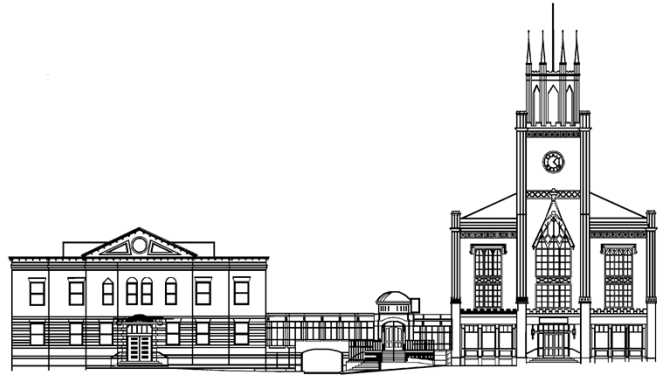




COMMITTEE ON HUMAN RESOURCES/INSURANCE

September 7, 2021 at 6:15 PM

Aldermanic Chambers, City Hall (3rd Floor)

Members: Aldermen Stewart, Hirschmann, Barry, Cavanaugh, Roy

AGENDA

The Chairman calls the meeting to order.

The Clerk calls the roll.

1. HR Reports submitted by Kathleen Ferguson, Human Resources Director:
 - Position Summary Report
 - Summary of Arbitrations/Grievances
 - Vacancy Requisition Requests and Approvals
 - Sapphire SmartShopper Report

(Note: Provided for informational purposes only; no action is required.)
2. Communication from the HR Director regarding the City's ordinances related to initial probationary period and advancement within pay ranges.

(Note: Provided for informational purposes only; no action is required.)
3. Communication from the HR Director regarding hiring and compensation issues.

(Note: Provided for informational purposes only; no action is required.)
4. Request from Mayor Joyce Craig to update the current class specifications for the Economic Development Director and the Marketing & Retention Specialist, and change the job title for the Marketing & Retention Specialist to Business Liaison.

Gentlemen, what is your pleasure?
5. Communication from Allen Aldenburg, Police Chief, requesting the addition of one (1) Police Community Program Coordinator, grade 19, to his complement.

Gentlemen, what is your pleasure?

6. Communication from Sharon Wickens, Finance Officer, requesting the elimination of one (1) Financial Analyst I, grade 19, and the addition of one (1) Financial Analyst II, grade 22.

Gentlemen, what is your pleasure?

7. Communication from Ted Kitchens, Airport Director, requesting the following changes to his complement:

- Eliminate one (1) vacant LAN Administrator (2195) grade 21
- Add one (1) Server Administrator (2194) grade 21
- Eliminate one (1) vacant Administrative Assistant II (1060) grade 13
- Add one (1) Property and Contract Coordinator (3126) grade 17

Gentlemen, what is your pleasure?

Tabled Items

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

8. Communication from Alderman Roy recommending the hiring of an independent firm to evaluate the Fire Department.

(Note: Tabled 1/5/2021; referred to the HR Committee by the BMA on 12/15/2020).

If there is no further business, a motion is in order to adjourn.



City of Manchester

Human Resources Department

One City Hall Plaza
Manchester, New Hampshire 03101

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

DATE: August 1, 2021

The Honorable Mayor Craig
And Board of Aldermen
City of Manchester
Manchester, NH 03101

Re: Position Report Summary

Dear Mayor Craig and Board of Aldermen:

Attached is the authorized position report for the above date. Below is a summary of changes that took place since the last report.

DEPARTMENT	DATE	POSITION	NEW VACANCY	NEW HIRES
Information Systems	07/30/2021	Systems/Development Manager	1*	
Aviation	07/21/2021	Asst. Airport Dir. (Ops. & Fac.)	1**	
Aviation	07/22/2021	Asst. Airport Dir. (Prop. & Contr.)	1*	
Aviation	07/22/2021	Asst. Airport Dir. (Ops. & Fac.)		1**
Aviation	07/06/2021	Accounting Technician		1*
Aviation	07/12/2021	Customer Service Rep. I		1**
EPD	07/11/2021	WWTP Operator I	1*	
EPD	07/11/2021	WWTP Shift Supervisor		1**
EPD	07/19/2021	Civil Engineer III	1*	
Water	07/19/2021	Civil Engineer III		1*
Water	07/09/2021	Water Works Meter Supervisor	1**	
Water	07/12/2021	Water Meter Technician	1*	
Water	07/12/2021	Water Works Meter Supervisor		1**
Fire	07/11/2021	Firefighter		2*
Fire	07/04/2021	Firefighter	1*	
Fire	07/04/2021	Fire Lieutenant		1*
Fire	07/04/2021	Firefighter	1*	
Fire	07/04/2021	Fire Lieutenant		1*
Police	07/24/2021	Police Officer	1***	
Police	07/26/2021	Police Officer		11*
Police	07/01/2021	Police Officer	1*	
Police	07/01/2021	Police Sergeant		1*
Police	07/08/2021	Emergency Services Dispatcher	1***	
Police	07/12/2021	Emergency Comm. Supervisor	1*	
Police	07/12/2021	Police Telecomm. Manager		1*
Health	07/09/2021	Community Health Nurse	1*	
Highway	07/23/2021	Financial Analyst I	1***	
Highway	07/19/2021	Engineering Tech. II	1*	
Highway	07/19/2021	Civil Engineer I		1*

*Due to Internal Promotions/Demotions/Position Control Changes

**Due to Retirement

*** Due to Resignation

Due to Lay off / % Discharged

DEPARTMENT	DATE	POSITION	NEW VACANCY	NEW HIRES
Highway	07/19/2021	Equipment Operator II	1***	
Parks & Recreation	07/05/2021	Public Services Worker II	1*	
Parks & Recreation	07/05/2021	Recreation Maintenance Wrkr. I		1*
Library	07/19/2021	Library Clerk I		2*
		Total	18	27

*Due to Internal Promotions/Demotions/Position Control Changes

**Due to Retirement

*** Due to Resignation

Due to Lay off / % Discharged

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

TO: Will Stewart, Chair
Human Resources and Insurance Committee

FROM: Kathleen Ferguson, Human Resources Director

DATE: August 23, 2021

SUBJECT: INFORMATIONAL ONLY: Vacancy Requisition Requests and Approvals

Attached is the Requisition Approval Report used to monitor the filling of vacant positions within the City of Manchester. The report reflects the current practice of submitting the request first to the Human Resource Department for verification of the vacancy. Once confirmed, the request to fill the vacancy is forwarded to the Mayor for approval.

