



Deanna E. Jurius
Executive Director

Heather A. Kelley
Director

STATE OF NEW HAMPSHIRE
OFFICE OF PROFESSIONAL LICENSURE AND CERTIFICATION
OFFICE OF THE EXECUTIVE DIRECTOR

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September 2, 2025

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Pursuant to RSA 310:3, II (h), the Office of Professional Licensure and Certification (OPLC) requests that the Governor and Executive Council accept and place on file the OPLC annual report for Fiscal Year 2025 (July 1, 2024, through June 30, 2025).

EXPLANATION

Attached is a copy of the Annual Report for the Office of Professional Licensure and Certification for the 2025 Fiscal Year as required by law.

Respectfully submitted,

A handwritten signature in black ink that reads "Deanna E. Jurius".

Deanna E. Jurius
Executive Director

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JOM

ANNUAL REPORT

To safeguard the public health, safety, welfare,
environment and the public trust of the citizens of the
State of New Hampshire.

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NEW HAMPSHIRE



PLC

Office of Professional
Licensure and Certification

NEW HAMPSHIRE



Office of Professional
Licensure and Certification

Reporting Year: July 1st, 2024 - June 30th, 2025

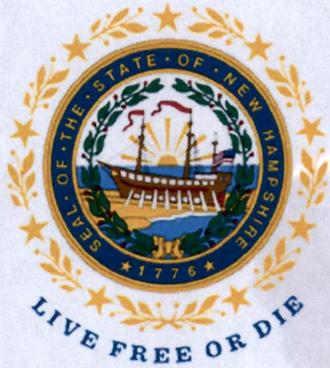
Date of Report: September 30th, 2025

7 Eagle Square, Concord, NH 03301

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Governor & Executive Council



Governor Kelly Ayotte

Honorable Joseph D. Kenney, Executive Councilor, *District One*

Honorable Karen Liot Hill, Executive Councilor, *District Two*

Honorable Janet Stevens, Executive Councilor, *District Three*

Honorable John Stephen, Executive Councilor, *District Four*

Honorable David K. Wheeler, Executive Councilor, *District Five*



About the Agency

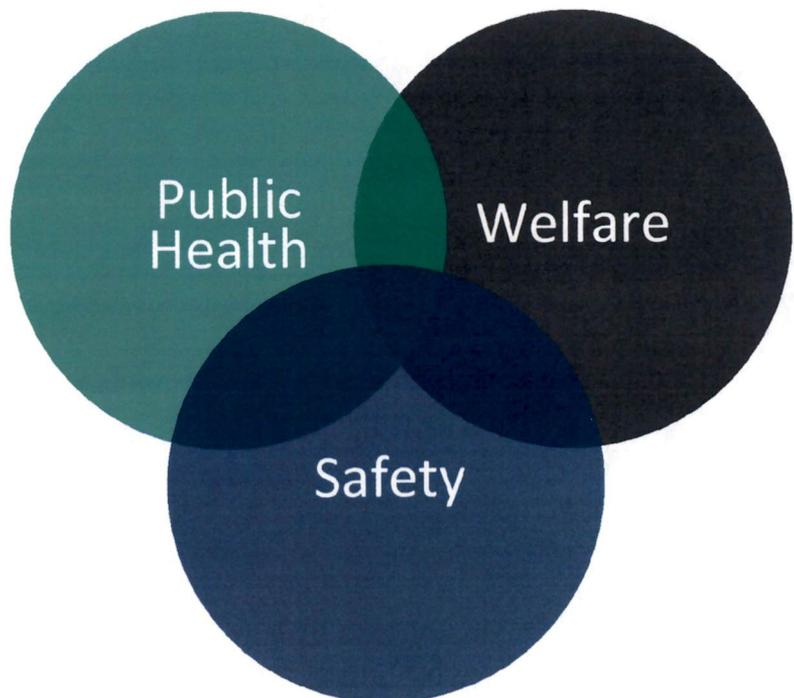
Our Mission

The principal mission of the New Hampshire Office of Professional Licensure and Certification is to safeguard the public health, safety, welfare, environment, and the public trust of the citizens of the State of New Hampshire.

Who We Are

The purpose of the Office of Professional Licensure and Certification (OPLC) is to promote efficient professional licensing in the State of New Hampshire. Consistent with this, OPLC’s mission is to create a regulatory environment favorable to workforce opportunities while protecting the public through efficient and economic support to New Hampshire’s professional licensing boards. In Fiscal Year (FY) 2025, OPLC oversaw the administration of 58 professions, 43 professional licensing boards and 9 advisory boards; these boards, councils, and commissions (the “boards”) directly regulate their professions pursuant to the powers, duties, functions, and responsibilities granted to them by individual practice acts. In addition, OPLC directly regulated seven professions with the advice of advisory boards.

*Our
Commitment
to the
Community*





Letter from the Executive Director

I am pleased to provide the annual report for the Office of Professional Licensure and Certification (OPLC) for Fiscal Year 2025.

The OPLC has been working hard with the Governor, Executive Council, New Hampshire Legislature, and other stakeholders to ensure that our regulation of associated professions protects public health and safety while fulfilling statutory mandates.

The OPLC and all associated boards, councils, and commissions have continued the work to update rules aligning with statutory changes and standardizing processes across all licensed professions. Concurrent with these efforts, our Operations team has developed phase one of a new online licensing portal that will be launched in the fall of 2025. We have also begun the first phase of our office website redesign to make it more accessible and intuitive.

The OPLC Division of Enforcement has been strategically reviewing complaints filed against licensees. This has resulted in more information reaching the public, the affected licensees, and the regulatory boards. This also allows for the most critical cases to move to the prosecution team more quickly.

The OPLC Division of Licensing and Board Administration offered administrative support for 363 board meetings and processed over 99,013 license applications. They provide excellent customer service via phone, email and in person. Division leaders continued work on interstate licensing compacts to increase workforce portability and launched new software to track required continuing education.



Deanna Jurius
Deanna E. Jurius
Executive Director



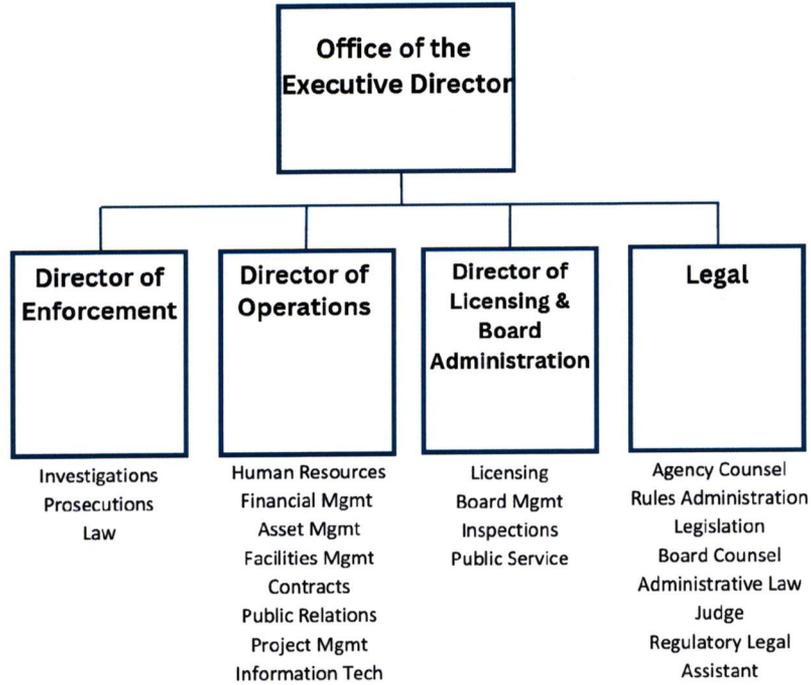
OPLC's FY 25 Strategic Objectives

OPLC's primary strategic goals in FY 25 were to enhance customer service, increase licensure portability, fulfill all statutory and regulatory requirements, and promote public protection. OPLC's FY 25 strategies to accomplish these objectives included the following:

- OPLC worked with the Department of Information Technology to begin development on a new licensing portal. OPLC continues to streamline licensing requirements and applications for all boards and has developed a universal application in rule to be used by all license types, which allows OPLC to adapt to change in regulations in an efficient manner.
- OPLC continued to livestream board meetings for members of the public and other external stakeholders to ensure transparency of operations and increase public protection.
- OPLC has completed its work on the "Profiling Project," which inventoried all board practice acts and regulations to ensure the board and the agency are fulfilling all legal obligations.
- OPLC, based on the recommendations from the Website Steering Committee, has begun work on revising its website. OPLC has completed the Real Estate Appraisers board page and will continue to update all board pages to the new format.



Leadership Organization Chart at OPLC





OPLC's Employees

We are proud to have a team of 119 dedicated employees, each highly specialized in their roles. From regulatory experts to administrative professionals, every individual brings a unique skill set that ensures we deliver top-quality service to the public. Our team works collaboratively, leveraging their expertise to streamline processes, support licensees, and uphold the standards that protect our communities. With a strong commitment to continuous improvement and professional growth, OPLC's employees are always moving forward, ensuring we remain efficient, adaptable, and focused on our mission.

Position Breakdown

Administration

27 Employees



Enforcement

27 Employees



Licensing & Board Admin

65 Employees





OPLC's Key Legislation

In FY 25, OPLC undertook several initiatives to meet its statutory objective of achieving efficient operations. These initiatives are detailed below.

