry for long term care facilities staff and residents into the correct online data portal
- Completes QA checks at the completion of each day
- Prepares paperwork packet(s) for the mobile teams
- Provides proper paperwork to long term care facilities (consent forms, line list spreadsheets, etc.) and ensures it is completed prior to scheduling a mobile testing team
- Other duties as assigned

MINIMUM QUALIFICATIONS:

Education: Associate's degree preferred. Each year of relevant work history may be substituted for each year of education.

Experience: 2 years' experience working in a system that requires critical thinking skills, data entry skills, and effective time management skills.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Proficient in office software applications.

PREFERRED QUALIFICATIONS: Must be proficient in Microsoft applications including Outlook, Word, Excel, and PowerPoint.

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

Position Title: Coordinating Office- Lead

SCOPE OF WORK: The lead position supervisors the registration/data entry staff and the controller and is responsible for providing direction and assignments to each staff member. The lead serves as the liaison between the Covid-19 Coordinating Office staff and the Covid-19 coordinating office administrators (DHHS personnel) and prepares daily reports for these administrators. The Covid-19 Coordinating Office meets with the administrators daily to receive assignments, provide briefings on daily activities, and make recommendations for program improvements. The lead is also responsible for managing testing supplies inventory and monitoring the QA program. The lead reports to the Covid-19 Coordinating Office administration. Typical work schedule: Monday-Friday 8am-4pm.

ACOVID-19 COORDINATING OFFICE UNTA BILITIES:

- Provides oversight to all Covid-19 Coordinating Office staff and reports directly to the Covid-19 Coordinating Office Administrators
- Coordinates long term care facilities outbreak testing program
- Supervises the QA processes and reports QA data to the Covid-19 Coordinating Office administrators
- Trains new staff under the direction of Covid-19 Coordinating Office Administrators
- Gives data entry assignments to registration staff
- Oversees long term care outbreak scheduling and reports to Covid-19 Coordinating Office Administrator
- Oversee assignments for CST with the Abbott ID machine
- Assigns mobile teams to the deployments
- Schedules the Covid-19 Coordinating Office staff
- Other duties as assigned

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree preferred. Each year of relevant work history may be substituted for each year of education.

Experience: 2 years' experience working in a system that requires critical thinking skills, data entry skills, and effective time management skills.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Proficient in office software applications.

PREFERRED QUALIFICATIONS: Must be proficient in Microsoft applications including Outlook, Word, Excel, and PowerPoint.

Position Title: Project Coordinator – Safer at School Screening Program (SASS) & Long Term Care Facility (LTCF) COVID-19 Testing Program

POSITION TITLE: Project Coordinator – Safer at School Screening Program (SASS) & Long Term Care Facility (LTCF) Covid-19 testing program

SCOPE OF WORK: Under direct supervision of the Bureau Chief for Emergency Preparedness, Response, and Recovery, evaluates work procedures and plans the development and modification of data, policies, and procedures for the Safer at School Screening Program and the Long Term Care Facility (LTCF) Covid-19 testing program.

ACCOUNTABILITIES:

- Evaluates ongoing program operations, policies, protocols, and procedures to identify program strengths and areas for improvement within the SASS program (schools and overnight camp programs) and the LTCF Covid-19 testing program.
- Coordinates the receipt of required program data from vendors and applicable contractors.
- Enters required data into relevant online systems to meet federal program reporting requirements, which may include program participation and testing data, performance metrics, and financial data (in coordination with relevant DHHS Finance staff).
- Works with program vendors and other relevant stakeholders to resolve service delivery issues.
- Partners with the DHHS Emergency Warehouse operations team regarding delivery of materials to participating entities, specifically BinaxNOW test kits.
- Reviews program expenses, including requests for reimbursement and payment from participating vendors and entities (e.g. camps, laboratories, and LTCF agencies).
- Coordinates with vendors, participating schools, and LTCF agencies to identify and implement quality improvement measures.
- Supports issue resolution between vendors and the DHHS Contracts Unit.
- Reviews, modifies, and implements policies and procedures for program operations.
- Initiates, assembles, and presents materials for use in the development of improved program objectives in conjunction with government agencies and other officials.
- Analyzes statistical and fiscal reports to ensure compliance with reporting requirements.

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Plans and monitors program activities, clarifying information to ensure uniformity and adherence to policies and procedures.
- Evaluates the development and implementation of operating procedures of new policy and payment systems and monitors services and costs.
- Reviews and presents program status reports and other information reports for use by administrators in decision-making.
- Cooperates with state and federal officials to meet regulations governing agency programs.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in a field relevant to the program area in which position is assigned.

Experience: Five years' professional experience in a field or occupation relevant to the program area in which position is assigned, with responsibilities in program research, planning, monitoring, and evaluation. Each additional year of approved work experience may be substituted for one year of required formal education.

LICENSE/CERTIFICATION: Must possess a valid New Hampshire driver's license appropriate for potential in-state travel.

Preferred Qualifications:

- Master's degree from a recognized college or university
- Exceptional organization and planning skills
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, and governmental officials

Position Title: Program Staff – Safer at School Screening Program (SASS) & Long Term Care Facility (LTCF) COVID-19 Testing Program

SCOPE OF WORK: The CRSSSP program staff assist the CRSSSP program coordinator assist LONG TERM CARE FACILITIES with coordinating testing as part of the CRSSSP program. The CRSSSP staff performs data entry and prepares reports for the CRSSSP coordinator. Additional responsibilities include creating spreadsheets, developing graphics to explain testing participation rates, and other duties as assigned by the CRSSSP program coordinator. This staff reports to the CRSSSP program coordinator. Typical work schedule: Monday-Friday 8am-4pm.

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

ACOVID-19 COORDINATING OFFICE UNTA BILITIES:

- Reports to CRSSSP program coordinator
- Performs data entry to include participation rates, lab requisition slips, and program updates
- Assists the program coordinator with coordinating testing arrangements with the LONG TERM CARE FACILITIES
- Participates in weekly LONG TERM CARE FACILITIES phone calls
- Other duties as assigned

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Proficient in office software applications.

PREFERRED QUALIFICATIONS: Must be proficient in Microsoft applications including Outlook, Word, Excel, and PowerPoint.

POSITION TITLE: Logistics Specialist I

SCOPE OF WORK: Under the guidance of the Logistics Coordinator and Operations Administrator, the logistics specialist will work with the Bureau of Emergency Preparedness, Response, and Recovery Bureau supporting logistical tasks including but not limited to, warehouse order picking, vehicle loading/unloading, stock accountability, and inventory control related to DHHS Emergency Warehouse functions.

ACCOUNTABILITIES:

Checks and maintains inventories of items, including receiving, shipping, unpacking, and storing a variety of goods and supplies in proper storage places.

Maintains and updates inventory control records for warehouse.

Assembles, packs, quality control check, and transports equipment, supplies anywhere within the State.

Performs data entry of logistical requests into an inventory management system.

Makes messenger runs to pick up and deliver materials, supplies, equipment, or mail.

Operates equipment to move materials or supplies safely in a warehouse environment.

Fills invoice orders by picking stock from storage areas and transporting to shipping area.

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

Perform preventative maintenance inspections on equipment such as trailers, and other equipment after receiving proper training.

MINIMUM QUALIFICATIONS:

Education: High school diploma or high school equivalency credential. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: One year of experience as a storekeeper, stock clerk, in warehousing, operating forklifts or related experience. Each additional year of approved work experience may be substituted for one year of required formal education.

LICENSE/CERTIFICATION: Must possess a valid New Hampshire driver's license appropriate for type of vehicle to be operated and be willing to successfully complete a defensive driving course during the probationary period.

Preferred Qualifications:

- Working knowledge of warehouse methods and procedures.
- Ability to operate forklifts and trucks.
- Ability to compare quality and quantity of goods with prescribed specifications.
- Ability to maintain stock, inventory records.
- Sufficient physical strength to lift and move heavy objects.
- Ability to follow instructions.
- Ability to establish and maintain effective working relationships with other employees.
- Knowledge in the areas of medical supplies, emergency management, and/or logistics.
- Possess CDL-B Driver's license and DOT Medical Card.

POSITION TITLE: Call Center Agent – COVID-19 Coordinating Office

SCOPE OF WORK: Responsible for handling inbound and outbound phone calls related to the scheduling of COVID-19 vaccinations or testing. Responsibilities include assessing an individual's eligibility for vaccination, scheduling of appointments and documenting information in an electronic system. These positions report to the Covid-19 Coordinating Office Supervisor.

ACCOUNTABILITIES:

- Receive inbound phone calls from the public inquiring about vaccination eligibility or being tested for COVID-10.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Schedule appointments for vaccination or testing according to policies and procedures and answers callers' questions.
- Initiate outbound phone call as needed to schedule and/or reschedule COVID-19 vaccination or testing appointments.
- Accurately enter patient information electronically in vaccination and test scheduling platforms.
- Maintains privacy and confidentiality of all information according to federal and state laws and DHHS policies and procedures.
- Displays positive and professional attitude when handling all calls.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

Education: Associate's degree from a recognized college or university with a major study in social work, psychology, education, human services, sociology, or behavioral science, nursing or related health sciences. Each additional year of relevant work history may be substituted for one year of education.

Experience: Two years' experience working in a system that requires critical thinking skills, data entry skills, effective time management, customer service/relations skills, or in a health or human services setting conducting client assessments, triage and linking to services. Each additional year of approved formal education may be substituted for 1 year of required experience.

LICENSE/CERTIFICATION: Valid driver's license and/or access to transportation for use in statewide travel.

SPECIAL REQUIREMENTS: Typical work schedule: Wednesday-Saturday 9am-7pm.

Must be able to work on-site in Concord, NH on a rotating schedule, the Call Center is open from 6:00AM to 10:00PM 7 days per week.

POSITION TITLE: Call Center Agent – General Call Center

SCOPE OF WORK: Responsible for handling inbound and outbound phone calls from the public with questions related to the COVID-19 pandemic and documenting information in an electronic system. These positions report to the General Call Center Supervisor.

ACCOUNTABILITIES:



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Receive inbound phone calls from the public any aspect of the state's response to the COVID-19 pandemic and document the call in an electronic system.
- Provides information to callers using scripts and other materials provided by the state.
- Initiate outbound phone call as needed to follow-up with callers.
- Directs callers to other call centers or email addresses as appropriate to their situation.
- Maintains privacy and confidentiality of all information according to federal and state laws and DHHS policies and procedures.
- Displays positive and professional attitude when handling all calls.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

Education: Associate's degree preferred. Each additional year of relevant work history may be substituted for one year of education.

Experience: Two years' experience working in a system that requires critical thinking skills, data entry skills, effective time management. Experience in a customer services/relations setting preferred.

Each additional year of approved formal education may be substituted for 1 year of required experience.

LICENSE/CERTIFICATION: Valid driver's license and/or access to transportation for use in statewide travel.

SPECIAL REQUIREMENTS:

Must be able to work on-site in Concord, NH on a rotating schedule. The Call Center is open from 8:00AM to 8:00PM, Monday through Friday.

POSITION TITLE: Call Center Supervisor – General Call Center

SCOPE OF WORK: Responsible for managing a team of call center agents at the General Call Center for COVID-19. Supervisor will oversee call center agents with all incoming calls.

ACCOUNTABILITIES:

- Manage team of call agents handling inbound phone calls from the public related to any aspect of the state's response to the COVID-19 pandemic.
- Supervises call center operations, including integrating the development of program

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- policies, goals and objectives, and monitoring the delivery of services.
- Assist with handling calls as needed during peak call times.
- Conduct orientation and ongoing training for new call center staff.
- Evaluates employee's performance and identifies and addresses any performance issues.
- Coordinate with other supervisors to schedule call center agents.
- Collaborates with internal and external partners to ensure coordination and improve delivery of services.
- Maintains privacy and confidentiality of all information according to federal and state laws and DHHS policies and procedures.
- Displays positive and professional attitude when handling all calls.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

Education: Bachelor degree from a recognized college or university. Each additional year of relevant work history may be substituted for one year of education.

Experience: Two years of experience working in a customer service call center or in a health or human services setting. Each additional year of approved formal education may be substituted for 1 year of required experience.

Experience must demonstrate critical thinking skills, effective time management, and the ability to work with the public.

LICENSE/CERTIFICATION: Valid driver's license and/or access to transportation for use in statewide travel.

SPECIAL REQUIREMENTS:

Degree in social work, psychology, education, human services, sociology, behavioral science, nursing or related health sciences preferred.

Must be able to work on-site in Concord, NH on a rotating schedule, the Call Center is open from 8:00AM to 8:00PM 7 days per week.

