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4/27/21

State of New Hampshire
OFFICE OF PROFESSIONAL LICENSURE AND CERTIFICATION
7 Eagle Square, Suite 200
Concord, New Hampshire 03301
Telephone: (603) 271-2152

Lindsey B. Courtney
Executive Director



October 28, 2021

The Honorable Karen Umberger, Chairman
Fiscal Committee of the
General Court and

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

REQUESTED ACTION

1. Pursuant to RSA 9:16-a, I, authorize the Office of Professional Licensure and Certification to transfer \$258,942 from class 40 to classes 59 and 60, effective upon Fiscal Committee and Governor and Executive Council approval through June 30, 2022. 100% Agency Funds.
2. Pursuant to RSA 124:15, I, authorize the Office of Professional Licensure and Certification to continue three, full-time temporary license associates, (Positions 8T3045, 8T3046, 8T3047) salary grade 11, effective upon Fiscal Committee and Governor and Council approval through June 30, 2023. Further authorize the Office of Professional Licensure and Certification to establish six full-time, temporary positions for the purpose of expediting the licensure of healthcare workers, effective upon Fiscal Committee and Governor and Council approval through June 30, 2023. 100% Agency Funds.

<u>No.</u>	<u>Title</u>	<u>Labor Grade</u>	<u>Salary Range</u>
1	License Associate	11	\$29,503.50-\$40,170.00
2	License Associate	11	\$29,503.50-\$40,170.00
3	License Associate	11	\$29,503.50-\$40,170.00
4	License Associate	11	\$29,503.50-\$40,170.00
5	License Associate	11	\$29,503.50-\$40,170.00
6	License Associate	11	\$29,503.50-\$40,170.00
7	License Associate	11	\$29,503.50-\$40,170.00
8	License Associate	11	\$29,503.50-\$40,170.00
9	License Supervisor	21	\$43,621.50-\$61,171.50

Funds to be transferred as follows:

01-021-2110-24040000 Office of Professional Licensure and Certification			
Division of Administration			
Class / Description	FY22 Current Budget	Requested Action	FY22 Revised Budget

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Expenditures			
010 - PERSONAL SERVICES PERM CLASSIFIED	573,012	0	573,012
011 - PERSONAL SERVICES UNCLASSIFIED	117,804	0	117,804
020 - CURRENT EXPENSES	577,300	0	577,300
022 - RENTS-LEASES OTHER THAN STATE	733,344	0	733,344
026 - ORGANIZATIONAL DUES	90,000	0	90,000
027 - TRANSFERS TO DOIT	1,266,747	0	1,266,747
028 - TRANSFERS TO GENERAL SERVICES	4,301	0	4,301
030 - EQUIPMENT NEW REPLACEMENT	170,000	0	170,000
038 - TECHNOLOGY-SOFTWARE	4,500	0	4,500
039 - TELECOMMUNICATIONS	89,500	0	89,500
040 - INDIRECT COSTS	1,131,120	-258,952	872,168
046 - CONSULTANTS	80,000	0	80,000
049 - TRANSFER TO OTHER STATE AGENCIES	663,820	0	663,820
050 - PERSONAL SERVICE TEMP APPOIN	324,388	0	324,388
057 - BOOKS, PERIODICALS, SUBSCRIPTION	6,500	0	6,500
059 - TEMP FULL TIME	167,739	141,448	309,187
060 - BENEFITS	475,250	117,504	592,754
061 - UNEMPLOYMENT COMPENSATION	3,020	0	3,020
062 - WORKERS COMPENSATION	3,020	0	3,020
064 - RET-PENSION BENE-HEALTH INS	240,745	0	240,745
065 - BOARD EXPENSES	210,600	0	210,600
066 - EMPLOYEE TRAINING	9,500	0	9,500
070 - INSTATE TRAVEL REIMBURSE	77,000	0	77,000
080 - OUT OF STATE TRAVEL	6,000	0	6,000
102 - CONTRACTS FOR PROGRAM SERVICES	345,000	0	345,000
211 - PROPERTY & CASUALTY INSURANCE	5,177	0	5,177
531 - IMPAIRED PROGRAMS	806,856	0	806,856
Total Expenditures	8,182,243	0	8,182,243
Revenue			
00C-401350 - AGENCY INDIRECT COST RECOV	4,301	0	4,301
009-401867 - AGENCY INCOME	7,371,086	0	7,371,086
009-403166 - PROFESSIONALS' HEALTH PROGRAM	806,856	0	806,856
Total Revenue	8,182,243	0	8,182,243

EXPLANATION

The Office of Professional Licensure and Certification (OPLC) requests to increase appropriations to support additional, full-time licensing staff to expedite the licensure of healthcare workers. OPLC further requests a corresponding decrease in appropriations for indirect costs, which is not needed. Finally, OPLC requests to continue three, full-time temporary license associate positions and to establish six

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additional, temporary, full-time positions to assist with licensing the state's healthcare workforce in an expedited manner.

