



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Facilities Maintenance & Office Services

March 8, 2023

Lori A. Weaver, Interim Commissioner

Tammy Nelson, Facilities Director

Bureau of Facilities Maintenance and Office Services Mission

To provide and manage safe, accessible and cost-efficient facilities.

Oversees the management and operation of 26 leases or a total square
footage of approximately 325,801

Approximately 228,502 SF for District Office operations for the purpose
of serving DHHS clients statewide

Facilities Maintenance

Evaluate, design and procure office and warehouse space to meet the needs of the department.

Ensure the safety of DHHS facilities and apply corrective actions to mitigate issues.

Reconfiguration of existing space to best utilize the space and meet current standards.

Ensure capital projects are identified and proceed as scheduled and that the program/project requirements are met.

Collaborate with other State agencies to ensure DHHS occupied facilities are operational and maintained to current specifications.

HHS Facility Coordinators

Provide support for all DHHS District Offices that provide services to clients in regional locations throughout the state.

Provide support services to all-itinerant field locations throughout the state

Office Services

Mail Services
Provide mail support/delivery to DHHS facilities throughout the state.

Purchasing, Inventory and Archiving
Provide purchasing, inventory and archiving support to DHHS facilities throughout the state.

Logistics
Provide logistic services to DHHS facilities throughout the state.

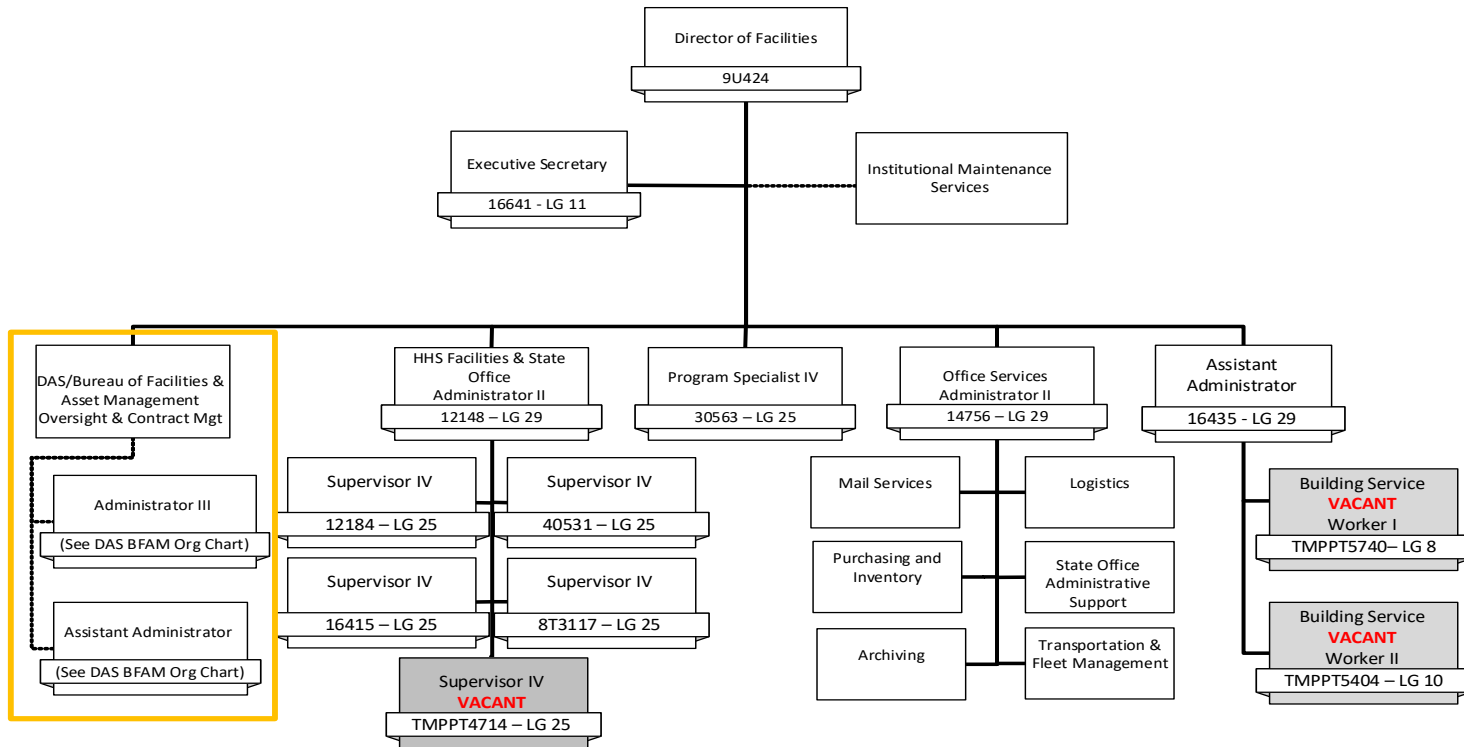
Transportation and Fleet Management
Provide transportation and fleet services to DHHS facilities throughout the state.

