



DIVISION I FINANCE HEARING

AGENCY OVERVIEW & BUDGET
January 22, 2025



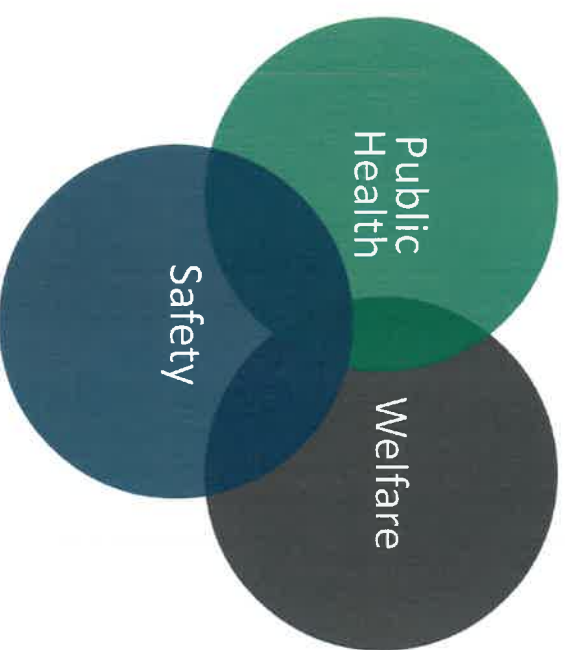
OPLC Guiding Principals

Vision

To ensure the safety and efficacy of over 200,000 individuals through the regulation and oversight of more than 50 professional licensing boards, commissions, and councils.

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.



Our Commitment to the Community



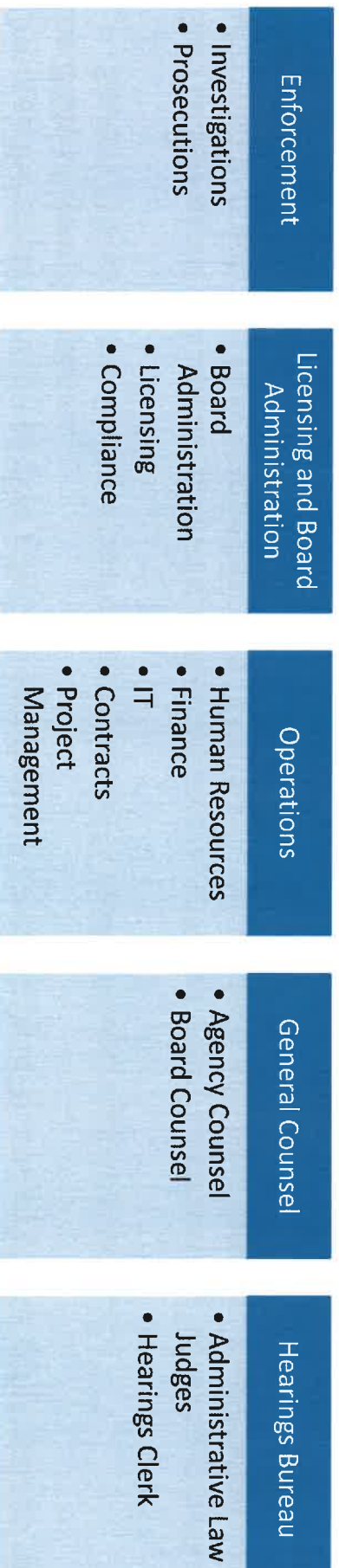
OPLC Agency Overview & Core Functions

- Oversee the administration of over fifty (50) occupational licensing boards, councils, and commissions within the State of New Hampshire.
 - Seven (7) boards are advisory boards, as opposed to independent regulatory boards.
- Staff largely assist the boards, councils, and commissions with two major functions: (1) licensing individuals who wish to practice in New Hampshire; and (2) ensuring compliance with laws through investigations or inspections.
 - Over 200,000 occupational licenses in New Hampshire are active under OPLC or its boards.
 - OPLC averages 100 complaints per month.
 - OPLC conducts over 2000 inspections annually.



Our Structure & Purpose

OPLC provides administrative, clerical, business processing and recordkeeping support to these Boards, Councils, and Commissions to assist in carrying out all statutory objectives in an efficient manner.