POSITION TITLE: Vulnerable Populations Call Center Agent

SCOPE OF WORK: Responsible for handling inbound and outbound phone calls related to the coordination of COVID-19 vaccination scheduling and supports needed by vulnerable individuals to access vaccination. Responsibilities include assessing an individual's eligibility for vaccination, identifying barriers to accessing vaccination, and documenting information in an electronic system. Reports to the Vulnerable Populations Call Center Supervisor.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

ACCOUNTABILITIES:

- Receive inbound phone calls from vulnerable residents and their caregivers inquiring about vaccination eligibility, and identifying barriers to accessing vaccination.
- Schedule appointments for vaccination according to policies and procedures.
- As needed, coordinate with designated dispatcher and vaccine recipient to arrange transportation to pre-determined vaccination site or clinic.
- Accurately enter patient information electronically in vaccination and test scheduling platforms.
- Maintains privacy and confidentiality of all information according to federal and state laws and DHHS policies and procedures.
- Displays positive and professional attitude when handling all calls.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

Education: Associate's degree from a recognized college or university with a major study in social work, psychology, education, human services, sociology, or behavioral science, nursing or related health sciences. Each additional year of relevant work history may be substituted for one year of education.

Experience: Two years' experience working in a system that requires critical thinking skills, data entry skills, effective time management, customer service/relations skills, or in a health or human services setting conducting client assessments, triage and linking to services. Each additional year of approved formal education may be substituted for 1 year of required experience.

LICENSE/CERTIFICATION: Valid driver's license and/or access to transportation for use in statewide travel.

SPECIAL REQUIREMENTS: Must be able to work on-site in Concord, NH on a rotating schedule, the Call Center is open from 6:00AM to 10:00PM 7 days per week.

POSITION TITLE: Vulnerable Populations Call Center Supervisor

SCOPE OF WORK: Responsible for managing a team of call center agents who specialize in handling inbound and outbound phone calls related to the coordination of COVID-19 vaccination scheduling and supports needed by vulnerable individuals to access vaccination. Supervisor will oversee call center agents determining an individual's eligibility for vaccination,



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

identifying barriers to accessing vaccination, and documenting information in an electronic system. Reports to the Coordinating Office Leadership.

ACCOUNTABILITIES:

- Manage team of call agents handling inbound phone calls from vulnerable residents, including those who are homebound, or others acting on their behalf inquiring about vaccination eligibility, and identifying barriers to accessing vaccination.
- Supervises call center operations, including integrating the development of program policies, goals and objectives, and monitoring the delivery of services.
- Assist with handling calls as needed during peak call times.
- Conduct orientation and ongoing training for new call center staff.
- Evaluates employee's performance and identifies and addresses any performance issues.
- Coordinate with other supervisors to schedule call center agents.
- Collaborates with internal and external partners to ensure coordination and improve delivery of services.
- Maintains privacy and confidentiality of all information according to federal and state laws and DHHS policies and procedures.
- Displays positive and professional attitude when handling all calls.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

Education: Bachelor degree from a recognized college or university with a major study in social work, psychology, education, human services, sociology, behavioral science, nursing or related health sciences. Each additional year of relevant work history may be substituted for one year of education.

Experience: Four years of experience working in a customer service call center or in a health or human services setting conducting client assessments, triage and linking to services.

Experience must demonstrate critical thinking skills, data entry skills, effective time management, and the ability to work with the public.

Each additional year of approved formal education may be substituted for 1 year of required experience.

LICENSE/CERTIFICATION: Valid driver's license and/or access to transportation for use in statewide travel.

SPECIAL REQUIREMENTS: Must be able to work on-site in Concord, NH on a rotating schedule, the Call Center is open from 6:00AM to 10:00PM 7 days per week.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

POSITION TITLE: Clinical Specimen Collector

SCOPE OF WORK: Participates in setting up and demobilizing testing deployments. While deployed, collect specimens for Covid-19 via the oropharyngeal, nasopharyngeal, or anterior nares method using appropriate PPE donning and doffing techniques.

ACCOUNTABILITIES:

- Conduct primary specimen collection from individuals seeking COVID-19 testing according to policies and procedures issued by the Division of Public Health Services.
- Matches laboratory requisition sheet with the person being tested and verified all information is accurate.
- Correctly labels the collected specimen according to written procedure.
- Stores clinical specimens according to receiving laboratories recommendations and procedures.
- Ensures sufficient testing supplies are available for the scheduled deployments.
- Monitors and orders testing and Personal Protective Equipment supplies.
- Obtains administrative testing packet for each deployment, and completes a quality assurance check on these packets prior to each deployment.

MINIMUM QUALIFICATIONS

EDUCATION: High school diploma or high school equivalency credential.

EXPERIENCE: One year of experience as a Licensed Nursing Assistant or Emergency Medical Responder.

LICENSE/CERTIFICATION: Current license as Licensed Nursing Assistant or other nursing license; or Emergency Medical Responder or other Emergency Medical Technician in New Hampshire. Eligibility for New Hampshire's driver's license for travel throughout the state, when necessary.

POSITION TITLE: Vaccine Administrator

SCOPE OF WORK: Administer Covid-19 vaccinations in a safe and effective manner in accordance with standing medical orders. Vaccinations as part of fixed vaccination sites and as part of mobile vaccination strike teams in New Hampshire.

ACCOUNTABILITIES:



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Perform, or assist with performing the various tasks associated with vaccine administration
- Requires evaluating patients for eligibility for the vaccine.
- Documents all patient care provided in a timely, accurate, and concise manner
- Administered specified medication intermuscular injection and notes proper documentation
- Prepares vaccination for administration according to manufacturer, New Hampshire's Department of Health & Human Services, Food & Drug Administration, and Centers for Disease Control recommendations
- Maintains quality and medication handling standards during admixture, preparation, and transport of vaccine
- Maintained awareness of medication storage guidelines, including cold chain considerations
- Communicates any recognized variations in handling and storage procedure to supervisor
- Seeks validation of knowledge base, skill level, and decision making as necessary
- Assertively seeks guidance in areas of question
- Demonstrates awareness of legal issues in all aspects of patient care and departmental functioning. Strives to manage situations in a manner which minimizes risk to the patient and the institution
- Demonstrates an awareness of self-responsibility for own professional practice
- Demonstrates appropriate delegation of tasks and duties in the direction and coordination of health care team members, patient care and department activities
- Demonstrates effective communication methods and skills, utilizing appropriate reporting structures
- Formulates positive working relationships with all patients, co-workers, community members, and the New Hampshire National Guard

MINIMUM QUALIFICATIONS:

Education: High School degree or equivalent required. Associate degree preferred. Healthcare credentialing approved for vaccine administration.

Experience: One year experience in medication administration preferred. A minimum of 6 months of patient care experience is required.

License/Certification: EMT, Advanced EMT, Paramedic, LNA, Registered Nurse.

SKILL: Requires experience and skills in intramuscular medication administration.

**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

Physical Demands: Requires ability to lift up to 50 lbs. Walking, sitting, and standing for lengthy periods will be required.

Must be able to demonstrate knowledge of standard personal protective equipment (PPE) donning and doffing.

PREFERRED QUALIFICATIONS:

- **Knowledge:** Requires logical or scientific expertise to resolve problems of a specialized or professional nature in a wide range of applications
- **Impact:** Requires responsibility for ensuring a smooth vaccine administration clinic while focusing on attention to detail in identifying patients who are eligible to receive the Covid-19 vaccine.
- **Supervision:** Reports to site or mobile team supervisor. Responsible for overseeing the non-clinical vaccinator assistant positions.
- **Working Conditions:** Requires performing regular job functions in an outside environment during all four seasons. Requires lengthy periods of standing and walking. Job functions may also be executed inside buildings in a controlled environment.
- **Communication:** Requires communicating with the general population regarding the vaccine administration process, identifying patients who should not receive the vaccine based on contraindications provided from the manufacturer, and communicating risks and side effects to the patients.
- **Independent Action:** Requires independent decision making relative to eligibility for the vaccine, identifying adverse effects to the vaccine, and when to implement standing protocols for medication administration.
- **Organizational and customer service skills required.** Excellent written and verbal skills are required.

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

Vaccine Operations Section

Supervisor – Vaccine Education and Training
Immunization Training Support Specialist
Vaccine Depot Supervisor and Training Specialist
Vaccine Depot Supervisor
Vaccine Shipping Clerk
Vaccine Control Assistant
Vaccine Provider Enrollment Assistant

Immunization Outreach Specialist

Onboarding Specialist - NH Immunization Information System (NHIS)
Data Quality Analyst - NH Immunization Information System (NHIS)
Immunization Information System Helpdesk Support Specialist
Immunization Information Systems Customer Engagement/Training Support Specialist

Supervisor– Remote Vaccination Clinics
Quality Assurance Coordinator – Remote Vaccination Clinics
Quality Assurance Coordinator – Fixed Vaccination Clinics
Supervisor – Equity Vaccination Initiative
Coordinator – Equity Vaccination Clinics
Coordinator – Regional Public Health Network Liaison

COVID-19 Epidemiologist, Vaccine Data
COVID-19 Epidemiology Unit Lead, Vaccine Data
Data Manager, Vaccine Data

**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

POSITION TITLE: Supervisor – Vaccine Education and Training

SCOPE OF WORK: Supervises administrative and programmatic activities focused on the COVID-19 vaccine education and training, in collaboration with the State which follow State established policies, protocols, and procedures. Assures all education and training materials are consistent with state and federal policies, protocols, and procedures. Supervises staff to develop and implement state-wide education and training programs for public health and health care providers; state and local partners and the public.

ACCOUNTABILITIES

- Participates in setting of program and operational priorities, policies, procedures and guidance, in collaboration with the State which follow State established policies, protocols, and procedures, for the development of on-demand e-learning programs, live training and education presentations, and other educational modalities for vaccine stakeholders throughout the state. E-learning programs utilize Articulate 360 software and are offered via CDC's TRAIN platform.
- Coordinates with the Education Branch Lead in project planning and coordinating online e-learning, education and training activities.
- Supervises staff conducting education and training programs as well as supporting activities, such as developing training schedules, maintaining a database of scheduled trainings and registered participants, and applying for Credited Educational Branch (CEU).
- Reviews and interprets data from training and education program evaluations for use in developing program strategies to improve programs.
- Supervises Education Branch staff and serves as Deputy Branch Director.
- Coordinates with the Education Branch Director to identify and implement quality improvement measures.
- Prepares reports for the Education Branch Director and Vaccine Operations Section Chief.

MINIMUM QUALIFICATIONS:

Education: Master's degree (preferred) from a recognized college or university with major study in health administration, public health, or other allied health or human services field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years' experience in a public health, health care or social service agency planning, implementing and evaluating services for vulnerable populations. At least two years shall be in a supervisory position. Each additional year of experience may be substituted for one year of required education.

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New Hampshire Department of Health and Human Services
Temporary Staffing Services



Exhibit B-3 Additional Job Descriptions Amendment #3

License/Certification: Valid driver's license and/or access to transportation for use in statewide travel.

PREFERRED QUALIFICATIONS:

- Must have experience using Articulate/Storyline 360 to develop training programs.
- Knowledge in program development, planning, evaluation and quality assurance/improvement.
- Flexibility; comfort with a fast-paced work environment and rapidly evolving program needs.
- Ability to multi-task.
- Ability to communicate clearly and concisely both in oral and written form.

POSITION TITLE: Immunization Training Support Specialist

SCOPE OF WORK: Performs paraprofessional duties assisting the New Hampshire Immunization Section and the Bureau of Infectious Disease Control (BIDC) in developing and implementing state-wide education and training materials, activities, and capacity building related to the COVID-19 response and other immunization program-related duties.

ACCOUNTABILITIES

- Provides program guidance and assistance to the NH Immunization Program (NHIP) surrounding capacity building for the Education and Training team in the development of Public Health, on-demand e-learning programs, live training presentations, and other educational modalities for presenting training content for vaccine stakeholders throughout the state.
- Assists the NHIP Education and Training Team Lead in planning, developing and coordinating online e-learning, education and training activities for the NHIP COVID-19 Vaccine Planning Unit.
- Assists in conducting informational and operational training with teams leads as well as program staff including developing e-learning materials, tools, schedules and maintains a database of scheduled trainings and registered participants, confirming participation and issuing Credited Educational Unit (CEU) certificates where applicable, using the Articulate 360 and the CDC's TRAIN platforms.
- Compiles and prepares New Hampshire Immunization Section-specific programmatic content and materials including: Articulate e-learning templates, course content, training videos, voice narration, reference documents, and other related files for use by superior and Section staff in the development of On-demand E-learning and live training presentations..
- Assists the New Hampshire Immunization Section in the structural development of NHIP

**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

Education & Training operational policies and procedures. Maintains and updates policies as appropriate per direction of superiors.

