



**STATE OF NEW HAMPSHIRE
DEPARTMENT OF CORRECTIONS
DIVISION OF ADMINISTRATION**

PO BOX 1806
CONCORD, NH 03302-1806
603-271-5610 FAX: 1-888-908-6609
TDD Access: 1-800-735-2964
www.nh.gov/nhdoc

FIS 22 369

**Helen E. Hanks
Commissioner**

**Jonathan K. Hanson
Director**

October 3, 2022

The Honorable Karen Umberger, Chairman
Fiscal Committee of the General Court
State House
Concord, New Hampshire 03301

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

REQUESTED ACTION

Pursuant to RSA 14:30-a VI, the New Hampshire Department of Corrections (NHDOC) respectfully requests authorization to accept and expend \$1,810,000 of American Rescue Plan Act of 2021(ARPA), State Fiscal Recovery Funds (SFRF), for the purpose of tablet and wireless access point expansion and to purchase digital workflow and robotics process automation software licenses and associated professional services as part of the State Workforce Efficiency Enhancement Program (SWEET). Effective upon Fiscal Committee and Governor and Executive Council approval through June 30, 2023. This is an allowable use of ARPA SFRF funds under Section 602 (c)(1)(C) for provision of government services to the extent of the reduction in revenue. 100% Federal Funds

Funds are to be budgeted in FY 2023 02-46-46-460510-26XX0000¹ as follows:

Account	Description	FY 2023 Current Authorized	Requested Action	FY 2023 Adjusted Authorized
037-500171	Technology-Hardware	-	400,358	400,358
038-500175	Technology-Software	-	700,067	700,067
040-501587	Indirect Costs	-	164,396	164,396
041-500801	Audit Fund Set Aside	-	1,644	1,644
103-502664	Contracts for Operational Services	-	543,535	543,535
	Total Appropriations	-	1,810,000	1,810,000
000-400338	Federal Funds	-	1,810,000	1,810,000

¹ All direct program costs will be accounted for using activity 00FRF602GS4601A (tablet and wireless access point expansion), 00FRF602GS4601B (process automation software), and all administrative and indirect costs will be accounted for using activity 00FRF602GS4601Z. Accounting classifications may be subject to technical changes at the discretion of the Department of Administrative Services' Division of Accounting Services.

EXPLANATION

The State has experienced unprecedented pressure on its existing workforce, seeing staff shortages across agencies and increased wage competition with the private sector, as the negative effects of the COVID-19 health crisis continue to unfold. This reality has forced State agencies to attempt to operate with a high number of vacancies and find other means to adapt in order to achieve core responsibilities and required outcomes or deliverables.

This has resulted in the development of the State Workforce Efficiency Enhancement Program (SWEEP), an initiative focused on one-time investments in technology, systems, or other tools that will make it easier for State agencies to perform required functions over the long term as they adjust their roles and needs to the realities brought on by the pandemic and move toward a more sustainable staffing model that helps avoid burnout and encourages retention. This request is part of the overarching SWEEP effort.

This request would enable DOC to invest in its Technology Access Pilot Program (TAPP), which seeks to review and demonstrate the value of improving technology access and digital transformation of processes for security staff within NHDOC facilities. Personnel shortages and the workforce disruption caused by COVID-19 have exposed problem areas in facility operations during extended, non-incident related quarantine or reduced-access measures. Where many traditional office environments can disperse and relocate personnel via remote access, correctional facilities may not. Consequently, as part of a more robust Business Continuity Plan, broader more accessible technology services are critical to long-term continued operations in a restricted access environment.

This program includes several components, including tablet devices, wireless access point expansion, speech recognition and voice transcription for reporting, digital workflow and robotics process automation software and associated professional services to build out and train on the platform. Currently, security staff rely on a small number of desktop computers in specific areas of each facility, often limiting their ability to review critical information contained within the Offender Management System, as well as report incidents and use of force events expeditiously while also fulfilling the necessary duties of their post. Wireless access to information, reports and reporting tools will be evaluated against existing resources (fixed computers, printouts and paper forms).

This pilot program will allow the NHDOC to conduct needed research and evaluation about both the efficiencies gained and the efficacy of Business Continuity Planning in a correctional facility. By providing convenient device access, voice transcription and automation tools, the NHDOC will both increase workplace efficiency and improve data driven decision making in operations. These first steps provide valuable feedback and lessons to blueprint future services, operations policies and procedures and staffing needs post digital transformation.

Funds are to be budgeted as follows:

Class 037 – Technology-Hardware for tablets and wireless access point expansion hardware.


Class 038 – Technology-Software for digital workflow and robotics process automation software licenses.

Class 040 – Indirect Costs to recover, per by RSA 21-1:75, a proportional share of the outside funding source to alleviate agency indirect costs.

Class 041 – Audit Fund Set Aside to comply with RSA 124:16 that requires all agencies that receive federal funds to set aside a percentage (0.1%) of the federal revenue amount received to pay for financial and compliance audits.

Class 103 - Contracts for Operational Services for related professional services.

Respectfully Submitted,



Helen E. Hanks
Commissioner