

## AGENDA

### COMMITTEE ON HUMAN RESOURCES/INSURANCE

March 16, 2009

Aldermen Gatsas, Shea, Lopez,  
Garrity, Pinard

4:00 PM

Aldermanic Chambers  
City Hall (3<sup>rd</sup> Floor)

1. Chairman Gatsas calls the meeting to order.
2. The Clerk calls the roll.
3. Service Contract between the City and Workplace Benefits Solutions, LLC.  
*(Note: Referred by the Board of Mayor and Aldermen on 03/10/09. Additional submitted by Jane Gile, Human Resources Director.)*  
**Gentlemen, what is your pleasure?**
4. Discussion relative to an early retirement package for City employees.  
*(Note: Referred by the Board of Mayor and Aldermen on February 17, 2009. Report to come from Human Resources on the fiscal impact for 2009. A joint communication has been submitted by William Sanders and Jane Gile.)*  
**Gentlemen, what is your pleasure?**

#### TABLED ITEMS

*A motion is in order to remove any item from the table.*

5. Communication from Jane Gile, Human Resources Director, recommending reclassification of school nurses.  
*(Tabled 3/3/09)*
6. Discussion relative to the guidelines of the Bright Ideas Evaluation Committee awards.  
*(Note: Referred from the Board of Mayor and Aldermen on 9/16/08; The Committee has requested members of the Quality Council to appear at the next meeting to discuss the issue further; Tabled 11/12/08.)*

7. Communication from Jane E. Gile, Human Resources Director, recommending that the Committee upgrade the part-time parking control officer from a salary grade 10 to a salary grade 11; and upgrade the reserve police officer from a salary grade 18 to a salary grade 19.  
*(Note: The Committee has requested additional information from Human Resources on this item; Tabled 8/5/08. Communication from Chief Mara regarding Reserve Officers was received and filed on November 24, 2008.)*
  
8. Recommendation from Thomas Clark, City Solicitor, regarding Section 33.011 Retired Employees; Policy on Rehiring, if available.  
*(Tabled 8/5/08)*
  
9. If there is no further business a motion is in order to adjourn.

*Mayor's Handout +  
March 10, 2009  
Board of Mayor & Aldermen*

SERVICE CONTRACT

Between the  
CITY OF MANCHESTER

and

WORKPLACE BENEFITS SOLUTIONS, LLC

In board of Mayor and Aldermen  
Date: 3/10/09 On Motion of Ald. Murphy  
Second by Ald. Garrity

Voted to refer to the Committee on  
Human Resources/Insurance  
*[Signature]*  
City Clerk

This agreement is made as of 2/25, 2009 by and between the City of Manchester, One City Hall Plaza, Manchester, NH 03101, hereafter known as the City, and Workplace Benefits Solutions, LLC, with its office located at 1667 Elm St., Suite 3, Manchester, NH 03101, hereafter referred to as WBS, do hereby agree to the following terms and conditions:

**SERVICES:**

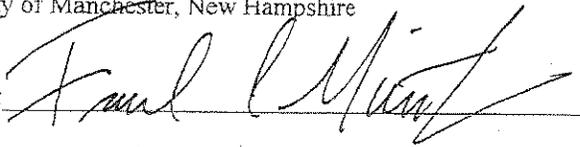
1. WBS shall provide services contemplated by this agreement as an independent contractor and nothing contained herein shall be construed in such a manner as to create an employer-employee relationship with the City.
2. WBS shall possess the knowledge, specialized skill, and necessary licenses, permits, and authority to engage in the activities contemplated by this agreement and WBS certifies its full compliance and its good standing with all regulatory and supervisory agencies having jurisdiction over WBS.
3. WBS shall maintain errors and omissions insurance of the type and in the amount maintained by WBS at the time of entering into this Agreement as set forth in Attachment A. WBS shall provide evidence of such insurance coverage to the City upon request. WBS shall notify the City in writing within thirty (30) days of a proposed cancellation, actual cancellation, or material change in coverage of the Broker's errors and omissions insurance.
4. WBS shall use reasonable efforts to advise the City of health benefit plans and other insurance products that would reasonably serve the interests of the City. In recommending any insurance product to the City, WBS shall not give preference based upon the level of commission or other compensation earned for the enrollment of the City in such health benefit plans or other insurance products.
5. WBS shall disclose, prior to the City's committing to purchase it any commission or other compensation earned by them for enrolling the City in any health benefit plan or other insurance product. At the request of the City, WBS shall also provide the City with copies of all Broker/Consultant agreements between WBS and any health benefit plan providers and providers of other insurance products whose plans, services or products are under consideration by the City.
6. WBS shall use reasonable efforts to assist the City in procuring health benefit plans or other insurance products that will reasonably serve the interests of the City by, among other things, interviewing potential plan providers, requesting, evaluating and responding to proposals for the provision of health benefit plans and other insurance products, and negotiating the most reasonable price for such plans and products.
7. WBS shall use its reasonable efforts to assist the City in implementing health benefit plans and other insurance products by, among other things, working in conjunction with the Human Resources Department of the City to communicate benefits to employees, to enroll employees in health benefit plans and other insurance products, and to deliver and explain administrative forms and procedures to employees.
8. WBS shall use its reasonable efforts to monitor plan compliance, to recommend plan modification or refinement, and to assist the City's health insurance advisory committee.
9. WBS shall use its reasonable efforts to interface with plan providers in order to resolve any problems or issues necessary to preserve the interests of the City, to enhance the integrity of health benefit plans and other insurance products, and to effect positive change in policies and procedures of plan providers.