The State's dire healthcare workforce shortage has significantly increased demands on OPLC to expedite the licensure process. At present, many of the state's healthcare facilities are relying on traveling healthcare workers to staff its facilities; such workers require immediate licensure to begin working. The expiration of the State of Emergency has also unexpectedly increased the need to urgently convert licenses from conditional licenses to permanent licenses to avoid disruptions in continuity of care. Finally, last legislative session, HB143 created several new mental health license types to assist with the mental health workforce shortage; such provisions become effective January 1, 2022. OPLC is anticipating an onslaught of applications from individuals presently performing mental health services who will now qualify for licensure and reimbursement for services.

OPLC has nineteen full-time license associates and three supervisors. Of the nineteen, three positions are temporary positions that are anticipated to expire in December 2021. OPLC desires to extend those temporary, full-time positions, through June 30, 2023, and to establish five new license associate positions and a licensing supervisor position to meet the urgent demands for licensure. OPLC attempted to meet its workforce needs through temporary, part-time positions, but was unsuccessful in recruiting for those positions. Without the requested additional full-time positions, OPLC will not be able to meet the needs for immediate licensure and our healthcare facilities will not be able to adequately staff its facilities, leading to delays and disruptions in care.

OPLC requests an additional \$258,952 in appropriations to be fully supported from agency income (OPLC FUNDS) to support the positions requested above. OPLC also requests a corresponding decrease in appropriations for indirect costs.

Temporary Positions to Support Healthcare Licensing

The following information is being provided in accordance with the Comptroller's instructional memorandum dated September 21, 1981.

1. List of personnel involved: OPLC requests to continue three, temporary full-time license associate positions and to establish five new license associate positions. OPLC also requests to create one new licensing supervisor position.
2. Nature, Need, and Duration: These positions would be temporary. OPLC is continuing to streamline processes and is working with DOIT to procure a new licensing portal. OPLC requests that these positions be authorized through June 30, 2023, while it works to leverage technology to expedite licensure.
3. Relationship to existing agency programs: These positions would support existing licensure process.
4. Has a similar program been requested of the legislature and denied? No.
5. Why wasn't funding included in the agency's budget request? For the reasons noted above, the urgent need for licensure, and the needs created by HB143, were not established during the budget process.

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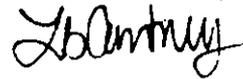
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6. Can portions of grant funds be utilized? No.

7. Estimate the funds required to continue this position(s): 258,952 for all positions in FY22.

In the event that Agency Funds are no longer available, General Funds will not be requested to continue support of this program.

Respectfully submitted,



Lindsey B. Courtney
Executive Director

SUPPLEMENTAL JOB DESCRIPTION

Classification: License Clerk

Function Code: 5738-021

Position Title: License Associate I

Date Established: 8/15/88

Position Number: GROUP

Date of Last Amendment: 7/28/21

GROUP SJD version: 7/28/21

SCOPE OF WORK: Performs basic, routine license processing and provides administrative support within the initial and renewal licensing units of the Bureau of Licensing at the New Hampshire Office of Professional Licensure and Certification.

ACCOUNTABILITIES:

Reviews, evaluates, and gathers basic information for licensing on applications to verify completeness and accuracy and to determine whether applicants are qualified to obtain or renew desired licenses.

Provides routine, limited license application and renewal information in various forms, including responding to electronic mail, telephone and written inquiries; this support is extended to agency staff.

Verifies the authenticity of documents according to established requirements and guidelines in order to maintain standards and compliance with the basic licensing process.

Enters and processes all basic paper and online license applications in compliance with applicable Board rules and State requirements.

Maintains and updates licensee databases, performs detailed data entry, scans documents, and organizes and prints licenses. Prepares licensing applications for review by the board, as necessary.

Trains or assists other employees, when delegated to do so, in the use of the licensing database in order to achieve coverage for necessary functions.

Performs other clerical duties as required, such as filing and answering questions to clarify simple licensing policies and procedures; prepares correspondence via e-mail or letter informing licensees of required or missing documentation or concerning errors in their licensing applications. Prints and mails license documents.

Tracks correspondence with applicants of incomplete applications, timely follows-up as necessary; and timely reports all non-responsive applications to appropriate agency staff.

Interacts with licensees and agency staff regarding simple licensing procedures and policies and general questions.

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: Three years of clerical or secretarial experience, including typing, bookkeeping principles, record management or related office work.

License/Certification: None required.

PREFERRED QUALIFICATIONS: Experience with computer applications and/or database management.

SPECIAL REQUIREMENTS:

For promotion from License Clerk, labor grade 11, to Program Assistant I, labor grade 12, employees must:

- a. Receive satisfactory performance evaluations;
- b. Be recommended for promotion by the immediate supervisor;
- c. Be approved for promotion at the discretion of agency management to satisfy an organizational/business need; and
- d. Meet the minimum qualification requirements of Program Assistant I positions assigned to the Bureau of Licensing, Office of Professional Licensure and Certification.