KF/caf

2021 Requisition Report

Received	Req. #	Dept.	Position	Replacing	Replacement Name	HR Approved	Sent to Mayor	Mayor Approved
6/1/2021	137-65-21	DPW	Recreation Facility Maintenance Worker	Huard	Page	6/1/2021	6/1/2021	6/8/2021
6/2/2021	138-33-21	Police	Accreditation Manager	Murphy	Gratiano	6/2/2021	6/2/2021	6/3/2021
6/3/2021	139-71-21	Library	Librarian I (Part-time)	White		6/3/2021	6/3/2021	6/8/2021
6/7/2021	140-29-21	Water	Watershed Maintenance Supervisor	Jaworksi	McGrail	6/7/2021	6/7/2021	6/8/2021
6/7/2021	141-29-21	Water	Equipment Operator V	Hurley	Chandonnet	6/7/2021	6/7/2021	6/8/2021
6/8/2021	142-27-21	EPD	WWTP Operator	Cote		6/8/2021	6/8/2021	6/8/2021
6/8/2021	143-65-21	DPW	Recreation Maintenance Worker I	Proulx	Rothwell	6/8/2021	6/8/2021	6/11/2021
6/9/2021	144-25-21	Airport	Assistant Airport Director Operations and Facilities	Elguezabal		6/9/2021	6/9/2021	6/11/2021
6/9/2021	145-25-21	Airport	Manager, Airport Operations	Legere		6/9/2021	6/9/2021	6/11/2021
6/9/2021	146-13-21	Info System	Administrative Services Manager	Dobson	Livingston	6/9/2021	6/9/2021	6/11/2021
6/9/2021	147-30-21	Fire	Fire Lieutenant	Kafejelis	Stemka	6/9/2021	6/9/2021	6/11/2021
6/9/2021	148-30-21	Fire	Fire Lieutenant	Bathey	Skora	6/9/2021	6/9/2021	6/11/2021
6/9/2021	149-30-21	Fire	Firefighter	Promotion Replacement	Bullock	6/9/2021	6/9/2021	6/11/2021
6/9/2021	150-30-21	Fire	Firefighter	Promotion Replacement	Johnson	6/9/2021	6/9/2021	6/11/2021
6/11/2021	151-20-21	Planning	Code Enforcement Inspector-Grant I	Norman	Kotschenreuther	6/11/2021	6/11/2021	6/11/2021
6/11/2021	152-20-21	Planning	Code Enforcement Inspector	Pollock		6/11/2021	6/11/2021	6/11/2021
6/14/2021	153-50-21	DPW	Accounting Specialist II	Stamp		6/15/2021	6/15/2021	6/18/2021
6/14/2021	154-50-21	DPW	Chief Inspector	Ramos	Winslow	6/15/2021	6/15/2021	6/18/2021
6/14/2021	155-50-21	DPW	Equipment Operator II	Roy		6/15/2021	6/15/2021	6/18/2021
6/14/2021	156-29-21	Water	Water Works Meter Supervisor	Campbell	Tower	6/15/2021	6/15/2021	6/18/2021
6/15/2021	157-33-21	Police	Police Telecommunications Manager	Page	Olson	6/17/2021	6/17/2021	6/18/2021
6/15/2021	158-25-21	Airport	Airport Operations and Maintenance Specialist	Day		6/17/2021	6/17/2021	6/18/2021
6/17/2021	159-33-21	Police	Emergency Services Dispatcher	Gratiano		6/18/2021	6/18/2021	6/18/2021
6/22/2021	160-20-21	Planning	Planner II	Ahmad-Kahloon		6/22/2021	6/22/2021	6/25/2021
6/22/2021	161-29-21	Water	Water Works Supervisor	McGrail	MacArthur	6/22/2021	6/22/2021	6/25/2021
6/23/2021	162-25-21	Airport	Airport Maintenance Worker I	Smith		6/23/2021	6/23/2021	6/25/2021
6/24/2021	163-18-21	Youth Ser	Youth Services Counselor	Burnes	Champagne	6/25/2021	6/25/2021	6/25/2021
6/28/2021	164-50-21	DPW	Equipment Operator III	Page		6/28/2021	6/28/2021	7/1/2021
6/28/2021	165-33-21	Police	Emergency Services Dispatcher	Martin		6/28/2021	6/28/2021	7/1/2021
6/29/2021	166-19-21	HR	Administrative Assistant I	Livingston		6/29/2021	6/29/2021	7/2/2021
6/29/2021	167-27-21	EPD	WWTP Operator	Talbot		6/29/2021	6/29/2021	7/2/2021
7/1/2021	168-30-21	Fire	Battalion Chief	Chiasson	Proulx	7/1/2021	7/1/2021	7/2/2021

2021 Requisition Report

Received	Req. #	Dept.	Position	Replacing	Replacement Name	HR Approved	Sent to Mayor	Mayor Approved
7/1/2021	169-30-21	Fire	Batallian Chief	Patten	Beaudet	7/1/2021	7/1/2021	7/2/2021
7/1/2021	170-30-21	Fire	Captain	Promotion Repla	Fosher	7/1/2021	7/1/2021	7/2/2021
7/1/2021	171-30-21	Fire	Captain	Promotion Replacement		7/1/2021	7/1/2021	7/2/2021
7/1/2021	172-30-21	Fire	Lieutenant	Promotion Repla	Bolduc	7/1/2021	7/1/2021	7/2/2021
7/1/2021	173-30-21	Fire	Lieutenant	Promotion Repla	Principe	7/1/2021	7/1/2021	7/2/2021
7/1/2021	174-30-21	Fire	Firefighter	Promotion Repla	Luccisano	7/1/2021	7/1/2021	7/2/2021
7/1/2021	175-30-21	Fire	Firefighter	Promotion Repla	Stratton	7/1/2021	7/1/2021	7/2/2021
7/1/2021	176-27-21	EPD	Accounting Tech	Forrence		7/1/2021	7/1/2021	7/2/2021
7/1/2021	177-27-21	EPD	WWTP Mechanic	Todis	Delgado	7/1/2021	7/1/2021	7/2/2021
7/7/2021	178-82-21	Senior Serv	Director of Senior Services	Senno		7/7/2021	7/7/2021	7/7/2021
7/9/2021	179-33-21	Police	Emergency Services Dispatcher	Nehiley		7/9/2021	7/9/2021	7/13/2021
7/12/2021	180-30-21	Fire	Fire Captain	O'Neil	Guay	7/12/2021	7/12/2021	7/13/2021
7/12/2021	44965 Civic	Fire	Fire Captain	Promotion Repla	Plantier			
7/12/2021	181-30-21	Fire	Fire Lieutenant	Promotion Repla	McGaffigan	7/12/2021	7/12/2021	7/13/2021
7/12/2021	182-30-21	Fire	Firefighter	Promotion Repla	Downs	7/12/2021	7/12/2021	7/13/2021
7/12/2021	183-33-21	Police	Emergency Communications Supervisor	Olson		7/12/2021	7/12/2021	7/13/2021
7/13/2021	184-33-21	Police	Police Officer	Flynn		7/13/2021	7/13/2021	7/16/2021
7/13/2021	185-50-21	DPW	Equipment Operator II (5)	Complement change		7/13/2021	7/13/2021	7/16/2021
7/13/2021	186-50-21	DPW	Public Services Worker II	Rothwell		7/13/2021	7/13/2021	7/16/2021
7/14/2021	187-18-21	Youth Ser	Youth Services Counselor	Constable		7/15/2021	7/15/2021	7/16/2021
7/15/2021	188-50-21	DPW	Civil Engineer I	Winslow		7/15/2021	7/15/2021	7/16/2021
7/15/2021	189-50-21	DPW	Financial Analyst	Donovan	Boisvert	7/15/2021	7/15/2021	7/16/2021
7/15/2021	190-50-21	DPW	Engineering Technician II	Norander		7/15/2021	7/15/2021	7/16/2021
7/15/2021	191-55-21	Fleet	Equipment Superintendent I	Lewis		7/15/2021	7/15/2021	7/16/2021
7/20/2021	192-41-21	Health	Community Health Nurse	Power		7/20/2021	7/20/2021	7/21/2021
7/20/2021	193-50-21	DPW	Equipment Operator II	Pellerin		7/20/2021	7/20/2021	7/21/2021
7/20/2021	194-29-21	Water	Water Meter Technician	Tower		7/20/2021	7/20/2021	7/21/2021
7/22/2021	195-18-21	Youth Ser	Youth Services Counselor	Labonte	Archambault	7/23/2021	7/23/2021	7/23/2021
7/22/2021	196-20-21	Planning	Planner II - Limited Term (2)	ARPA		7/23/2021	7/23/2021	7/23/2021
7/23/2021	197-20-21	Planning	Code Enforcement Supervisor	Albin		7/23/2021	7/23/2021	7/27/2021
7/27/2021	198-25-21	Airport	Airport Operations and Maintenance Specialist	Cayer		7/27/2021	7/27/2021	7/27/2021
7/29/2021	199-29-21	Water	Equipment Operator IV	Chandonnet		7/29/2021	7/29/2021	8/2/2021