10. WBS shall use its reasonable efforts to review and certify the validity, completeness, and accuracy of reports, documents, and contracts provided by plan providers and to act as an intermediary in resolving any issues related to the stated documents.
11. In providing the services contemplated in this Agreement, WBS shall not make any false, misleading, or incomplete statement to the City.
12. WBS shall comply with all applicable laws and regulations in providing the services contemplated in this Agreement.
13. WBS shall hold in the strictest confidence all information provided by the City relative to the performance of any services contemplated under this Agreement unless otherwise required by law. WBS shall not disclose or permit disclosure of such confidential information without the written consent of the City, unless otherwise required by law.
14. WBS shall indemnify and hold harmless the City from any claim, action, liability, or expense including costs of judgments, settlements, court costs, and reasonable attorneys' fees arising out of or related to the performance or nonperformance by WBS with respect to any services contemplated under this Agreement.
15. WBS shall not assign this Agreement or its duties hereunder without the prior written consent of the City.
16. The City agrees to pay WBS an annual fee of \$20,000 for consulting and support services on a monthly pro-rated basis. In addition, upon completion of the bid process for medical and/or dental plans, hard dollar (quantifiable) savings for the City of Manchester will be paid to WBS in the following manner:
  - a. WBS will be paid 25% of the savings that are negotiated on the following fees:
    - i. Gross Administration Fees (Claim Administration, network access fees, disease management fees, case management fees, RX administration fees)
    - ii. Pharmacy Concessions
    - iii. Stop Loss Insurance PremiumsSavings are calculated based on fees in place as of 2/1/09. The City retains the 75% savings in avoided costs.
  - b. 25% of the savings payable pursuant to paragraph 16 a. will be converted to a Per Employee Per Month (PEPM) basis prior to finalizing the rates and paid by the Administrator monthly over the course of the contract.
17. WBS will be appointed the producer of record for the City's Life and AD&D and Disability contracts upon termination or expiration of the City's current agreements.
18. WBS agrees to provide to the City:
  - a. Semi-annual Claims Projections
  - b. Bi-annual, or as needed, preparation of bid specifications and RFD process for health and dental administration including contract negotiation and implementation assistance.
  - c. Annual marketing of reinsurance.
  - d. Annual year end accounting of all monies dispersed relative to established budgets.
  - e. Quarterly health insurance claims review.
  - f. Quarterly Variance Report – claims utilization comparison to budgeted expense.
  - g. Annual Employer/Employee Premium Contribution Modeling.
  - h. Assist the City with the development of employee communication materials, which shall not include the printing, copying and dissemination of such materials.
  - i. Focus on carrier's delivery of Wellness, Disease Management and Medical Management Programs
  - j. Attend meetings with the Mayor and Board of Aldermen and any other groups as determined by the City's Human Resources Director.
19. This Agreement shall remain in effect for a period of three (3) years. Either party may terminate this Agreement at any time for any reason by notifying the other party thirty (30) days in advance of such termination. In the event this Agreement is terminated, WBS shall immediately return to the City all documents, records, and other file materials in WBS' possession.
20. Upon termination or expiration of this Agreement, WBS is entitled to receive compensation for services on a pro-rated basis up to the effective date of the termination or expiration of the Agreement.

21. This Agreement and WBS' proposal to the City of Manchester, dated January 2009, contains the complete and integrated understanding between the parties and supersedes any understanding, agreement, or negotiation, whether oral or written, not set forth herein. In the event of a conflict between the proposal and this agreement, this agreement shall control. Neither this Agreement, nor any provision thereof, may be waived, modified, amended, discharged, or terminated without the prior written consent of the parties.
22. A waiver by either party of any breach of this Agreement shall not operate as a waiver of any subsequent breach. No delay in acting in regard to any breach of this Agreement shall be construed to be a waiver of the breach.
23. This Agreement shall be governed by and construed in accordance with the laws of the State of NH. Any suit brought by either party under this Agreement shall be filed in a court of competent jurisdiction within the State of NH.
24. If any one (1) or more of the provisions of this Agreement are deemed invalid, illegal, or unenforceable, then the validity, legality, or enforceability of the remaining provisions of this Agreement shall not be affected thereby and the parties shall use all reasonable efforts to substitute one (1) or more valid, legal and enforceable provisions which, insofar as practicable, implement the purposes and intent of this Agreement.
25. It is understood and agreed that the City shall assist in furnishing WBS with all necessary insurance related statistics, employee data, reports, agreements, invoices and records that are pertinent to the satisfactory fulfillment of this contract and otherwise cooperate with WBS.

In witness whereof, the parties of this contract hereunto set their hands.

City of Manchester, New Hampshire

By: 

Date: 2-26-09

Title: MAJOR

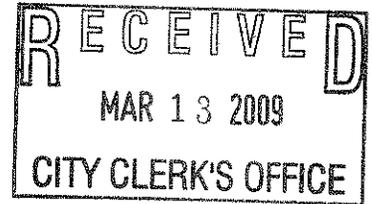
Workplace Benefit Solutions, LLC

By: 

Date: 2/25/09

Title: Principal Consultant

Jane Gile  
Human Resources Director



**CITY OF MANCHESTER**  
**Human Resources Department**

March 12, 2009

Alderman Ted Gatsas, Chair  
Human Resources and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, NH 03101

*RE: Consultant Comparison*

Dear Alderman Gatsas:

The attached comparison was requested by the Board of Mayor and Aldermen at its March 10, 2009 meeting.

The chart depicts the 25% savings formula if applied to the contract of the prior consultant at the time of the switch from Anthem to CIGNA. The same time frame is used to depict stop loss and pharmacy rebates.

The contract with GBS for the period of July 1, 2007 through June 30, 2008 was in the amount of \$35,000.

The chart is not a predictor for future savings, but only an indicator based on the last renewal.