OPLC Agency Overview & Core Functions

Executive Director Responsibilities Per RSA 310:4

- (a) Supervision of the division directors, chief legal officer, and chief of staff.
- (b) Employment of personnel needed to carry out the functions of the office and the boards.
- (c) The examination, processing and approval or denial of an application for licensure, certification, or registration for all license types governed by the office or a board listed in RSA 310:2, based on set objective standards developed by the boards, and in accordance with RSA 541-A.
- (d) The investigation of all complaints of professional misconduct in accordance with RSA 310:9.
- (e) Maintenance of the official record of the office and the boards in accordance with the retention policy established by the office.
- (f) Drafting and coordinating rulemaking for all boards within the office in accordance with RSA 541-A, with the advice and recommendations of the boards.
- (g) Maintaining the confidentiality of information, documents, and files in accordance with RSA 91-A.
- (h) Submitting, by November 1, to the speaker of the house of representatives, the president of the senate, the chairpersons of the house and senate executive departments and administration committees, and the governor, an annual report summarizing the transactions of the preceding fiscal year and a complete statement of the receipts and expenditures of the office of professional licensure and certification. The report shall be posted on the website of the office of professional licensure and certification immediately upon submission.



OPLC Agency Overview & Core Functions

Board Responsibilities

- Licensing boards adopt rules for each profession.
- Boards sit as finders of fact for disciplinary hearings.

Licensing and Customer Service

- In 2024, there were 212,000+ active licensees.
- The office issues an average of 2,000-3,000 licenses a week.
- Currently our Customer Service Team answers 95-99% of calls and 100% of daily emails.

Enforcement Division

- Division is in the middle of a review of all complaints for legal viability.
- Working to streamline processes and collaborate with boards.

Rulemaking

- OPLC was responsible for over 25% of initial proposals in the rule making register in 2024.
- We are still working with boards to update rules in light of HB655 (2023) and HB 1095 (2024).
- RSA 310:16 includes a new mandate for rulemaking specific to Military Service Members – we are currently working with individual boards and the Department of Military Affairs and Veterans Services.



OPLC- Source of Funds

- OPLC has not received General Funds in the last five (5) years. 2018 was the last year OPLC received General Funds to fund its operations.
- OPLC's dedicated fund, established with the passage of HB409 (2023), allows the agency to operate more efficiently and effectively among all Boards and Commissions.
- Pursuant to RSA 310:5, the revenue OPLC receives from licensing fees assessed by the various Boards and Commissions shall be credited to a special dedicated non-lapsing fund to be used for the operation of the agency and the Boards the agency oversees, and hereby continually appropriated for such purpose to be expended under the supervisor of the Executive Director of the OPLC.
- Allowing OPLC to roll-over funds between fiscal years within the budget biennium greatly improves agency operations as agency expenses and revenue can vary greatly between fiscal years.



- OPLC received in ARPA funds via DoIT, received \$6,669,112 for its new licensing system implementation. The new licensing system will be built on the Salesforce platform.
- OPLC will not use General Funds to replace the ARPA funds that were awarding for this project.



OPLC FY 26 - 27 Strategic Objectives

OPLC's primary strategic goals in FY 26-27 are to fulfill all statutory and regulatory requirements, enhance service delivery, increase licensure portability, and promote public protection. OPLC's strategies to accomplish these objectives included the following:

<p>Complete Migration to a New Licensing Platform</p> <p>Worked with DoIT to obtain funding under ARPA to obtain a new licensing portal</p>	<p>Establish Internal Controls</p> <p>OPLC will inventory all statutory and regulatory requirements and establish internal controls for the agency and the boards</p>	<p>Establish Public Docket</p> <p>OPLC will work towards establishing a publicly accessible docketing system, allowing public access to publicly available documents and e-filing</p>	<p>Establish In-House Data Center</p> <p>OPLC will analyze workforce trends and provide reports to interested stakeholders</p>
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New Positions Funded

2022-2023

OPLC created eleven (11) permanent positions during the budget process. All positions are currently funded.

- (1) Hearings Examiner
- (1) Attorney I
- (2) Administrator III
- (4) Program Assistant II
- (2) Investigative Paralegal
- (1) Program Specialist II

2024-2025

OPLC created six (6) permanent positions during the budget process. All positions are currently funded.

- (1) Attorney II
- (2) Business Systems Analyst I
- (1) Attorney IV
- (1) Business Systems Analyst II
- (1) Licensing Supervisor

2026-2027

OPLC requested eight (8) temporary positions to become permanent during the budget process.

- (4) Investigative Paralegal
- (1) Paralegal
- (1) Hearings Examiner
- (1) Business Systems Analyst I
- (1) Project Manager



Contact Information

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NEW HAMPSHIRE

Office of Professional
Licensure and Certification