2021 Requisition Report

Received	Req. #	Dept.	Position	Replacing	Replacement Name	HR Approved	Sent to Mayor	Mayor Approved
8/2/2021	45866 Civic	Police	Police Officer	Vollheim		8/2/2021	8/2/2021	8/2/2021
8/3/2021	200-29-21	Water	Equipment Operator IV	MacArthur		8/5/2021	8/5/2021	8/6/2021
8/3/2021	201-29-21	Water	Customer Service Representative II	Sinotte		8/5/2021	8/5/2021	8/6/2021
8/4/2021	202-55-21	Fleet	Equipment Mechanic I	Mohammed		8/5/2021	8/5/2021	8/6/2021
8/5/2021	203-50-21	DPW	Equipment Operator II	Messantchi		8/5/2021	8/5/2021	8/6/2021
8/5/2021	204-50-21	DPW	Equipment Operator II	Heon		8/5/2021	8/5/2021	8/6/2021
8/6/2021	205-18-21	Youth Ser	Administrative Assistant II	Hennessey		8/9/2021	8/9/2021	8/10/2021
8/6/2021	206-50-21	DPW	Traffic Signals Technician II	Stevens		8/9/2021	8/9/2021	8/10/2021
8/6/2021	207-65-21	DPW	Recreation Maintenance Worker I	Provencher		8/9/2021	8/9/2021	8/10/2021
8/6/2021	208-50-21	DPW	Civil Engineer III	Friend-Gray		8/9/2021	8/9/2021	8/10/2021
8/6/2021	209-33-21	Police	Police Officer	Bistany		8/9/2021	8/9/2021	8/10/2021
8/6/2021	210-33-21	Police	Emergency Services Dispatcher	Canney		8/9/2021	8/9/2021	8/10/2021
8/10/2021	211-65-21	DPW	Recreation Maintenance Worker (Temps - 6)	Seasonal		8/10/2021	8/10/2021	8/16/2021
8/12/2021	212-04-21	City Clerk	Licensing Operations Coordinator	DiSabato		8/12/2021	8/12/2021	8/16/2021
8/12/2021	213-04-21	City Clerk	License Enforcement Inspector	Gutterson		8/12/2021	8/12/2021	8/16/2021
8/12/2021	214-33-21	Police	Financial Analyst I	Goodman		8/12/2021	8/12/2021	8/16/2021
8/12/2021	215-10-21	Finance	Financial Analyst II	Bogardus		8/12/2021	8/12/2021	8/16/2021
8/13/2021	216-50-21	DPW	Equipment Operator III	Doyon		8/13/2021	8/13/2021	8/16/2021
8/16/2021	217-33-21	Police	Accounting Specialist II	Hasic		8/16/2021	8/16/2021	8/16/2021
8/17/2021	218-21-21	DPW	Public Works Support Specialist	Boisvert		8/17/2021	8/17/2021	8/23/2021
8/20/2021	219-20-21	Planner	Planner I - Lead Program Grant Funded	Perez		8/20/2021	8/20/2021	8/23/2021
8/23/2021	220-19-21	HR	Administrative Assistant II Part Time					

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

August 23, 2021

To: Will Stewart, Chair
Human Resources and Insurance Committee

From: Kathleen Ferguson, Human Resources Director

RE: Sapphire SmartShopper Report (June, 2021)

Sapphire SmartShopper Report

Attached is the City of Manchester's SmartShopper monthly results for June,

2021. Total Savings for **June, 2021** was \$32,387. Total YTD savings \$219,000.

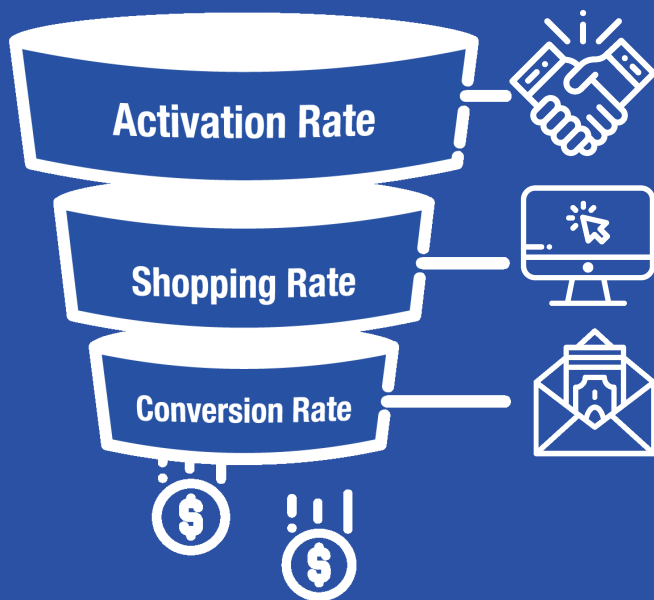
- June, 2020 vs. June, 2021 savings is up \$1,510.
- YTD Savings 2020 to 2021 is down \$43,802.
- Activation Rate 48% Activated Shopping Rate 95%, Activated Conversion Rate 80%.
- In June we had 5 new additional activations which is .8% of the 567 households that are activated, 248 shopping searches and 75 incentives paid.

Jun 2021

Report Date

PERFORMANCE REPORT

EXECUTIVE SUMMARY-Program to Date

Eligible
Population2,822
Members1,182
Households

48% Activation Rate	8% Activation Benchmark	567 Activated Households	
95% Activated Shopping Rate	66% Activated Shop Benchmark	540 Households Shopped	
80% Shop Conversion Rate	35% Shop Conversion Benchmark	433 Households Receiving Incentive	4,307 Total #Incentives

\$3,291,532
Total Gross Savings\$320,420
Total Incentives(\$)\$2,971,112
Total Claims Savings

Incentive and Savings Summary

Timeframe	Gross Savings	Incentives Paid(\$)	Claims Savings	Incentives Paid(#)
MTD	\$32,387	\$5,275	\$27,112	75
YTD	\$219,000	\$32,675	\$186,325	439
PTD	\$3,291,532	\$320,420	\$2,971,112	4,307