Sincerely,

Jane E. Gile, SPHR  
Human Resources Director

	<u>2006/2007 Anthem</u>	<u>2007/2008 CIGNA/HM Life</u>	<u>Difference</u>	<u>Consultant Savings Award (25%)</u>
Gross Administration				
PEPM	\$45.35	\$39.50	\$5.85	\$1.46
Total Dollars	\$737,935	\$642,744	\$95,191	\$23,797.80
Stop Loss				
PEPM	\$33.56 (\$150,000 ISL)	\$29.53 (\$200,000 ISL)	\$4.03	\$0 (Increased risk to City)
Total Dollars	\$546,088	\$480,500	\$65,588	\$0 (Increased risk to City)
Pharmacy Rebates				
Total Dollars	\$137,000	\$150,000	\$13,000	\$3,250.00
<b>Total Savings Awarded</b>				<b>\$27,047.80</b>

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- Notes:
- 1.) Total fees assume 1,356 covered employees.
  - 2.) The Individual Stop Loss deductible was increased from \$150,000 to \$200,000 effective 7/1/2007

March 3, 2009 HR Handout



Jane Gile  
Human Resources Director

## CITY OF MANCHESTER Human Resources Department

March 3, 2009

To: Alderman Ted Gatsas  
From: Jane Gile, HR Director  
Subject: Early Retirement

The following information is provided regarding early retirement:

- There are 116 employees with 20 years of service to the City of Manchester and who are at least 55 years of age.
- Average salary is \$57,339.24, which relates to \$1,102.68/weekly.
- If the employee retires prior to age 60, there is a 2% per year permanent penalty taken from the pension for each year retired prior to age 60, e.g. if an employee retires at age 56, the permanent reduction in their pension is approximately 8%.
- 91 of the 116 City employees are General Fund; leaving 25 employees from Enterprise funds.
- Severance due employees should they retire today is \$2,891,532.30
  - \$2,199,818.93 from the General Fund
  - \$691,713.37 from Enterprise Funds

### Benefits:

- Health Insurance – City Share monthly
  - POS Plan: Single - \$587.44 Two Person - \$1,180.37 Family - \$1,582.01
  - HMO: Single - \$430.86 Two Person - \$867.69 Family - \$1,158.91
- Dental Insurance – City Share Monthly
  - Single – \$28.45 Two Person - \$55.21 Family - \$106.05
- Retirement – City employees: 14.75%  
Police: 11.84%  
Fire: 15.92%

According to RSA 100-A – relative to Group II members (Police and Fire):

“Any group II member in service who has attained age 45 and completed 20 years of creditable service, or who has attained age 60 regardless of the number of years of creditable service, may retire on a service retirement allowance upon written application to the board of trustees setting forth at what time not less than 30 days nor more than 90 days subsequent to the filing thereof the member desires to be retired, notwithstanding that during such period of notification the member may have separated from service.”



*William E. Sanders  
Finance Officer*

**CITY OF MANCHESTER**  
*Finance Department*

March 13, 2009

Human Resources Committee  
C/O Matthew Normand  
One City Hall Plaza  
Manchester, NH 03101

RE: Early Retirement Incentive Program

Dear Honorable Committee Members,

The attached schedule summarizes the costs and savings of an early retirement incentive program in fiscal year 2009. The incentive would be a \$10,000 payment to the following employee groups:

1. All police officers and firefighters age 45 and older with 20 or more years of service as of April 30, 2009. There are 88 employees who meet these criteria (16 police officers and 72 firefighters).
2. All other city employees (general fund and enterprise funds) age 55 or older with 20 or more years of service as of April 30, 2009. There are 110 employees who meet these criteria (85 general fund and 25 enterprise funds).

The attached summary assumes that all eligible employees accept the offer and retire effective May 1, 2009.

Respectfully submitted,

William E. Sanders  
Finance Officer

June Gile  
Human Resources Director

Attachment

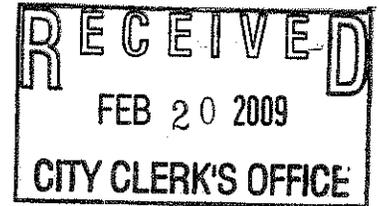
**Early Retirement Incentive**  
(in thousands)

	General Fund			Enterprise Funds	Grand Total
	Police & Fire	All Others	Total		
<b>Estimated FY 2009 Costs</b>					
Incentive Payment	\$880	\$850	\$1,730	\$250	\$1,980
Sick Days/Vacation	3,038	1,892	4,930	699	\$5,629
Retirement Contribution	591	344	935	134	\$1,069
Social Security	57	210	267	73	\$340
<b>Total Costs</b>	<b>\$4,566</b>	<b>\$3,296</b>	<b>\$7,862</b>	<b>\$1,156</b>	<b>\$9,018</b>

<b>Estimated FY 2009 Savings</b>					
Salary	\$1,033	\$764	\$1,797	\$246	\$2,043
Health & Dental	238	175	413	44	\$457
Retirement Contribution	156	95	251	35	\$286
Social Security	15	58	73	19	\$92
<b>Total Savings</b>	<b>\$1,442</b>	<b>\$1,092</b>	<b>\$2,534</b>	<b>\$344</b>	<b>\$2,878</b>
<b>Net FY 2009 Costs</b>	<b>\$3,124</b>	<b>\$2,204</b>	<b>\$5,328</b>	<b>\$812</b>	<b>\$6,140</b>

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Jane Gile  
Human Resources Director



## CITY OF MANCHESTER Human Resources Department

February 19, 2009

Alderman Ted Gatsas, Chair  
Human Resources and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, NH 03101

*RE: School Nurses*

Dear Alderman Gatsas:

Attached are documents that support the reclassification of school nurses with a bachelor's degree to a Grade 18 from a Grade 17A. This places the degreed school nurses at the same grade as the community health nurses (for whom a degree is required).

The Human Resources Department recommends the following classification changes:

School Nurse II – adjust Grade from 17A to Grade 18 for School Nurses with a bachelor's degree.

School Nurse I – adjust grade from a Grade 16 to a Grade 17 for RN only school nurses. A School Nurse falling into this category will now be called School Nurse I.

Certified School Nurse – adjust Grade from 18 to a Grade 18A, which aligns the certification with the Community Health Nurse A-Step achievement and aligns with other professional occupations throughout the organization for which a course of study exists for advanced certification, which may warrant an A-Step.