- Presents information to stakeholders throughout the state, such as hospitals, clinics, providers, ancillary staff, COVID-response staff, and others, clarifying New Hampshire Immunization Section certification policies in different training modalities, including vaccine ordering, storage and handling procedures and standard operating procedures for emergency preparedness.
- Recommends policy or procedural changes or alternative work methods to improve the flow of work in the Immunization Section and Bureau of Infectious Disease Control related to Education & Training.

MINIMUM QUALIFICATIONS

Education: Associate's degree from a recognized college or technical institute with major study in business administration, accounting, or public health. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years of experience in business administration, accounting or public health, with responsibility for providing program information to others. Each additional year of approved work experience may be substituted for one year of required formal education.

LICENSURE/CERTIFICATION: None required

SPECIAL REQUIREMENTS

Specific degree and experience requirements must be tailored to meet documented recruitment needs of the agency or department. All specific minimum qualifications must be stated on the supplemental job description and approved by the Division of Personnel prior to posting at the agency level.

For appointment consideration, Program Assistant II applicants must successfully participate in a structured interview measuring possession of knowledge, skills and abilities identified as necessary for satisfactory job performance by this class specification. The structured interview is developed and administered, according to Division of Personnel guidelines, by representatives of the state agency in which the vacancy exists.

POSITION TITLE: Vaccine Depot Supervisor

SCOPE OF WORK: Review and process vaccine orders received from public and private medical care providers through the federal Vaccine Ordering Distribution System (VODS).

ACCOUNTABILITIES:

Maxim Healthcare Staffing Services, Inc. Exhibit B-3 – Amendment #4

Contractor Initials

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SS-2020-DPHS-20-STAFF-04

Page 76 of 103

Date

06/18/2021



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Review submitted approved requests for vaccine from both public and private medical care providers.
- Analyze request for vaccine in relation to the size of the order, amount of vaccine on hand and in the provider's inventory, the amount of vaccine to be used on a monthly basis and appropriateness of the order based on past performance and reporting accuracy.
- Collect vaccine doses distributed data, enter into computer database and generate reports on a regular basis for management.
- Consult with medical providers as needed to adjust vaccine orders so they are in compliance with federal regulations.
- Complete data entry orders for those providers who are not able to access the automated ordering system.
- Participate with emergency response team vaccine deployment. Packs vaccine for shipping for response to public health events.
- Track and check medical provider orders sent through third party distributor and resolve any problems that arise.

MINIMUM QUALIFICATIONS:

Education: Associates degree from a recognized college or university with a major study in business administration, public administration, emergency management or accounting. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' professional or paraprofessional experience in processing orders or warehouse management including budgeting, financial reconciliation, shipping, inventory control and customer service. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Proficient in office software applications.

PREFERRED QUALIFICATIONS:

- Exceptional organization and planning skills
- Completion of National Incident Management System and Incident Command System training
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public during periods of high stress.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

POSITION TITLE: Vaccine Shipping Clerk

SCOPE OF WORK: Manages vaccine and pharmaceuticals kept at DPHS for disease prevention. Distributes to small, rural providers, tracks inventory, and maintains cold chain in the depot and packs for distribution. Maintains packing slip data to insure vaccine providers have received regular shipments of federal and state supplied vaccines.

ACCOUNTABILITIES:

- Receives stores, picks and packages vaccines and pandemic influenza vaccine as determined by need and transportation schedule in accordance with CDC specified shipping guidelines. Maintains proper storage of vaccines to assure minimum waste.
- Records vaccine shipments as required by protocol and policy. Prepares vaccine order forms and labels to assure proper shipment of vaccine to correct destination.
- Monitors vaccine provider orders placed into VACMAN by vaccine distribution team then audits against packing slips sent in to NH Immunization Program by provider offices. Maintains contact with provider until packing slip received.
- Maintains an inventory of print education material that is sent to health educators, schools, vaccine providers and hospitals when ordered.
- Supervises Emergency Service Unit ESU or other personnel designated to distribute countermeasures from the depot.

MINIMUM QUALIFICATIONS:

Education: Graduation from high school, GED, or its equivalent, with some courses in business or bookkeeping. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years' experience in inventory control or stock record keeping, one year of which shall have been in a supervisory/monitoring capacity.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Proficient in office software applications.

PREFERRED QUALIFICATIONS:

- Exceptional organization and planning skills
- Completion of National Incident Management System and Incident Command System

**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

training

- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public during periods of high stress.

POSITION TITLE: Vaccine Control Assistant

SCOPE OF WORK: To perform paraprofessional duties assisting the NH Immunization Program (NHIP) in implementing a pandemic vaccine response program.

ACCOUNTABILITIES:

- Reviews and processes vaccine orders received from public and private medical care providers through the federal Vaccine Tracking System (VTrckS) and/or the Vaccine Administration Management Systems (VAMS).
- Assists with the onboarding new immunization partners. Reviews and processes COVID19 Vaccine Provider enrollment agreements. Performs data entry of agreements into VTrckS as well as various spreadsheets.
- Analyze request for vaccine in relation to the size of the order, amount of vaccine on hand and in the provider's inventory, the amount of vaccine to be used on a monthly basis and appropriateness of the order based on past performance and reporting accuracy.
- Compiles and prepares specialized program information. Collects vaccine doses administered data, enter into computer database and generate reports on a weekly basis for use by superior, agency staff, or the public.
- Provides program guidance and advisement to medical providers on vaccine management. Consults with medical providers as needed to adjust vaccine orders so they comply with federal regulations.
- Assists in the development of operational policies and procedures. Complete data entry orders for those providers who are not able to access the automated ordering system. Tracks medical provider orders sent through third party distributor and resolve any problems that arise.
- Provides administrative supervision over collecting, maintaining and releasing program information. Provides program guidance to interested healthcare providers regarding the NHIP Program.
- Conducts formal training for newly certified immunization partners on NHIP policies, procedures and standards. Provides training on vaccine storage and handling, vaccine ordering and management and the NH Immunization Information System (NHIIS).

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

MINIMUM QUALIFICATIONS:

Education: Associates degree from a recognized college or university with a major study in business administration, public administration, or emergency management. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' professional or paraprofessional experience in processing orders or warehouse management including budgeting, financial reconciliation, shipping, inventory control and customer service. Each additional year of approved work experience may be substituted for one year of required formal education.

LICENSE/CERTIFICATION: Valid driver's license and/or access to transportation for use in statewide travel.

SPECIAL REQUIREMENTS: Knowledge in the areas of public health and community relations is preferred.

POSITION TITLE: Vaccine Depot Supervisor and Training Specialist

SCOPE OF WORK: Review and process vaccine orders received from public and private medical care providers through the federal Vaccine Ordering Distribution System (VODS); develop and provide training to vaccine depot staff and others engaged in vaccine ordering, distribution, and control.

ACCOUNTABILITIES:

- Review submitted approved requests for vaccine from both public and private medical care providers.
- Analyze request for vaccine in relation to the size of the order, amount of vaccine on hand and in the provider's inventory, the amount of vaccine to be used on a monthly basis and appropriateness of the order based on past performance and reporting accuracy.
- Collect vaccine doses distributed data, enter into computer database and generate reports on a regular basis for management.
- Consult with medical providers as needed to adjust vaccine orders so they are in compliance with federal regulations.
- Complete data entry orders for those providers who are not able to access the automated ordering system.
- Participate with emergency response team vaccine deployment. Packs vaccine for shipping for response to public health events.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Track and check medical provider orders sent through third party distributor and resolve any problems that arise.
- Supervise vaccine depot staff conducting the activities listed above to ensure work is completed according to standard operating procedures, policies, and standards.
- Assists the New Hampshire Immunization Section in the structural development of NHIP Education & Training operational policies and procedures. Maintains and updates policies as appropriate per direction of superiors.
- Presents information to stakeholders throughout the state, such as hospitals, clinics, providers, ancillary staff, COVID-response staff, and others, regarding vaccine ordering, inventory management, compliance with state and federal requirements and protocols, and standard operating procedures for emergency preparedness.
- Recommends policy or procedural changes or alternative work methods to improve the flow of work in the Immunization Section related to Education & Training.

MINIMUM QUALIFICATIONS:

Education: Associates degree from a recognized college or university with a major study in business administration, public administration, emergency management or accounting. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' professional or paraprofessional experience in processing orders or warehouse management including budgeting, financial reconciliation, shipping, inventory control and customer service. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Proficient in office software applications.

PREFERRED QUALIFICATIONS:

- Exceptional organization and planning skills
- Completion of National Incident Management System and Incident Command System training
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public during periods of high stress

New Hampshire Department of Health and Human Services
Temporary Staffing Services



Exhibit B-3 Additional Job Descriptions Amendment #3

POSITION TITLE: Vaccine Provider Enrollment Assistant

SCOPE OF WORK: To perform paraprofessional duties assisting the NH Immunization Program (NHIP) in implementing a pandemic vaccine response program.

ACCOUNTABILITIES:

- Coordinates with professional staff in other units concerning the development of vaccine management projects and programs, including emergency response as needed. Participates with emergency response team vaccine deployment.
- Reviews and processes vaccine orders received from public and private medical care providers through the federal Vaccine Tracking System (VTrckS) and/or the Vaccine Administration Management Systems (VAMS).
- Assists with the onboarding new immunization partners. Reviews and processes vaccine provider enrollment agreements. Plan, coordinate and conduct on-site assessment in vaccine provider sites to assure compliance with applicable state and federal laws, regulations and policies.
- Performs data entry of health care provider demographics into VTrckS/NHIIS, as well as numerous other data collecting programs and or spreadsheets.
- Provides program guidance and advisement to medical providers on vaccine management.
- Consults with medical providers as needed to adjust population data submitted for the purpose of vaccination allocation.
- Assists in the development of operational policies and procedures. Complete data entry orders for those providers who are not able to access the automated ordering system. Tracks medical provider orders sent through third party distributor and resolve any problems that arise.
- Provides administrative supervision over collecting, maintaining and releasing program information. Provides program guidance to interested healthcare providers regarding the NHIP Program.
- Conducts formal training for newly certified immunization partners on NHIP policies, procedures and standards. Provides training on vaccine storage and handling, vaccine ordering and management and the NH Immunization Information System (NHIIS).

MINIMUM QUALIFICATIONS:

Education: Associates degree from a recognized college or university with a major study in business administration, public administration, or emergency management. Each additional year of approved formal education may be substituted for one year of required work experience.

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

Experience: Three years' professional or paraprofessional experience in processing orders or warehouse management including budgeting, financial reconciliation, shipping, inventory control and customer service. Five years' experience in public health, nursing/medical profession, business or education. Each additional year of approved work experience may be substituted for one year of required formal education.

LICENSE/CERTIFICATION: Valid driver's license and/or access to transportation for use in statewide travel.

SPECIAL REQUIREMENTS: Knowledge in the areas of public health and community relations is preferred.

POSITION TITLE: Immunization Outreach Specialist

SCOPE OF WORK: Under the direction of the COVID-19 Vaccine Communications Branch Director, develops and implements COVID-19 educational, outreach and training materials for the Immunization Section and the broader public health response, manages web and social media communication, and implements outreach strategies that support the COVID-19 Vaccination Plan.

ACCOUNTABILITIES:

- Develops educational outreach materials to complement strategies to reduce barriers to immunization across the lifespan and sustain and improve immunization coverage rate objectives.
- Researches and prepares informational materials that are used to inform program policy and procedures, including assisting the Immunization Information System (IIS) Manager with development of Immunization Information System (IIS) educational materials and communication strategies.
- Produces preliminary graphic material and design for the Immunization Section and partners.
- Coordinates with federal, state, and local officials to develop and implement community outreach activities and publicity to promote childhood, adolescent and adult immunizations.
- Coordinates professional statewide training using multiple technologies including web based programs, conference calls, web site expansion, and regional seminars. Assists regional partners with local courses.
- Serves as web master for the Immunization Training web site and coordinates program content with NH Department of Health and Human Services website. Develops and creates educational messaging both on the website and on social media platforms.