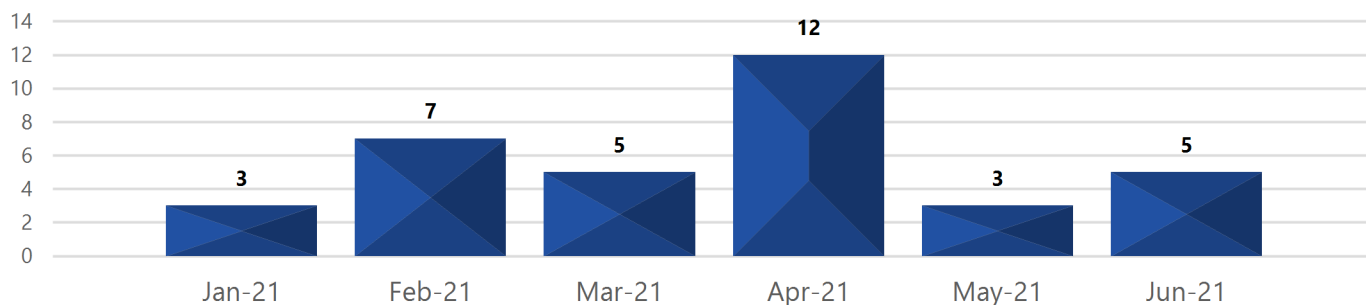
Jun 2021

Report Date

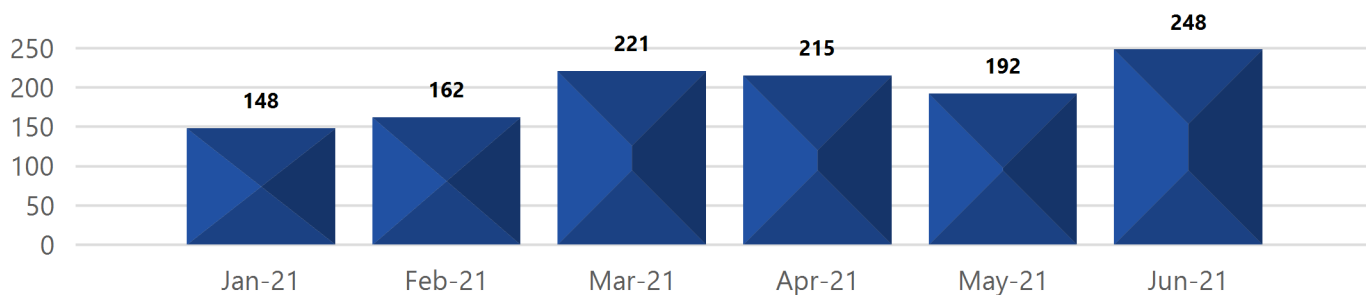
PERFORMANCE REPORT



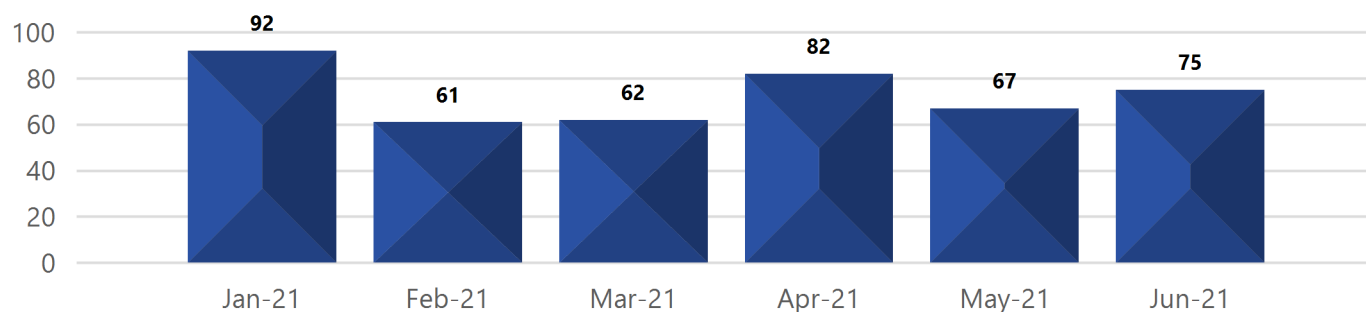
Activations



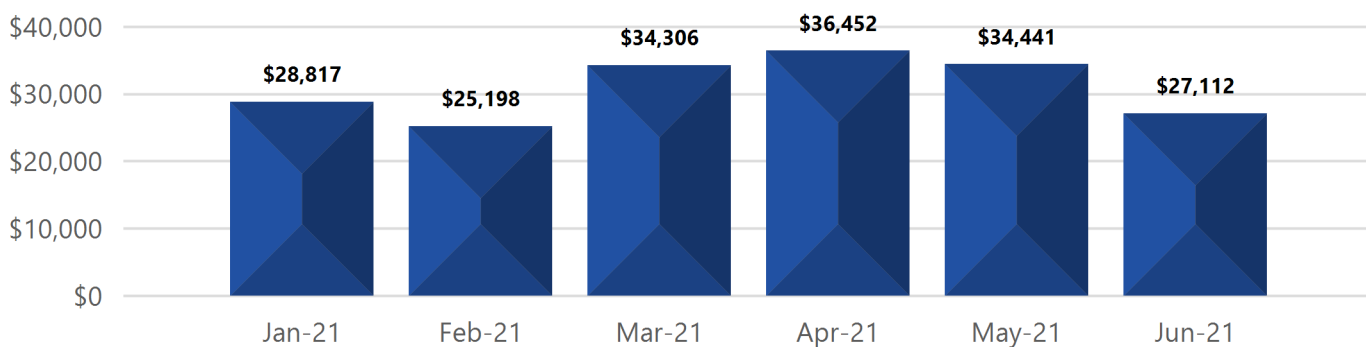
Shopping



Incentives



Claim Savings



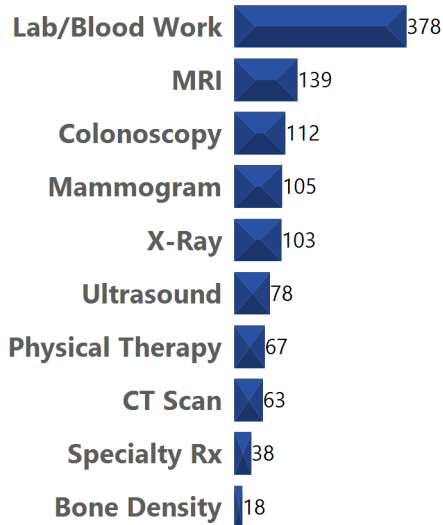
Jun 2021

Report Date

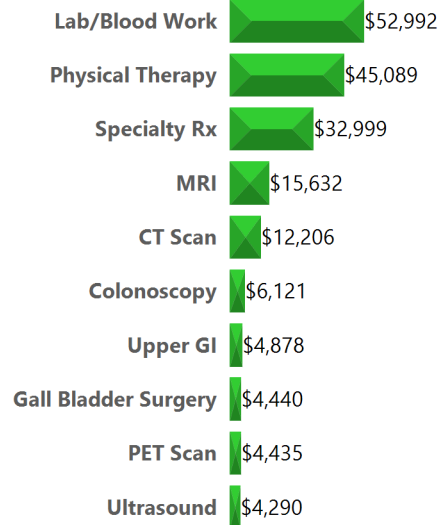
PERFORMANCE REPORT

Top Procedures Summary (Jan 2021 - Jun 2021)

Top Shopping Procedures

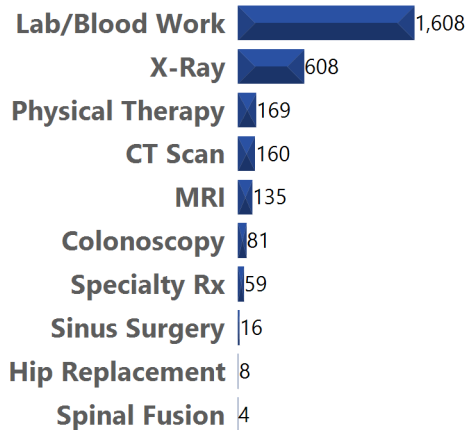


Top Savings Summary

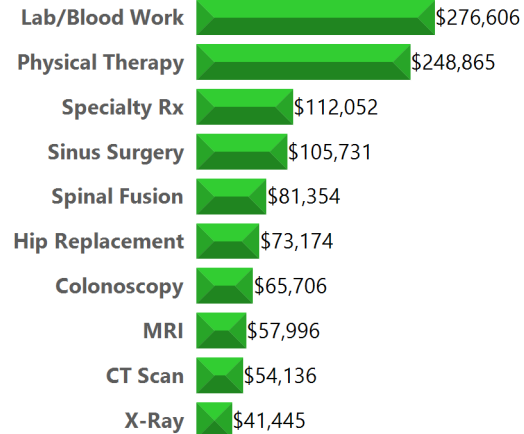


Missed Opportunity Procedure Summary (Jan 2021 - Jun 2021)

Top 10 Missed Opportunity Claims



Top 10 Missed Opportunity Savings





Jun 2021
Report Date

PERFORMANCE REPORT

Cost-Effective Breakout By Procedure (Jan 2021 - Jun 2021)