Tim Soucy, Public Health Director, recommends an effective date of July 1, 2009 with adjusted costs calculated and reflected in the department's FY 10 request to the School District for the provision of School Health Services.

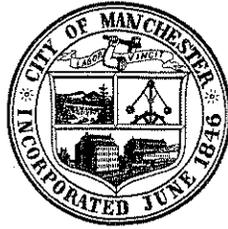
Respectfully submitted,

Jane E. Gile, Human Resources Director

1 City Hall Plaza • Human Resources Department • Manchester, New Hampshire 03101 • (603) 624-6543 •  
FAX: (603) 628-6065

E-mail: [HumanResources@ManchesterNH.gov](mailto:HumanResources@ManchesterNH.gov) • Website: [www.manchesternh.gov](http://www.manchesternh.gov)

Timothy M. Soucy, REHS, MPH  
Public Health Director



Anna J. Thomas, MPH  
Deputy Public Health Director

**CITY OF MANCHESTER**  
*Health Department*

Memo to: Jane Gile, Human Resources Director  
From: Timothy Soucy, MPH, Public Health Director  
Date: February 18, 2009  
Subject: Request for Parity for Bachelor's Prepared Nurses

TS

At the present time, inequity exists between Bachelors Degree prepared nurses in the Health Department's Divisions of Community Health and School Health.

This inequity was created several years back when recruitment of community health nurses became an issue and salaries were adjusted to compensate for the lack of applicants. The reality is that the Health Department is at an overall disadvantage when recruiting any nurse when compared to the private sector. Despite that fact, I will argue that Bachelor's prepared nurses should be treated equally by the Department and the City regardless of which Division they work in.

Currently the grade structure is as follows

Credential	School Nurse	Community Health Nurse
RN	17	N/A
RN BSN	17A	18
RN BSN - Certified	18	18A

I am requesting the following adjustments be made for parity amongst our nursing staff regardless if they are employed as a School Nurse or Community Health Nurse.

Credential	School Nurse	Community Health Nurse
RN	17	N/A
RN BSN	18	18
RN BSN - Certified	18A	18A

AFCSME Local 298 is in support of the proposed adjustment and any contract language associated with the adjustment will be coordinated upon approval by the Board of Mayor and Aldermen. Finally, I am requesting that these adjustments be made effective July 1, 2009. Costs associated with adjustments will be calculated into our FY 10 request to the School District for the provision of School Health Services.

Thank you for consideration, and please feel free to call me if there are any questions.

*Jane Gile*  
*Human Resources Director*



## **CITY OF MANCHESTER**

### **Human Resources Department**

February 9, 2009

Timothy Soucy, Director  
Manchester Health Department  
1528 Elm St.  
Manchester, NH 03101

Re: School Nurses

Dear Mr. Soucy:

After an extensive review by Christine Martinsen of your request to evaluate the compensation of school nurses, the HR Department is issuing the following report.

The HR Department received your request in early summer 2008, shortly after my arrival as HR Director. At the time of the request, a preliminary assessment was made relative to the placement of the school nurses on the City's salary and pay scale. Research into the history surrounding the placement was initiated, which included a review of the Yarger Decker job specification information and scoring, as well as the review of the findings from a prior reclassification request in 2001. A comparison of the differences between the school nurse and the community health nurse also was conducted in an attempt to understand the reasoning behind the disparate placement on the City's pay scale.

In order to provide a solid understanding of the local school nurse circumstances, especially in light of a state-wide survey provided to this department as evidence of the need to increase pay, additional time was spent examining the results of the state survey and its findings. Christine Martinsen spoke at length to the author of the survey, who admitted that the survey instrument was not scientific and relied greatly on the responses received arbitrarily from a variety of school nurses rather than a comprehensive state-wide review.

Thus, in the fall of 2008, the HR Department surveyed a number of school districts relative to school nurse pay and compensation. School districts were surveyed because Manchester is the exception rather than the norm, in that school nurses in Manchester are not part of the school district, but instead are under the jurisdiction of the Manchester Health Department, along with the Community Health Nurses.

An unexpected outcome of the survey revealed that in many communities, the school health nurses are unionized and their annualized wages fall in line with the teachers' contract. As such,

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FAX: (603) 628-6065

E-mail: [HumanResources@ManchesterNH.gov](mailto:HumanResources@ManchesterNH.gov) • Website: [www.manchesternh.gov](http://www.manchesternh.gov)

education and experience drive pay - higher educational attainment and increased years of experience merit higher wages. In Manchester, school nurses generally are not compensated for additional degrees or credits, notwithstanding the certified school nurse designation, nor are Manchester school nurses compensated for summer breaks or school vacations.

While our findings showed a significant variance in the actual wages of school nurses in Manchester as compared to other communities, a closer look revealed that true comparisons were difficult to make due to wage scales that were often tied to annualized teachers' contracts and positions requiring undergraduate degrees. The City's wage and salary scale effects advancement on merit and years of service, whereas educational attainment plays a lesser role.

Thus, a dilemma presented itself in that not only were many school nurses without an undergraduate degree, but also salaries for those with degrees were not in step with the market.

Taking all this into account, and after discussions with you and others in your office – community health nurses and the school nurse supervisor – it was concluded that the City needed to make a wage adjustment – in the very least to school health nurses who have undergraduate degrees.

Therefore, the HR Department recommends that school health nurses who have attained undergraduate degrees be placed at a salary grade 18, the same grade as the community health nurses – who also have undergraduate degrees. Thus, School Health Nurse II will become a grade 18. Nurses without an undergraduate degree will remain at a grade 17, and will be renamed as School Health Nurse I. The School Health Nurse I at grade 16 will no longer exist.

Further, the classification of the Certified School Nurse and Certified Community Health Nurse will warrant an A-Step placement on the City of Manchester pay schedule, grade 18A. This approach will keep the A-step in alignment with other professional occupations throughout the organization for which a course of study exists for advanced certification, in many cases warranting an A-Step.

The Human Resources and Insurance Committee must approve these changes before they become effective.