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Researches, identifies, and develops appropriate immunization materials for community education and public events and provides culturally appropriate educational and outreach materials.
- Partners with internal and external organizations to broaden educational reach about the importance of COVID-19 immunizations and develops targeted communications for distribution to these partners.
- Performs other duties to support the public health response to COVID-19.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in business or public administration/health sciences, communications, liberal arts, or related field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years' professional or paraprofessional experience in business or program administration; planning, communications, or health care related field, with responsibility for program implementation, direct service delivery, planning or communications. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license, if necessary for travel throughout the State.

SPECIAL REQUIREMENTS: Availability to work nights and weekends as scheduled. Proficient in office software applications.

PREFERRED QUALIFICATIONS:

- Completion of National Incident Management System and Incident Command System training
- Ability to communicate effectively orally and in writing to individuals and groups
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public during periods of high stress
- Experience working in social media platforms

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New Hampshire Department of Health and Human Services
Temporary Staffing Services



Exhibit B-3 Additional Job Descriptions Amendment #3

POSITION TITLE: Onboarding Specialist - NH Immunization Information System (NHIS)

SCOPE OF WORK: Coordinates the onboarding and merging of electronic health records into an Immunization Information System (IIS) between clinical and technical teams. Provides technical support to the NH Immunization Program including monitoring system functionality, testing information exchange, providing training, and recommending technical and procedural solutions to improve operations.

ACCOUNTABILITIES:

- Monitors and evaluates NH's IIS functionality to ensure the system runs without interruptions for all users. Provides leadership and coordination to IIS Onboarding/Interoperability to meet NHIP goals. Assists with and performs analysis of NHIS onboarding process. Identifies and resolves issues during the onboarding process with provider staff.
- Provides user training on the IIS and assists with the preparation of training material for users and production control staff. Provides user training in use of NHIS to ensure proper performance. Compiles user documentation to support user training and implementation of the system to healthcare providers. Works with various levels of users (e.g., IT technical staff, EHR/EMR vendors, healthcare provider office staff, etc.) demonstrating and explaining the various functionality within NHIS. Works with healthcare providers and staff to setup interfaces to allow the flow of immunization data into NHIS. Provides backup to creating online training and evaluation for NHIS modules.
- Tests organization and vendor computer systems, including upgraded software and associated utilities. Prepares onboarding technical support of unidirectional and bi-directional web-based immunization information exchange for IIS partners. Coordinates with healthcare IT staff to facilitate testing the transport of message format, content and functionality. Coordinates transition to production data submission.
- Develops procedures to improve onboarding process, system impact and performance. Compiles standardized procedures for HL7 data import and approval, reviews response files and advises partners on error handling. Collaborates with jurisdictional Public Health Informatics Initiatives regarding Meaningful Use and Health Information Exchange (HIE) activities. Ensures alignment with all relevant national IIS and health information exchange standards for messaging format, content, and transport functions. Develop and maintain Standard Operating Procedures (SOPs) and data exchange specifications.
- Performs diagnostic troubleshooting of operating systems' problems as they relate to end user applications. Serves as point of contact for any site transitioning to HL7 data exchange, for partners, data sources and vendors. Collaborates with IIS vendors regarding security certificate management, web-services functionality, and documentation.
- Resolves systems problems and issues as they occur. Analyzes existing procedures for monitoring data to identify inefficiencies and recommends effective changes within the

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

system. Develops and prepares reports listing data errors from healthcare providers. Alerts program staff to errors for resolution. Assists in answering questions from healthcare providers using the NHIIS Helpline or NHIIS email box.

- Represents the State of New Hampshire Immunization Program as an IIS team member at national meetings and conferences.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with at least 15 credit hours in the field of public health or computer science. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' experience as a Public health data analyst or computer programmer or systems analyst associated with computer systems similar to the recruiting agency. Each additional year of approved work experience may be substituted for one year of required formal education.

LICENSE/CERTIFICATION: Valid driver's license and/or access to transportation for use in statewide travel.

PREFERRED QUALIFICATIONS:

- Knowledge of relevant IIS standards, including HL7 2.x and SOAP/Web Services. Knowledge of IIS best practice documentation developed by the modeling of Immunization Registry Operations Workgroup (MIROW). Knowledge of national initiatives such as Meaningful Use, and their impact on IIS and health information exchange.
- Knowledge of principles of work organization and simplification. Knowledge of relevant software and computer query and reporting tools, such as SQL, Crystal Reports, Business Objects or Excel to run report. Knowledge of electronic data transfer methods. Knowledge of relevant software such as MySQL, MS SQL, Excel and Word.
- Skill in managing a high-volume of incoming calls and requests from diverse stakeholders and populations.
- Ability to solve complex issues requiring coordination, technical ability and knowledge of computer and information systems to evaluate alternatives.
- Ability to communicate effectively orally and in writing to individuals and groups.
- Ability to establish and maintain effective working relationships with medical, other professional and administrative officials, governmental officials and the public

SPECIAL REQUIREMENT: Availability to respond to emergencies on nights and weekends as needed.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

POSITION TITLE: Data Quality Analyst - NH Immunization Information System (NHIIS)

SCOPE OF WORK: Under the guidance and supervision of the NHIIS program manager, responsible for working with Immunization Program staff, the Department of Information Technology (DoIT), and vendors to perform technical tasks associated with onboarding to unidirectional and bidirectional web-based immunization information exchange.

Responsibilities includes the development and implementation of goals and objectives leading to user acceptance testing, maintaining system code sets and forecasting algorithms, overseeing and coordinating IIS IT operations as well as managing database configurations.

ACCOUNTABILITIES:

- Serves as the Data Quality Analyst responsible for working with COVID-19 response staff, Immunization Program staff, the Department of Information Technology (DoIT), and vendors to perform the technical tasks associated with onboarding to unidirectional and bidirectional web-based immunization information exchange.
- Develops data reports by creating SQL queries to obtain metrics and to identify potential efficiencies that can be achieved through use or modification of the NHIIS and Vaccine Management System.
- Develops formal lines of communication between agency personnel, including providing information, instructions, and directives in order to attain cooperation and fulfill agency objectives.
- Develops or updates relevant user manuals and training materials for NHIIS.
- Performs implementation and troubleshooting the NHIIS and VTrckS systems to detect and ensure compatibility of end users from NHIIS to VTrckS; investigates system problems and recommends system and operational changes based on technical and program problem-solving support and assistance to end-users.
- Assists with efforts to standardize procedures for HL7 interfaces; approves and reviews response files and advises partners on error handling.
- Performs Help Desk service support for NHIIS COVID 19 vaccine providers/users, provides training and technical assistance to health care providers, school nurses and other community partners that seek technical and program support; escalates appropriate technical questions and issues to the vendor as necessary.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS:

Education: Associate's degree or Bachelor's degree from a recognized college or technical school, or two years of college with a major study in public health, computer science, or a related degree field, with at least fifteen (15) credit hours in the field of computer science or public health. Each additional year of approved formal education may be substituted for one



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

year of required work experience.

Experience: Two years' of experience as a Public health data analyst or computer programmer or systems analyst associated with computer systems similar to the recruiting agency Each additional year of approved work experience may be substituted for one year of required formal education.

LICENSE/CERTIFICATION: Valid driver's license and/or access to transportation for use in statewide travel.

PREFERRED QUALIFICATIONS: Knowledge of the principles of systematic problem-solving and the fundamentals of information processing. Ability to reduce problems to basic detail. Ability to establish and maintain effective working relationships with associates and personnel in other agencies. Excellent communication skills: written and oral, to include skill in applying effective communication and group dynamic strategies in interactions with individuals and groups; effectively communicating the capabilities and limitations of information systems; managing a high-volume of incoming calls and requests from diverse stakeholders and populations; collaborating with a wide range of internal and external stakeholders including policy makers, health care and social services, end users, agency leaders, and the community. Extensive experience with database technologies (MySQL, MS SQL)

SPECIAL REQUIREMENT: Availability to respond to emergencies on nights and weekends as needed.

POSITION TITLE: Immunization Information System Helpdesk Support Specialist

SCOPE OF WORK: To provide technical and program support to NHIS (New Hampshire immunization information System) COVID 19 vaccine partners that are onboarding to unidirectional and bidirectional web-based immunization information exchange. To analyze and evaluate operating system procedures, resolve system problems, and develop training for end users of NHIS to ensure interoperability with electronic medical records used throughout the State. To ensure alignment with all relevant national IS and health information exchange standards for messaging format, content, and transport functions.

ACCOUNTABILITIES

- Performs implementation and troubleshooting the NHIS and VTrckS systems to detect and ensure compatibility of end users from NHIS to VTrckS; investigates system problems and recommends system and operational changes based on technical and program problem-solving support and assistance to end-users.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Assists with efforts to standardize procedures for flat file data import; approves and reviews response files and advises partners on error handling.
- Performs Help Desk service support for NHIS COVID 19 vaccine providers/users, provides training and technical assistance to health care providers, school nurses and other community partners that seek technical and program support; escalates appropriate technical questions and issues to the vendor as necessary.
- Prepares materials/information and develops training for programs and systems in order to support COVID 19 vaccine providers/end users; analyzes and evaluates training materials and updates information as necessary.
- Performs preliminary testing of NHIS updates to ensure desired quality and end user functionality. Coordinates the installation of computer hardware and software and conducts testing to assure system is operating properly.

MINIMUM QUALIFICATIONS

EDUCATION: Associate's degree from a recognized college or technical school, or two years of college with a major study in public health, computer science, or a related degree field, with at least fifteen (15) credit hours in the field of computer science or public health. Each additional year of approved formal education may be substituted for one year of required work experience

EXPERIENCE: Two to Three years' experience associated with the use and maintenance of computers and application software, with responsibility for analyzing, troubleshooting, testing and installing system and application software for computer equipment. Each additional year of approved work experience may be substituted for one year of required formal education.

LICENSE/CERTIFICATION: Eligibility for New Hampshire's driver's license for travel throughout the state, when necessary.

PREFERRED QUALIFICATIONS:

- Knowledge of the principles of systematic problem-solving and the fundamentals of information processing. Ability to reduce problems to basic detail.
- Ability to establish and maintain effective working relationships with associates and personnel in other agencies.
- Excellent communication skills: written and oral, to include skill in applying effective communication and group dynamic strategies in interactions with individuals and groups; effectively communicating the capabilities and limitations of information systems; managing a high-volume of incoming calls and requests from diverse stakeholders and populations; collaborating with a wide range of internal and external stakeholders including policy makers, health care and social services, end users, agency leaders, and the community. (May be asked to provide a writing sample)
- Must be willing to maintain appearance appropriate to assigned duties and responsibilities,

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3. Additional Job Descriptions Amendment #3

as determined by the agency appointing authority.

POSITION TITLE: Immunization Information Systems Customer Engagement/Training Support Specialist

SCOPE OF WORK: To analyze and evaluate operating system procedures, resolve system problems, develop and implement state-wide education and training materials, activities, and capacity building related to the COVID-19 response and other immunization program-related duties.

ACCOUNTABILITIES:

- Provides program guidance and assistance to the NH Immunization Program (NHIP) surrounding capacity building for the Education and Training team in the development of Public Health, on-demand e-learning programs, live training presentations, and other educational modalities for presenting training content for vaccine stakeholders throughout the state.
- Assists in conducting informational and operational training with teams leads as well as program staff including developing e-learning materials, tools, schedules and maintains a database of scheduled trainings and registered participants, confirming participation and issuing Credited Educational Unit (CEU) certificates where applicable, using the Articulate 360 and the CDC's TRAIN platforms.
- Compiles and prepares New Hampshire Immunization Section-specific programmatic content and materials including: Articulate e-learning templates, course content, training videos, voice narration, reference documents, and other related files for use by superior and Section staff in the development of On-demand E-learning and live training presentations..
- Performs implementation and troubleshooting the NHIIS and VTrckS systems to detect and ensure compatibility of end users from NHIIS to VTrckS; investigates system problems and recommends system and operational changes based on technical and program problem-solving support and assistance to end-users.
- Performs Help Desk service support for NHIIS COVID-19 vaccine providers/users, provides training and technical assistance to health care providers, school nurses and other community partners that seek technical and program support; escalates appropriate technical questions and issues to the vendor as necessary.

MINIMUM QUALIFICATIONS:

Education: Associate's degree from a recognized college or technical school, or two years of college with a major study in public health, computer science, or a related degree field. Each

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



Exhibit B-3 Additional Job Descriptions Amendment #3

additional year of approved formal education may be substituted for one year of required work experience.

Experience: One to Two years' experience associated with the use and maintenance of computers and application software, developing online training content for a broad audience and creating help guides/technical materials to support the onboarding of users and providers. Each additional year of approved work experience may be substituted for one year of required formal education.

