

AGENDA

COMMITTEE ON HUMAN RESOURCES/INSURANCE

July 7, 2009

Aldermen Gatsas, Shea, Lopez,
Garrity, Pinard

6:30 PM

Aldermanic Chambers
City Hall (3rd Floor)

1. Chairman Gatsas calls the meeting to order.
2. The Clerk calls the roll.
3. Ratify and confirm phone poll conducted June 26, 2009 accepting the recommendation that the City renews its contract with High Mark Life for Individual Stop Loss coverage at the current \$200,000 level for the period of July 1, 2009 through June 30, 2010 at an annual premium of \$482,150.
(Unanimous vote)
Gentlemen, what is your pleasure?
4. Communication from Ronald Robidas, Security Manager, regarding Identity Theft Awareness Training Program.
(Note: Referred by the Board of Mayor and Aldermen on 4/07/09.)
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.)
(Revisions attached submitted by the Quality Council on 4/24/09.)

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.

To the Board of Mayor and Aldermen of the City of Manchester:

The Committee on Human Resources/Insurance respectfully recommends, after due and careful consideration, that the City of Manchester renews their contract with High Mark Life for Individual Stop Loss coverage at the current \$200,000 level for the period of July 1, 2009 through June 30, 2010 at an annual premium of \$482,150.

(Unanimous vote conducted via phone poll on June 26, 2009.)

Respectfully submitted,



Clerk of Committee

On a vote conducted via phone poll on June 26, 2009 of the Board of Mayor and Aldermen, the report of the Committee was accepted and its recommendations adopted.



City Clerk

Board of Aldermen

Yeas and Nays

Upon BMA / phone poll

High Mark Life for End. Stop Loss

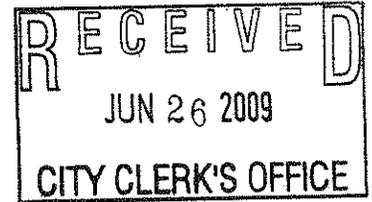
Contract Renewal

July 1, 2009 thru June 30, 2010

June 26, 2009

Aldermen	Yea	Nay	Absent	Pass
Ward 1 - M. Roy				✓
Ward 2 - Gatsas	✓			
Ward 3 - Sullivan			LM	
Ward 4 - J. Roy	✓			
Ward 5 - Osborne	✓			
Ward 6 - Pinard	✓			
At Large - O'Neil		✓		
At Large - Lopez	✓			
Ward 7 - Shea	✓			
Ward 8 - DeVries	✓			
Ward 9 - Garrity	✓			
Ward 10 - Smith	✓			
Ward 11 - Ouellette	✓			
Ward 12 - Domaingue				
TOTAL:				

Jane Gile
Human Resources Director



CITY OF MANCHESTER Human Resources Department

June 26, 2009

Board of Mayor and Aldermen
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Honorable Mayor and Board of Aldermen:

Workplace Benefit Solutions (WBS), the City's insurance consultant, recommends that the City renews its contract with High Mark Life (HM Life) for Individual Stop Loss Insurance for the July 1, 2009 through June 30, 2010 plan year

The bid from HM Life represents a 2.45% increase over last year's premium (\$470,610 to \$482,147). The current quote does not include any commission. Coverage includes individual stop loss at \$200,000; the aggregate stop loss was dropped last year.

WBS has assured the City that should it renew its contract with HM Life, the company must fulfill its contract should any pending investigation with the NH Department of Insurance (NHDOI) rule that its license be suspended in NH. HM Life's perceived association with HMA Direct, a brokerage firm in Massachusetts that was allegedly conducting an illegal health insurance operation in NH, was the subject of the investigation. HM Life has denied it was a party to the wrongdoing and has presented evidence supporting its case to the NHDOI. In the remote chance that the NHDOI does take action against HM Life, any license suspension would result in HM Life's inability to write new business in NH.

Recommendation:

That the City of Manchester renews its contract with High Mark Life for Individual Stop Loss (ISL) coverage at the current \$200,000 level for the period of July 1, 2009 through June 30, 2010 at an annual premium of \$482,150.00.