Respectfully submitted,



Jane E. Gile  
Human Resources Director

City of Manchester  
New Hampshire

*In the year Two Thousand and*

nine

AN ORDINANCE

"Amending Section 33.025 (School Nurse I, School Nurse II, & Certified School Nurse) of the Code of Ordinances of the City of Manchester."

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Change School Nurse I, Class Code 7060 from Grade 16 to Grade 17  
**exempt**

Change School Nurse II, Class Code 7065 from Grade 17 to Grade 18  
**exempt**

Change Certified School Nurse, Class Code 7067 from Grade 18 to Grade 18A  
**exempt**

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



**Bright Ideas! Program Policy  
Employee Suggestion and Recognition**

PURPOSE:

The purpose of this program is to reduce the cost of city government, reward active employees who assist in this reduction, and to recognize active employees for extraordinary services or performance in the interest of the city.

A formal evaluation process shall be established, with an evaluation committee to conduct and oversee the process and to make appropriate awards in recognition of outstanding contributions to city government. The program shall recognize suggestions that enhance the economy, efficiency or safety of city operations, or the performance of extraordinary services to the city.

EVALUATION COMMITTEE:

The Evaluation Committee shall consist of five members:

- The Human Resources Director;
- One non-affiliated employee appointed by the Mayor
- One affiliated employee appointed by the Mayor
- The Chairperson of the Quality Council or his/her designee
- One person who is not an employee or an elected official who shall be chosen by the other members of the Evaluation Committee

SUGGESTION AWARD:

A suggestion award may be granted when one or more employees submit in writing a proposal that directly contributes to improved economy, efficiency, effectiveness or safety of city operations. Suggestions that are under investigation by management or those previously suggested shall also not be eligible. If one or more suggestions for the same or similar proposal are submitted on the same day, the suggestions shall be combined and if accepted, the award shall be shared equally.

EXTRAORDINARY SERVICE AWARD:

An extraordinary service award may be granted to an employee for a onetime special act or when his or her work performance far exceeds the normal expectations of the position. Any proposals regarding a onetime special act shall be submitted to the evaluation committee for consideration of an award.



City of Manchester  
Quality Council  
Human Resources Department  
One City Hall Plaza  
Manchester, NH 03101



Bright Ideas! Program Policy page 2

## PERFORMANCE BONUS

An employee may be given a performance bonus or a certificate of extraordinary performance. A performance bonus may be used to reward an employee's special efforts and high performance on projects or special assignments. A Department Head may recommend a cash bonus or certificate to recognize high performance which results in significant and documented cost reductions, savings or income to the City. It may be used to recognize unexpected, self-starting, extraordinary individual accomplishments in support of organizational performance effectiveness occurring out the boundaries of the expected performance of the employee's normal duties. The Department Head shall follow the same procedures that are outlined for granting all other awards by submitting his/her recommendation in writing to the Evaluation Committee.

## DEPARTMENT REVIEW PANEL

To facilitate the conduct of the program, and to provide for the most knowledgeable consideration and review process, each department head may establish a Department Review Panel, consisting of not less than three (3) employees of the department. Such panels shall consist of at least one non-management employee. Department heads shall establish term limits and appointment and replacement procedures. The function of the panel shall be to assist the department head in the review of employee suggestions, when they are forwarded with the supervisor's recommendation.

In the absence of such a committee, it shall be the responsibility of the department head to review the suggestion and forward his or her recommendation to the Evaluation Committee. In either case, the department head shall forward his or her recommendation to the Evaluation Committee within 30 days of receipt of the suggestion. If more time is needed to review the suggestion, the department head shall provide written notice to the employee, with a copy to Human Resources and the Mayor. Included in the letter shall be a date that the Department Head intends to submit his/her letter.



AWARD CRITERIA

The nature of the award shall be dependent upon the potential value of the suggestion to the city; the nature of the condition or problem which the suggestion purports to relieve or correct; and the originality and innovation demonstrated by the author of the suggestion.

Suggestions shall be evaluated under the following criteria. The amount of the award shall increase according to the number of categories the suggestion affects:

1. improved economy;
2. improved efficiency;
3. improved effectiveness and productivity; or
4. improved safety of operations.

In addition to the above, the evaluation committee shall consider the magnitude of the suggestion and shall determine the amount of the award according to whether the suggestion has a minimal, moderate or wide effect. A suggestion shall be considered minimal if it only affects a work unit within the department. A suggestion shall be considered moderate if it affects one or more departments. A suggestion shall be considered wide if it has a citywide effect on all departments. The scale of awards shall be according to the following chart, in which the maximum cumulative award shall be \$6,000:

	SCOPE OF SUGGESTION	MAGNITUDE OF SUGGESTION	SCALE	OF	AWARDS	AWARD AMOUNT
1.	Improved Economy	Minimal	\$500			\$500
		Moderate	\$500	\$500		\$1,000
		Wide	\$500	\$500	\$500	\$1,500
2.	Improved Efficiency	Minimal	\$500			\$500
		Moderate	\$500	\$500		\$1,000
		Wide	\$500	\$500	\$500	\$1,500
3.	Improved Effectiveness & Productivity	Minimal	\$500			\$500
		Moderate	\$500	\$500		\$1,000
		Wide	\$500	\$500	\$500	\$1,500
4.	Improved Safety of Operations	Minimal	\$500			\$500
		Moderate	\$500	\$500		\$1,000
		Wide	\$500	\$500	\$500	\$1,500



City of Manchester  
 Quality Council  
 Human Resources Department  
 One City Hall Plaza  
 Manchester, NH 03101



Bright Ideas! Program Policy page 4

EXTRAORDINARY SERVICE

Criteria for awards of extraordinary services in the interest of the City shall be limited to those actions clearly beyond the normal duties and responsibilities of the City employee.