Procedure Name	Incurred Claims	Shopping Activity	Incentives Paid(#)	Incentives Paid (\$)	Savings	Savings Per Case	Sapphire BOB savings(Prior Year)	Potential Savings
Back Surgery	5	0	0	\$0	\$0	\$0	\$3,848	\$19,238
Bariatric Surgery	1	3	0	\$0	\$0	\$0	\$6,805	\$6,805
Bone and Joint Imaging	1	2	0	\$0	\$0	\$0	\$645	\$645
Bone Density	13	18	5	\$350	\$159	\$32	\$85	\$676
Breast Biopsy	8	9	0	\$0	\$0	\$0	\$1,198	\$9,587
Breast Lumpectomy	3	0	0	\$0	\$0	\$0	\$0	\$0
Bronchoscopy	3	0	0	\$0	\$0	\$0		\$0
Bunionectomy	1	4	0	\$0	\$0	\$0	\$6,935	\$6,935
Cardiac	3	0	0	\$0	\$0	\$0		\$0
Cardiology Procedure	53	3	0	\$0	\$0	\$0		\$0
Carpal Tunnel	1	0	0	\$0	\$0	\$0	\$1,474	\$1,474
Cataract Removal	6	0	0	\$0	\$0	\$0	\$1,485	\$8,911
Colonoscopy	81	112	20	\$4,000	\$6,121	\$306	\$1,077	\$65,706
CT Scan	160	63	16	\$2,075	\$12,206	\$763	\$376	\$54,136
Dilation & Curettage - D&C	0	0	0	\$0	\$0	\$0		\$0
Ear Tubes	6	0	0	\$0	\$0	\$0	\$169	\$1,011
Gall Bladder Surgery	2	1	1	\$125	\$4,440	\$4,440	\$5,852	\$5,852
General Surgery Procedure	4	1	0	\$0	\$0	\$0		\$0
Hammertoe Correction	0	0	0	\$0	\$0	\$0		\$0
Heart Imaging(SPECT)	6	0	0	\$0	\$0	\$0		\$0
Hernia Repair	6	2	0	\$0	\$0	\$0	\$2,316	\$13,898
Hip Replacement	8	9	0	\$0	\$0	\$0	\$9,147	\$73,174
Hysterectomy	2	0	0	\$0	\$0	\$0	\$1,286	\$2,573
Hysteroscopy	2	0	0	\$0	\$0	\$0	(\$100)	(\$200)
Kidney and Urinary Tract Treatment	1	0	0	\$0	\$0	\$0		\$0
Knee Replacement	4	7	0	\$0	\$0	\$0	\$5,420	\$21,681
Knee Surgery	9	6	1	\$50	(\$50)	(\$50)	\$1,626	\$13,011
Lab/Blood Work	1,608	378	271	\$6,775	\$52,992	\$196	\$207	\$276,606
Lithotripsy - Kidney Stones	2	0	0	\$0	\$0	\$0	\$2,160	\$4,319
Mammary Gland Procedure	0	0	0	\$0	\$0	\$0		\$0
Mammogram	176	105	31	\$1,425	\$2,753	\$89	\$120	\$17,435



Jun 2021
Report Date

PERFORMANCE REPORT

Cost-Effective Breakout By Procedure (Jan 2021 - Jun 2021)

Procedure Name	Incurred Claims	Shopping Activity	Incentives Paid(#)	Incentives Paid (\$)	Savings	Savings Per Case	Sapphire BOB savings(Prior Year)	Potential Savings
MRI	135	139	21	\$2,600	\$15,632	\$744	\$509	\$57,996
OB/Gyn	6	0	0	\$0	\$0	\$0		\$0
Orthopedic Procedure	8	2	0	\$0	\$0	\$0		\$0
PET Scan	10	10	2	\$300	\$4,435	\$2,218	\$3,722	\$29,773
Physical Therapy	169	67	24	\$3,600	\$45,089	\$1,879	\$1,716	\$248,865
Prostate Surgery	1	0	0	\$0	\$0	\$0		\$0
Pulmonary Test	1	2	0	\$0	\$0	\$0		\$0
Shoulder Surgery	4	1	0	\$0	\$0	\$0	\$4,755	\$19,022
Sinus Surgery	16	0	0	\$0	\$0	\$0	\$6,608	\$105,731
Sleep Study	0	2	0	\$0	\$0	\$0		\$0
Specialty Rx	59	38	20	\$10,000	\$32,999	\$1,650	\$2,873	\$112,052
Spinal Fusion	4	1	0	\$0	\$0	\$0	\$20,338	\$81,354
Tonsils and Adenoids	0	0	0	\$0	\$0	\$0	\$2,352	\$0
Total Revision of Hip and Knee	1	2	0	\$0	\$0	\$0		\$0
Tubal Ligation	4	0	0	\$0	\$0	\$0	\$3,038	\$12,154
Ultrasound	258	78	17	\$650	\$4,290	\$252	\$170	\$40,901
Upper GI	30	16	6	\$625	\$4,878	\$813	\$1,188	\$28,506
Urethra and Bladder Scope	9	0	0	\$0	\$0	\$0	\$3,883	\$34,943
Uterine Tissue Biopsy	5	2	0	\$0	\$0	\$0		\$0
X-Ray	608	103	4	\$100	\$380	\$95	\$69	\$41,445
Total	3,503	1,186	439	\$32,675	\$186,325			\$1,416,214



Jun 2021
Report Date

PERFORMANCE REPORT

Engagement Details (Program To Date)

Activation	Registration	Shopping	
567 Total HH's Activated	522 Total HH's Registered	540 Total HH's that Shopped	
77% Digital Activation	71% Digital Registration	61% Digital Shopping	54% Male Shopper
23% PAT Activation	29% PAT Registration	39% PAT Shopping	46% Female Shopper

Metric Name	Definition
Activation Rate	Total Activated Households/Total Households
Registration	First instance of a Member validating or providing an email and/or phone number
Shopping	Total number of phone inquiries and web searches by Households
Activated Households that Shopped	How many Activated Households had shop activity for incentivized procedures
Activated Shopping Rate	Total Activated Households that shopped for incentivized procedures/ Total Activated Households
# Incentives Paid	How many Incentives had the client/account received
\$ Incentives Paid	How much had the client/account received from Incentives
Shop Conversion Rate	Total Activated Households receiving an Incentive / Total Activated Households that Shopped
Claims Savings	Calculated as Gross Savings amount - Incentive Amount
Gross Savings	Dollar amount saved by Households choosing to receive care by incentivized providers rather than higher priced providers (original provider cost minus the cost of the incentivized provider). Sum Of Incentive Amounts and Claim Savings.
Savings Per Case	Claim Savings/Incentives Paid
Book of Business Average Savings(prior year)	Average savings per Incentives paid across Sapphires book of business for comparison purposes
Potential Savings	(Incurred Claims-Incentives Paid) * (BoB Average Savings)
Conversion	Member successfully receiving an incentive after shopping

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Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

August 24, 2021

To: Will Stewart, Chair
Human Resources and Insurance Committee

From: Kathleen Ferguson, Human Resources Director

Re: INFORMATIONAL ONLY: Summary of Grievances and Arbitrations

Attached is a summary document of outstanding and/or settled union grievances and arbitrations as of August, 2021.

KF/ca

August, 2021
Outstanding Grievances and Arbitrations

Department Case Number	Date Filed	GRIEVANCE	STATUS	ARB #/DATE	OUTCOME
AFSCME-Fleet 1-19		Sick Bank	Pre-Arb 1/9/20		Withdrawn by AFCME Council 93, AFL-CIO.
AFSCME - Master 5-19	5/29/2020	Plus Rate Laborer	Pre-arb 6/18/2019		Withdrawn by AFCME Council 93, AFL-CIO as settled.
AFSCME - Master 7-19	9/13/2019	Promotion By-Pass	Pre-Arb 1/9/20		8/10/21 AFSCME Local 298 withdrew without prejudice.
AFSCME- Master 8-19	10/1/2019	Promotion By-Pass	Pre-Arb 1/9/20		8/10/21 AFSCME Local 298 withdrew without prejudice.
1- AFSCME Master-20	2/18/2020	Shift Differential			Held in abeyance
2-AFSCME Local 298-20	7/21/2020	No Call, No Show			Withdrawn by AFCME Council 93, AFL-CIO as settled.
1-United Steelworkers Local 8938-21	3/3/2021	Time Arrive/Time Depart Memo			

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

August 26, 2021

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

Dear Chair Stewart and HRIC Members:

According to City of Manchester's ordinance:

§ 33.047 INITIAL PROBATIONARY PERIOD.