Pertinent bills enacted during FY 25 that impact the OPLC and the boards include:

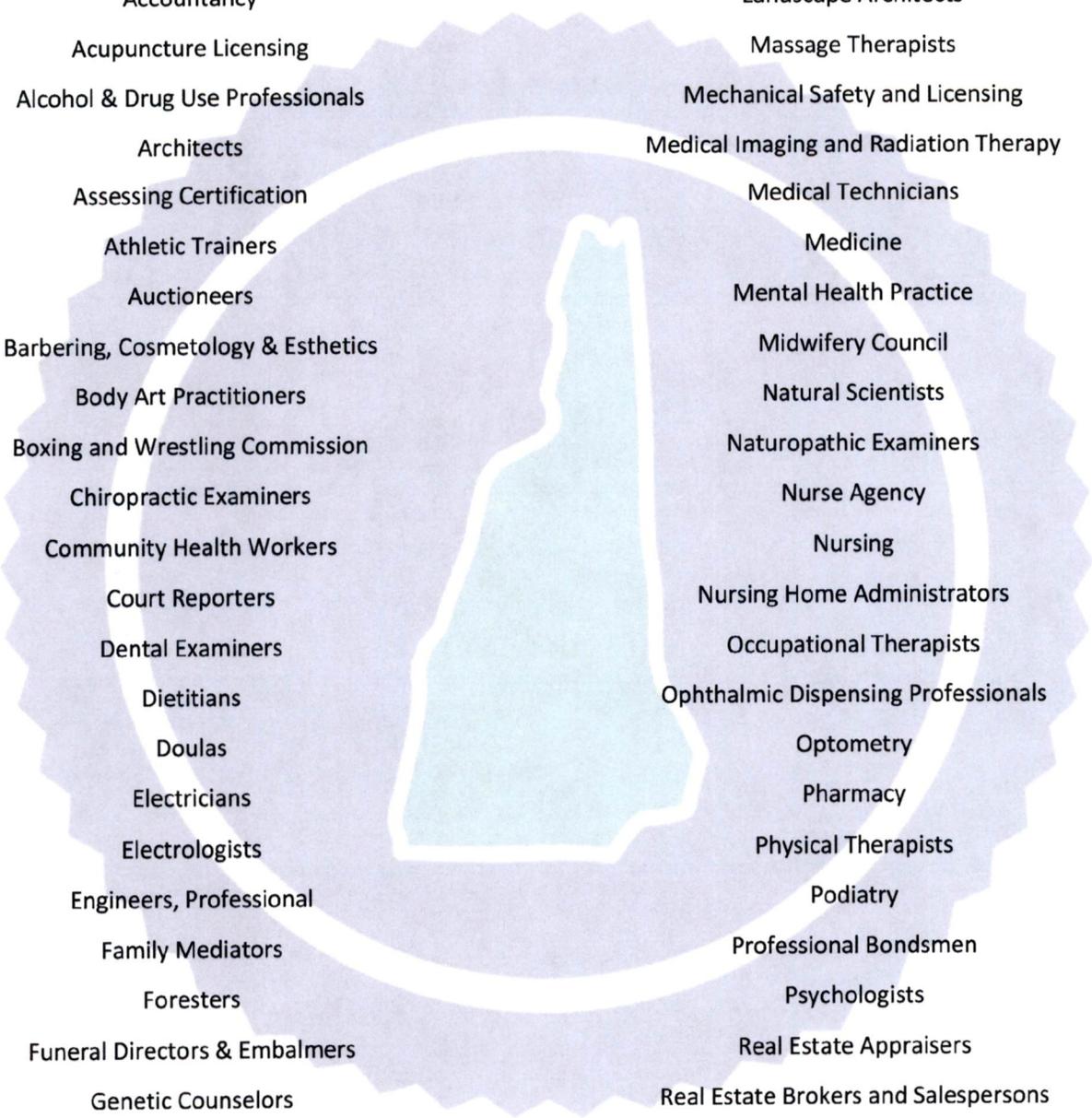
- HB 2, relative to state fees, funds, revenues, and expenditures.
- HB 82, relative to relative to the regulation of various occupations.
- HB 214, relative to the regulation of recreational therapists and respiratory care practitioners and relative to delaying the effective dates of various new procedures for criminal history records checks.
- HB 85, relative to temporary licensure for student respiratory therapists.
- HB 144, relative to the practice of dental hygiene.
- HB 227, relative to licensure for psychotherapy activities or services.
- HB 236, relative to the granting of retired status to certified public accountants.
- HB 267, relative to animal chiropractors.
- HB 271, relative to initial license requirements for licensed social work associates.
- HB 405, relative to establishing a commission to study human trafficking within illicit massage businesses and relative to prostitution and related offenses.
- HB 265, relative to requiring that a public body's meeting minutes include start and end times of the meeting and the printed name of the recording secretary.
- SB 285, relative to changing the term "physician assistant" to "physician associate."
- SB 250, relative to pharmacist administration of long-acting injectable drugs.
- SB 93, relative to licensed nurse assistant (LNA) licensure application materials.
- SB 194, relative to qualifications for cosmetologists.



Key Legislation (Continued)

- SB 188, relative to the state building code.
- SB 26, relative to allowing the department of justice to authorize the preclosing use of a portion of a deposit held in escrow for the payment of certain construction customizations, upgrades, or change orders.
- SB 252, relative to criteria for providing certain medical care through telemedicine.

This Report Contains Information Regarding the Below Licensed, Certified, or Registered Professions

- 
- Accountancy
 - Acupuncture Licensing
 - Alcohol & Drug Use Professionals
 - Architects
 - Assessing Certification
 - Athletic Trainers
 - Auctioneers
 - Barbering, Cosmetology & Esthetics
 - Body Art Practitioners
 - Boxing and Wrestling Commission
 - Chiropractic Examiners
 - Community Health Workers
 - Court Reporters
 - Dental Examiners
 - Dietitians
 - Doulas
 - Electricians
 - Electrologists
 - Engineers, Professional
 - Family Mediators
 - Foresters
 - Funeral Directors & Embalmers
 - Genetic Counselors
 - Geologists, Professional
 - Guardian ad Litem
 - Home Inspectors
 - Installation Standards Board for Manufactured Housing
 - Lactation Service Providers
 - Land Surveyors
 - Landscape Architects
 - Massage Therapists
 - Mechanical Safety and Licensing
 - Medical Imaging and Radiation Therapy
 - Medical Technicians
 - Medicine
 - Mental Health Practice
 - Midwifery Council
 - Natural Scientists
 - Naturopathic Examiners
 - Nurse Agency
 - Nursing
 - Nursing Home Administrators
 - Occupational Therapists
 - Ophthalmic Dispensing Professionals
 - Optometry
 - Pharmacy
 - Physical Therapists
 - Podiatry
 - Professional Bondsmen
 - Psychologists
 - Real Estate Appraisers
 - Real Estate Brokers and Salespersons
 - Recreational Therapy
 - Reflexology, Structural Integrators & Asian Bodywork Therapists
 - Respiratory Care Practitioners
 - Septic System Evaluators
 - Speech Language Pathologists Hearing Care Providers
 - Veterinary Medicine

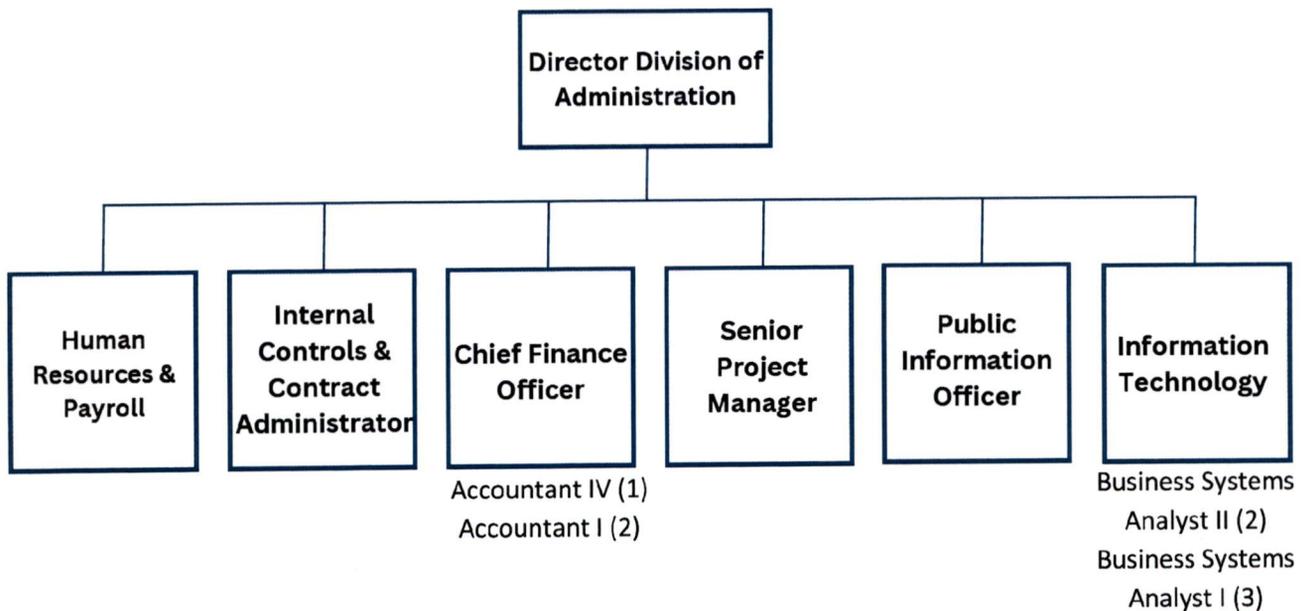
Office of the Director of Operations

Heather A. Kelley, Director of Operations

This year, the Office of the Director of Operations has made significant strides in preparing for the launch of the agency’s new licensing system in partnership with Salesforce. The team undertook a comprehensive review of all board statutes and rules to ensure the new system is fully aligned with current laws and regulations. In addition, a thorough cost analysis was completed to better support decision-making and resource allocation.

The team also developed improved time-tracking methods to provide boards with clearer insight into operations and performance. Alongside these efforts, staff identified and designed process improvements that will automate key workflows and reduce licensing times, creating a more efficient experience for applicants and licensees.

The team is looking forward to rolling out the new licensing system, in the upcoming months, which will deliver greater transparency, efficiency, and services to the boards and the public.