Sincerely,

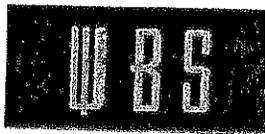
Jane E. Gile, SPHR
Human Resources Director

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

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E-mail: HumanResources@ManchesterNH.gov • Website: www.manchesternh.gov

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June 25, 2009

Jane Gile
Director of Human Resources
City of Manchester
One City Hall Plaza
Manchester, NH 03101

RE: Recommendation for Medical Stop Loss Insurance

Dear Jane,

Attached, please find a comparison of Individual Stop Loss rates for the City of Manchester active employee health plan. The City currently contracts with High Mark Life (HM Life) for Individual Stop Loss (ISL) coverage at a pooling level of \$200,000 under an incurred in 15 and paid in 12 contract (15/12). The City is currently paying \$470,610 annually for this coverage for the July 2008 through June 2009 plan year. WBS has negotiated a renewal rate of \$482,150 which is the lowest of the bids negotiated. We have adjusted the contract terms to incurred in 24 and paid in 12. This provides the City much greater protection for large claims that are incurred more than three months prior to the plan year but paid in the current plan year. The renewal represents a 2.5% increase over current rates; this is well below the normal leveraged trend increase of 20 to 25% in the stop loss market.

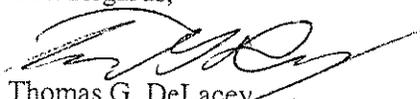
The second lowest rates were from Companion Life; \$511,394 for a 24/12 contract at a \$200,000 pooling level. Based on updated claims data Companion Life has proposed a \$300,000 laser on one individual.

As we have communicated, High Mark Life came under investigation by the New Hampshire Department of Insurance for their perceived involvement with HMA Direct, a brokerage firm out of Massachusetts who was allegedly "conducting an illegal health insurance operation in NH". The New Hampshire Department of Insurance (NH DOI) had stated back in April that they would like to suspend the insurance license of HM Life in New Hampshire for one year. Over the last couple weeks we have had discussions with the president of HM Life and the New Hampshire Department of Insurance regarding this issue. HM Life has informed us that they have presented evidence to the NHDOI confirming that they had no knowledge of the actions of HMA Direct and were not a party to wrong doing. Our discussions with the NH DOI have confirmed that there is a remote likelihood that HM Life will have any action taken upon them by the NH DOI. If there were some action taken, it would not impact their ability to provide Stop Loss coverage to the City and fulfill the contract they currently have in place in NH. Therefore, based on our findings, we do not feel that The City of Manchester would be harmed by continuing to purchase stop loss insurance from HM Life.

It is the recommendation of WBS that the City of Manchester renew their contract with HM Life for Individual Stop Loss insurance for the July 2009 through June 2010 plan year.

Please feel free to call me if you have questions.

Best Regards,


Thomas G. DeLacey
Principal Consultant
Workplace Benefit Solutions



City of Manchester
Comparison of Stop Loss Options
7/1/09 - 6/30/10

\$200,000 Individual Stop Loss Quotes
No Aggregate Coverage

<i>Current Carrier</i>		
High Mark Life	\$28.58 PEPM	Total Premium \$470,610
<i>Current Carrier Renewal</i>		
High Mark Life	\$29.28 PEPM	Total Premium \$482,147
<i>New Quotes</i>		
Companion Life	\$31.06 PEPM	Total Premium \$511,394*
Cigna	\$29.33 PEPM	Total Premium \$596,985
NH assessments	\$6.93 PEPM	
Anthem	\$31.32 PEPM	Total Premium \$645,388
NH assessments	\$7.88 PEPM	

Notes:

Recommendation is High Mark Life

**Companion Life has proposed a \$300,000 Laser on one claimant based on updated claims information*

All quotes (excluding current rates) are net of commission

City of Manchester
Comparison of Stop Loss Options - 7/1/09-06/30/10



Current Enrollment		POS	Total
Single	HMO 290	103	393
Two Person	218	131	349
Family	488	142	630
TOTAL	996	376	1,372