Extraordinary service may be related to the employee's primary duties, but the service shall far exceed that which could be expected of the employee involving (1) a sense of prevailing urgency or emergency, (2) personal risk to the employee's own safety and health, and (3) extraordinary competence or proficiency involving abilities demonstrated above and beyond those normally expected. The scale of awards for extraordinary service shall be according to the following chart in which the maximum cumulative award shall be \$1,000.

	<b>EXTRAORIDNARY SERVICE FACTORS</b>	<b>SCALE</b>	<b>OF 67%</b>	<b>AWARD 100%</b>	<b>AMOUNT OF AWARD</b>
1.	<b>SENSE OF URGENCY OR EMERGENCY PREVAILING</b>	\$500			\$500
2.	<b>PERSONAL RISKS INVOLVED</b>	\$500	\$500		\$1,000
3.	<b>ABILITIES DEMONSTRATED ABOVE AND BEYOND THOSE NORMALLY EXPECTED</b>	\$500	\$500	\$500	\$1,500

FUNDING FOR AWARDS

When the Evaluation Committee determines that an award is warranted, the Committee shall forward their recommendation to the Board of Mayor and Aldermen. The Board of Mayor and Aldermen shall vote to either approve the award or deny the award. Upon approval of the Board, the employee shall receive his/her award at a regularly scheduled meeting of the Board of Mayor and Aldermen. Funding for all awards shall be taken from contingency funds unless the employee(s) making the suggestion or receiving the award works for a department that is funded by Enterprise Funds. In that instance, the award shall be paid by the applicable Enterprise Funded department.

6-4



City of Manchester  
Quality Council  
Human Resources Department  
One City Hall Plaza  
Manchester, NH 03101

# BRIGHT IDEAS PROGRAM

## PROCEDURES, TERMS AND CONDITIONS

### Purpose:

The purpose of this program is to reduce the cost of city government, reward employees who assist in this reduction and to recognize employees for extraordinary services in the interest of the city.

### Instructions:

1. Please type or print legibly the following information:
  - a. The way it is now: Identify and explain the present method, process and/or condition.
  - b. I (we) suggest that: Describe your idea for improvement and how it could be implemented. Attach additional information, sketches, charts or pictures to help explain and support your idea.
  - c. Advantages/benefits: Describe how your idea will save money or improve the quality of city services.
  
2. A. If your suggestion relates to your department:
  - (1) Submit your form and back-up information to your Department Head.
  - (2) Your Department Head will sign that he/she received your proposal and he/she will give you back three signed copies.
  - (3) Keep one copy, send one to Human Resources and one to the Mayor.  
B. If your suggestion is for another department:
  - (1) Submit your form and back-up information directly to that Department Head.
  - (2) The Department Head will sign that he/she has received your proposal and he/she will give you back three copies.
  - (3) Keep one copy, send one to Human Resources and one to the Mayor.
  
3. Department Head Review:
  - A. The Department Head will review your suggestion and determine whether or not your idea is an original suggestion, not something that the department has

- already been working on or had plans to work on, whether or not it is possible to implement and validate the proposal within thirty (30) days.
- B. If the Department Head needs more time, he/she shall notify you, Human Resources Director and the Mayor. He/she will tell you when he/she will have his/her evaluation completed.
  - C. If you have concerns about the length of time it is taking or how your proposal is being handled, please contact the Human Resources Director at 624-6543.

**Evaluation Procedure:**

- A. The Evaluation Committee shall review all suggestions.
- B. If the Department Head adopts your suggestion, the Evaluation Committee shall evaluate your suggestions impact to determine if you are eligible for an award. The Evaluation Committee is solely responsible for determining the value of any award.
- C. If the Department Head does not adopt your suggestion, the Evaluation Committee shall review that decision. If the Evaluation Committee disagrees with the Department Head, your suggestion will be returned to that Department Head with recommendations to implement.
- D. The Evaluation Committee shall notify the employee in writing of it's decision with copies to the Human Resource Director and the Mayor.

**Protection of Suggestions:**

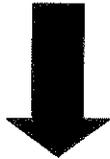
- A. Suggestions that are evaluated and not adopted are protected against identical submissions for a period of one year following the date of receipt of the suggestion by the Human Resources Director.
- B. At the conclusion of one year, the suggestion is no longer eligible for award consideration.
- C. You may resubmit your suggestion if you still feel it has value after the one year period if you believe it should be re-evaluated for implementation.

**Note: When submitted to the City of Manchester, suggestions become the property of the City. Use by the City shall not form a basis for a claim against the City.**

# Bright Ideas! Program



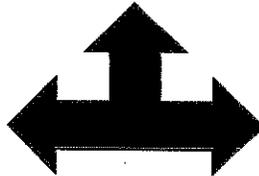
## 1. Employee submits Form to Department Head



If suggestion is for another dept. employee submits directly to that dept: gets signed copies from dept staff