(A) Upon appointment to a regular full time position, the first six months of service in the position shall be considered the initial probationary period, except uniformed Fire Department personnel and police personnel whose initial probationary periods shall be for 12 months.

('71 Code, § 18-37) (Ord. passed 7-1-75; Am. Ord. passed 2-19-02; Am. Ord. passed 11-28-06)

§ 33.048 ADVANCEMENTS WITHIN PAY RANGE.

(A) Initial hire. An employee whose entrance is at a rate of pay below the maximum of the base range may be advanced one step in the appropriate range effective the date of the successful completion of the initial probationary period. Such advancement may be recommended by the department head and approved by the Human Resources Director or Human Resources and Insurance Committee.

(1) Although police and fire personnel serve a 12-month initial probationary period, such personnel shall be eligible for pay advancement after six months of employment upon the recommendation of the department head.

('71 Code, § 18-38) (Ord. passed 6-14-67; Am. Ord. passed 4-19-88; Am. Ord. passed 11-4-98; Am. Ord. passed 9-5-00; Am. Ord. passed 11-28-06; Am. Ord. passed 1-2-07)

Human Resources recommends following the current policy approved by the Board previously.

Sincerely,

Kathleen Ferguson, SHRM-CP, PHR
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 • Website: www.manchesternh.gov

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

August 13, 2021

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

For Informational Purposes Only

Dear Chair Stewart and HRIC Members:

As the board responsible for Human Resources initiatives and concerns, it is important to brief you on hiring and compensation issues taking place now throughout the City of Manchester.

Hiring many positions, including entry level positions, has been quite challenging for numerous departments. For example, Department of Public Works has had six (6) employees resign from their Laborer and Equipment Operator positions in this fiscal year alone.

Human Resources Department has an Administrative Assistant I position posted since July 2, 2021, of which a minimal of qualified applicants have been received. Candidates apply, but then refuse to interview due to the pay. This is a position that historically has had 50-75 applications in the past, and filled within a couple of weeks.

The Human Resources Benefits Coordinator reports approximately twenty-two (22) retirements since June, 2021 and more planned in August and September.

I have had many requests for reclassifications from departments which is time consuming and especially taxing on the Human Resources Department. Public Works along with the Health Department and Water Works Department, would appreciate full department reclassifications which is over 175 positions.

The compensation system is currently broken. Recruiting for the City is the worst it has been in years. Services cannot be expected to be held at the current level without adequate staffing. Hiring at higher step approvals have been a normal occurrence due to the inadequate original entrance pay rates. The City is competing with McDonalds, Home Depot, Walmart etc. who are offering higher wages, benefits, and sign-on bonuses.

A discussion is necessary to develop and create a strategy that will enable City services to continue at the residents and business owner's expectations. Being re-active versus pro-active may be devastating to this great City.

I encourage your thoughts and ideas in combatting this extremely important issue.

Sincerely,

Kathleen Ferguson, SHRM-CP, PHR
Human Resources Director

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

August 24, 2021

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

Dear Chair Stewart and HRIC Members:

Mayor Joyce Craig has requested updates and changes to the Economic Development Director (1231) grade 24 class specification, and the Marketing and Retention Specialist (1221) grade 18 class specification. Both class specification's grades will remain unchanged, and only the language on the specifications have edits.

The Mayor states that the changes are more in line with the expectations of the jobs in regards to examples of essential work and the required knowledge, skills and abilities.

The **Economic Director** will not only develop, implement and maintain an economic development strategy for the City, but will also develop initiatives to ensure business retention and act as an advocate to the business community. The Director will also be responsible for submitting and managing economic development grants and incentive opportunities which is not included in the current class spec.

The current Marketing and Retention Specialist class specification will be renamed to **Business Liaison** (1221) grade 18. According to Mayor Craig, the new name will more accurately reflect the duties and responsibilities of the position. For example, the Business Liaison will now serve as a liaison to the business community and provide assistance and support for new development projects which is not included in the current class spec.

Mayor Craig has also stated that twenty-eight (28) business leaders are in agreement to restore the Economic Development Department and its' staff in order to "align resources and communication across the public and private sectors."

Human Resources recommends:

- Updating the current Economic Development Director (1231) grade 24 class specification;

1 City Hall Plaza • Human Resources Department • Manchester, New Hampshire 03101 • (603) 624-6543 •
FAX: (603) 628-6065
E-mail: HumanResources@ManchesterNH.gov • Website: www.manchesternh.gov

- Updating the current Marketing and Retention Specialist (1221) grade 18 class specification and;
- Changing the class title from Marketing and Retention Specialist (1221) grade 18, to Business Liaison (1221) grade 18.

Respectfully submitted,

Kathleen Ferguson, SHRM-CP, PHR
Human Resources Director



CITY OF MANCHESTER

*Joyce Craig
Mayor*

August 23, 2021

Kathy Ferguson, Human Resources Director
Human Resources Department
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Re: Office of Economic Development Updated Job Class Specifications

Dear Director Ferguson:

I respectfully request your consideration for the proposed modifications to the Class Specifications of the two positions in the Manchester Office of Economic development; The Economic Development Director (1231) grade 24 and Marketing and Retention Specialist (1221) grade 18. Following are my reasoning for the proposed modifications:

Economic Development Director – The changes reflect the nature of the position needed to continue to drive economic development in our city. The Economic development Director will act as the subject matter expert on economic development strategy, convening business leaders and local stakeholders and grant writing. The recommended changes also consolidate duplicative job requirements.

Marketing and Retention Specialist – The major change to the Class Specifications is the title. While this position will continue to support communications efforts, the primary focus of the position will be to serve as a liaison to the business community. The title, 'Business Liaison' more accurately reflects this work.

These changes also reflect what members of the business community are looking for in the Office of Economic Development. In July, the Greater Manchester Chamber wrote a letter advocating for the re-establishment of a Manchester Economic Development Office. Co-signed by 28 business leaders, the letter asks that the City restore an "economic development staff person to serve as a central point of contact for business recovery to align resources and communication across the public and private sectors," calling it a critical priority.

I appreciate your consideration of this request. Should you have any questions concerning the above matter, please contact me at 624-6500.

One City Hall Plaza • Manchester, New Hampshire 03101 • (603) 624-6500
Email: mayor@manchesternh.gov • Website: www.manchesternh.gov

Sincerely,

A handwritten signature in black ink that reads "Joyce Craig". The signature is written in a cursive, flowing style.

Joyce Craig
Mayor

Enclosures

City of Manchester
New Hampshire

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.026 (Economic Development Director) of the Code of Ordinances of the City of Manchester.”