REVISED
06/24/09

\$200,000 Individual Stop Loss					
	CURRENT	RENEWAL	WBS Projection	PROPOSED	
	CIGNA HM Life 15/12	Anthem HM Life 24/12	Anthem Companion Life 24/12	CIGNA CIGNA 24/12	Anthem Anthem 15/12
ADMINISTRATOR					
CARRIER					
Contract Basis					
A. Individual Stop Loss					
Annualized	\$ 28.58	\$ 29.28	\$ 31.06	\$ 29.33	\$ 31.32
2. NH Assessments	\$ 470,610	\$ 482,147	\$ 511,394	\$ 482,889	\$ 515,652
Annualized	\$ -	\$ -	\$ -	\$ 6.93	\$ 7.88
TOTAL PREMIUM	\$ 470,610	\$ 482,147	\$ 511,394	\$ 596,985	\$ 645,388

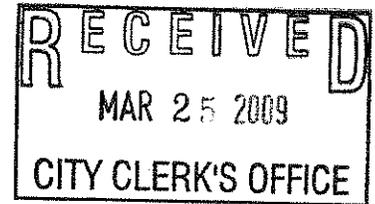
Notes
 Recommendation is High Mark Life
 Companion Life has proposed a \$300,000 Layer on one individual based on updated claims information
 All quotes are net of commission

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Jane Gile
Human Resources Director

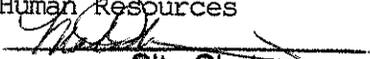
CITY OF MANCHESTER
Human Resources Department



March 25, 2009

Board of Mayor and Aldermen
C/O Mr. Matthew Normand, Acting City Clerk
One City Hall Plaza
Manchester NH 03101

In board of Mayor and Aldermen
Date: 4/7/09 On Motion of Ald. Garrity
Second by Ald. J. Roy
Voted to refer to the Committee on
Human Resources

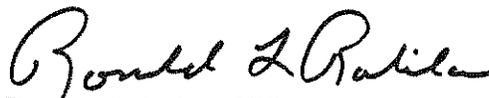

City Clerk

Dear Honorable Board of Mayor and Aldermen,

Effective May 1, 2009, the City of Manchester will be required to comply with Red Flag Rules (Identity Theft Prevention) recently adopted by the Federal Trade Commission. As part of this compliance the City must train its employees to take basic steps to maintain the security, confidentiality, and integrity of customer information.

Recently I was contacted by Pre-Paid Legal Services, Inc. about their free Identity Theft Awareness Training Program. Frank Mulcahy, a Certified Identity Theft Risk Management Specialist from Pre-Paid Legal Services is here tonight to request approval from the Board of Mayor and Alderman to provide this training service to City of Manchester employees along with information on other benefits their company offers.

Respectfully submitted,



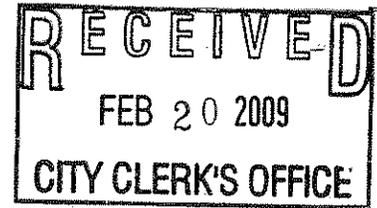
Ronald Robidas, CPP
Security Manager

cc: Jane Gile, Human Resources Director

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Filed 3/3/09

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 •
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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

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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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.

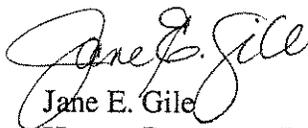
Taking all this into account, and after discussions with you and others in your office – community health nurses and the school nurse supervisor – it was concluded that the City needed to make a wage adjustment – in the very least to school health nurses who have undergraduate degrees.

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.



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



Bright Ideas! Program Policy page 3

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

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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.