Total Revenues and Expenditures 2025

Board	Revenue	Expenditures
Accountancy	429,062.42	271,768.43
Acupuncture	15,630.00	19,496.51
Alcohol & Drug Abuse	50,820.00	147,679.30
Architect	155,872.50	154,293.06
Athletic Trainer	37,690.00	26,163.77
Auctioneers	11,930.00	21,742.68
Body Art-Tattoo	42,811.00	60,207.10
Boxing-Wrestling	19,512.41	31,150.44
Chiropractic	92,263.00	37,531.91
Community Health Workers	-	6,094.76
Cosmetology/Barbering	658,723.00	1,650,104.74
Court Reporter	5,700.00	3,320.32
Dental	298,997.00	322,624.55
Dietitian	64,628.00	72,308.84
Electrician	967,366.00	1,335,066.73
Electrolysis	5,790.00	4,129.77
Engineer	558,973.00	620,711.40
Forester	15,140.00	18,316.19
Funeral Director & Embalmer	67,100.00	86,518.30
Genetic Counselor	8,910.00	27,700.93
Geologist	35,000.00	36,634.42
Guardian Ad Litem	1,235.00	7,193.14
Hearing Aid Dealer	42,380.00	13,447.31
Home Inspector	22,680.00	19,506.88
Landscape Architect	10,950.00	16,989.47
Land Surveyor	32,295.00	54,444.52
Manufactured Housing Installer	16,996.00	9,762.66
Marital Mediator	2,700.00	3,346.23



Total Revenues and Expenditures 2025 (Continued)

Massage	119,661.01	130,014.62
Mechanical	1,247,062.29	1,213,608.12
Medical Imaging & Radiation	325,210.00	404,106.99
Medical Technician	90,580.00	99,897.16
Medicine	2,146,648.47	1,094,403.77
Mental Health	665,830.00	416,937.34
Midwifery	1,638.00	8,928.40
Natural Scientist	17,370.00	21,954.44
Naturopathic	23,315.00	12,681.38
NH Professionals Health Program	1,123,631.00	739,618.00
Nurse Agencies	-	24,238.88
Nurse Aid Fed Registry	27,009.33	-
Nursing	1,890,557.00	3,726,265.74
Nursing Home	26,540.00	19,719.05
Occupational Therapist	27,230.00	135,808.92
Ophthalmic Dispenser	22,130.00	30,197.17
Optometry	20,152.00	32,710.75
Pharmacy	2,599,259.00	827,745.77
Physical Therapist	316,120.00	197,523.73
Podiatry	4,280.00	9,981.43
Prof Bail Bondsmen	-	-
Psychology	131,191.00	89,441.12
Real Estate Appraiser	236,955.00	156,943.88
Real Estate Assessor	20.00	16,496.97
Real Estate Commission	720,827.50	1,011,258.60
Recreational Therapist	12,355.00	4,912.72
Reflexology	930.00	89,591.63
Respiratory Care	19,585.00	52,900.46
Septic System Evaluator	8,950.00	13,684.48



Total Revenues and Expenditures 2025 (Continued)

Speech Language Pathologist	26,695.00	104,566.81
Temporary Prof Licenses	46,355.00	45,882.68
Veterinary	101,787.00	116,300.14
Administration	1,323.00	
TOTAL	15,671,927.93	15,927,253.57

OPLC Revenue Year-Over-Year Report

Fiscal Year	Beginning Balance	Revenue & Fund Sources	Expenses & Fund Uses	Other Srcs (Uses)	Ending Balance	Commitments
2025	4,598,405	15,576,779	(15,840,745)	-	4,334,439	(506,115)
*** Through the Governor's initiatives and effective management, a projected deficit was successfully reduced demonstrating responsible fiscal stewardship and a commitment to strengthening the agency's financial position.						
2024	5,787,396	13,102,565	(14,291,556)	-	4,598,405	(525,942)
2023	4,122,803	9,036,285	(7,380,577)	8,885	5,787,396	(814,157)
2022	466,688	8,184,894	(4,598,081)	69,302	4,122,803	(838,811)
2021	282,704	13,294,132	(8,969,722)	(4,140,426)	466,688	(234,362)
2020	3,640,765	14,361,472	(11,224,275)	(6,495,258)	282,704	(117,819)



Division of Licensing

Erica E. Lamy, *Director of Licensing and Board Administration*

About the Division

The Division of Licensing and Board Administration is comprised of the Licensing Bureau, the Bureau of Board Administration and the Bureau of Compliance. During FY 25, the Division focused on licensing services, education oversight, advancing transparency through public participation and strengthening governance with Board member orientation.

Major Key Successes

Licensing Services and Operational Excellence

We are proud to report the successful issuance and renewal of 99,013 licenses during this fiscal year. This figure reflects our dedication to providing timely, consistent, and high-quality services to professionals across the State, while maintaining rigorous standards of public safety and professional competence.

Continued Education Oversight with CE Broker

In our commitment to streamlining processes and supporting compliance, we have successfully implemented CE Broker, a leading continuing education tracking system. This platform has enhanced our ability to efficiently verify licensee compliance with continuing education requirements, while providing professionals with greater clarity, ease of use, and real-time access to their records.



Division of Licensing (continued)

Advancing Transparency and Public Participation

Public trust and engagement are foundational to the work of this Board. This year, we made significant strides in promoting transparency and encouraging civic involvement:

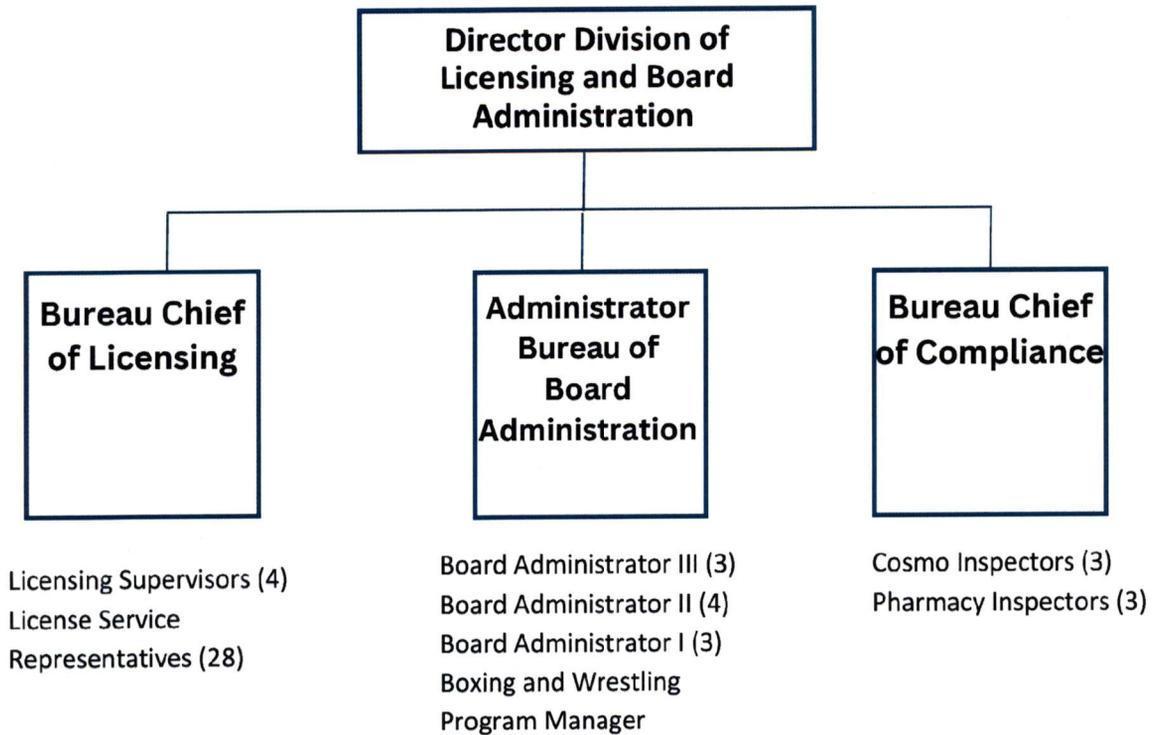
- **Board Meeting Transparency:** We now publish all public board meeting agendas and supporting materials at least seven days in advance of the meeting, ensuring that stakeholders are well-informed and have adequate time to review and prepare for meetings.
- **Public Comment and Participation:** The Boards have established clear, consistent criteria to facilitate public comment and active participation. This initiative has strengthened our decision-making through broader community input.

Strengthening Governance with Board Member Orientation

To support our Board members in their critical oversight role, we developed and launched a comprehensive Board Member Orientation Program. This initiative equips new members with the knowledge, tools, and ethical grounding necessary to serve effectively and uphold the Board's mission with confidence and integrity.

As we reflect on this year's achievements, we recognize that our success is a direct result of the collaboration between dedicated staff, committed board members, engaged professionals, and the public we serve. We are proud of our progress and energized to continue building on this foundation in the year ahead.

Division of Licensing (continued)





Active Licenses by Profession 2025

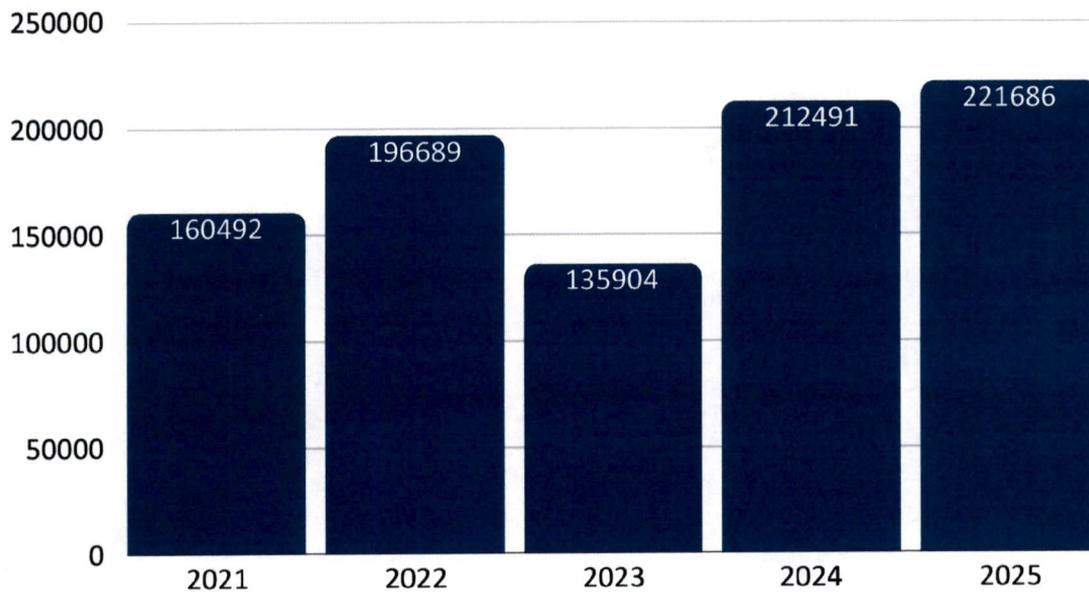
Accountants	4497
Acupuncture	238
Alcohol and Other Drug Use	1595
Allied Health	8484
Architects	2530
Assessors	236
Auctioneers	316
Barber	703
Body Art	781
Bodyworker	44
Boxing Wrestling Commission	77
Chiropractic	502
Community Health Worker	110
Cosmetology	19073
Court Reporters	60
Dental	3845
Dietitian	1255
Electricians	15883
Electrology	53
Engineers	10651
Esthetician	3175
Family Mediators	31
Foresters	245
Funeral Board	886
Geologists	503
Guardian ad Litem	47
Hearing Care Providers	243
Home Inspectors	274
Land Surveyors	881
Landscape Architect	141
Manicurist	2845
Manufactured Housing Installer	74
Massage Therapy	2091
Master Barber	936
Mechanical	13615
Med Imaging Radiation Therapy	6639
Medical Technicians	1588
Medicine	16414
Mental Health	5927
Midwifery	35
Natural Scientists	282