PREFERRED WORK TRAITS: Considerable knowledge of modern administrative practices, procedures, and equipment. Knowledge of record keeping and reporting. Some knowledge of licensing policies, rules, procedures, and functions. Knowledge of registration, application, and licenses maintenance procedures. Ability to perform mathematical computations with speed and accuracy. Ability to understand and follow oral directions. Ability to manage a large volume of workload. Ability to perform multi task assignments efficiently. Ability to type at moderate speed. Ability to maintain a filing system. Ability to establish and maintain good working relationships with 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.

DISCLAIMER STATEMENT: The supplemental job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to the 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.

SIGNATURES:

I have reviewed the content of the above job description with my supervisor.

Employee's Name

Employee's Signature

Date Reviewed

Supervisor's Name and Title: _____

I have discussed the work responsibilities outlined by this supplemental job description with the above employee.

Supervisor's Signature

Date Reviewed

Agency Human Resources

Date Approved/Revised

Appointing Authority's Signature

Date Reviewed/Approved

DOP Signature/or Designee Only

Jamie Day

Division of Personnel

7/28/21

Date Approved

SUPPLEMENTAL JOB DESCRIPTION

Classification: Supervisor II

Function Code: 8561-021

Position Title: Supervisor, Licensing

Date Established: 8/15/88

Position Number: 10356-GROUP

Date of Last Amendment: 10/8/21
GROUP SJD version: 10/8/21

SCOPE OF WORK: Performs supervisory and management functions in the review and administration of initial and renewal licensing procedures ranging from low to high complexity for multiple, diverse boards, working within the Bureau of Licensing at the Office of Professional Licensure and Certification (OPLC). Ensures that federal and state regulations and policies are implemented correctly.

ACCOUNTABILITIES:

Oversees license processing and compliance control systems and supervises the examination and evaluation of documents submitted to OPLC for review and approval. Audits and reviews work to ensure that all information pertaining to specific professional license requirements is complete and in compliance including, but not limited to, application forms, essays, exam documentation, criminal record checks, transcripts, continuing education (CEUs), references, other state verification letters, and fees.

Achieves, maintains and proficiently applies knowledge and competencies to perform all tasks related to processing applications for initial licenses and renewals in order to provide coverage when needed and mentor and train personnel. Reviews cases, including those escalated by subordinate staff, to determine eligibility and issues licenses/renewals according to State requirements for specific boards within OPLC. Reviews all license denial cases and approves for presentation to the respective boards as appropriate.

Supervises licensing personnel and workflow, to include determining staffing needs, monitoring and assigning workload, conducting performance evaluations, assessing training needs, providing guidance and mentoring, recommending employee hiring or termination, and implementing progressive disciplinary action. Escalates issues to Administrator when appropriate.

Monitors timeframes for license processing with regard to statutory timeframes and makes the necessary adjustments to avoid licenses being issued or renewed without comprehensive review.

Reviews and ensures that information disseminated to the public is accurate and delivered in a timely and professional manner. Explains and interprets laws and agency policies, rules and guidelines specific to assigned boards to licensees, stakeholders, other state agencies, and the public.

Ensures that all applicable rules of confidentiality are followed and that records and documents are properly maintained in accordance with state, federal and agency policies, procedures, and regulations. Ensures that the public has access to all appropriate information.

Under direction of the Bureau Administrator, regularly reviews and frequently revises processes and procedures in response to rule and law changes impacting licensure and the regulation of occupational licenses. Coordinates with staff in other sections, such as those assigned to board administration and information technology, as necessary to make process and system modifications, and develops training for subordinate staff.

Researches and reviews compliance trends and makes recommendations regarding policy changes, rule/law proposals and amendments affecting areas of responsibility.

Supervises and ensures the timely collection of all fees and deposit to the business office.

Compiles, analyzes and interprets data regarding licensure statistics impacting the State's workforce, such as volume and processing timeframes, and prepares ad hoc and planned reports for OPLC leadership to facilitate the development of policy goals and initiatives.

MINIMUM QUALIFICATIONS:

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

Experience: Three years of experience in public or business administration or a related field, plus two years of supervisory experience in any occupational area. If related to the program area, the supervisory experience will count as part of the three years' total experience. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: None required.

RECOMMENDED WORK TRAITS: Considerable knowledge of New Hampshire laws pertaining to specific program(s) supervised. Knowledge of individual and group behavior. Knowledge of current literature in the field appropriate to the field of employment. Ability to plan, supervise, coordinate and direct the work of others. Ability to evaluate situations. Ability to communicate effectively orally and in writing. Ability to establish and maintain effective working relationships with co-workers, governmental agencies and the public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: The supplemental job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to the 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.

SIGNATURES:

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Employee's Name

Employee's Signature

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Supervisor's Signature

Date Reviewed

Agency Human Resources

Date Approved/Revised

Appointing Authority's Signature

Date Reviewed/Approved

Reserved for DOP and Designees Only

Janice Day

10/8/21

Division of Personnel

Date Approved