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



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:

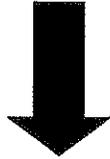
- A. Suggestions that are evaluated and not adopted are protected against identical submissions for a period of one year following the date of receipt of the suggestion by the Human Resources Director.
- B. At the conclusion of one year, the suggestion is no longer eligible for award consideration.
- 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



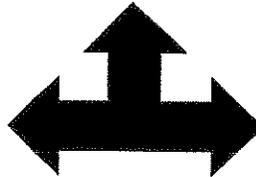
1. Employee submits Form to Department Head



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:

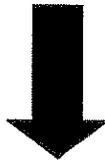
Human Resources/Mayor



Employee

Within Ten (10) Days

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



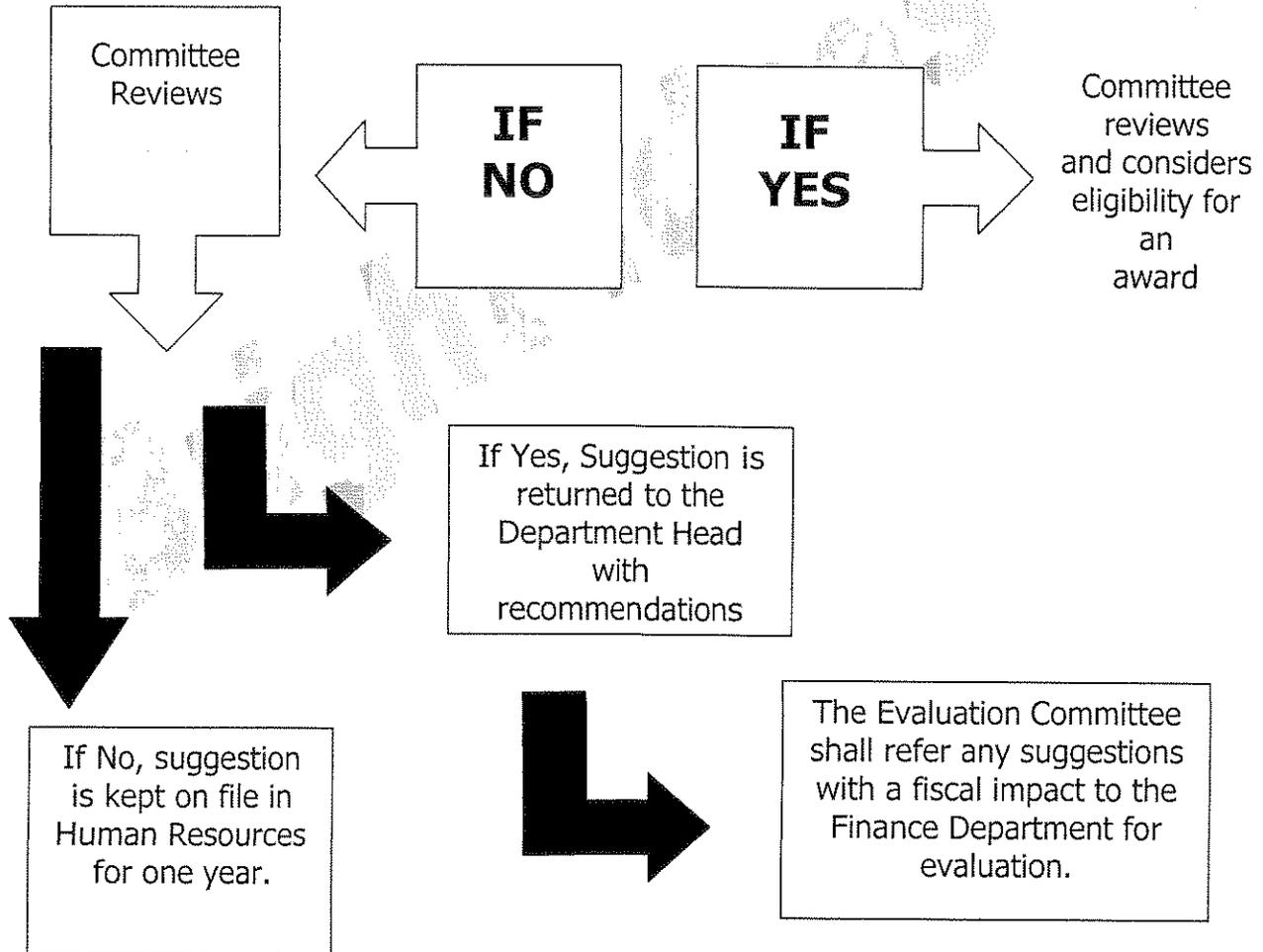
Within Thirty (30) Days

Bright Ideas! Program

page 2



4. Evaluation Committee reviews Department Head Recommendation



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

Freeman,Heather

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

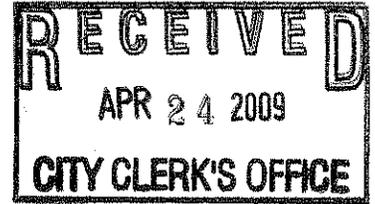
From: Freeman,Heather
Sent: Thursday, February 26, 2009 11:52 AM
To: Gile,Jane
Subject: Committee on Human Resources/Insurance

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

Jane Gile
Human Resources Director



CITY OF MANCHESTER Human Resources Department

April 23, 2009

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

RE: Bright Ideas Program

Dear Alderman Gatsas:

As requested, the Quality Council has reviewed the Bright Ideas! Program of the City of Manchester and submits the attached revisions.

The Quality Council has successfully streamlined the Bright Ideas! Program by focusing exclusively on employee suggestions that improve the quality of city services. The financial awards associated with the program have been amended to better reflect program goals.

The program previously served also as a recognition and reward program for either extraordinary service (one time special act) or for high performance in the workplace (cash bonus). These categories have been eliminated from the Bright Ideas Program as incongruent with its purpose. A separate city-wide recognition program will be developed later by the Quality Council to acknowledge outstanding employee performance/achievement.

Attached are the following revised documents:

- Bright Ideas! Program Policy
- Bright Ideas! Procedures, Terms and Conditions
- Bright Ideas! Application
- Bright Ideas! Flow Chart

Representatives from the Quality Council are available to answer any questions.

Respectfully submitted,


Jane E. Gile, SPHR
Human Resources Director