LICENSE/CERTIFICATION: None Required

PREFERRED QUALIFICATIONS: Knowledge of the principles of systematic problem-solving and the fundamentals of information processing. Ability to reduce problems to basic detail. Ability to establish and maintain effective working relationships with associates and personnel in other agencies. Excellent communication skills: written and oral, to include skill in applying effective communication and group dynamic strategies in interactions with individuals.

POSITION TITLE: Supervisor- Remote Vaccination Clinics

SCOPE OF WORK: Supervises administrative and programmatic activities focused on the operations of remote vaccination to assure compliance with state and federal policies, protocols, and procedures to improve clinic operations and the administration of vaccine to individuals.

ACCOUNTABILITIES:

- Coordinates all aspects of remote vaccination clinics to include the development and implementation of integrated program policies, protocols, and procedures to improve the delivery of vaccination services at state sponsored fixed and mobile clinics.
- Evaluates existing program operations, policies, protocols, procedures and systems to identify program strengths and areas for improvement.
- Monitors the delivery of services, including those conducted by DHHS contractors for the delivery of vaccination services and clinic-based activities.
- Reviews and interprets data from remote clinics and staff in the Remote Clinic Branch for use in developing program strategies to improve clinic operations, including efficiency, effectiveness and safety to improve clinic operations.
- Supervises Remote Clinic Branch staff and serves as Deputy Branch Director.
- Coordinates with the Remote Clinic Coordinator to identify and implement quality

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**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

improvement measures.

- Assists to identify training needs among Remote Clinic supervisors and staff, including both DHHS staff and contractors, and coordinates with the Education Branch Director to have trainings developed and implemented.
- Prepares reports for the Mobile Clinic Branch Director and Vaccine Operations Section Chief.

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with major study in health administration, public health, nursing, or other allied health field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years' experience in a public health, health care or social service agency planning, implementing and evaluating services. At least two years shall be in a supervisory position. Each additional year of experience may be substituted for one year of required education.

License/Certification: Valid driver's license and/or access to transportation for use in statewide travel.

PREFERRED QUALIFICATIONS:

- Knowledge in health data analysis, program development, planning, evaluation and quality assurance/improvement.
- Flexibility; comfort with a fast-paced work environment and rapidly evolving program needs.
- Ability to multi-task.
- Ability to communicate clearly and concisely both in oral and written form.

POSITION TITLE: Quality Assurance Coordinator – Remote Vaccination Clinics

SCOPE OF WORK: Coordinates administrative and programmatic activities focused on evaluating, analyzing, and improving strategies to assure compliance with state and federal policies, protocols, and procedures to improve clinic operations and the administration of vaccine to individuals.

ACCOUNTABILITIES:

- Coordinates public health program quality assurance components for Mobile Clinic Branch to include the development of and implementation of integrated program policies, protocols, and procedures to improve the delivery of vaccination services across state



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- sponsored fixed and mobile clinics.
- Evaluates existing program operations, policies, protocols, procedures and systems to assure program effectiveness, and recommend effective changes to improve clinic operations.
- Monitors the delivery of services, including those conducted by DHHS contractors for the delivery of vaccination services and clinic-based activities; ensures quality assurance program components are well defined and align with federal and state outcome requirements.
- Collects, analyzes, reviews, and interprets data from remote clinics for use in developing program strategies to improve clinic operations, including safe administration of vaccines and improve vaccination rates.
- Directs the development of vaccination quality assurance standards and criteria for remote clinics at state-sponsored fixed and mobile clinics.
- Coordinates with the Remote Clinic Coordinator to identify and implement quality improvement measures.
- Prepares reports for the Mobile Clinic Coordinator and Branch Director.

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with major study in health administration, public health, nursing, or other allied health field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years' experience in a public health, health care or social service agency providing planning, consultation, infection prevention, or quality improvement services. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license and/or access to transportation for use in statewide travel.

PREFERRED QUALIFICATIONS:

- Medical professional (RN, advanced EMT or higher)
- Knowledge in health data analysis, program development, planning, evaluation and quality assurance/improvement.
- Flexibility; comfort with a fast-paced work environment and rapidly evolving program needs.
- Ability to multi-task.
- Ability to communicate clearly and concisely both in oral and written form.

New Hampshire Department of Health and Human Services
Temporary Staffing Services



Exhibit B-3 Additional Job Descriptions Amendment #3

POSITION TITLE: Quality Assurance Coordinator – Fixed Vaccination Clinics

SCOPE OF WORK: Coordinates administrative and programmatic activities focused on evaluating, analyzing, and improving strategies to assure compliance with state and federal policies, protocols, and procedures to improve clinic operations and the administration of vaccine to individuals. Develops and provides training to clinic staff to improve operations.

ACCOUNTABILITIES:

- Coordinates public health program quality assurance components for COVID-19 Coordinating Office (CCO) to include the development of and implementation of integrated program policies, protocols, and procedures to improve the delivery of clinical services at state sponsored fixed vaccination sites.
- Evaluates existing program operations, policies, protocols, procedures and systems to assure program effectiveness, and recommend effective changes to improve clinical operations.
- Monitors the delivery of vaccination services, ensures quality assurance program components are well defined and align with federal and state outcome requirements. Collects, analyzes, reviews, and interprets data from fixed sites for use in developing program strategies to improve clinical operations, including safe administration of vaccines and improve vaccination rates.
- Directs the development of vaccination quality assurance standards and criteria for fixed sites.
- Serves as clinical subject-matter expert for quality assurance and improvement at fixed site vaccination clinics.
- Coordinates with the Remote Clinic Quality Assurance Coordinator to identify common areas for improvement and implement consistent quality improvement measures when appropriate.
- Develops and administers competency and return-demonstration based clinical education programs as it relates to the collection of COVID-19 tests and the administration of COVID-19 vaccinations.
- Implements a training record retention and management program to ensure compliance with record keeping requirements.
- Identifies staff in need of remedial training, implements remedial training, and documents accordingly.
- Oversees new staff orientation and initial training in addition to their ongoing training needs.
- Demonstrates specialized clinical techniques and education to professional/nonprofessional staff in order to relay specialty knowledge and skillsets.
- Prepares reports for the COVID-19 Coordinating Office Director.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with major study in health administration, public health, nursing, or other allied health field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years' experience in a public health, health care or social service agency providing planning, consultation, infection prevention, or quality improvement services. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license and/or access to transportation for use in statewide travel.

PREFERRED QUALIFICATIONS:

- Medical professional (RN, advanced EMT or higher)
- Knowledge in health data analysis, program development, planning, evaluation and quality assurance/improvement.
- Flexibility; comfort with a fast-paced work environment and rapidly evolving program needs.
- Ability to multi-task.
- Ability to communicate clearly and concisely both in oral and written form.

POSITION TITLE: Supervisor – Equity Vaccination Initiative

SCOPE OF WORK: Supervises administrative and programmatic activities to implement the COVID-19 Equity Vaccination Initiative to improve outreach and other services to increase opportunities for vaccination among disproportionately impacted and highly vulnerable populations.

ACCOUNTABILITIES:

- Supervises all aspects of the Equity Vaccination Initiative to include the development and implementation of integrated program policies, protocols, and procedures to increase the number of disproportionately impacted and highly vulnerable individuals vaccinated.
- Evaluates existing program operations, policies, protocols, procedures and systems to identify program strengths and areas for improvement.
- Monitors the delivery of services, including those conducted by DHHS contractors for the delivery of all programmatic services based on the New Hampshire Equity Vaccine Allocation Plan.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Reviews and interprets data from equity vaccination clinics for use in developing program strategies to improve clinic outreach, operations, including cultural competency to improve clinic operations.
- Supervises Equity Branch staff and serves as Deputy Branch Director.
- Serves as subject-matter expert on all aspects related to the Equity Vaccine Allocation Plan. Provides public health expertise and direct consultation services to DHHS staff and contractors.
- Coordinates with the Equity Clinic Coordinator to identify and implement quality improvement measures.
- Assists to identify training needs among Equity Clinic supervisors and staff, including both DHHS staff and contractors, and coordinates with the Education Branch Director to have trainings developed and implemented.
- Prepares reports for the Equity Clinic Branch Director and Vaccine Operations Section Chief.
- Must have ability to work variable schedule, with evening meetings with community based partners.

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with major study in health administration, public health, or other allied health or human services field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years' experience in a public health, health care or social service agency planning, implementing and evaluating services for vulnerable populations. At least two years shall be in a supervisory position. Each additional year of experience may be substituted for one year of required education.

License/Certification: Valid driver's license and/or access to transportation for use in statewide travel.

PREFERRED QUALIFICATIONS:

- Expertise in health equity.
- Knowledge in program development, planning, evaluation and quality assurance/improvement.
- Flexibility; comfort with a fast-paced work environment and rapidly evolving program needs.
- Ability to multi-task.
- Ability to communicate clearly and concisely both in oral and written form.
- Ability to speak language(s) other than English is desirable.



New Hampshire Department of Health and Human Services
Temporary Staffing Services

Exhibit B-3 Additional Job Descriptions Amendment #3

POSITION TITLE: Coordinator – Equity Vaccination Clinics

SCOPE OF WORK: Coordinates administrative and programmatic activities focused on the operations of vaccination clinics to assure compliance with state and federal policies, protocols, and procedures to improve clinic operations and the administration of vaccine to vulnerable individuals.

ACCOUNTABILITIES:

- Coordinates all aspects of remote vaccination clinics to include the development and implementation of integrated program policies, protocols, and procedures to improve the delivery of vaccination services at clinics serving vulnerable populations.
- Reviews existing program operations, policies, protocols, procedures and systems to identify program strengths and areas for improvement.
- Coordinates with Regional Public Health Networks and other community-based agencies sponsoring clinics for vulnerable populations to support implementation of vaccination clinics to meet local and regional priorities.
- Monitors vaccination clinics, including those conducted by DHHS contractors, and reports observations to clinic coordinators and DHHS staff involved in clinic oversight and quality improvement.
- Assists to identify training needs among Equity Clinic managers and staff, including both DHHS staff and contractors, and coordinates with the Equity Initiative Supervisor and Education Branch Director to have trainings developed and implemented.
- Prepares reports for the Equity Initiative Supervisor and Branch Chief.

MINIMUM QUALIFICATIONS:

Education: Bachelor’s degree from a recognized college or university with major study in health administration, public health, nursing, or other allied health or human services field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years’ experience in a public health, health care or social service agency planning, implementing services for vulnerable populations. Each additional year of experience may be substituted for one year of required education.

License/Certification: Valid driver’s license and/or access to transportation for use in statewide travel.

PREFERRED QUALIFICATIONS:

- Knowledge in program development, planning, and implementation.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Flexibility; comfort with a fast-paced work environment and rapidly evolving program needs.
- Ability to multi-task.
- Ability to communicate clearly and concisely both in oral and written form.

POSITION TITLE: Coordinator Regional Public Health Network Liaison

SCOPE OF WORK: Serves as point of contact for the Regional Public Health Networks (RPHNs). Responsible for facilitating communication, information sharing, and data transfer between the RPHNs and various branches within the Division of Public Health's Incident Command (IC) to allow for consistent planning and operation efforts.

ACCOUNTABILITIES:

- Maintains and/or establishes communication and information flow between the RPHNs and various IC branches including through email, phone calls, and meetings.
- Provides guidance, reference materials, and related documents to support RPHN response and mobile vaccination clinic planning and operations.
- Provides general technical assistance to RPHNs, such as with weekly vaccine allocation requests and various initiatives.
- Maintains repository of reference and guidance documents, FAQs, and other relevant items for RPHNs to easily access when needed.
- Participates in work groups and committees, and communicates with appropriate stakeholders, in order to maintain situational awareness and assist with a variety of projects.
- Coordinates weekly planning meetings with RPHNs and key internal and external stakeholders to facilitate peer-to-peer interaction, general collaboration, troubleshooting, and information sharing and allow for consultation with subject matter experts.
- Prepares reports for the Mobile Clinic Branch Directors, Vaccine Operations Section Chief, and others as requested.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or technical institute with major study in public health, health care, social services or other similar field of study. Each additional year of approved formal education may be substituted for one of required work experience.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

Experience: Three years' experience in a public health, health care, social service or other similar setting. Each additional year of experience may be substituted for one year of required education.

License/Certification: Valid driver's license and/or access to transportation for use in statewide travel.

PREFERRED QUALIFICATIONS:

- Experience and interest in the field of public health.
- Skilled in use of computers (i.e. MS Word, EXCEL, and Outlook).
- Flexibility and comfort with working in a fast-paced work environment in order to respond to rapidly evolving program needs.
- Ability to quickly learn job functions to perform assigned duties with minimal supervision.
- Ability to multi-task and lead a variety of project initiatives.
- Ability to clearly and concisely communicate both in oral and written forms.
- Ability to collaborate with stakeholders and provide outstanding customer service.
- Ability to travel throughout NH.

