

New Hampshire Office of Professional  
Licensure and Certification

FY24–25 Agency Overview

House Finance Committee

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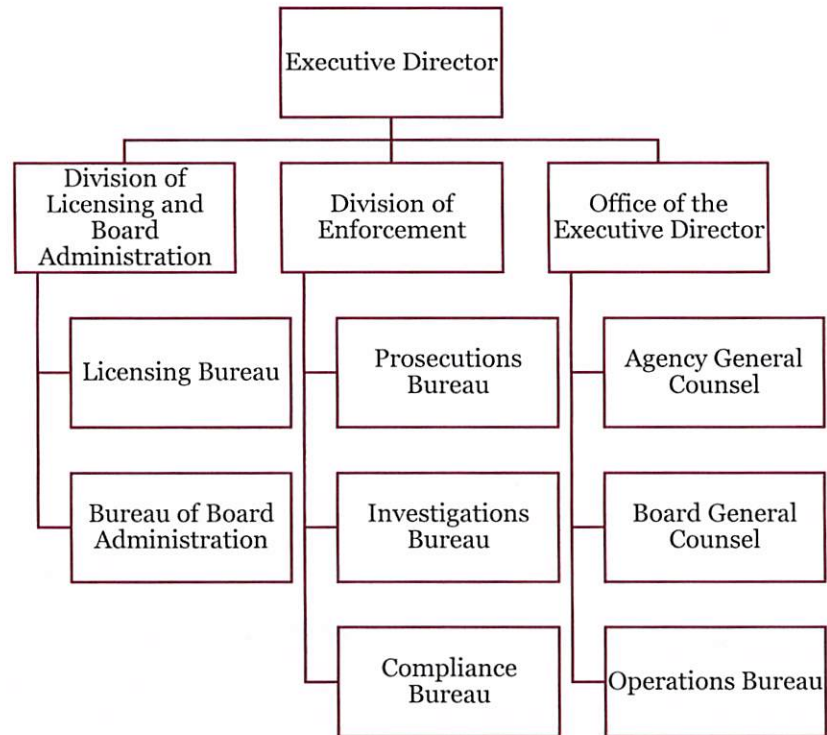


## Agency Overview

- OPLC oversees the administration of fifty-two occupational licensing boards, councils, and commissions within the State of New Hampshire.
  - Seven (7) boards are advisory boards, as opposed to independent regulatory boards.
  - One (1) board is a complaint-only board.
- OPLC 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.
- OPLC is a self-funded agency. Its fees “must bear a relationship to and approximate the expense of issuing the license of inspection and regulating the business licensed.” D’Antoni v. Commissioner, 153 N.H. 655, 658 (2006).



## Agency Structure





## Guiding Principles

Vision: To transform and modernize support for New Hampshire's professional licensing boards to achieve regulatory excellence.

Mission: 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.

### FY 23–25 Strategic Goals

1. Fulfill statutory and regulatory requirements
2. Enhance customer service
3. Increase licensure portability
4. Promote public protection



## **FY24–25: Major Initiatives to Accomplish Strategic Goals**

1. Achieving Efficient Operations by Leveraging Technology: Implement New Licensing Software
  - A. Funded through the American Rescue Plan Act
  - B. Project began February 2023
  - C. Three phases through FY 25
  
2. Achieving Efficient Operations by Leveraging Technology: Implement New Continuing Education Solution
  - A. No-cost contract
  - B. Project began February 2023
  
3. Establishing Internal Controls
  - A. Inventory of all statutory and regulatory requirements
  - B. Streamline existing requirements
  - C. Documenting policies and procedures



## FY 24–25 Governor’s Proposed Budget (HB1)

- To complete these two initiatives and achieve its strategic objectives, OPLC proposes to increase its budget in FY 24–25 as set forth in the Governor’s Proposed Budget
- Increase in appropriations largely comprises the following classes:
  - Class 10 (conversion of 6 temporary positions to permanent positions/all are currently filled)
  - Class 22 (move to Eagle Square)
  - Class 30 (replace fully depreciated vehicles)
  - Class 46 (consultants—majority for Board of Medicine)
  - Class 60 (benefits)
  - Class 531 (funded through a dedicated, non-lapsing fund)
- OPLC will utilize existing agency funding for these increases; fees must relate to cost of licensing/disciplinary process. D’Antoni, 153 N.H. at 168.
- It is anticipated that, once initiatives are completed, agency will observe savings in Class 10 and Class 60 due to reduced staff support through attrition.



## FY 24–25 Governor’s Proposed Budget (HB1)

- Proposed new positions:
  - 2 Business Analyst Positions (Class 10 and Class 60); required to implement the new licensing solution.
  - 2 Attorneys (to establish internal controls and ensure boards are complying with the law)
  - 1 Administrator I/Internal Controls Administrator (to establish internal controls)
  - 1 Licensing Supervisor (to ensure continuity of licensing operations)
- If established, the current temporary positions funded by Class 59, and the corresponding benefits funded by Class 60, would not be needed:
  - \$368,160 in FY 24
  - \$378,304 in FY 25



## FY 24-25: Governor's "Trailer Bill" (HB2)

- Anticipated Reductions in Revenue:

OPLC License Types Eliminated	License Total as of 2/23/23	Current Renewal Fee	Total Revenue Reduction
Booth (Barbering, Cosmetology & Esthetics)	1,966	\$ 75.00	\$ 147,450.00
Medical Imaging and Radiation Therapy (All Permanent License Types)	2,628	\$ 110.00	\$ 289,080.00
Medical Imaging and Radiation Therapy (All Temporary License Types)	32	\$ 20.00	\$ 640.00
Foresters	250	\$ 120.00	\$ 30,000.00
Landscape Architect	134	\$ 160.00	\$ 21,440.00
Licensed Nursing Assistant	12,012	\$ 35.00	\$ 420,420.00
Medical technician (Both License Types)	1,682	\$ -	\$ -
Court Reporters (Both License Types)	65	\$ 200.00	\$ 13,000.00
Natural Scientist (Both License Types)	208	\$ 120.00	\$ 24,960.00
Natural Scientist Apprentice (Both License Types)	58	\$ 120.00	\$ 6,960.00
<b>TOTAL</b>	<b>19,035</b>		<b>\$ 953,950.00</b>





## FY 24–25: Governor’s “Trailer Bill” (HB2)

- Potential Increases in Revenue
  - Increase in number of permanent licenses issued due to universal licensure recognition (e.g., during the COVID-19 State of Emergency, 63% of all licensed psychologists practiced under an emergency license only)
  - Increase in number of military servicemember licenses and spouse licenses due to streamlined requirements.
  - Transfer of licensing boards and license types to OPLC:
    - Boxing and Wrestling Commission
    - Board of Auctioneers
    - Board of Licensing for Interpreters for the Deaf, Deafblind, and Hard of Hearing
    - Professional Bondsmen



## FY 24–25: Governor’s “Trailer Bill” (HB2)

- Potential Decreases in Expenses
  - Reduction in costs due to reduced number of supported boards, board members, and associated administrative overhead.
  - Reduced need for administrative support (class 10 and class 60) due to streamlined licensing and disciplinary procedures.