Bright Ideas! Program Policy Employee Suggestion and Recognition

PURPOSE:

The purpose of this program is to improve the quality of city services by recognizing active employees who propose suggestions that directly improve the efficiency and effectiveness of city operations and/or propose suggestions that significantly reduce safety risks in the workplace.

An award may be granted when one or more employees submit(s) in writing a proposal that directly contributes to improved economy, efficiency, effectiveness or safety of city operations. Suggestions that have been considered by management, or are under investigation by management, or those previously submitted to the Bright Ideas Program may not be eligible. If multiple 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. Conversely, if two or more employees collectively submit a suggestion, the award is shared equally among the submitters. All monetary awards will be paid to the employee(s) through the City's payroll system.

EVALUATION COMMITTEE:

The evaluation committee reviews and evaluates Bright Ideas suggestions, oversees the program and makes recommendations for awards to the Board of Mayor and Aldermen.

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, former employee or an elected official who shall be chosen by the other members of the Evaluation Committee



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 efficiency and effectiveness;
2. 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 impact on a division/work unit, 1 or more city departments, or impacts all city departments. A suggestion shall be considered minimal if it only affects a division/work unit within a department. A suggestion shall be considered moderate if it affects 1 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 \$3,000 (before taxes):

	SCOPE OF SUGGESTION	MAGNITUDE OF SUGGESTION	AWARD AMOUNT
1.	Improved Efficiency and Effectiveness		
	Division/Work unit	Minimal	\$500
	1 or more departments	Moderate	\$1,000
	City-wide	Wide	\$1,500
2.	Improved Safety of Operations		
	Division/Work unit	Minimal	\$500
	1 or more departments	Moderate	\$1,000
	City-wide	Wide	\$1,500

FUNDING FOR AWARDS

When the Evaluation Committee determines that an award is warranted, the Committee shall forward its 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.

BRIGHT IDEAS PROGRAM

PROCEDURES, TERMS AND CONDITIONS

Purpose:

The purpose of this program is to improve the quality of city services by recognizing active employees who propose suggestions that directly improve the efficiency and effectiveness of city operations and/or contribute suggestions that reduce safety risks in the workplace.