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Economic Development Director, Class Code 1231, Grade 24 (specs attached)

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



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Economic Development Director
Class Code Number	1231-24

General Statement of Duties

Plans, organizes, and coordinates the marketing, promotional and economic development activities of the City including business relations, business attraction and expansion, business forums and public/private partnerships; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to direct activities involving economic development programs and financial alternatives, and intergovernmental relations between departments within the City of Manchester. The work is performed under the supervision and direction of the Board of Mayor and Aldermen but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with the Board of Mayor and Alderman, other City employees, business and community groups, business owners and developers, attorneys, financial institutions, the Chamber of Commerce, State and Federal officials, representatives of the media and the public. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (Illustrative Only)

- [Develop, implement and maintain an overarching economic development strategy for the City; in collaboration with City officials, the business community and local stakeholders](#)
- [Coordinates with various departments to determine community and municipal economic development needs;](#)
- [Confers with City officials, departments, City enterprises, the business community and local stakeholders administrators and technical personnel on planning and implementing economic development strategies and programs;](#)

- Maintains current business relationships and identifies areas for potential business relationships
- Researches the latest in business industry and creates new opportunities to expand and improve business development within the City;
- Promotes general acceptance of planning objectives and coordinates the development of cooperative actions among other governmental agencies, local businesses and community organizations;
- Develops initiatives to ensure business retention within the City;
- Acts as an advocate and provides technical assistance to industrial, commercial and residential to the business community developers in the areas of finance, zoning, land disposition, public services or other types of assistance needed for project development;
- Coordinates the development of marketing plans for the City;
- Provides reports as directed by the Mayor and Board of Aldermen; including
- Prepares and presents to the Board of Mayor and Aldermen an annual state of the City economic report and forecast as part of the annual budget process;
- Develops, implements and maintains a local economic development plan or strategy which shall include specific measurable goals, objectives and timetables;
- Works with Federal, State, regional and local economic development agencies to protect and strengthen local tax base and local economy;
- Works with greater Manchester communities to foster joint promotional goals that benefit the region;
- Finds, creates, submits and manages economic development grant and incentive opportunities and decisions on behalf of the City
- Provides assistance to developers in the financing of development projects by assisting them in securing governmental loans, grants, etc.;
- Develops initiatives to ensure business retention within the City;
- Manages a business visitation program to existing Manchester businesses;
- Monitors economic development projects to ensure timely and accurate completion and client satisfaction;
- Monitors Federal and State legislative activities and informs appropriate individuals of impending legislative initiatives, testifies as assigned;
- Prepares promotional materials and markets programs and development sites to prospective clients;
- Provides professional staff support to the Manchester Development Corporation;
- Acts as public primary point of contact for the Central Business Service District (CBSD) board;
- Reviews and comments on proposed City policies and Federal and State legislative initiatives;
- Represents the City on all issues relating to economic development, including serving as a liaison for the Board of Mayor and Alderman;
- Provides status reports to the Board of Mayor and Alderman on economic development operations, any major shift in policies or procedures and recommendations for future development;
- Attends small and large business expos, trade shows, and networking events;
- Registers and joins the membership of business development groups, forums, and associations;
- Performs special projects for the Board of Mayor and Alderman as requested;

- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities (at time of appointment)

- Comprehensive knowledge of the current principles and practices associated with economic development within a municipality;
- Comprehensive knowledge of business administration and economic principles related to market trade;
- Comprehensive knowledge of current principles and practices of public administration;
- ~~Comprehensive~~ Comprehensive/Considerable knowledge of the history of economic conditions within the City of Manchester and surrounding areas;
- Comprehensive knowledge of effectively and publicly communicating presentations, projects, and ideas;
- Ability to supervise, train, evaluate and lead the work of others;
- Ability to handle confidential materials from business organizations with tact and discretion;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations on potential development issues;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- ~~Graduation from an accredited college or university with a Master's Degree in Public Administration, Business Administration, Planning or a related field; and~~
- ~~Considerable experience in economic development operations within a municipality or governmental entity, including some management responsibilities; or,~~
- Graduation from an accredited college or university with a Bachelor's Degree in Public Administration, Business Administration, Marketing, Public Relations, Planning or a related

- field, **and** extensive experience in economic development operations within a municipality or governmental entity, including some management responsibilities; **or**
- Graduation from an accredited college or university with a Master's Degree in Public Administration, Business Administration, Marketing, Public Relations, Planning or a related field; and considerable experience in economic development operations within a municipality or governmental entity, including some management responsibilities; or,
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Valid NH driver's license or access to transportation;
- Willing to travel.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of written material in electronic or hard copy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various work sites throughout the City and out of the area.

Approved by: BMA Date:

City of Manchester *New Hampshire*

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.024, & 33.026 (Business Liaison) of the Code of Ordinances of the City of Manchester.”

SECTION 33.024 CLASSIFICATION OF POSITIONS to be amended as follows:

Change Marketing and Retention Specialist to Business Liaison, Class Code 1221

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Marketing and Retention Specialist to Business Liaison, Class Code 1221,
Grade 18 (specs attached)

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



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Marketing and Retention Specialist <u>Business Liaison</u>
Class Code Number	1221-18

General Statement of Duties

Provides professional support to the Director of Economic Development for retention and marketing related to the promotional, economic development and business retention for the City; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to provide professional staff support in improving the business climate within the City of Manchester particularly related to attracting new business to the City and developing strategies for retention of businesses within the City. Develops marketing plans to attract new business to the City. -Works with local financial institutions to develop strategies for ease in establishing a new business within the City. The work is performed under the supervision and direction of the Economic Development Director but leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective and harmonious working relationships with other City employees, business and community groups, business owners, developers, attorneys, financial institutions, the Chamber of Commerce, State and Federal officials and the public. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (illustrative only)

- Serves as a liaison to the business community providing assistance to facilitate efficient business/city relationships;
- Advocates and coordinates support for new development projects;
- Develops and maintains relationships with property owners and realty companies to establish a full range of complimentary services, trades and goods;
- Develops, directs and designs activities to promote and establish the downtown area as a destination which combines consumer activities with entertainment and recreation;
- Develops and coordinates a variety of activities, related to business development, expansion and retention.
- Conducts marketing of the City through the media, materials, trade shows and meetings;
- ~~Serves as a staff liaison/ombudsman to the business community providing assistance to facilitate efficient business/city relationships;~~
- Develops public relations efforts to improve the image of the City in order to encourage and promote new business to move to Manchester;
- ~~Research, analyze and report on economic and market trends for the northeast area;~~
- ~~Works with the Economic Development Director in implementing a coordinated business recruitment campaign;~~
- -Studies the financial needs of economic development projects for use in designing financial assistance packages;
- Conducts meetings/workshops with business community; prepares and presents economic development plans and information;
- Monitors economic development legislation;
- Attends small and large business expos, trade shows, and networking events;
- Registers and joins the membership of business development groups, forums, and associations;
- Keeps immediate supervisor- and designated others fully and accurately informed concerning the work progress; including presenting potential work problems and makes suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other related duties as assigned.
- Communicates and coordinates regularly with others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities

(at time of appointment)

- Thorough knowledge of the current -principles and practices associated with economic development within a municipality;
- Thorough knowledge of business administration and economic -principles related to industrial development;
- Knowledge of local business trends and competitors to assist in development of marketing strategies and action plans;
- Knowledge of the principles, techniques, and objectives of public relations and information;
- Knowledge of the principles and techniques of marketing and promotion;
- Ability to organize, conduct and coordinate workshops, meetings and other promotional events;
- Ability to research and analyze economic and market trends;
- Ability to develop financial analysis for projects to increase economic development;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations on assigned areas of economic development projects;
- Ability to operate a personal computer utilizing customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with a Bachelor's Degree in Marketing, Public Relations, Public Administration, Economics, or a related field and
- Considerable experience in marketing and/or retention for the economic development of a large municipality; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Valid NH driver's license or access to transportation;-
- Willing to travel.

