



New Hampshire Office of Professional  
Licensure and Certification

FY24–25 Agency Overview

Senate Finance Committee

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Lindsey B. Courtney, Executive Director  
Heather A. Kelley, Director of Operations

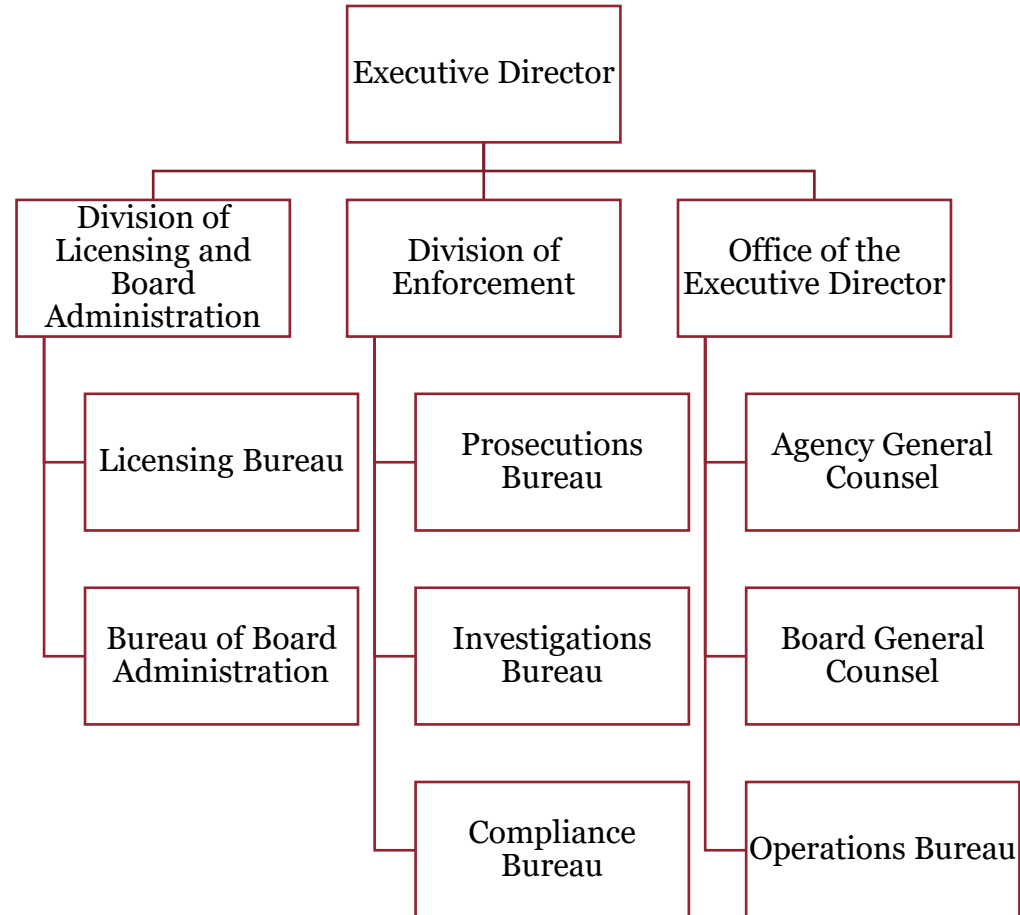


## Agency Overview

- OPLC oversees 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.
  - 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 House 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 its Budget, as passed by the House:
- 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 House 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)
- The Budget, as passed by the House, eliminated proposed funding (\$594,930) in Class 59 (temp full time) and Class 60 (benefits) for these positions.
  - House budget establishes these positions are permanent positions.
  - Funding is provided in Class 10 and Class 60.
  - OPLC requires funding to cover existing positions until conversion to permanent positions.
  - OPLC requests additional funding for temporary customer support unit positions.



## FY 24–25: House “Trailer Bill” (HB2)

- Slight proposed reduction in anticipated revenue, due to eliminating voluntary licensure of electrical corporations:
  - \$13,300.00
- FY 24/25 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) See SB 594.
  - Increase in number of military servicemember licenses and spouse licenses due to streamlined requirements.





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

- 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
- 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.