Active Licenses by Profession 2025 (Continued)

Naturopathic Examiners	151
Nurse Agencies	312
Nursing	42130
Nursing Assistants	19001
Nursing Home Administrators	168
Ophthalmic Dispensing	468
OPLC	515
Optometry	336
Pharmacy	12651
Podiatry	102
Psychology	1073
Real Estate Appraiser	856
Real Estate Commission	14753
Septic System Evaluators	145
Veterinary Medicine	1220
TOTAL	221686

Active Licenses Comparison 2021 - 2025



*** Pursuant to SB 277 (2022) the 2024 number includes 22,328 duplicates from the conversion of emergency licenses issued during the COVID-19 state of emergency to permanent licenses



Applications for Licensure 2025

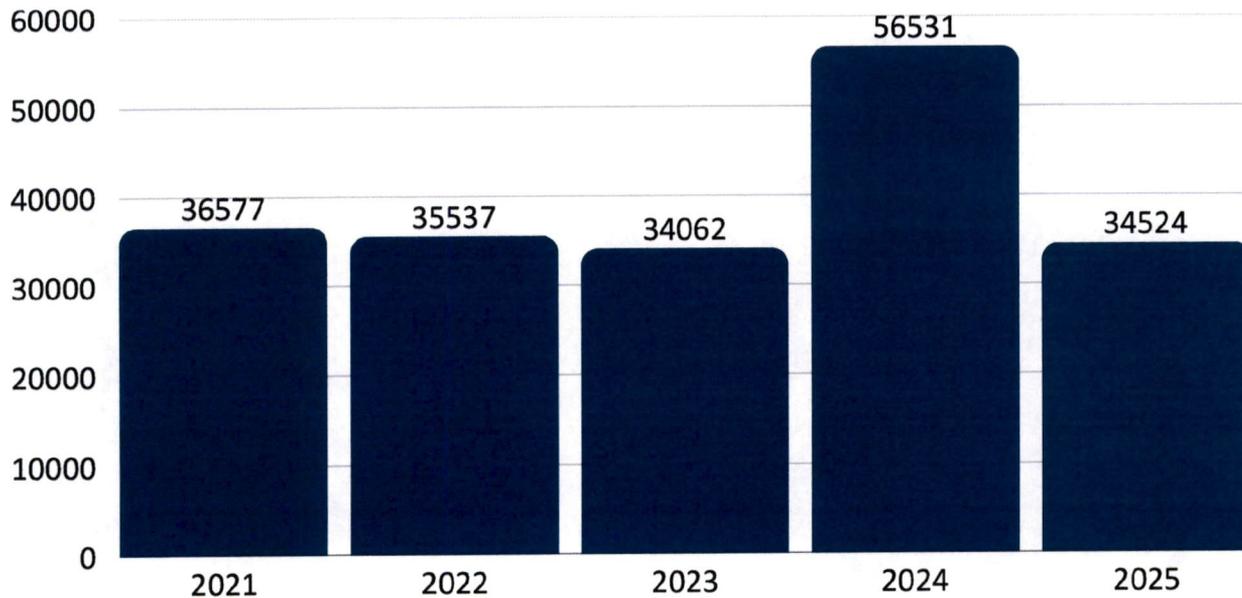
Accountants	174
Acupuncture	49
Alcohol and Other Drug Use	406
Allied Health	815
Architects	248
Assessors	31
Auctioneers	132
Barber	268
Body Art	216
Bodyworker	4
Boxing Wrestling Commission	80
Chiropractic	29
Cosmetology	1691
Court Reporters	1
Dental	372
Dietitian	184
Electricians	2584
Electrology	3
Engineers	749
Esthetician	873
Family Mediators	0
Foresters	9
Funeral Board	47
Geologists	26
Guardian ad Litem	5
Hearing Care Providers	43
Home Inspectors	15
Land Surveyors	43
Landscape Architect	15
Manicurist	578
Manufactured Housing Installer	11
Massage Therapy	246
Master Barber	66
Mechanical	3685
Med Imaging Radiation Therapy	1505
Medical Technicians	682
Medicine	2175
Mental Health	1091
Midwifery	5
Natural Scientists	17
Naturopathic Examiners	10



Applications for Licensure 2025 (Continued)

Nurse Agencies	205
Nursing	5138
Nursing Assistants	4126
Nursing Home Administrators	18
Ophthalmic Dispensing	82
OPLC	1879
Optometry	29
Pharmacy	2250
Podiatry	10
Psychology	99
Real Estate Appraiser	153
Real Estate Commission	1103
Septic System Evaluators	25
Veterinary Medicine	113
TOTAL	34524

Applications for Licensure Comparison 2021 - 2025



*** Pursuant to SB 277 (2022) the 2024 number includes 22,328 duplicates from the conversion of emergency licenses issued during the COVID-19 state of emergency to permanent licenses



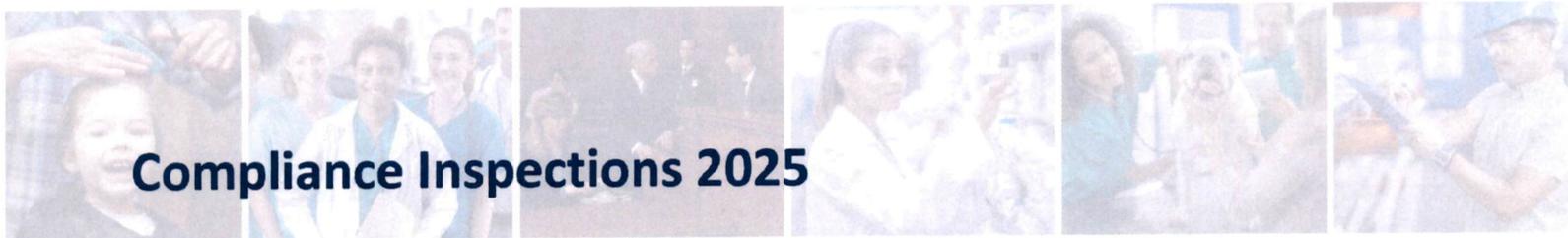
Licenses Issued 2025

Accountants	173
Acupuncture	49
Alcohol and Other Drug Use	582
Allied Health	767
Architects	234
Assessors	27
Auctioneers	9
Barber	250
Body Art	199
Bodyworker	3
Bowing Wrestling Commission	76
Chiropractic	29
Community Health Worker	110
Cosmetology	1609
Court Reporters	1
Dental	370
Dietitian	178
Electricians	2151
Electrology	3
Engineers	770
Esthetician	858
Family Mediators	1
Foresters	13
Funeral Board	38
Geologists	20
Guardian ad Litem	2
Hearing Care Providers	41
Home Inspectors	13
Land Surveyors	47
Landscape Architect	14
Manicurist	558
Manufactured Housing Installer	10
Massage Therapy	237
Master Barber	63
Mechanical	2282
Med Imaging Radiation Therapy	1154
Medical Technicians	604
Medicine	2103
Mental Health	1030



Licenses Issued 2025 (Continued)

Midwifery	4
Natural Scientists	19
Naturopathic Examiners	10
Nurse Agencies	213
Nursing	4678
Nursing Assistants	3497
Nursing Home Administrators	19
Ophthalmic Dispensing	74
OPLC	1518
Optometry	28
Pharmacy	2133
Podiatry	10
Psychology	92
Real Estate Appraiser	137
Real Estate Commission	1070
Septic System Evaluators	13
Veterinary Medicine	109
TOTAL	30302