DISCLAIMER STATEMENT: The supplemental job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

POSITION TITLE: COVID-19 Epidemiologist, Vaccine Data

SCOPE OF WORK: Under the direct supervision of the Vaccine Data Team Lead, the COVID-19 epidemiologist supports vaccine allocation according to the State of New Hampshire vaccination plan. Prepares weekly vaccine allocations and vaccine forecasts, assists with vaccine accounting, analyzes vaccine usage, and prepares reports for internal and external stakeholders.

ACCOUNTABILITIES:

- Implements procedures for data collection and dissemination for COVID-19 vaccination.
- Writes protocols for COVID-19 vaccine activities as requested by supervisor.
- Gathers and synthesizes data from multiple sources consistently and on schedule to generate vaccine allocations in a timely manner.
- Conducts vaccine allocation and usage forecasting to aid in long-range planning of vaccine allocation and distribution.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Conducts epidemiological and vaccine usage investigations, including but not limited to: data collection instrument development, conducting statistical analysis, and interpreting findings.
- Prepares routine, interim and final reports on COVID-19 vaccination.
- Works with vaccine data team lead to ensure activities are consistent with needs and based on best information.
- Responds to rapid requests for information from internal and external stakeholders.
- Thinks critically about vaccine allocation and distribution to identify potential issues or areas of interest and discusses these with supervisor.
- Conducts other vaccine activities at the request of the supervisor

MINIMUM QUALIFICATIONS:

EDUCATION: Bachelor's degree from a recognized college or university with major study in epidemiology, biostatistics, public health, or related health field. Each additional year of approved formal education may be substituted for one year of required work experience.

EXPERIENCE: Two years of professional experience in public health, biostatistics, data analysis, and/or epidemiology, with responsibilities in program research, planning, monitoring, and evaluation.

LICENSE/CERTIFICATION: Valid driver's license and/or access to transportation for use in statewide travel.

SPECIAL REQUIREMENTS: None. Position will work on-site in Concord, NH with a potential for remote work.

PREFERRED QUALIFICATIONS:

- Flexibility; comfort with a fast-paced work environment and rapidly evolving program needs
- Ability to multi-task
- Critical thinking
- Knowledge and experience in epidemiologic methods and statistical analysis
- Proficiency in Excel
- Proficiency in statistical software (R preferred)
- Ability to communicate clearly and concisely both in oral and written form
- Experience with Tableau
- Applied public health experience
- Experience with emergency preparedness and response



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

POSITION TITLE: COVID-19 Epidemiology Unit Lead, Vaccine Data

SCOPE OF WORK: Manages vaccine data team activities to ensure vaccines are allocated according to the State of New Hampshire vaccine plan and principles of equity (under direction of the Vaccine Operations Branch Chief), and that all doses are accounted for. Prepares vaccine allocations, supervises vaccine accounting, and prepares or guides preparation of vaccine reports for internal and external stakeholders. Works with stakeholders to ensure the necessary data are available to inform both allocation and distribution.

ACCOUNTABILITIES:

- Supervises vaccine data team staff, including providing training and delegation of work.
- Develops and revises methods and procedures related to data collection and dissemination for COVID-19 vaccination.
- Develops and finalizes weekly allocations of vaccine doses.
- Ensures allocations meet the principles of the COVID-19 vaccination plan.
- Conducts vaccine allocation and usage forecasting to aid in long-range planning for vaccine allocation and distribution.
- Works with vaccine operations leadership and related groups to ensure that the data team is aware of relevant decisions and discussions, and that its activities are consistent with operation-wide needs.
- Finalizes routine, interim and final reports on COVID-19 vaccination.
- Responds to rapid requests for information from internal and external stakeholders.
- Conducts, plans and coordinates investigations on vaccine usage and processes, including but not limited to: guiding study design and data collection instrument development, conducting statistical analysis, adapting technique to fulfill specific needs, and interpreting and communicating findings for a variety of audiences.
- Conducts other vaccine activities as necessary.

MINIMUM QUALIFICATIONS:

EDUCATION: Master's degree from a recognized college or university with major study in epidemiology, biostatistics, public health, or related health field preferred. Each additional year of approved formal education may be substituted for one year of required work experience.

EXPERIENCE: Four years of professional experience in public health, biostatistics, data analysis, and/or epidemiology, with responsibilities in program management, research, planning, monitoring, and evaluation.

LICENSE/CERTIFICATION: Valid driver's license and/or access to transportation for use in statewide travel.



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

SPECIAL REQUIREMENTS: None. Position will work on-site in Concord, NH with a potential for remote work.

PREFERRED QUALIFICATIONS:

- Flexibility; comfort with a fast-paced work environment and rapidly evolving program needs
- Knowledge and experience in supervision
- Ability to evaluate and analyze program effectiveness and resource utilization
- Ability to incorporate needs from multiple stakeholders into work
- Considerable ability to communicate clearly and concisely both in oral and written form with a variety of audiences
- Critical thinking
- Knowledge and experience in epidemiologic methods and statistical analysis as well as proficiency in Excel and statistical software (R preferred)
- Experience with Tableau
- Applied public health experience
- Experience with emergency preparedness and response
- Master's degree from a recognized university with major study in epidemiology preferred

POSITION TITLE: Data Manager, Vaccine Data

SCOPE OF WORK: Under the direction of the Vaccine Data Team Lead, the COVID-19 vaccine data manager will reconcile data on vaccine allocation, shipment, and usage to maintain an updated picture of vaccine status and inventory. Identifies discrepancies and works with data providers to resolve them.

ACCOUNTABILITIES:

- Applies knowledge of the principles of data management to coordinating the tracking of all doses of COVID-19 vaccine received by the Division.
- Gathers data from internal and external sources to document vaccine supply, requests data from external agencies, tracks allocations to state programs and external agencies, tracks vaccines administered, and compiles vaccine inventory.
- Communicates with data providers to determine data flows and timelines for transfer of information.
- Resolves any issues with data flow or data quality. Applies judgment to improve the tracking of vaccine data.

06/18/2021



**New Hampshire Department of Health and Human Services
Temporary Staffing Services**

Exhibit B-3 Additional Job Descriptions Amendment #3

- Integrates the data into a single inventory management system so that vaccine doses can be accounted for throughout their life cycle.
- Uses critical thinking to understand vaccine data, identify potential issues, and identify solutions.
- Summarizes the data in oral and written form and provides guidance to leadership on interpreting the data and data summaries.
- Prepares reports for the Data Team Lead and others that enable decision-making.
- Conducts other data-related vaccine activities at the request of the supervisor.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in data analytics/management or a related field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years' professional experience in data management.

LICENSE/CERTIFICATION: Valid driver's license and/or access to transportation for use in statewide travel.

SPECIAL REQUIREMENTS:

PREFERRED QUALIFICATIONS:

- Flexibility; comfort with a fast-paced work environment and rapidly evolving program needs
- Critical thinking
- Ability to multi-task
- Ability to incorporate needs from multiple stakeholders into work
- Advanced proficiency in Excel
- Ability to communicate clearly and concisely both in oral and written form

New Hampshire Department of Health and Human Services
Temporary Staffing Services
EXHIBIT C – Amendment #4



Payment Terms

1. For the purposes of this Agreement the Department has identified the Contractor as a Contractor, in accordance with 2 CFR 200.331.
2. Payment for services shall be made monthly on a cost reimbursement basis for actual expenditures incurred in the fulfillment of this Agreement.
3. Payment shall be on a cost reimbursement basis for actual expenditures incurred in the fulfillment of this Agreement, as specified in Exhibit C-1, Payment Rates, Amendment #4.
4. Temporary Staff work thirty-seven and a half (37.5) hours per week. Subsequent hours worked will be paid at the rate specified in Exhibit C-1, Payment Rates, Amendment #4.
5. Temporary Staff who work holidays (listed below) will be paid at the rate specified in Exhibit C-1, Payment Rates, Amendment #4. Holiday shifts include any shift with hours that occur during the following holidays:

New Year's Eve and Day	Easter Sunday	Labor Day
Martin Luther King Day	Memorial Day	Thanksgiving
President's Day	Independence Day	Christmas Eve and Day

- 5.1. The Contractor shall offer a retention bonus to Temporary staff based on the start date month, by tier, as approved by the Department. Temporary staff shall be eligible for a retention bonus as approved by the Department and in accordance with Exhibit C-1 Payment Rates, Amendment #3. Payment shall not exceed \$200,000 for total retention bonus cost. Payment shall be paid as follows:
 - 5.1.1. Individuals who have a start date on or before July 1, 2021 through November 30, 2021 shall be paid their retention bonus on December 31, 2021.
 - 5.2.1. All Temporary Staff shall be employees of the Contractor, who shall pay all Temporary Staff wages, including payment of federal and state taxes.
6. The Contractor shall submit an invoice in a form satisfactory to the State by the fifteenth (15th) working day of the following month, which identifies and requests reimbursement for authorized expenses incurred in an agreed to time period. The Contractor shall ensure the invoice is completed, dated and returned to the Department in order to initiate payment. Time periods in 2021 shall be:

Maxim Healthcare Staffing Services, Inc.

Exhibit C – Amendment 4

Contractor Initials

SS-2020-DPHS-STAFF-04-A04

Page 1 of 4

Date 06/18/2021

Rev. 01/08/19

**New Hampshire Department of Health and Human Services
Temporary Staffing Services
EXHIBIT C – Amendment #4**



- 6.1. July 1 to July 31
- 6.2. August 1 to August 28
- 6.3. August 29 to September 25
- 6.4. September 26 to October 30
- 6.5. October 31 to November 27
- 6.6. November 28 to December 31
7. When charges fall outside a time period the Contractor will submit a separate list of such charges and a description as to why they were not initially included in the appropriate time period.
8. In lieu of hard copies, all invoices may be assigned an electronic signature and emailed to PHLAccountsPayable@dhhs.nh.gov, or invoices may be mailed to:

Financial Manager
Department of Health and Human Services
129 Pleasant Street
Concord, NH 03301
9. The State shall make payment to the Contractor within thirty (30) days of receipt of each approved invoice, subsequent to approval of the submitted invoice and if sufficient funds are available, subject to Paragraph 4 of the General Provisions Form Number P-37 of this Agreement.
10. The final invoice shall be due to the State no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7. Completion Date.
11. The Contractor must provide the services in Exhibit B, Scope of Services, in compliance with funding requirements.
12. The Contractor agrees that funding under this Agreement may be withheld, in whole or in part in the event of non-compliance with the terms and conditions of Exhibit B, Scope of Services.
13. Notwithstanding anything to the contrary herein, the Contractor agrees that funding under this agreement may be withheld, in whole or in part, in the event of non-compliance with any Federal or State law, rule or regulation applicable to the services provided, or if the said services or products have not been satisfactorily completed in accordance with the terms and conditions of this agreement.
14. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the

Maxim Healthcare Staffing Services, Inc.

Exhibit C – Amendment 4

Contractor Initials

SS-2020-DPHS-STAFF-04-A04

Page 2 of 4

Date 06/18/2021

Rev. 01/08/19

**New Hampshire Department of Health and Human Services
Temporary Staffing Services
EXHIBIT C – Amendment #4**



Budget Office may be made by written agreement of both parties, with no requirement for further State approval, if needed and justified.

15. Audits

15.1. The Contractor is required to submit an annual audit to the Department if any of the following conditions exist:

15.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.

15.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 7:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.

15.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.

15.2. If Condition A exists, the Contractor shall submit an annual single audit performed by an independent Certified Public Accountant (CPA) to the Department within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.

15.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.

15.4. In addition to, and not in any way in limitation of obligations of the Contract, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Contract to which exception has been taken, or which have been disallowed because of such an exception.

16. Maintenance of Fiscal Integrity

16.1. In order to enable the Department to evaluate the Contractor's fiscal integrity, the Contractor agrees to submit to the Department an audit for FY 2020 on or before September 30, 2021. The audit will be conducted by an independent auditor in accordance with generally accepted auditing standards. In the event that the Contractor's annual audit reflects an operating loss, or the audit report is not submitted timely; then

16.2. The Department may:

16.2.1. Require the Contractor meet with Department staff to explain

Maxim Healthcare Staffing Services, Inc.