- Oversight and management of four DHHS campus’s including general maintenance repairs, capital projects, and vacant space renovations for future usage:
 - Governor Hugh Gallen Office Park South: 106 acres, 1,032,419 square feet, 24 buildings (DAS MOU)
 - Sununu Youth Services Center: 150 acres, 13 buildings, 270,815 square feet, for youth services and general office space
 - Glenclyff Home: 70 acres, 22 buildings, 200,000 square feet for patient services and general office space
 - Hampstead Hospital, 90 acres, 82,000 square feet for youth services and general office space
- The Facilities Maintenance Unit, (with the assistance of DAS, via an MOU) oversees the management and operation of 26 lease spaces with approximately 228,502 square feet of office space containing approximately 1,023 staff for the purpose of serving DHHS clients.
- As of July 1, 2023 DAS will only provide a portion of services historically provided leaving DHHS with no dedicated resources to manage the portions not covered by DAS. DHHS will need to stand up resources to provide the services no longer covered by DAS.

Activity – Accounting Unit	Accounting Unit Title	Budget Book Page #	Budget Briefing Book Page #
9530-5685	Management Support	1086	OCOM pg 20
9530-5687	DHHS District Offices	1088	Under \$1M



NH Department of Health and Human Services Facilities Maintenance & Office Services Unit



January 2023

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Facilities Position Request

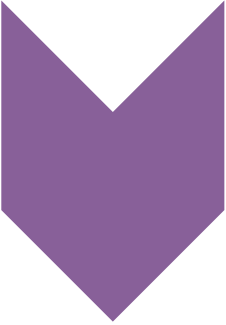
Administrator II

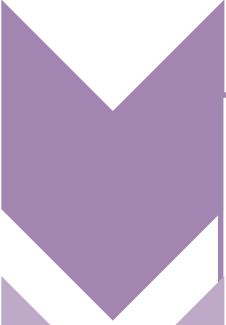
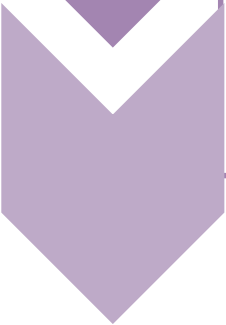
- 1 Position
- Lease Administrator to manage & administer the leasing process for HHS locations
- SFY24 \$97K
- SFY25 \$102K

Maintenance Mechanic II

- 2 Positions
- Skilled Maintenance to support HHS facility requests & optimize operations
- SFY24 \$120K
- SFY25 \$124K

KEY ACCOMPLISHMENTS

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- Negotiated the closure and shut down of the statewide COVID-19 operational sites, to include the State's Public Health COVID Operations Center (PHCOC)
 - Demolition of Wilkins building (currently underway); closed in 1977 after water damage and then was subject to fire which resulted in a complete loss. Due to safety hazards, demolition was essential. (Note: capital project)
 - Entered into a Use of Premises Agreement with the City of Manchester for Tirrell House, Brook Street, Manchester, to be utilized by the City to help address the homelessness crisis