Compliance Inspections 2025

Barbering, Cosmetology, and Esthetics

Opening Inspections

New Shop	201
New Owner	33
Relocation	46

Total: 280

Routine Inspections

Passing Inspections	621
Deficiencies/Violations	92

Total: 713

Total Inspections: 993

Funeral

Renewals	29
Change in Ownership	5
Reinspection	1
New Inspections	2

Total Inspections: 37

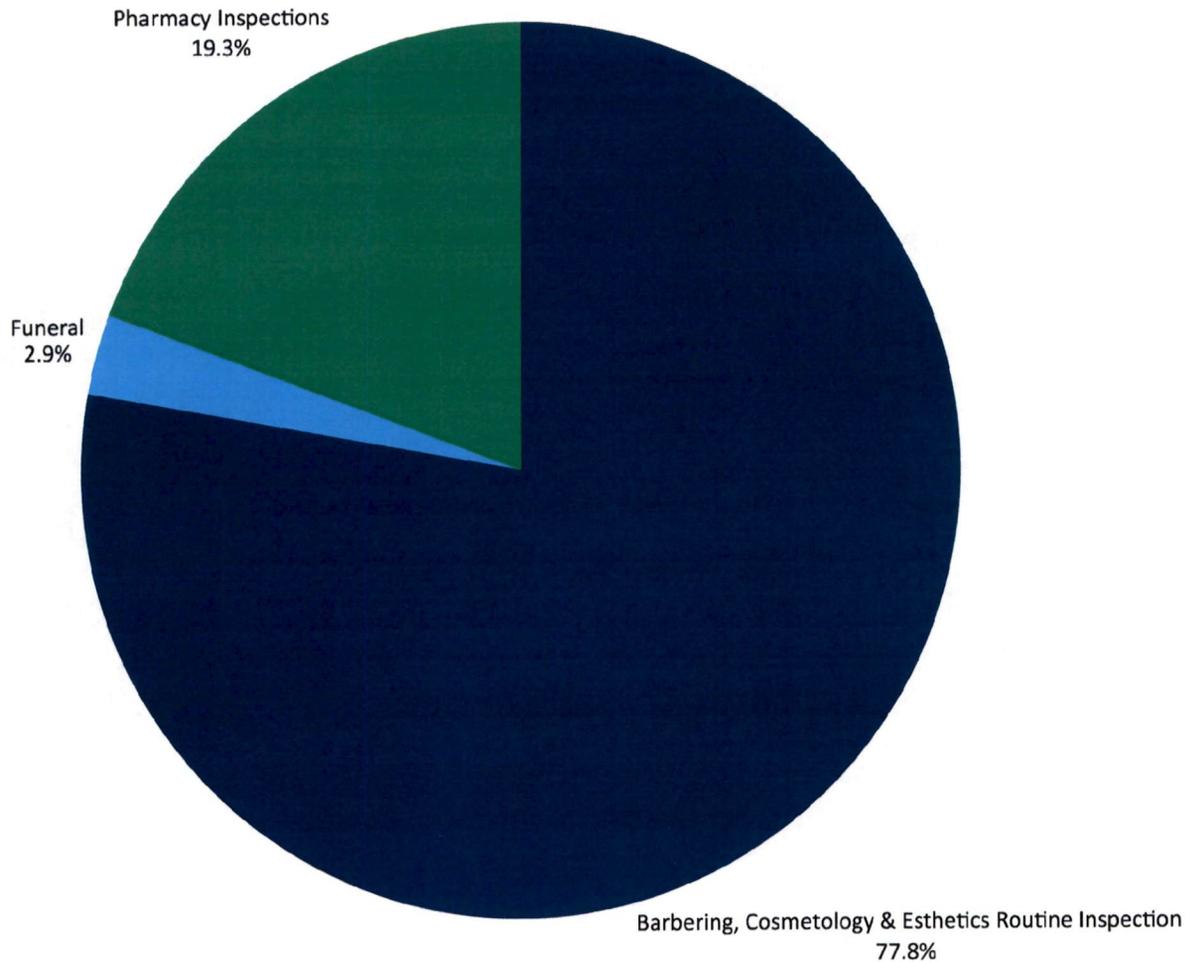


Compliance Inspections 2025 (Continued)

Pharmacy

Retail Inspection, Hospital Inspection, Infusion Center	114
Manufacturer/Wholesaler/Distributor Inspection	22
Closed Pharmacy	55
Limited Retail Drug Distributor (LRDD) Methadone Treatment Centers	11
Limited Retail Drug Distributor (LRDD) Public Health Inspection	14
Limited Retail Drug Distributor (LRDD) Medical Gas	30
Total Inspections:	246

Compliance Inspection Comparison 2025





Division of Enforcement

Sarah E. Rogers, *Director of Enforcement*

About the Division

Our mission is to provide a respectful process by which we present the concerns of the public to New Hampshire’s licensing boards to ensure the highest quality of safety, service and accountability within our licensed professions.

The Division of Enforcement is comprised of the Investigations Bureau and the Prosecution Bureau. The Division began a transition during FY24 and has undergone a process improvement review which has resulted in the implementation of new policies and procedures.

The Bureaus

The **Investigations Bureau** includes nine investigators, a paralegal, and the bureau chief. This bureau is responsible for the intake of complaints, seeking licensee responses and records, and conducting investigations through record and document requests and interviews.

The **Prosecution Bureau** includes three prosecutors. This bureau prepares and prosecutes cases before the Boards and Commissions and negotiates settlement agreements.

Division of Enforcement (Continued)



Major Key Successes

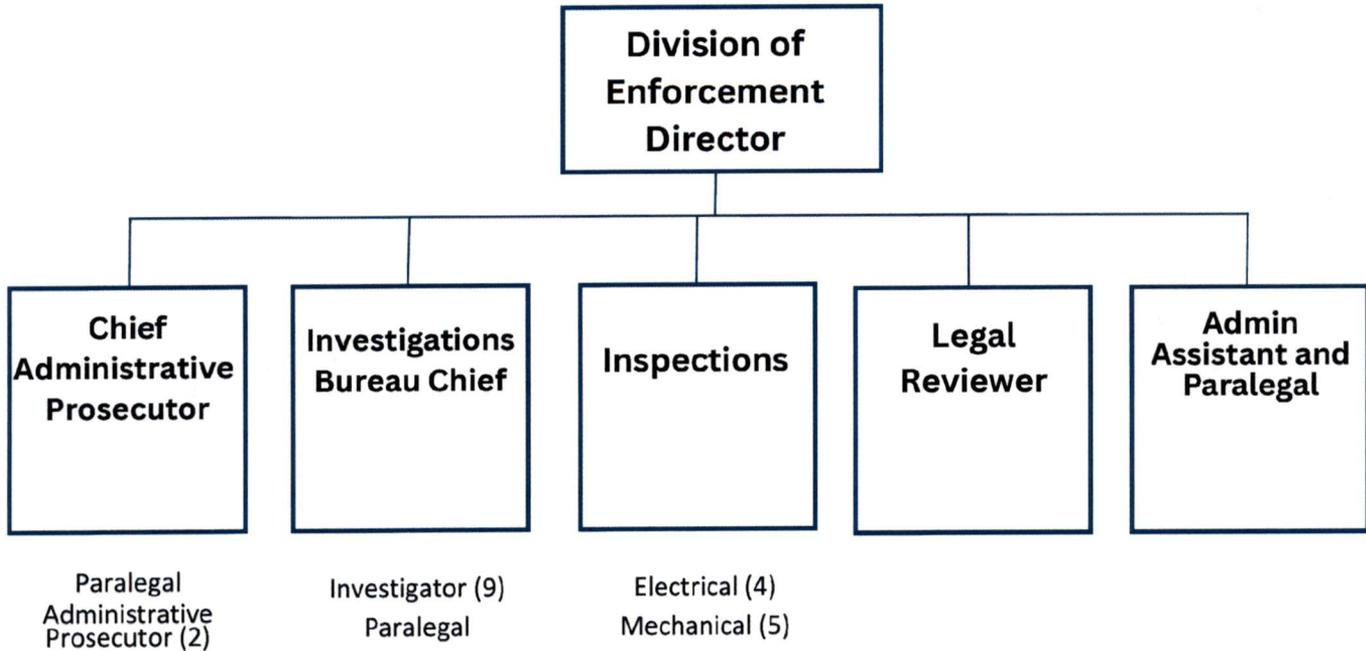
Upon taking the role of Director of Enforcement in November of 2024, Sarah Rogers identified several areas requiring immediate improvement including public communication and process inefficiencies. Most pressingly, the department needed to address a growing backlog of complaints. The complaint management system showed 6,000 possible pending complaints. The division has undergone two phases of significant effort to address this backlog.

Between December of 2024 and January of 2025, our team audited all 6,000 complaints in our electronic system. The operations team, enforcement team, and board administration team identified complaints that were outside the statute of limitations as well as those that had been previously closed by the board. After clearing those cases from the queue, 2,500 complaints remained pending. For those, the director created a system to track each complaint as it moves through the investigative and adjudicative process. The enforcement team identified 1,000 pending complaints in an active phase. 1,500 of the complaints awaited initial investigation.

Next, the director created a process of “Preliminary Investigation” that involves sending an update to the complainant inviting that individual for an intake interview, sending a letter to the licensee requesting a response to the complaint, and sending out a subpoena for relevant documents. Between March and June of 2025, the enforcement team conducted the Preliminary Investigation protocol for all 1,500 backlogged complaints. Investigators have conducted hundreds of intake interviews with complainants dating back to 2020.

In July of 2025, we began weekly case review sessions for all backlogged complaints. During these review sessions, the team determines whether the matter should be assigned for further investigation or sent to the board with a recommendation to dismiss. We are on track to complete this review of all backlogged complaints within six months.

Division of Enforcement (Continued)





Enforcement Inspections 2025

Mechanical

Municipal Assists	34
Investigations	23
Information Requests (Phone call)	1810
Complaints	78
Code Enforcement Inspections	239
License Compliance Checks	1333
Board Action	10
Food Inspections	136
Public Education	2

Electrical

Inspections	835
License Checks	995
Information Requests	2105



Complaints 2025

Accountants	12
Acupuncture	0
Alcohol and Other Drug Use	26
Allied Health	13
Architects	0
Assessors	0
Auctioneers	1
Barber	8
Body Art	7
Bodyworker	1
Chiropractic	4
Cosmetology	26
Court Reporters	1
Dental	75
Dietitian	2
Electricians	27
Engineers	3
Esthetician	3
Foresters	1
Funeral Board	6
Guardian ad Litem	5
Hearing Care Providers	2
Home Inspectors	4
Land Surveyors	8
Landscape Architect	1
Manicurist	7
Manufactured Housing Installer	2
Massage Therapy	13
Master Barber	0
Mechanical	30
Med Imaging Radiation Therapy	0
Medical Technicians	2
Medicine	179
Mental Health	77
Midwifery	1
Naturopathic Examiners	3
Nursing	208
Nursing Assistants	77



Complaints 2025(Continued)