Exhibit C – Amendment 4

Contractor Initials

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SS-2020-DPHS-STAFF-04-A04

Page 3 of 4

Date 06/18/2021

**New Hampshire Department of Health and Human Services
Temporary Staffing Services**



EXHIBIT C – Amendment #4

- the reasons the Contractor has not met the provisions of 1.1.
- 16.2.2. Require the Contractor to submit a comprehensive corrective action plan within twenty (20) calendar days of notification that any provisions outlined in (1.1) have not been met. The corrective action plan shall include:
- 16.2.2.1. The specific reason(s) the Contractor did not achieve the provisions;
 - 16.2.2.2. Strategies to remediate the Contractor's noncompliance.
 - 16.2.2.3. A date by which the noncompliance or strategies for remediation will be resolved.
- 16.3. The Contractor shall inform the Department by phone and by email within twenty-four (24) hours of when any key Contractor staff learn of any actual or likely litigation, investigation, complaint, claim, or transaction that may reasonably be considered to have a material financial impact on and/or materially impact or impair the ability of the Contractor to perform under this Agreement with the Department.
- 16.4. The Contractor shall inform the Department by phone and by email within five business days when any Executive Management, Board Officers, or Program Managers for DHHS contracts submits a resignation or leaves for any other reason.

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REGULAR PAY		
Position	BB Rate	Tier
Branch Director - Case Investigation/ Contact Tracing	\$75.00	3
Investigation Lead	\$56.00	3
Infectious Disease Investigators/Case Investigator	\$51.00	2
Nurse Infectious Disease Investigators/Nurse Case Invest.	\$51.00	2
Case Coordination Unit Leads	\$43.00	2
Case Coordination Support Specialists	\$28.00	1
PH Program Manager - Branch Director	\$75.00	3
Branch Director - Epidemiologist	\$115.00	3
Epidemiology Lead	\$105.00	3
Infection Prevention Lead/Cluster Investigation Unit Lead	\$95.00	3
Epidemiologists - On site	\$85.00	2
Epidemiologists - Remote	\$71.00	2
Infection Preventionists/Congregate Setting	\$65.00	2
Cluster Data/Infection Prevention Entry Specialists	\$75.00	2
Microbiologist IV	\$72.00	3
Microbiologist II	\$59.00	2
Laboratory Scientist II	\$43.00	2
Lab Assistants/Central Receiving	\$28.00	1
Lab Program Specialist III	\$75.00	1
Lab Data Entry Specialist	\$25.00	1
Planning Chief	\$60.00	3
Safety Officer	\$51.00	2
Customer Support Specialist	\$28.00	1
Coordinating Office Lead	\$75.00	3
Project Coordinator - SASS & LTCF COVID-19 Testing Program	\$65.00	2
Controller/CSR	\$37.00	1
Coordinating Office Staff	\$28.00	1
Program Staff - SASS & LTCF COVID-19 Testing Program	\$28.00	1
Vaccine Administrator	\$43.00	2
Immunization Information System Helpdesk Support Specialist	\$43.00	2
Vaccine Control Assistant	\$32.00	1
Immunization Training Support Specialist	\$43.00	2
Epidemiology Statistical Assistant	\$43.00	1
Information Technology System Administrator	\$75.00	2
Clinical Specimen Collector	\$39.00	1
Immunization Information Systems Customer Engagement/Training Support Specialist	\$43.00	2
Vaccine Depot Supervisor	\$37.00	2
Vaccine Shipping Clerk	\$28.00	1
Immunization Outreach Specialist	\$55.00	2
Vaccine Depot Supervisor and Training Specialist	\$43.00	2
Vaccine Provider Enrollment Assistant	\$43.00	2
Responder Resource Specialist	\$55.00	2
Supervisor - Remote Vaccination Clinic	\$ 75.00	3
Quality Assurance Coordinator - Remote Vaccination Clinics	\$ 75.00	3
Supervisor Vaccine Education and Training - Education Unit	\$ 75.00	3
Quality Assurance Coordinator - Fixed Site Unit	\$ 75.00	3
Onboarding Specialist - NH Immunization Information System (NHIS)	\$ 75.00	3
Data Quality Analyst - NH Immunization Information System (NHIS)	\$ 51.00	2
Supervisor Equity Vaccination Initiative - Equity Unit	\$ 75.00	3
Coordinator Equity Vaccination Clinics - Equity Unit	\$ 60.00	2
Call Center Supervisor - PHCDC Helpdesk - Planning	\$ 51.00	2
Call Center Agent - Coordinating Office	\$ 31.00	1
Call Center Agent - General Call Center	\$ 31.00	1
Call Center Supervisor - General Call Center	\$ 51.00	2
Call Center Agent (Vulnerable Populations)	\$ 38.00	1
Call Center Agent Supervisor (Vulnerable Populations)	\$ 51.00	2
Epidemiologist - Vaccine Operation Branch	\$ 25.00	2
Epidemiologist Unit Lead - Vaccine Operation Branch	\$ 105.00	3
Case Investigator MIS-C	\$51.00	2
Epidemiologist MIS-C	\$45.00	2
Data Manager - Vaccine Operation Branch Data Team	\$ 65.00	2
Coordinator Regional Public Health Network Liaison	\$78.00	3
Logistics Specialist		

Position	HOLIDAY	Bill Rate	Tier
Branch Director - Case Investigation/Contact Tracing		\$97.50	3
Investigation Lead		\$72.80	2
Infectious Disease Investigators/Case Investigator		\$46.30	2
Nurse Infectious Disease Investigators/Nurse Case Invest.		\$46.30	2
Case Coordination Unit Leads		\$55.90	2
Case Coordination Support Specialists		\$36.40	1
PH Program Manager - Branch Director		\$97.50	3
Branch Director - Epidemiologist		\$149.50	3
Epidemiology Lead		\$136.50	3
Infection Prevention Lead/Cluster Investigation Unit Lead		\$123.50	3
Epidemiologists - On site		\$110.50	2
Epidemiologists - Remote		\$92.30	2
Infection Prevention/Compliance Setting		\$84.50	2
Cluster Data/Infection Prevention Entry Specialists		\$37.50	1
Microbiologist IV		\$91.80	3
Microbiologist II		\$76.70	2
Laboratory Scientist II		\$55.90	2
Lab Assistant/Central Receiving		\$36.40	1
Lab Program Specialist III		\$97.50	3
Lab Data Entry Specialist		\$31.50	1
Planning Chief		\$78.00	3
Safety Officer		\$46.30	2
Customer Support Specialist		\$36.40	1
Coordinating Office Lead		\$97.50	3
Project Coordinator - SASS & LTCF COVID-19 Testing Program		\$84.50	2
Controller/CSA		\$48.10	1
Coordinating Office Staff		\$36.40	1
Program Staff - SASS & LTCF COVID-19 Testing Program		\$36.40	1
Vaccine Administrator		\$91.60	2
Immunization Information System Helpdesk Support Specialist		\$55.90	2
Vaccine Control Assistant		\$41.60	1
Immunization Training Support Specialist		\$55.90	2
Epidemiology Statistical Assistant		\$55.90	1
Information Technology System Administrator		\$97.50	3
Clinical Specimen Collector		\$56.70	1
Immunization Information Systems Customer Engagement/Training Support Specialist		\$55.90	2
Vaccine Depot Supervisor		\$48.10	2
Vaccine Shipping Clerk		\$37.70	1
Immunization Outreach Specialist		\$71.50	2
Vaccine Depot Supervisor and Training Specialist		\$55.90	2
Vaccine Provider Enrollment Assistant		\$55.90	2
Responder Resource Specialist		\$71.50	2
Supervisor - Remote Vaccination Clinic		\$97.50	3
Quality Assurance Coordinator - Remote Vaccination Clinics		\$97.50	3
Supervisor Vaccine Education and Training - Education Unit		\$97.50	3
Quality Assurance Coordinator - Field Site Unit		\$97.50	3
Onboarding Specialist - NH Immunization Information System (NHIS)		\$97.50	3
Data Quality Analyst - NH Immunization Information System (NHIS)		\$46.30	2
Supervisor Equity Vaccination Initiative - Equity Unit		\$97.50	3
Coordinator Equity Vaccination Clinics - Equity Unit		\$78.00	2
Call Center Supervisor - PHOC, Helpdesk - Planning		\$46.30	2
Call Center Agent - Coordinating Office		\$40.30	1

Call Center Agent - General Call Center	\$40.30	1
Call Center Supervisor - General Call Center	\$66.30	7
Call Center Agent (Vulnerable Populations)	\$46.80	1
Call Center Agent Supervisor (Vulnerable Populations)	\$66.30	7
Epidemiologist - Vaccine Operation Branch	\$110.50	7
Epidemiologist Unit Lead - Vaccine Operation Branch	\$136.50	3
Case Investigator MFS-C	\$66.30	7
Epidemiologist MFS-C	\$110.50	7
Data Manager - Vaccine Operation Branch Data Team	\$84.50	7
Coordinator Regional Public Health Network Liaison	\$101.40	3

OVERTIME		
Position	Bill Rate	Time
Branch Director - Case Investigation/Contact Tracing	\$97.50	3
Investigation Lead	\$72.80	3
Infectious Disease Investigator/Case Investigator	\$66.30	7
Nurse Infectious Disease Investigator/Nurse Case Invest.	\$66.30	7
Case Coordination Unit Leads	\$55.90	7
Case Coordination Support Specialists	\$36.40	7
PH Program Manager - Branch Director	\$97.50	3
Branch Director - Epidemiologist	\$149.50	3
Epidemiology Leads	\$136.50	3
Infection Prevention Lead/Cluster Investigation Unit Lead	\$123.50	7
Epidemiologists - On site	\$110.50	7
Epidemiologists - Remote	\$97.50	7
Infection Prevention/Congregate Setting	\$84.50	7
Cluster Data/Infection Prevention Entry Specialists	\$72.50	7
Microbiologist IV	\$83.60	3
Microbiologist II	\$76.70	7
Laboratory Scientist II	\$55.90	7
Lab Assistant/Central Receiving	\$36.40	7
Lab Program Specialist III	\$87.50	7
Lab Data Entry Specialist	\$17.50	7
Planning Chief	\$78.00	7
Safety Officer	\$66.30	7
Customer Support Specialist	\$36.40	7
Coordinating Office Lead	\$97.50	3

Exhibit C-1 Payment Rates, Amendment #3

Project Coordinator - SASS & LTCF COVID-19 Testing Program	\$84.50	2
Controller/PCR	\$48.10	1
Coordinating Office Staff	\$36.40	1
Program Staff - SASS & LTCF COVID-19 Testing Program	\$36.40	1
Vaccine Administrator	\$93.60	2
Immunization Information System Helpdesk Support Specialist	\$55.90	2
Vaccine Control Assistant	\$41.60	1
Immunization Training Support Specialist	\$55.90	1
Epidemiology Statistical Assistant	\$55.90	1
Information Technology System Administrator	\$97.50	1
Clinical Specimen Collector	\$50.70	1
Immunization Information Systems Customer Engagement/Training Support Specialist	\$55.90	2
Vaccine Depot Supervisor	\$48.10	2
Vaccine Shipping Clerk	\$37.30	1
Immunization Outreach Specialist	\$71.50	2
Vaccine Depot Supervisor and Training Specialist	\$55.90	2
Vaccine Provider Enrollment Assistant	\$55.90	2
Responder Resource Specialist	\$71.50	2
Supervisor - Remote Vaccination Clinic	\$97.50	1
Quality Assurance Coordinator - Remote Vaccination Clinics	\$97.50	1
Supervisor Vaccine Education and Training - Education Unit	\$97.50	1
Quality Assurance Coordinator - Field Site Unit	\$97.50	1
Onboarding Specialist - MH Immunization Information System (MHIS)	\$97.50	2
Data Quality Analyst - MH Immunization Information System (MHIS)	\$66.30	2
Supervisor Equity Vaccination Initiative - Equity Unit	\$97.50	1
Coordinator Equity Vaccination Clinics - Equity Unit	\$78.00	2
Call Center Supervisor - PHOC Helpdesk - Planning	\$66.30	2
Call Center Agent - Coordinating Office	\$40.30	1
Call Center Agent - General Call Center	\$40.30	1
Call Center Supervisor - General Call Center	\$66.30	2
Call Center Agent (Vulnerable Populations)	\$46.80	1
Call Center Agent Supervisor (Vulnerable Populations)	\$66.30	2
Epidemiologist - Vaccine Operation Branch	\$110.50	2
Case Investigator MIS-C	\$66.30	1
Epidemiologist MIS-C	\$110.50	2
Epidemiologist Unit Lead - Vaccine Operation Branch	\$138.50	2
Data Manager - Vaccine Operation Branch Data Team	\$84.50	2
Coordinator Regional Public Health Network Liaison	\$101.40	1

MH DHHS - Retention Bonus Plan

Tier	Start Date	Start Date									
		Sep-20	Oct-20	Nov-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21		
I	\$44,000	\$320	\$75.00	\$150.00	\$75.00	\$500.00	\$500.00	\$175.00	\$350.00	\$175.00	
II	\$500	\$375.00	\$750.00	\$175.00	\$700.00	\$700.00	\$175.00	\$350.00	\$175.00		
III	\$700	\$175.00	\$350.00	\$175.00	\$900.00	\$900.00	\$475.00	\$450.00	\$275.00		



Lori A. Shibanette
Commissioner

Lisa M. Morris
Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF PUBLIC HEALTH SERVICES

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www.dhhs.nh.gov

April 27, 2021

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

INFORMATIONAL ITEM

Pursuant to RSA 4:45, RSA 21-P:43, and Section 4 of Executive Order 2020-04 as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, 2020-14, 2020-15, 2020-16, 2020-17, 2020-18, 2020-20, 2020-21, 2020-23, 2020-24, 2020-25, 2021-01, 2021-02, 2021-04, 2021-05, and 2021-06, Governor Sununu authorized the Department of Health and Human Services, Division of Public Health Services, to enter into a **Retroactive, Sole Source** amendment to an existing contract with Maxim Healthcare Staffing Services, Inc. (VC# 177770), Manchester, NH, for temporary staff to assist the Department's COVID-19 public health response, by increasing the price limitation by \$795,573 from \$13,950,000 to \$14,745,573 with no change to the contract completion date of June 30, 2021, effective retroactive to March 8, 2021. 100% Federal Funds.