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 improve efficiency and effectiveness and/or improve safety of operations.
2. Process for submitting a suggestion:
 - (1) Complete the Bright Ideas suggestion form found on the City's G-Drive in the HRD folder.
 - (2) Submit your suggestion form and back-up information to the Human Resources Department.
 - (3) The Human Resources Director will sign and date that he/she received your proposal, make copies and he/she will give you one signed and dated copy.
 - (4) HR will forward individual copies (without the signature page) to applicable Department Head(s), to the Mayor and will retain one copy.
3. Department Head Review:
 - A. The Human Resources Director will submit anonymously your suggestion to the Department Head(s) who will review your suggestion and determine whether or not your idea is an original suggestion, is something that the department has already been working on or had plans to work on, and whether or not it is possible to evaluate the proposal within thirty (30) days.
 - B. If the Department Head(s) needs more time to evaluate the proposal, he/she shall notify the Human Resources Director and the Mayor. He/she will tell you when he/she will have his/her evaluation completed.

Evaluation Procedure:

- A. The Evaluation Committee shall review all suggestions and convene a meeting within 30 days of receipt of the Department Head(s) response.
- B. The Evaluation Committee shall evaluate your suggestion's impact to determine if you are eligible for an award. The Evaluation Committee is solely responsible for recommending the value of any award.
- C. The Evaluation Committee shall notify the employee in writing of its decision with copies to the Human Resource Director and the Mayor.

Protection of Suggestions:

- A. Suggestions that are evaluated and denied an award are protected against identical submissions for a period of three years following the date of denial.
- B. At the conclusion of three years, the suggestion is no longer eligible for award consideration.

Resubmission of Suggestions:

- A. You may resubmit your suggestion after one year if you still feel it has value and should be re-evaluated for implementation.
- B. If the suggestion was denied originally for specific reasons, prior to re-submitting the idea, the reasons for denial need to be addressed and clarified.

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.

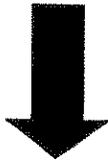
Bright Ideas! Program Flowchart



1. Employee submits Bright Ideas Suggestion form and applicable supporting documentation to the Human Resources Director.

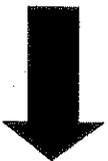


2. Within Ten (10) Days - the proposal is forwarded by the Human Resources Director to:



The Mayor & applicable Department Head(s)

3. Department Head(s) review(s) and forward(s) recommendation(s) to Human Resources Director within 30 days. Department Head(s) may request a time extension to fully evaluate the suggestion.