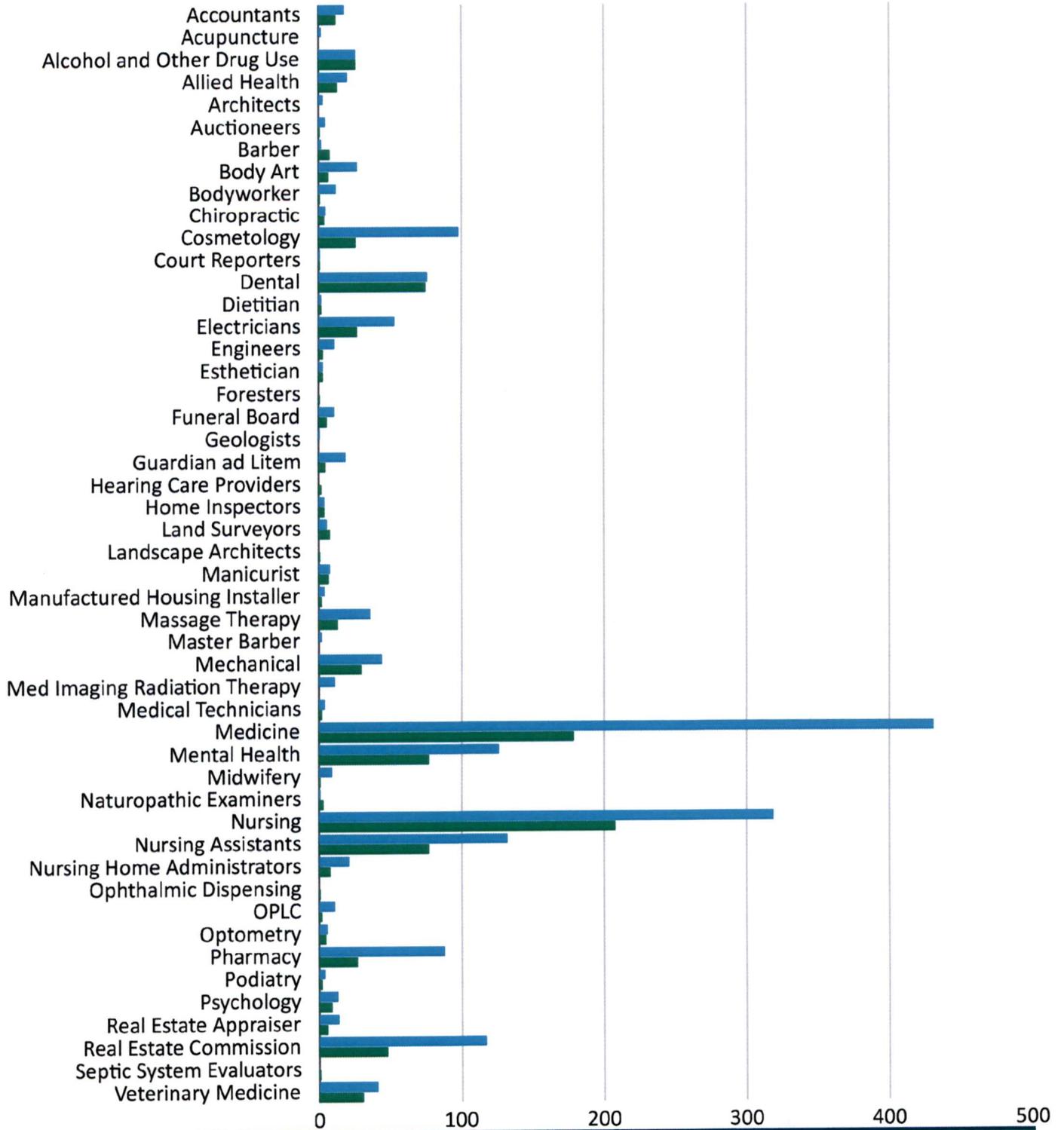
Nursing Home Administrators	8
Ophthalmic Dispensing	1
OPLC	2
Optometry	5
Geologists	0
Natural Scientists	0
Naturopathic Examiners	3
Podiatry	2
Psychology	9
Real Estate Appraiser	6
Real Estate Commission	48
Septic System Evaluators	1
Veterinary Medicine	31
TOTAL	973





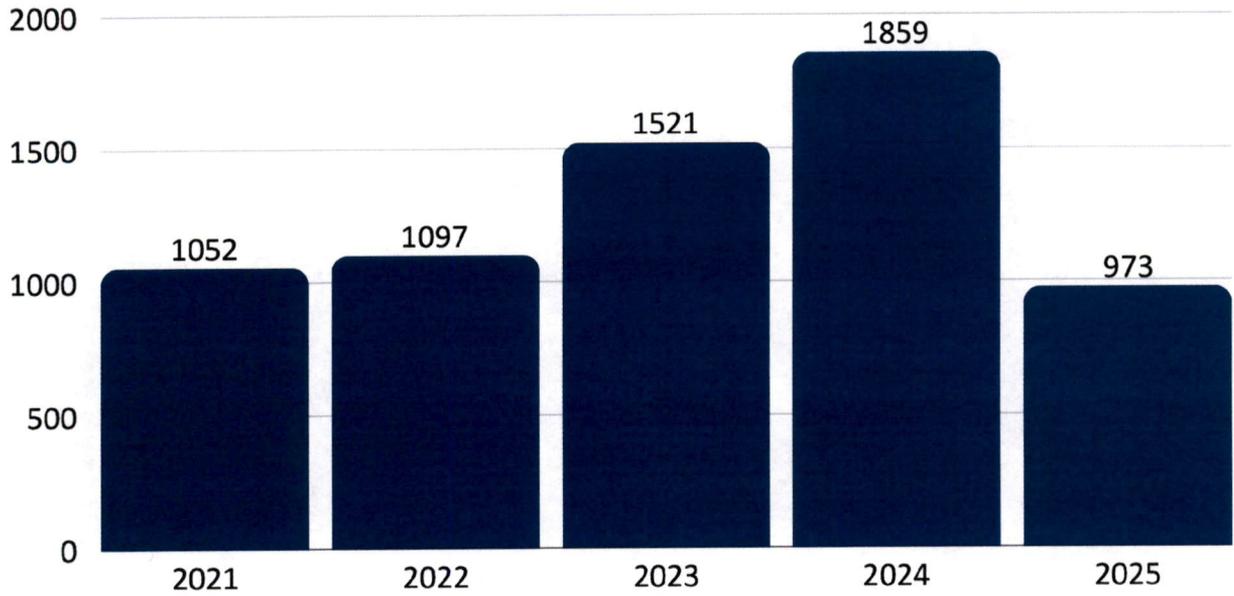
Complaint Comparison 2024 - 2025

● 2024 ● 2025





Complaints Comparison 2021 - 2024



***In 2025, an extensive review was completed of all open complaints and associated processes which resulted in improved efficiencies and reporting.





Board Directory and Meeting Dates

Accountancy

Board Member	Term Expiration	Board Meetings
Edward C. David, <i>CPA, Chair</i>	12/2/2028	August 5, 2024
Richard S. Silverman, <i>CPA</i>	12/2/2025	October 7, 2024
Debra E. Grott, <i>CPA, Vice Chair</i>	12/2/2026	October 25, 2024
Jonathan D. Blais, <i>CPA</i>	12/2/2027	December 2, 2024
Lisa Athanasia, <i>CPA</i>	12/2/2028	February 4, 2025
Charles R. Powell, <i>Public Member</i>	9/21/2025	March 17, 2025
Joseph Bator, <i>Public Member, Secretary</i>	9/17/2028	April 21, 2025
		June 10, 2025

Acupuncture

Board Member	Term Expiration	Board Meetings	
Elizabeth Griffey, <i>Acupuncturist</i>	10/14/2025	March 8, 2024	January 31, 2025
Paul Mosier, <i>Acupuncturist</i>	10/14/2025	April 19, 2024	March 28, 2025
Jody L. Bell	9/8/2026	June 7, 2024	
Adam Learner	9/8/2027	September 6, 2024	
		December 13, 2024	

Alcohol and Other Drug Use Professionals

Board Member	Term Expiration	Board Meetings	
Regent Champigny, <i>MLADC, Chair</i>	1/28/2026	July 11, 2024	January 9, 2025
Joni O'Brien, <i>MLADC</i>	1/28/2026	August 8, 2024	February 13, 2025
Thomas Deel, <i>MLADC</i>	1/28/2027	September 12, 2024	March 13, 2025
Jessica Carter, <i>CRSW</i>	5/15/2025	October 10, 2024	April 10, 2025
		November 14, 2024	May 8, 2025
		December 12, 2024	

Architects

Board Member	Term Expiration	Board Meetings
Adam L. Wagner, <i>Chair</i>	7/26/2024	October 4, 2024
Michael Mckeown, <i>Vice Chair</i>	9/9/2026	December 6, 2024
James A. Loft, <i>Treasurer</i>	9/9/2026	February 7, 2025
Anne Ketterer, <i>Architect</i>	9/9/2028	April 4, 2025
		June 16, 2025



Board Directory and Meeting Dates (Continued)

Athletic Trainers

Board Member	Term Expiration	Board Meetings	
Scott J. Roy	1/8/2019	July 18, 2024	February 20, 2025
Scott L. Kidder	1/8/2021	August 15, 2024	March 20, 2025
Cassandra Snow	1/8/2026	September 19, 2024	April 17, 2025
		October 17, 2024	May 15, 2025
		November 21, 2024	June 19, 2025
		December 19, 2024	

Auctioneers

Board Member	Term Expiration	Board Meetings	
Frank Eaton, Auctioneer, Chair	3/1/2027	July 8, 2024	
Uustin Conway, Auctioneer	3/1/2026	November 4, 2024	
Gregory Peverly, Auctioneer	3/1/2024	March 3, 2025	
Robert S. Eaton III, Auctioneer	3/1/2028	May 5, 2025	

Barbering, Cosmetology and Esthetics

Board Member	Term Expiration	Board Meetings	
Jeanne Chappell, School Owner, Chair	3/26/2026	July 15, 2024	January 13, 2025
Sarah J. Partridge, Public Member	7/1/2024	August 19, 2024	February 10, 2025
Breanna D. Neal, Barber	7/1/2026	September 16, 2024	March 17, 2025
Sarah Joe, Cosmetologist	7/1/2028	October 21, 2024	April 14, 2025
Donna Woodsom, Esthetician	6/30/2027	November 18, 2024	May 19, 2025
JaneMarie Streeter, Manicurist	7/1/2028	December 16, 2024	June 16, 2025

Body Art Practitioners

Board Member	Term Expiration	Board Meetings	
Ryan Ouellette	10/17/2023	July 24, 2024	March 5, 2025
Sarah Partridge	10/17/2023	September 4, 2024	June 4, 2025
Vanessa Angelo Holley	5/21/2027	December 4, 2024	