## 2. Department Head signs and makes 3 copies:

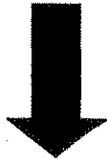
Human Resources/Mayor



Employee

Within Ten (10) Days

## 3. Department head reviews and forwards his/her recommendation to Evaluation Committee



Within Thirty (30) Days

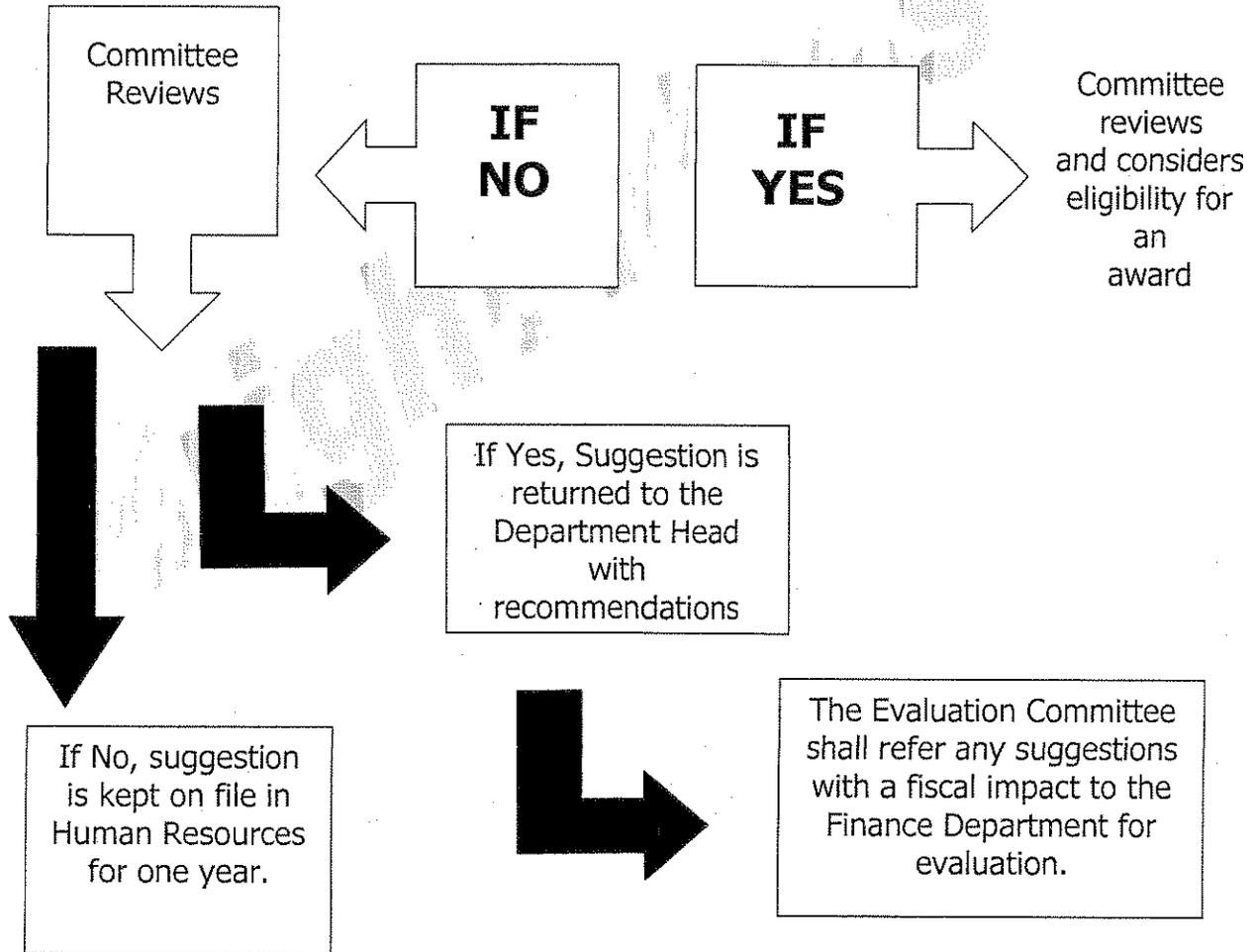
6-8

# Bright Ideas! Program

page 2



## 4. Evaluation Committee reviews Department Head Recommendation



## 5. Evaluation Committee notifies employee in writing of final recommendation.

6-9

**Freeman, Heather**

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**From:** Gile, Jane  
**Sent:** Thursday, February 26, 2009 12:20 PM  
**To:** Freeman, Heather  
**Cc:** Mackie, Gene  
**Subject:** RE: Committee on Human Resources/Insurance

By way of this email, I am contacting Gene Mackie, Chair of the Quality Council and a member of the Bright Ideas Committee. The Bright Ideas Committee, through the Quality Council, is still in the process of review. A few changes have already been made and approved by the HR committee. Process and procedure still are in the evaluative stage.

Gene – do you agree that the guidelines still require more time to develop? Perhaps we can set a target date for completion.

Jane

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**From:** Freeman, Heather  
**Sent:** Thursday, February 26, 2009 11:52 AM  
**To:** Gile, Jane  
**Subject:** Committee on Human Resources/Insurance

Jane,

Discussion relative to the guidelines for the Bright Ideas Evaluation Committee awards is on the table in the Committee on Human Resources/Insurance. The Committee has requested members of the Quality Council to appear before the Committee. Have you contacted the members or do you have contact information so that we may invite them? The next meeting, as you may know, is scheduled for Tuesday, March 3, 2009 at 4:00 PM.

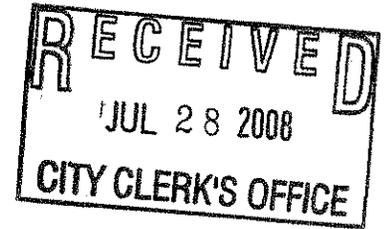
Heather Freeman  
Administrative Assistant III  
Office of the City Clerk  
T: (603) 624-6455 F: (603) 624 6481



**City of Manchester**  
**Human Resources Department**

One City Hall Plaza  
Manchester, New Hampshire 03101

Tel: (603) 624-6543  
Fax: (603) 628-6065



July 28, 2008

Alderman Ted Gatsas, Chairman  
Human Resources and Insurance Committee  
One City Hall Plaza  
Manchester, NH 03101

Subject: Upgrade PT Parking Control Officer and Reserve Police Officer Positions

Dear Alderman Gatsas and Members of the Committee:

The Parking Control Officer (PCO) and Police Officer (PO) positions are covered by the Manchester Police Patrolman's Association (MPPA) collective bargaining agreement. The MPPA negotiated a one grade up and two steps back compensation agreement that affected both the parking control officer position and the police officer position. As a result, the parking control officer class specification is now positioned in salary grade 11 (from grade 10), and the police officer class specification is a grade 19 (from grade 18).

Although part-time and reserve positions are not subject to the provisions of the collective bargaining agreement, the positions' class specifications are essentially the same. Therefore, salary grades should match the full-time positions as they have done in the past. It was the intent of the prior HR Director that the proposed upgrades be approved by the Human Resources and Insurance Committee.