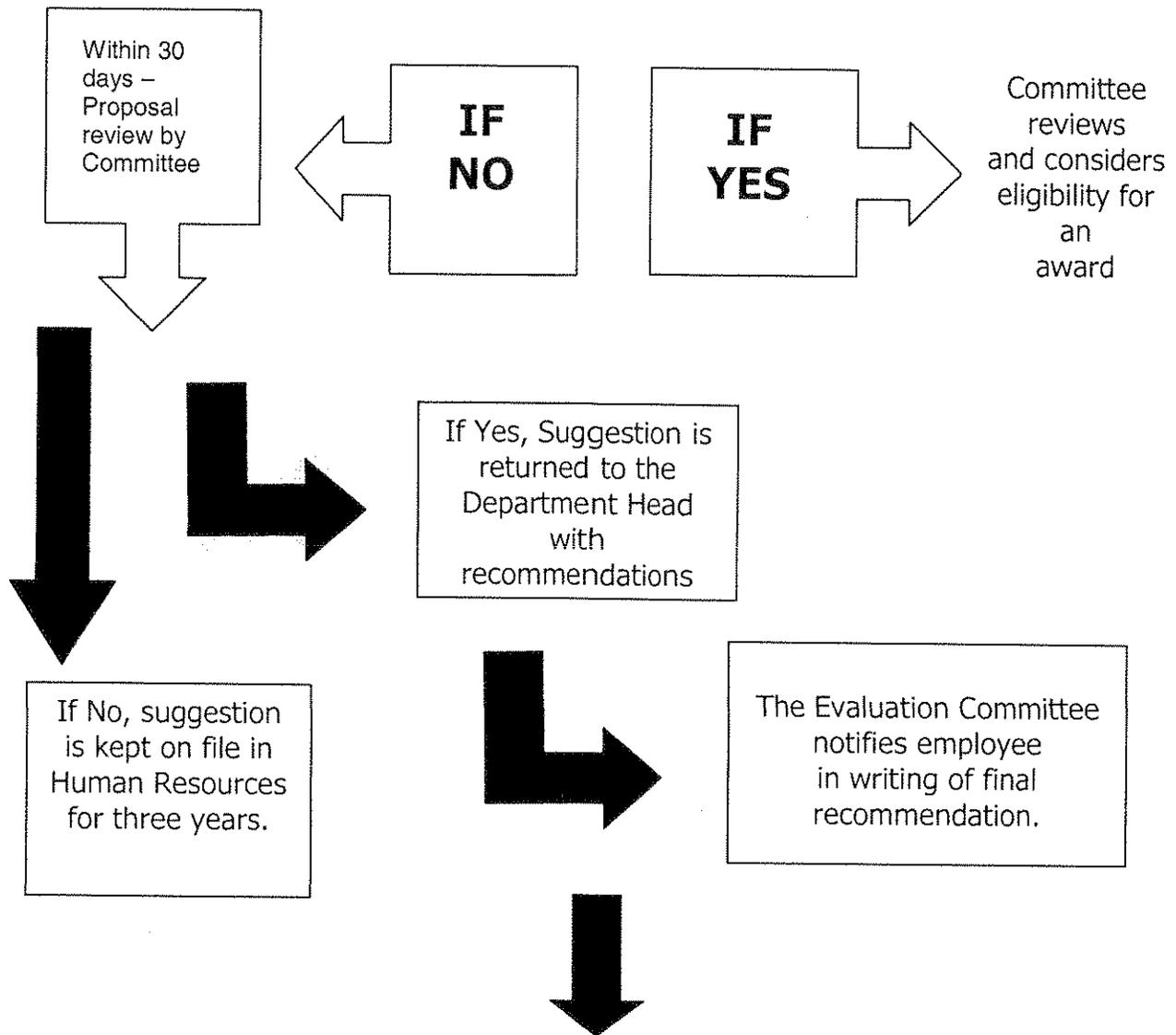


4. Human Resources Director forwards suggestion with applicable Department Head(s) recommendations to the Bright Ideas Evaluation Committee and schedules Committee meeting.



Bright Ideas! Program Flowchart
Page 2

5. Evaluation Committee reviews Proposal and Department(s) recommendation(s)



6. Recommendation for financial award is submitted to the Board of Mayor of Aldermen for final approval.

Bright Ideas! Application



The way it is now:



I (we) suggest that: (attach additional sheets if necessary)

Advantages/benefits:

I (we) believe my (our) idea will:

- improve efficiency and effectiveness
- improve safety

Department Head Review:

Name: _____ Date: _____

Signature: _____

Determination: Adopt Not Adopt Comments attached: Yes No

10-18

Bright Ideas! Application



Name: _____		Date: _____
Dept.: _____		Phone: _____
Signature: _____		
Your signature indicates agreement with the terms and conditions of the Bright Ideas Program. Attach additional names if necessary.		
Evaluation Committee:		
Review and Recommendation: (only when departments do not adopt)		
<input type="checkbox"/> Adopt <input type="checkbox"/> Not Adopt		
Committee Representative:	Award Amount:	Date Awarded:

10/19

8/5/08
Tabled

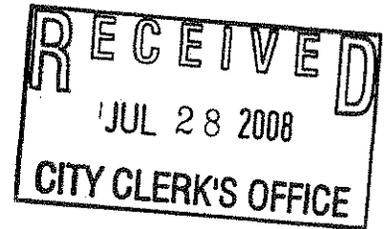


City of Manchester

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

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