Board Directory and Meeting Dates (Continued)

Boxing & Wrestling Commission

Board Member	Term Expiration	Board Meetings	
Ryan Fennelly, Chair	9/20/2026	July 29, 2024	December 30, 2024
Kimberly McBrine	7/15/2025	August 2, 2024	January 27, 2025
David George	7/15/2026	August 26, 2024	February 24, 2025
Michael Dyer	10/4/2026	September 30, 2024	March 31, 2025
Jay Ruais	7/15/2027	October 28, 2024	April 28, 2025
		November 25, 2024	June 30, 2025

Chiropractic Examiners

Board Member	Term Expiration	Board Meetings	
Tamara L. Lovelace, Chair	8/24/2027	July 11, 2024	January 9, 2025
Denise M. Pickowicz, DC, Secretary	8/24/2027	September 12, 2024	February 6, 2025
Lawrence A. Patten, Public Member	10/28/2023	October 3, 2024	March 6, 2025
David C. Lundgren, DC	8/24/2027	November 7, 2024	April 3, 2025
Stephanie Ryan, DC	8/24/2025	December 5, 2024	May 1, 2025
			June 5, 2025

Dental Examiners

Board Member	Term Expiration	Board Meetings
Puneet Kochhar, DMD, Chair	7/15/2025	July 8, 2025
H.J. Ludington, DMD	4/5/2026	August 5, 2024
Salman Malik, DMD, MD	7/15/2029	September 9, 2024
Daniel H. De Tolla, DDS, MD	8/12/2026	October 7, 2024
Mark D. Abel, DMD	7/15/2027	November 4, 2024
Roger A. Achong, DMD	7/26/2029	December 2, 2024
Virginia Kapetanakis Moore, RHD	7/15/2029	January 6, 2025
Angela Boyle, RHD	7/26/2028	February 3, 2025
Linda Tatarczuch, MSW, Public Member	8/12/2021	March 3, 2025
		April 7, 2025
		May 5, 2025
		June 2, 2025



Board Directory and Meeting Dates (Continued)

Dietitians

Board Member	Term Expiration	Board Meetings	
Abby L. Savard, Chair	12/6/2025	July 12, 2024	January 10, 2025
Courtney L. (Eaton) Costello	12/6/2026	August 9, 2024	March 14, 2025
Allison M. Bradley	12/6/2026	September 13, 2024	April 11, 2025
Karen E. Mountjoy	12/6/2025	October 11, 2024	
Jason J. Aziz	3/28/2027	December 12, 2024	

Electricians

Board Member	Term Expiration	Board Meetings	
Matthew C. Connors, Master Electrician, Chair	6/30/2027	July 9, 2024	March 4, 2025
Michael Palmeri, Master Electrician	7/1/2025	September 10, 2024	April 1, 2025
Nathan Poland, Journeyman Electrician	7/1/2028	November 5, 2024	May 6, 2025
William J. Infantine, Public Member	10/28/2026	December 3, 2024	June 3, 2025
Dexter Robblee, Public Member	8/26/2029	January 7, 2025	
Philip Robert Biron, State Fire Marshall	N/A		

Electrologists

Board Member	Term Expiration	Board Meetings	
Penny Aube	5/21/2027		

Engineers

Board Member	Term Expiration	Board Meetings	
Marc Morin, PE, Chair	8/21/2025	July 26, 2024	February 28, 2025
David Gill, PE, Vice Chair	8/21/2027	August 23, 2024	March 28, 2025
Chad Branon, PE	8/21/2029	October 4, 2024	April 18, 2025
Paul Mullin, PE	8/21/2027	October 25, 2024	May 23, 2025
		November 15, 2024	
		January 24, 2025	



Board Directory and Meeting Dates (Continued)

Family Mediators

Board Member	Term Expiration	Board Meetings
Honorable David Burns, <i>Chair</i>	10/23/2026	September 19, 2024
Rebecca C. Morley, <i>Vice Chair</i>	1/27/2025	November 21, 2024
Cheryl A. Rocha	9/6/2025	January 16, 2025
Briana M. Coakley	9/6/2025	March 20, 2025
		June 18, 2025

Foresters

Board Member	Term Expiration	Board Meetings
Richard R. Roy, <i>Industrial Forester</i>	8/22/2028	July 18, 2024
Patrick E. Kenney, <i>Private Forester</i>	8/22/2025	September 25, 2024
Colleen M. O'Neill, <i>Public Member</i>	8/22/2028	January 22, 2025
Ann W. Davis, <i>Public Member</i>	8/22/2024	April 30, 2025

Funeral Directors and Embalmers

Board Member	Term Expiration	Board Meetings	
Matthew Roan, <i>Chair</i>	6/13/2027	July 31, 2024	January 15, 2025
Timothy Eldridge	6/13/2029	August 4, 2024	February 12, 2025
Devan Baker	6/13/2025	September 11, 2024	March 12, 2025
Ryann C. Healy	6/13/2028	October 9, 2024	April 9, 2025
		December 11, 2024	May 14, 2025
			June 11, 2025

Genetic Counselors

Board Member	Term Expiration	Board Meetings	
Lisa Demers, <i>GC Chair</i>	11/6/2020	September 6, 2024	January 10, 2025
Kathryn A. Lockwood, <i>GC</i>	11/22/2022	October 11, 2024	February 14, 2025
Erica S. Stelmach, <i>GC</i>	11/6/2023	December 13, 2024	April 11, 2025
			June 13, 2025

Geologists

Board Member	Term Expiration	Board Meetings
Erin Kirby, <i>PG, Chair</i>	10/4/2024	August 8, 2024
Abigail Thompson Fopiano, <i>PG</i>	10/4/2027	September 11, 2024
Nikki Delude Roy, <i>PG</i>	10/4/2028	January 15, 2025
Jason Reimers, <i>Public Member</i>	2/14/2026	March 7, 2025
Shane Csiki, <i>State Geologist</i>	N/A	May 7, 2025
Jeffrey Marts, <i>PG</i>	10/4/2025	



Board Directory and Meeting Dates (Continued)

Guardian ad Litem

Board Member	Term Expiration	Board Meetings	
Jennifer Dassau, <i>Licensed GAL</i>	6/5/2025	July 23, 2024	January 28, 2025
Jay Buckey, <i>NH Judicial Council</i>	N/A	August 27, 2024	March 25, 2025
Caroline Delaney, <i>CASA</i>	11/18/2025	September 24, 2024	April 22, 2025
Judge Henrietta Luneau	6/1/2020	October 22, 2024	June 24, 2025
Deborah DeSimone, <i>NH House of Representatives</i>	1/28/2026		
Susan Duncan, <i>Public Member, Chair</i>	6/1/2020		

Home Inspectors

Board Member	Term Expiration	Board Meetings
James Gray, <i>Chair</i>	12/18/2025	September 17, 2024
Nicholas Jette, <i>Vice Chair</i>	12/18/2026	December 17, 2024
Jared Piotrowski	12/18/2025	March 24, 2025
Lee F. Carroll, <i>Public Member</i>	12/18/2020	June 23, 2025
Damon E. Burt, <i>Public Member</i>	4/1/2022	
Kurtis Grasset	12/18/2025	

Land Surveyors

Board Member	Term Expiration	Board Meetings
Joseph M. Wichert, <i>Chair</i>	Holdover	September 5, 2024
Michael R. Dahlberg, <i>Vice Chair</i>	8/12/2028	November 7, 2024
Steven Michaud	8/12/2029	March 6, 2025
Timothy A. Peloquin	7/11/2024	May 22, 2025
Jessie MacArthur	2/3/2027	



Board Directory and Meeting Dates (Continued)

Landscape Architects

Board Member	Term Expiration	Board Meetings	
R. Gordon Leedy, <i>Chair</i>	8/9/2020	July 18, 2024	November 7, 2024
Gregory P. Rusnica	8/23/2024	August 15, 2024	January 9, 2025
Katherine A. Weiss	8/23/2027	September 10, 2024	
		October 17, 2024	

Massage Therapists

Board Member	Term Expiration	Board Meetings	
Doreen Rossi	11/30/2021	December 5, 2024	
Heather Pearl	10/26/2026	May 5, 2025	
Deborah Sargent	11/5/2027	June 5, 2025	

Mechanical

Board Member	Term Expiration	Board Meetings	
Jesse Doucette, <i>Fuel Gas Fitter, Chair</i>	10/2/2025	July 2, 2024	January 14, 2025
Joseph Nash, <i>Master Plumber</i>	8/9/2026	August 13, 2024	February 11, 2025
Elisha Cole, <i>Master Plumber</i>	Holdover	September 10, 2024	March 11, 2025
Peter Kendrigan, <i>Public Member</i>	8/23/2027	October 8, 2024	April 8, 2025
Michael W. Harrison, <i>Heating Installer</i>	10/2/2024	November 12, 2024	May 13, 2025
		December 10, 2024	June 10, 2025

Medical Imaging and Radiation Therapy

Board Member	Term Expiration	Board Meetings	
Brandy C. Cusson, <i>Chair</i>	7/13/2022	August 2, 2024	
Catherine S. Soucy	8/22/2024	September 23, 2024	
Winslow E. Whitten	7/13/2022	November 18, 2024	
		January 27, 2025	
		May 19, 2025	

Medical Technicians

Board Member	Term Expiration	Board Meetings	
Christina Hebert	12/20/2027		



Board Directory and Meeting Dates (Continued)

Medicine

Board Member	Term Expiration	Board Meetings	
Jonathan Eddinger, MD, Chair	12/3/2026	July 10, 2024	January 8, 2025
Emily R. Baker	4/21/2024	August 7, 2024	February 5, 2025
David J. Goldberg	4/21/2026	September 4, 2024	March 5, 2025
Beatrice Engstrand	4/21/2025	October 2, 2024	April 2, 2025
Nina C. Gardner	10/14/2026	November 6, 2024	May 7, 2025
Marc L. Bertrand	12/3/2026	December 4, 2024	June 4, 2025
Daniel Frazee	4/21/2028	December 20, 2024	
Linda M. Tatarczuch	2/7/2027		
Jonathan Ballard, MD	N/A		