Recommendation:

That the Human Resources and Insurance Committee upgrade the part-time parking control officer from a salary grade 10 to a salary grade 11; and upgrade the reserve police officer from a salary grade 18 to a salary grade 19.

Your consideration is most appreciated.

Respectfully submitted,

Jane E. Gile, SPHR  
Human Resources Director

City of Manchester  
New Hampshire

*In the year Two Thousand and*

eight

AN ORDINANCE

“Amending Section 33.025 (Parking Control Officer & Reserve Police Officer) of the Code of Ordinances of the City of Manchester.”

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Change Part-Time Parking Control Officer, Class Code 9160 Grade 10 to Grade 11 non-exempt

Change Part-Time Reserve Police Officer, Class Code 9280 to Grade 18 to Grade 19 non-exempt

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

**Glennon, Heather**

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**From:** Glennon, Heather  
**Sent:** Thursday, July 31, 2008 9:52 AM  
**To:** Arnold, Thomas; Clark, Thomas  
**Subject:** REMINDER

Please be advised that the Committee on Human Resources/Insurance will be meeting on Tuesday August 5, 2008. Upon request of the Committee meeting held on July 8, 2008 a memo was sent to Thomas Clark (7/21/08) regarding the Committee's request for a recommendation regarding Section 33.011 Retired Employees; Policy on Rehiring and further that you come up with language for the next municipal ballot regarding vacant department head positions or anticipated vacancies of such positions.

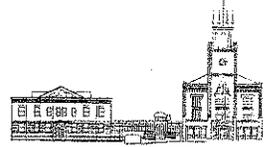
Please forward your recommendation to the Clerks office as soon as you have it prepared.  
Thank you,

Heather Freeman  
Administrative Assistant III  
Office of the City Clerk  
T: (603) 624-6455 F: (603) 624 6481



# CITY OF MANCHESTER

*Office of the City Clerk*



Carol A. Johnson  
City Clerk

Matthew Normand  
Deputy City Clerk

Memo To: Thomas Clark  
City Solicitor

From: Heather Glennon   
Administrative Assistant III

Date: July 21, 2008

RE: Request of the Human Resource/Insurance Committee

Please be advised that on a meeting of the Human Resource/Insurance Committee held on June 8, 2008 it was requested that you provide the Committee with a recommendation regarding Section 33.011 Retired Employees; Policy on Rehiring.

The Committee further requests that you come up with language for the next municipal ballot regarding vacant department head positions or anticipated vacancies of such positions.



# CITY OF MANCHESTER

## Board of Aldermen



### MEMORANDUM

TO: Committee on Human Resources/Insurance  
Aldermen Gatsas, Shea, Lopez, Garrity, Pinard

FROM: Alderman Lopez   
Chairman of the Board

DATE: July 2, 2008

RE: Retired Employees; Policy on Rehiring

At our next meeting of the Committee on Human Resources/Insurance, I would like to have a discussion regarding the current ordinance (Section 33.011) which addresses individuals who have retired from the city, receive a city retirement, and seek reemployment with the City.

### § 33.009 CONTINUANCE OF PENSIONS UPON APPROVAL.

All municipal pensions granted and approved prior to December 31, 1945, and in full force and effect as of that date shall be continued when approved annually in accordance with the provisions of the present laws governing the granting and payment of same.  
(\*71 Code, § 18-8)

### § 33.010 DENIAL OF PENSIONS.

No application for a pension made in accordance with the provisions of existing local pension acts will be considered or approved if submitted by an employee of the city who is eligible for membership in any existing State of New Hampshire retirement system and who neglects to retain membership in such a retirement system on or before the expiration date as provided for this purpose in the act governing the operation of the retirement system.  
(\*71 Code, § 18-9)

### § 33.011 RETIRED EMPLOYEES; POLICY ON REHIRING.

Individuals who have retired from the city service and who are receiving payments from any city retirement or pension plan shall not be reemployed in any city department for more than 29 hours a work week regardless of the funding source. Such part time employees shall not be eligible for any benefits or leave time whatsoever.  
(\*71 Code, § 18-10) (Ord. passed 12-5-72; Am. Ord. passed 2-18-03)

### § 33.012 MAINTENANCE OF PLANS.

(A) *Responsibilities of the Human Resources Director.* The Human Resources Director or the Human Resources and Insurance Committee shall be responsible for the maintenance of the classification and compensation plans, including but not limited to the allocation of new or changed positions, the determination of proper compensation rates

within the provisions of this chapter, maintenance of up-to-date class specifications, class lists, and allocation records, and the preparation of recommendations to the Board of Mayor and Aldermen on revisions to the plans on the basis of changes in duties of positions and in prevailing rates of pay for comparable occupations outside the city service. The Human Resources Director shall develop and implement procedural guidelines for the administration and maintenance of the classification and compensation plans, provided that such procedural guidelines shall conform to all of the requirements and provisions of this chapter. The Human Resources Director may designate members of the Human Resources Department staff to carry out any of the duties and tasks referenced herein, but the responsibility for such duties and tasks shall rest with the Human Resources Director.

(B) *Adjustments to the pay schedule.* The weekly and hourly rates for different classes of positions which are prescribed in the compensation plan shall be changed only upon recommendation of the Human Resources Director or the Human Resources and Insurance Committee and Finance Committee and amendment by the Board of Mayor and Aldermen. Such changes as required may be made annually to become effective on the first day of each fiscal year or at shorter intervals as justified by circumstances. Changes in the compensation plan shall be made in a manner to maintain proper percentage relationships among the classes of positions and to reflect changes in prevailing rates of pay for comparable positions outside the city service.

(C) *Employee request.* Any employee shall have the right to the consideration of any request he may have with respect to the application of the classification and compensation plans to his position. The employee shall initially make his request to the department or office head who shall promptly seek to arrive at a solution which is consistent with the plans and acceptable to the employee. Where the department or office head is unable to resolve such a request in a manner that the employee is willing to accept in writing, the matter shall then be submitted to the Human Resources Director and, if necessary, to the