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- Timely emergency repairs at all institutional facilities as they arise ensuring the safety of all patients and staff. This includes New Hampshire Hospital, Glenclyff Home, Sununu Youth Services Center and Hampstead Hospital.
 - Revitalization of the Rochester district office: Collaborated with the City to bring updates to the interior sections of HHS space (currently underway)
 - Despite simultaneous water line breaks at two district offices rendering the space temporarily unusable, services to the public continued with the creation of a pop up lobby and technology and other locations

KEY CHALLENGES



Capital Maintenance Projects
The State has limited funding to properly maintain state buildings. Many buildings have continuous problems due to lack of funding to correct the issues.



DAS Facility Resources
DHHS will be responsible for facility functions covered by DAS with no appropriated DHHS resources

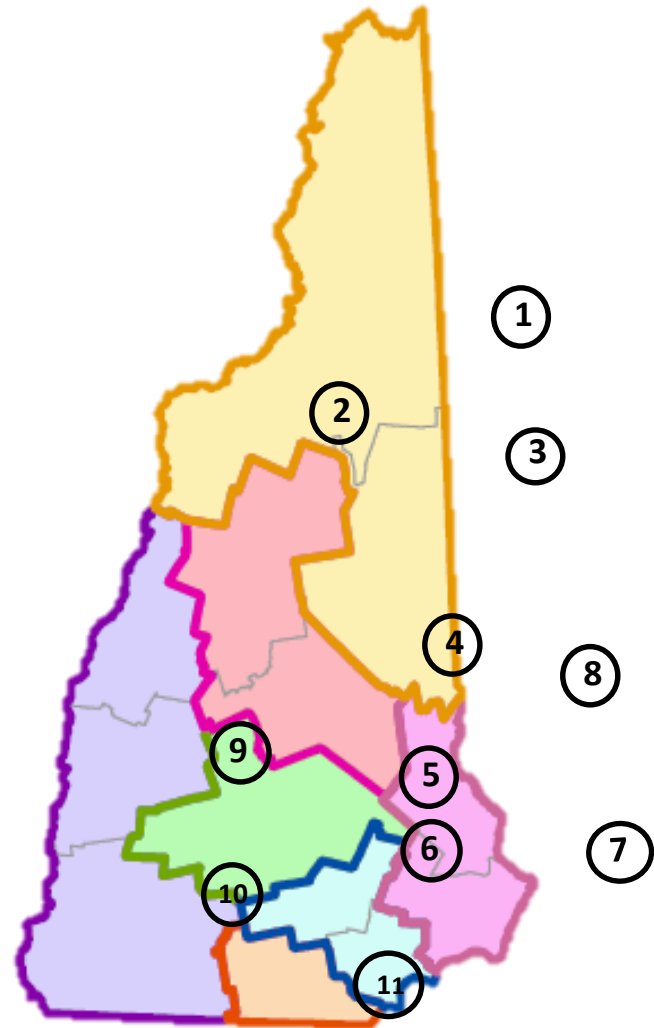


Staffing
Currently have 4.5 FTE's to manage 11 District Offices and 13 itinerant locations across the state.



DHHS: 11 District Offices (client services)

1. Berlin
2. Littleton
3. Conway
4. Laconia
5. Concord
6. Manchester
7. Seacoast
8. Rochester
9. Claremont
10. Keene
11. Southern



District Office	Square Footage	Staff count	Lease expiration
Laconia	15,480	83	12/31/2023
Keene	15,871	89	3/31/2024
Rochester	19,750	88	4/30/2024
Littleton	13,275	48	9/30/2024
Concord	25,588	127	12/31/2025
Manchester	29,802	150	3/31/2026
Southern	37,590	151	3/31/2028
Conway	14,500	45	5/31/2028
Seacoast	28,000	90	5/31/2028
Berlin	14,500	73	11/30/2029
Claremont	14,146	79	state owned

