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

Lori A. Weaver
Commissioner

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August 26, 2024

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

REQUESTED ACTION

Pursuant to RSA 94:6, the Department of Health and Human Services respectfully requests to place Michael Springman at Step 5 for the position of Adult Protective Services Administrator, Division of Long Term Supports and Services, Position #9U465, unclassified labor grade FF, earning \$104,204.00 effective September 30, 2024, upon Governor and Council approval. 50% General Funds and 50% Federal Funds.

EXPLANATION

The position of Adult Protective Services (APS) Administrator leads a unit of 69 staff that serves more than 6,000 vulnerable adults annually. The Administrator provides strategic leadership, direction, and regulatory oversight of the statewide programming, policy, operations, and staff of APS. The APS Administrator is responsible for implementing the Adult Protection Law (RSA 161-F:46) in New Hampshire which is designed to protect and improve the lives of vulnerable adults.

Michael Springman has more than 25 years of experience working with older adults and adults with disabilities. Mr. Springman has dedicated his career to improving the lives of vulnerable adults and has worked in various leadership and administrative roles in the field of protective services, mental health, compliance, and advocacy at the community and state level. He holds bachelor's degree from Southern New Hampshire University.

Mr. Springman is prepared and committed to lead APS and join the Division of Long Term Supports and Services, Bureau of Adult and Aging Services team. Mr. Springman's education, experience, and leadership in the adult and aging field supports this request for appointment at Step 5. I respectfully request that he be placed in the Adult Protective Services, Administrator position, unclassified labor grade FF, at step 5 with and effective start date of September 30, 2024.

Sincerely,

Lori A. Weaver
Commissioner

Michael A. Springman

Professional Experience

Tewksbury Hospital

Compliance Officer II - Patient Advocate

Tewksbury, MA

September 2014 - Present

- Facilitate patient complaint process, determine need for formal investigation/DPPC referral, make recommendations for resolution, follow up on corrective actions, and assist patients with appeal process.
- Ensure compliance with regular audits of hospital floors and issue detailed reports with corrective action plans to promote continual adherence to Joint Commission and CMS standards.
- Review and update hospital policy as a member of the Policy Review Committee to assure effectiveness and compliance with CMS and Joint Commission standards.
- Chair the hospital Patient and Family Advisory Committee working with administration to inform best practices and quality initiatives.
- Initiated, designed and implemented an inpatient survey program; present patient satisfaction results to the Director of Quality Management and CEO; provide recommendations for program improvement based on the data.
- Develop and institute comprehensive training programs and educational materials for hospital staff, to ensure compliance with CMS/Joint Commission standards on patient rights.
- Report regularly to Hospital Administration to discuss pertinent issues, ensure action plans are implemented and work toward optimal Quality of Care.
- Engage with patients and guardians to provide Patient Rights education and encourage participation in treatment planning and implementation.
- Assess quality of care and compliance through review of incidents, complaints, direct feedback from patients and patient surveys.
- Provide guidance to treatment teams, patients and family members experiencing ethical dilemmas, as an active member of the Hospital Ethics Committee.

Elder Services of the Merrimack Valley

Protective Services Supervisor

Lawrence, MA

March 2013- August 2014

- Supervised a team of Protective Services Caseworkers and Community Outreach Workers, with a combined caseload of 100 clients.
- Executed the interviewing, hiring and training of department Protective Services Caseworkers and Community Outreach Workers.
- Ensured investigations were conducted according to state regulations, client risk accurately assessed, and client rights were upheld.
- Provided ongoing guidance with investigations, case load management, risk assessment, crisis intervention and documentation efficiency.
- Consulted with agency legal counsel on high risk and court involved cases, including requesting protective orders, writing affidavits, and court reports.
- Built partnerships with community organizations including twenty-three municipalities, District Attorney offices, home health agencies, first responders, hospitals and additional social service agencies.
- Spearheaded the department's community education/elder abuse awareness program, conducted Protective Services presentations and trainings for community partners and the general public.
- Classified incoming elder abuse reports, by determining risk level and assigning cases to appropriate departments according to state guidelines.
- Conducted regular audits of case files to ensure compliance with Massachusetts Executive Office of Elder Affairs standards and provide guidance for caseworker efficiency.

Elder Services of the Merrimack Valley
Protective Services Caseworker

Lawrence, MA
December 2009- March 2013

- Investigated reports of potential abuse, neglect and financial exploitation of elders living in the community.
- Determined the legitimacy of allegations through objective data gathering and analysis.
- Ensured the safety and dignity of clients by taking appropriate action to manage risk, based on case findings.
- Coordinated with the client's family system and informal supports to optimize their safety and well-being.
- Attended court to provide testimony or client advocacy. Submitted affidavits and court requested reports for probate court cases.
- Counseled clients, using motivational interviewing, to encourage decision making promoting safety.
- Documented details of each case thoroughly, accurately and within state guidelines for intra-agency communication and legal purposes.

Elder Services of the Merrimack Valley
Mental Health Case Manager

Lawrence, MA
September 2009- December 2009

- Managed home care services for at-risk clientele as a member of the Crisis Intervention Unit.
- Conducted regular home visits to assess the clients' activities of daily living needs to ensure the proper level of services were administered.
- Worked with multiple vendors and insurances to obtain the most appropriate services for clientele.
- Worked in conjunction with the Protective Services department as needed to ensure the safety of clientele.

General Linen Services Company
Route Manager

Somersworth, NH
February 2004- September 2009

- Provided excellent customer service to over seventy accounts by managing inventories, and responding to customers unique and changing needs.
- Met and exceeded company standards for product sales, sales leads and contract retention.

Easter Seals of New Hampshire
Teaching Assistant

Manchester, NH
November 2002- February 2004

- Engaged with students to assist in reaching their individual educational program goals.
- Implemented agency authorized behavior management techniques during crisis situations which promoted safety and productivity among the students.
- Provided counseling to students to teach healthy management of emotions.
- Worked with students to acquire job skills at work sites in the community.

Easter Seals of New Hampshire
Life Skills Assistant

Manchester, NH
February 1997- November 2002

- Worked diligently to assist adults with disabilities achieve their employment and life skills goals.
- Role modeling and job coaching were used to achieve these ongoing objectives.

Education

Southern New Hampshire University
Bachelor of Arts Degree in Psychology

Manchester, NH
May 2008