The original contract and amendment were approved by the Governor on July 20, 2020, and subsequently presented to the Executive Council on August 26, 2020 (Item #K), and most recently amended on December 28, 2020, with Governor approval and presented to the Executive Council on February 3, 2021 (Item #F).

Funds are available in the following accounts for State Fiscal Year 2021, with the authority to adjust budget line items within the price limitation through the Budget Office, if needed and justified.

**05-95-90-903010-1901000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS
DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF LABORATORY SERVICES, ELC
CARES COVID-19**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2020	102-500731	Contracts for Prog Svc	90183518	\$400,000	\$0	\$400,000
2021	102-500731	Contracts for Prog Svc	90183518	\$13,350,000	\$0	\$13,350,000
			Subtotal	\$13,750,000	\$0	\$13,750,000

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
Page 2 of 3

**05-95-90-902510-5178000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS
DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF INFECTIOUS DISEASE
CONTROL, IMMUNIZATION PROGRAM**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2021	102-500731	Contracts for Prog Svc	90023205	\$200,000	\$0	\$200,000
			<i>Subtotal</i>	\$200,000	\$0	\$200,000

**05-95-90-902510-1956000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS
DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF INFECTIOUS DISEASE
CONTROL, IMMUNIZATION PROGRAM**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2021	102-500731	Contracts for Prog Svc	90023210	\$0	\$795,573	\$795,573
			<i>Subtotal</i>	\$0	\$795,573	\$795,573
			Total	\$13,950,000	\$795,573	\$14,745,573

EXPLANATION

This item is **Retroactive** because more time was needed to negotiate and finalize the scope of the work prior to the Contractor accepting the terms of the amendment. The Department, in the interest of the public's health and safety, needed the Contractor to immediately provide these additional temporary positions to meet the needs of the ongoing COVID-19 response. This item is **Sole Source** because the contract was originally approved as sole source and MOP 150 requires any subsequent amendments to be labeled as sole source. The Department determined the Contractor was able and willing to immediately staff necessary positions to the State's response to COVID-19.

The purpose of this amendment is to add temporary staff to better assist the Department with the COVID-19 efforts. The purpose of these positions is to support the ongoing vaccination initiative, including tasks related to the data branch, electronic registration system, call centers, as well as mobile, fixed, and equity clinics.

The exact number of New Hampshire residents served from June 18, 2020, to June 30, 2021, will depend on the trajectory of the COVID-19 pandemic.

Area served: Statewide

Source of Funds: CFDA #93.268, FAIN #NH23IP922595

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
Page 3 of 3

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

Respectfully submitted,



Lori A. Shibiante
Commissioner



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STATE OF NEW HAMPSHIRE
 DEPARTMENT OF HEALTH AND HUMAN SERVICES
 DIVISION OF PUBLIC HEALTH SERVICES

Lori A. Shiblette
 Commissioner

Lisa M. Morris
 Director

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December 29, 2020

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

INFORMATIONAL ITEM

Pursuant to RSA 4:45, RSA 21-P:43, and Section 4 of Executive Order 2020-04 as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, 2020-14, 2020-15, 2020-16, 2020-17, 2020-18, 2020-20, 2020-21, and 2020-23, Governor Sununu has authorized the Department of Health and Human Services, Division of Public Health Services, to enter into a Retroactive, Sole Source amendment to an existing contract with Maxim Healthcare Staffing Services, Inc. (VC#177770), Manchester, NH, for temporary staff to assist the Department's COVID-19 public health response, by increasing the price limitation by \$5,484,996 from \$8,465,004 to \$13,950,000 and by extending the completion date from December 31, 2020, to June 30, 2021, effective retroactive to November 20, 2020. 100% Federal Funds.

The original contract and Amendment were approved by the Governor on July 20, 2020, and subsequently presented to the Executive Council on August 26, 2020, Item #K.

Funds are available in the following accounts for State Fiscal Year 2021, with the authority to adjust budget line items within the price limitation through the Budget Office, if needed and justified.

05-95-90-903010-1901000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS
 DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF LABORATORY SERVICES, ELC
 CARES COVID-19

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2020	102-500731	Contracts for Prog Svc	90183518	\$400,000	\$0	\$400,000
2021	102-500731	Contracts for Prog Svc	90183518	\$8,065,004	\$5,284,996	\$13,350,000
			<i>Subtotal</i>	<i>\$8,465,004</i>	<i>\$5,284,996</i>	<i>\$13,750,000</i>

05-95-90-902510-5178000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS
 DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF INFECTIOUS DISEASE
 CONTROL, IMMUNIZATION PROGRAM

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
Page 2 of 3

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2021	102-500731	Contracts for Prog Svc	90023205	\$0	\$200,000	\$200,000
			Subtotal	\$0	\$200,000	\$200,000
			Total	\$8,465,004	\$5,484,996	\$13,950,000

EXPLANATION

This amendment is Retroactive because more time was needed to negotiate and finalize the scope of the work prior to the Contractor accepting the terms of the agreement. The Department, in the interest of the public's health and safety, needed to add positions into the contract to meet the needs of the Department's ongoing response to COVID-19. This amendment is Sole Source because the contract was originally approved as sole source and MOP 150 requires any subsequent amendments to be labeled as sole source. The Department determined the Contractor was able and willing to immediately staff necessary positions to the State's response to COVID-19.

The Contractor is providing approximately 200 temporary staff to the Department. The Department has strategically divided the response into eight (8) branches: planning section; case investigation; contact tracing and monitoring; surveillance and epidemiology; command and general staff; laboratory branches; COVID-19 coordinating office; and vaccine operations section. Temporary staff will be assigned to one of the branches and will provide services that correspond to their current credentials and current licensures.

The purpose of this amendment is for the Contractor to provide additional staff across the eight (8) branches and to extend the contract period. Prior to the temporary staff working for the Department, the Contractor will conduct interviews, background checks, and degree verification, as applicable.

The exact number of New Hampshire residents served from June 18, 2020, to June 30, 2021, is unknown at this time

As referenced in Exhibit A of the original contract, the parties have the option to extend the agreement for up to one (1) additional year, contingent upon satisfactory delivery of services, available funding, agreement of the parties and appropriate State approval. The Department is exercising its option to renew services for six (6) months of the one (1) year available.

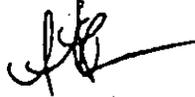
Area served: Statewide

Source of Funds: CFDA #93.323, FAIN #NU50CK000522, CFDA #93.268, FAIN #NH23IP922595

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
Page 3 of 3

The Department will request General Funds in the event that Federal Funds are no longer available and services are still needed.

Respectfully submitted,



Full
Lori A. Shibinette
Commissioner

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STATE OF NEW HAMPSHIRE
 DEPARTMENT OF HEALTH AND HUMAN SERVICES
 DIVISION OF PUBLIC HEALTH SERVICES

Lori A. Shibley
 Commissioner

Lisa M. Merritt
 Director

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July 22, 2020

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

INFORMATIONAL ITEM

Action #1: Pursuant to RSA 4:45, RSA 21-P:43, and Section 4 of Executive Order 2020-04, as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, and 2020-14, Governor Sununu has authorized the Department of Health and Human Services, Division of Public Health Services, to enter into a Retroactive, Sole Source contract with Maxim Healthcare Staffing Services, Inc. (VC#TBD), Manchester, NH in the amount of \$8,465,004 for temporary staff to assist the Department's COVID-19 Public Health Response, with the option to renew for up to one (1) additional year, effective retroactive to June 18, 2020, through December 31, 2020. 100% Federal Funds.

Action #2: Pursuant to RSA 4:45, RSA 21-P:43, and Section 4 of Executive Order 2020-04, as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, and 2020-14, Governor Sununu has authorized the Department of Health and Human Services, Division of Public Health Services, to revise the scope of work to include additional temporary staff positions and revise payment rates for temporary staff with no change to the price limitation of \$8,465,004. 100% Federal Funds.

Funds are available in the following account for State Fiscal Years 2020 and 2021, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

05-95-90-903010-1901000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS
 DEPT OF, HHS: PUBLIC HEALTH SERVICES, BUREAU OF LABORATORY SERVICES, ELC
 CARES COVID-19

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Revised Modified Budget
2020	102-500731	Contracts for Prog Svc	90183518	\$400,000	\$400,000
2021	102-500731	Contracts for Prog Svc	90183518	\$8,065,004	\$8,065,004
			Total	\$8,465,004	\$8,465,004

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
Page 2 of 2

EXPLANATION

Action #1: This item is Retroactive because the Department needed to quickly obtain temporary staffing assistance to support the Department's COVID-19 efforts in disease investigation, surveillance, and monitoring. The National Guard was previously supporting the Department in these efforts, due to the movement of the National Guard; the Department needed to rapidly fill these positions. This item is Sole Source because the Department determined the vendor was able and willing to immediately staff necessary positions to the State's strategic response to the COVID-19. The vendor is providing approximately one hundred and twenty (120) temporary staff to the Department. The Department has strategically broken up the response into six (6) branches; planning section, case investigation, contact tracing and monitoring, surveillance and epidemiology, command and general staff and laboratory branches. Temporary staff will be assigned to one of the branches and will provide services that correspond to their current credentials and current licensures.

Action #2: This item to amend the contract in Action #1 is Sole Source because MOP 150 requires any subsequent amendment to a sole source contract be labelled as a sole source request. The purpose of this amendment is to provide additional temporary staffing positions that were not explicitly contemplated in the original agreement and to revise the payment rates for temporary staff. The additional temporary staff consists of ten (10) positions for the long term care facility testing program. These positions are responsible for ensuring the patient's demographics are obtained from each long term care facility, assisted living facility, or business requesting testing and matching the appropriate mobile testing resources with the testing needs of the facility.

The exact number of residents of the State of New Hampshire served from June 18, 2020, to December 31, 2020, will depend on the trajectory of the COVID-19 pandemic.

The vendor is providing temporary staff to conduct contact tracing, case investigation, monitoring, surveillance, laboratory assistance, and other epidemiology programs. Prior to the temporary staff working for the Department, the vendor will be conducting interviews, background test, and degree verification, as applicable. The vendor will provide a Program Management team that includes, but not limited to, a Senior Project Manager; Area of Director Staffing; and a Business Development Manager to lead the Division of Public Health Services Contact Tracing program. This will assist the Department in direction and resources for all implementation, transition, and contract tasks. The vendor will also be coordinating weekly meetings with the Department throughout the duration of the contract.

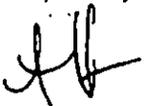
As referenced in Exhibit A of the attached contract, the parties have the option to extend the agreement for up one (1) additional year, contingent upon satisfactory delivery of services, available funding, agreement of the parties and appropriate State approval.

Area served: Statewide

Source of Funds: CFDA #93.323, FAIN #NU50CK000522

The Department will request General Funds in the event that Federal Funds are no longer available and services are still needed.

Respectfully submitted,


Lori A. Shibinette
Commissioner