

**New Hampshire Department of Health and Human Services  
Behavioral Health Services for Hampstead Hospital and Residential Treatment Facility**

**Appendix H – Staffing Requirements**

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1. Staff Transition Process

- 1.1. The selected Vendor must offer employment to qualified HHRTF personnel currently employed at the facility. See Appendix J – Organizational Chart. The selected Vendor must:
  - 1.1.1. Give due consideration in honoring the existing contract between the Department’s current Contractor and HHRTF employees, provided there is no conflict with the resulting Agreement.
  - 1.1.2. Ensure the application for employment is available within the 90 day Readiness Period.
  - 1.1.3. Interview current HHRTF personnel interested in continuing in roles at the facility to determine whether they qualify.
  - 1.1.4. Qualify the personnel for their current position, meaning verifying proper credentials are held.
  - 1.1.5. Review the current employee file, as provided by the Department. If there are any disciplinary actions in the employee file, the selected Vendor must review.
  - 1.1.6. Ensuring all proper hiring paperwork is completed and the personnel are transitioned to the selected Vendor’s employment by December 1, 2024.

2. Staffing Requirements

- 2.1. The selected Vendor agrees that one (1) FTE is equal to one (1) full-time employee who works 40 hours per week, devoted to his or her duties and responsibilities, subject to the selected Vendor’s normal and customary employee leave policies.
- 2.2. The selected Vendor must ensure all personnel and subcontractors meet and adhere to:
  - 2.2.1. The applicable codes of ethical conduct;
  - 2.2.2. The qualifications necessary to perform the responsibilities of the job;
  - 2.2.3. All HHRTF and Contractor policies;
  - 2.2.4. Information security and privacy policies and use agreements including items included in Exhibit K;
  - 2.2.5. All other human resource-related expectations of the Department; and
  - 2.2.6. All State security policies.
  - 2.2.7. No personnel provided by the selected Vendor are considered employees of the State of NH.
- 2.3. The selected Vendor must complete a yearly market analysis of all positions included in this Agreement and proposed and provide to the Department . The

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- first market analysis must be provided to the Department by January 1, 2025. The selected Vendor must make a recommendation to the Department to either keep salaries at their current level or increase, the Department will not accept a recommendation to decrease salaries. The Department must approve any salary increases.
- 2.4. Prior to permitting any individual to provide services under this Agreement, the selected Vendor must ensure that said individual has undergone:
- 2.4.1. A criminal background check, at the selected Vendor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement.
- 2.4.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 2.4.3. A name search of the Department's Division for Children, Youth and Families (DCYF) Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.
- 2.5. The selected Vendor must provide a comprehensive staffing model that meets or exceeds accreditation standards; CMS standards; and clinical standard of practice for the needs of the individuals and staff to ensure the quality of services to individuals is not compromised.
- 2.6. The selected Vendor must ensure all staffing positions are continuously filled or in active recruitment. The selected Vendor must provide the appropriate Department designee with monthly updates on the recruitment process for all unfilled positions.
- 2.7. The selected Vendor must track and report staffing levels by Full-time Equivalent (FTE) units on a monthly basis to the Department.
- 2.8. The selected Vendor must provide the Department with hourly timecards for all staff that summarize hours worked for each invoicing period.
- 2.9. The selected Vendor must ensure all management level personnel engaged or hired by the selected Vendor must be subject to approval by the Department prior to notifying candidates of engagement or hire. The Department will inform the selected Vendor of any applicable Department designee for this purpose per position within two (2) business days after receipt from the selected Vendor.
- 2.10. The Department, at its sole discretion, may rescind, either permanently or temporarily, its approval of any selected Vendor's personnel providing any services for any of the following reasons:

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- 2.10.1. Suspension, revocation or other loss of a required license, certification or other contractual requirement to perform such services under the Agreement;
  - 2.10.2. Provision of unsatisfactory service based on malfeasance, misfeasance, insubordination or failure to satisfactorily provide required services;
  - 2.10.3. Arrest or conviction of any felony, misdemeanor, or drug or alcohol related offense;
  - 2.10.4. Abolition of the role due to a change in organizational structure, lack of sufficient funds or like reasons; or
  - 2.10.5. Any other reason that includes, but is not limited to: misconduct; violation of Department or HHRTF policy; violation of state or federal laws and regulations; or a determination made by the Department that the individual presents a risk to the health and safety of any staff member or any individual served by the Department.
- 1.1. The selected Vendor must ensure that, prior to providing the applicable services for the HHRTF, all required licenses, certifications, privileges, or other specified minimum qualifications are met for all staff, and where applicable, are maintained throughout the provision of services for the full term of the contract. The selected Vendor must provide the applicable Department designee with a copy of all documents. The selected Vendor must not hold the Department financially liable for any fees or costs for any licenses, certifications or renewal of same, nor for any fees or costs incurred for providing copies of said licenses or certifications.
- 2.11. In addition to any approvals required by the Vendor for employees, the selected Vendor must ensure staff provide timely, prior notification to the applicable Department designee for any anticipated leave time, unless otherwise stated herein for a specific position or service area. The selected Vendor must ensure that all staff provided have a standard amount of vacation and sick time, subject to the normal and customary employee benefits and policies of the selected Vendor. However, the selected Vendor must ensure staff abide by the State holiday schedule.
- 2.12. The selected Vendor must be responsible for managing all employee relations and performance management issues for the staff provided, in accordance with selected Vendor's policies, procedures and applicable by-laws, and applicable HHRTF and/or State of New Hampshire policies.
- 2.13. The selected Vendor must comply with all Department requirements, policies, and procedures relative to infection prevention, mitigation, and control to mitigate the risks of disease transmission prior to the commencement of services.
- 2.14. The selected Vendor must develop, implement, and maintain a talent strategy to recruit, train, and retain staff, in order to ensure staff are committed and trained in providing high quality treatment and outcomes for individuals.

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- 2.15. The selected Vendor must provide comprehensive staff training, to onboard and retain staff, including any continuing education necessary to meet all requirements of applicable licensing, accreditation standards, and effective treatment.