Mental Health

Board Member	Term Expiration	Board Meetings	
Amy Alletzhauser, LPP	10/31/2024	July 19, 2024	November 15, 2024
Lara Gruner-Orf, LCMHC	10/31/2025	August 16, 2024	December 20, 2024
Kristin Grasso, LMFT	10/31/2026	August 23, 2024	January 17, 2025
Deborah A. Robinson, Public Member, Chair	9/27/2024	September 6, 2024	March 21, 2025
Rebecca Bemis, LCMHC	10/2/2025	September 13, 2024	April 18, 2025
Courtney Porter, School Social Worker	10/19/2025	September 20, 2024	May 16, 2025
		October 18, 2024	June 20, 2025

Midwifery Council

Board Member	Term Expiration	Board Meetings	
Heidi F. Rinehart, MD	9/28/2023	July 17, 2024	January 15, 2025
Mark D. Carney, MD	8/9/2023	August 21, 2024	March 19, 2025
Kathryn Hartwell, NHCM, Chair	9/28/2023	September 18, 2024	April 16, 2025
Sherry A. Stevens, NHCM	9/28/2022	October 16, 2024	June 18, 2025
Elizabeth Gaby, NHCM	11/10/2025	November 20, 2024	
Martha Testerman, Public Member	9/28/2025	December 18, 2024	



Board Directory and Meeting Dates (Continued)

Natural Scientists

Board Member	Term Expiration	Board Meetings
James H. Long	6/30/2025	July 8, 2024
Gregory W. Howard	6/30/2026	August 27, 2024
Damon E. Burt, <i>Chair</i>	10/26/2017	December 11, 2024
Christopher Albert	10/26/2018	January 10, 2025
Abigail Thompson Fopiano	12/17/2022	March 12, 2025
Jeffrey Lambe	11/19/2027	May 14, 2025

Naturopathic Board of Examiners

Board Member	Term Expiration	Board Meetings
Glee Corsetti-Hooper, <i>Public Member</i>	10/11/2027	July 29, 2024
Candice Scholl, <i>NP</i>	12/18/2024	October 21, 2024
Erik Nelson, <i>NP</i>	5/8/2028	January 13, 2025
David Olarsch, <i>NP</i>	12/8/2028	March 10, 2025
Bert Mathieson, <i>NP, President</i>	6/19/2024	

Nursing

Board Member	Term Expiration	Board Meetings
Dwayne Thibeault, <i>APRN</i>	5/10/2025	July 25, 2024
Joshua Dion, <i>APRN</i>	5/15/2027	August 22, 2024
Matthew Kitsis, <i>RN</i>	5/10/2027	September 26, 2024
Wendy Stanley Jones, <i>RN</i>	5/10/2025	October 24, 2024
Bette Bogdan, <i>RN</i>	5/10/2027	November 15, 2024
Michele Melanson-Schmitt, <i>RN</i>	5/11/2025	November 21, 2024
Huyen L. Fowler, <i>LPN</i>	5/10/2027	December 10, 2024
Maureen Murtagh, <i>LPN</i>	11/16/2024	December 19, 2024
Melissa M. Tuttle, <i>LNA</i>	10/24/2025	January 23, 2025
Melissa A. Underhill, <i>LNA</i>	10/24/2025	February 27, 2025
Heather M. Pearl, <i>LNA</i>	11/29/2026	March 27, 2025
Jennifer Thibeault, <i>Public Member</i>	12/21/2024	April 24, 2025
Samantha L. O'Neill, <i>Chair</i>	5/10/2027	May 27, 2025
		June 26, 2025



Board Directory and Meeting Dates (Continued)

Nursing Home Administrators

Board Member	Term Expiration	Board Meetings
Lynn Naves Carpenter	6/22/2024	August 27, 2024
David J. Ross, <i>Chair</i>	2/6/2025	October 22, 2024
Meghan C. Linehan	4/11/2024	December 10, 2024
Heather M. Moquin	4/11/2024	February 25, 2025
Anthony Linardos, <i>R. Ph.</i>	2/6/2022	April 22, 2025
Mark J. Bonica, <i>Ph. D.</i>	1/2/2022	June 24, 2025
Anne L. Howe, <i>RN</i>	5/31/2019	

Occupational Therapy

Board Member	Term Expiration	Board Meetings	
Kimberly Shurtleff	1/8/2026	July 29, 2024	March 10, 2025
Traci Johnson	9/21/2025	September 30, 2024	April 14, 2025
Nicole L. Quartulli	3/4/2025	October 28, 2024	May 12, 2025
		January 13, 2025	June 9, 2025
		February 10, 2025	

Optometry

Board Member	Term Expiration	Board Meetings	
Janet I. Aug, <i>OD</i>	7/1/2027	August 20, 2024	January 14, 2025
Michael Gordon, <i>OD</i>	7/1/2028	October 15, 2024	March 11, 2025
Christine C. Donahue, <i>OD, President</i>	7/1/2024	December 10, 2024	April 22, 2025
Scott M. Krauchunas, <i>OD</i>	7/1/2025		June 3, 2025



Board Directory and Meeting Dates (Continued)

Pharmacy

Board Member	Term Expiration	Board Meetings	
Robert Theriault, R.Ph.	9/6/2028	August 21, 2024	January 15, 2025
William Irvin, R.Ph.	9/6/2026	September 25, 2024	February 19, 2025
Eric Lessard, R.Ph.	9/6/2026	October 16, 2024	March 19, 2025
Karl V. Peicker, R.Ph., Chair	10/21/2029	November 20, 2024	April 16, 2025
Purvi Patel, R. Ph.	9/6/2028	December 18, 2024	May 21, 2025
Amanda McClellan	9/7/2027		June 18, 2025

Physical Therapy

Board Member	Term Expiration	Board Meetings	
Robert P. Worden, PT Asst.	1/8/2025	July 16, 2024	January 21, 2025
Jennifer A. Carrier, PT, Chair	1/8/2027	August 20, 2024	February 18, 2025
Nicole Lavoie, PT	1/8/2026	October 15, 2024	March 18, 2025
Richard P. Riddle, Public Member	9/16/2025	November 19, 2024	April 15, 2025
		December 17, 2024	May 20, 2025
			June 17, 2025

Podiatry

Board Member	Term Expiration	Board Meetings	
Jennifer S. Sartori, President	6/3/2022	September 11, 2024	February 12, 2025
Julie M. Shaheen	12/5/2022	November 4, 2024	March 12, 2025
		December 11, 2024	June 11, 2025



Board Directory and Meeting Dates (Continued)

Psychology

Board Member	Term Expiration	Board Meetings	
James D. Nicholls, Psy.D., Chair	7/1/2025	August 2, 2024	March 7, 2025
Sherie L. Friedrich, Psy.D.	7/1/2025	October 4, 2024	April 3, 2025
Alicia M. Key, Ph.D.	7/1/2026	December 6, 2024	May 2, 2025
		January 3, 2025	

Real Estate Appraisers

Board Member	Term Expiration	Board Meetings	
Charles F. Schubert, Chair	8/12/2020	August 16, 2024	
Andrew G. LeMay, Vice Chair	8/12/2024	October 18, 2024	
Jonathan N. Wood	8/12/2025	December 20, 2024	
Justin K. Macagba	8/12/2025	February 14, 2025	
		April 18, 2025	
		June 13, 2025	

Real Estate Commission

Board Member	Term Expiration	Board Meetings	
Matthew W. Cabana	9/15/2024	July 16, 2024	January 21, 2025
Ralph Valentine, Chair	9/15/2026	August 20, 2024	February 18, 2025
Susan L. Doyle	9/15/2022	September 17, 2024	March 18, 2025
Suzanne Brunelle, Esq	9/15/2028	October 15, 2024	April 15, 2025
Stuart Arnett, Public Member	9/15/2025	November 19, 2024	May 20, 2025
		December 17, 2024	June 17, 2025



Board Directory and Meeting Dates (Continued)

Recreational Therapy

Board Member	Term Expiration	Board Meetings
Matthew S. Frye, <i>RT</i>	10/26/2025	

Reflexologist, Structural Integrator & Asian Bodywork Therapists

Board Member	Term Expiration	Board Meetings
Aine deDanaan	12/18/2021	April 8, 2025
Kelly Diamond	1/17/2025	
Andrea J. Montgomery	6/19/2025	

Respiratory Care Practitioners

Board Member	Term Expiration	Board Meetings
Sarah Stone, <i>RCP</i>	1/8/2026	September 30, 2024
William Walden, <i>RCP</i>	5/20/2027	March 17, 2025

Septic System Evaluators

Board Member	Term Expiration	Board Meetings
Michael Carbonneau Jr., <i>Chair</i>	4/5/2027	September 9, 2024
John W. Vlk, <i>Vice Chair</i>	3/22/2027	October 21, 2024
Mark E. McConkey	3/22/2027	December 9, 2024
Peter Rowell, <i>Public Member</i>	4/5/2022	January 27, 2025
		April 21, 2025



Board Directory and Meeting Dates (Continued)

Speech Hearing Pathologists Hearing Care Providers

Board Member	Term Expiration	Board Meetings	
William Flanders, Au.D., CCC-A, Chair	3/4/2026	August 13, 2024	February 11, 2025
Mary Ann Melizzi-Golja, SLP	3/4/2025	September 10, 2024	March 11, 2025
Meredith Bergeron, SLP	3/4/2025	October 8, 2024	May 13, 2025
Lisa Mitchell, SLP	3/4/2027	November 12, 2024	
		December 10, 2024	

Veterinary Medicine

Board Member	Term Expiration	Board Meetings	
Claire Timbas, DVM, President	3/5/2026	July 24, 2024	January 22, 2025
Arianna Brown Hendry, DVM	3/5/2029	September 18, 2024	February 19, 2025
Robyn Eldredge, DVM Vice President	3/5/2027	October 23, 2024	March 26, 2025
Elaine Forst, Public Member	10/14/2026	November 20, 2024	April 23, 2025
Selvi Lampman, DVM	3/5/2028	December 18, 2024	May 21, 2025
Stephen Crawford, DVM	N/A		June 25, 2025

NEW HAMPSHIRE



Office of Professional
Licensure and Certification

7 Eagle Square, Concord, NH 03301