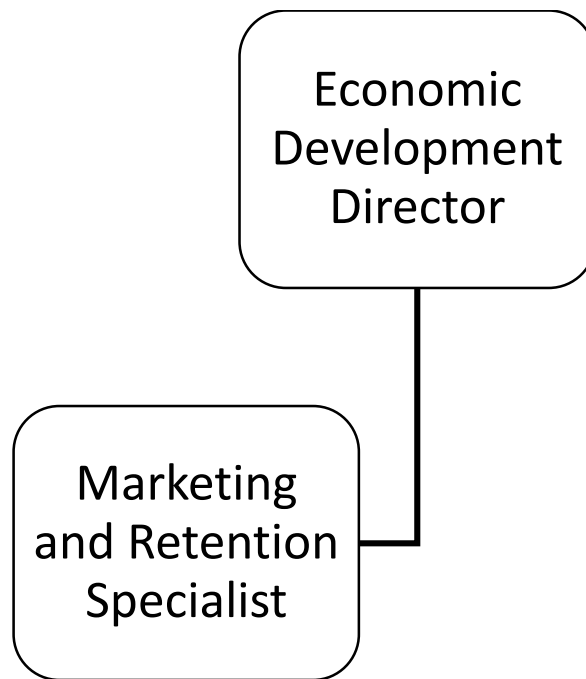
Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor assigned areas;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a vehicle;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the City.

Approved by: BMA Date: 5/17/05

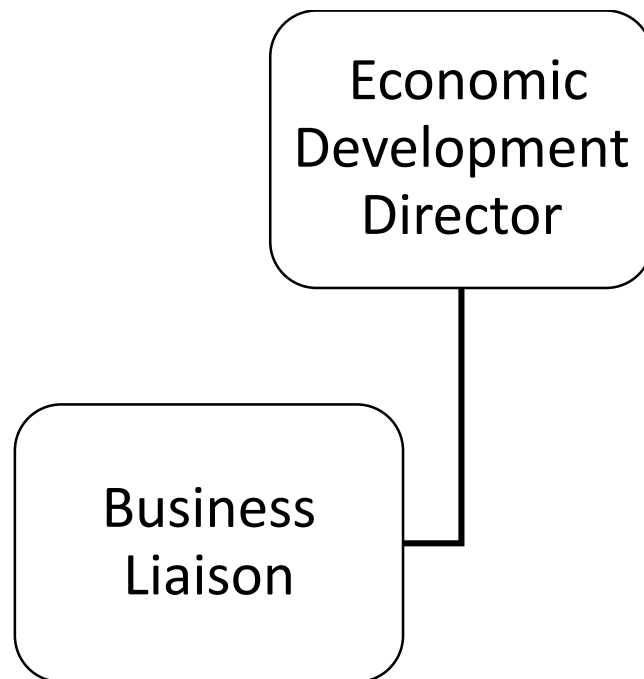
Manchester Economic Development Office

Current Organizational Chart



Manchester Economic Development Office

Proposed Organizational Chart



Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

August 26, 2021

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

Dear Chair Stewart and HRIC Members:

Police Chief Allen Aldenberg is requesting to add a new ARPA (American Rescue Plan Act) funded Police Community Program Coordinator (9285) grade 19, which was approved by the Board of Mayor and Alderman on July 20, 2021.

This position will coordinate between the Police Department, Health Department, and other community partners to assist with the delivery of health care and public safety.

Chief Aldenberg has confirmed funding for this position through the ARPA funds, so this new addition will not have an impact on the Police Department's FY 2022 budget.

Human Resources recommends:

- Adding one (1) new Police Community Program Coordinator (9285) grade 19.

Sincerely,

Kathleen Ferguson, SHRM-CP, PHR
Human Resources Director

Chief of Police
Allen D. Aldenberg

Assistant Chief
Steven A. Mangone



Commission
Scott R. Spradling, *Chairman*
Charlie Sherman
Manny Content
Eva Castillo
John G. Cronin

CITY OF MANCHESTER

Police Department

August 25, 2021

Kathleen Ferguson
Human Resources Director
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Ms. Ferguson

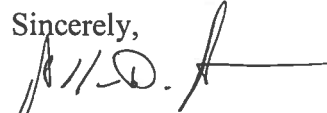
The Manchester Police Department is seeking approval to hire a Police Community Program Coordinator. This position is allotted to the agency through the American Rescue Plan Act and funding for which has been approved by the Board of Mayor and Aldermen.

The principal function of an employee in this class is to serve as a coordinator between the health department, police department, and other organizations related to public safety concerns. Specifically, this position will work directly with Health Department Community Health Workers to provide direction on activities that impact public safety and the well-being of the citizens of Manchester.

Duties will include gathering data about quality of life issues in relation to public health and safety, and to develop, implement and evaluate evidence-based programs regarding these issues and disseminate information to the public on all relative information.

The Manchester Police Department requests that the Police Community Program Coordinator candidate start at a Grade 19, Step 1.

If you have any questions, please do not hesitate to contact me at 792-5400 or at aaldenbe@manchesternh.gov.

Sincerely,


Allen D. Aldenberg
Chief of Police
Manchester Police Department

Michael L. Briggs Public Safety Building
405 Valley Street • Manchester, New Hampshire 03103 • (603) 668-8711 • FAX: (603) 668-8941
E-mail: ManchesterPD@manchesternh.gov • Website: www.manchesterpd.com

A NATIONALLY ACCREDITED LAW ENFORCEMENT AGENCY



City of Manchester *New Hampshire*

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.024, 33.025, & 33.026 (Police Community Program Coordinator) of the Code of Ordinances of the City of Manchester.”

SECTION 33.024 CLASSIFICATION OF POSITIONS to be amended as follows:

Establish Police Community Program Coordinator, Class Code 9285

SECTION 33.025 COMPENSATION OF POSITIONS to be amended as follows:

Establish Police Community Program Coordinator, Class Code 9285, Grade 19

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Establish Police Community Program Coordinator, Class Code 9285, Grade 19 (specs attached)

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



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Police Community Program Coordinator
Class Code Number	9285-19

General Statement of Duties

Performs coordination between the police department, health department, and other community partners to assist with the delivery of evidence-based care and public safety; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to serve as a coordinator between the health department, police department, and other organizations related to public safety issues. The work is performed under the supervision and direction of an assigned supervisor, but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other department employees, municipal officials, private and public social service and health care agencies and the public. The principal duties of this class are performed indoors and outdoors often in high risk areas.

Examples of Essential Work (illustrative only)

- Serves as a liaison between health department community health workers, and the police department;
- Facilitates the timely flow of information between the police department, health department, and other community organizations;

- Develops and sustains collaborative and mutually beneficial relationships with the citizens of Manchester;
- Assists with promoting the accessibility of policing services for groups that represent the community's cultural diversity;
- Provides direction on activities that impact public safety;
- Composes and presents information and materials upon request at varied community functions, events, and/or meetings that concern quality of life issues;
- Develops strategies and plans for public health and safety intervention in areas of the community requiring special attention;
- Develops health promotion strategies and materials to address documented public health and safety needs in the community;
- Provides services for populations in need, including in community settings such as schools and neighborhoods;
- Collects and maintains data relating to public health and safety issues;
- Performs complex research and assessments on various public safety issues, and designs and implements community prevention strategies;
- Gathers data regarding quality of life issues in relation to public health and safety;
- Develops, implements, and evaluates evidence based programs regarding health and safety issues and disseminates information to the public;
- Supervises, trains and evaluates assigned employees;
- Gives community presentations and coordinates conferences to increase awareness and define action plans to meet those needs;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.
-

Required Knowledge, Skills and Abilities (at time of appointment)
--

- Thorough knowledge of evidence-based policing concepts, public health interventions, and crime reduction strategies;
- Thorough knowledge of research techniques and data analysis, federal, state, and municipal laws, regulations, and policies relating to community policing.
- Substantial knowledge of the relationships between life styles and health risks;
- Knowledge of state and local laws and ordinances;

- Ability to plan and supervise the work of subordinates and motivate personnel to be effective problem solvers;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to enhance productivity by using the skills of everyone in the workplace;
- Ability to communicate with organizations and individuals with varied missions and be able to reconcile those interests to meet the needs of the Police Department, the Health Department, and the community.
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with a Bachelor's degree in Criminal Justice, Human Services, Public Health, or related;
- Some experience in public health, social work or related field; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

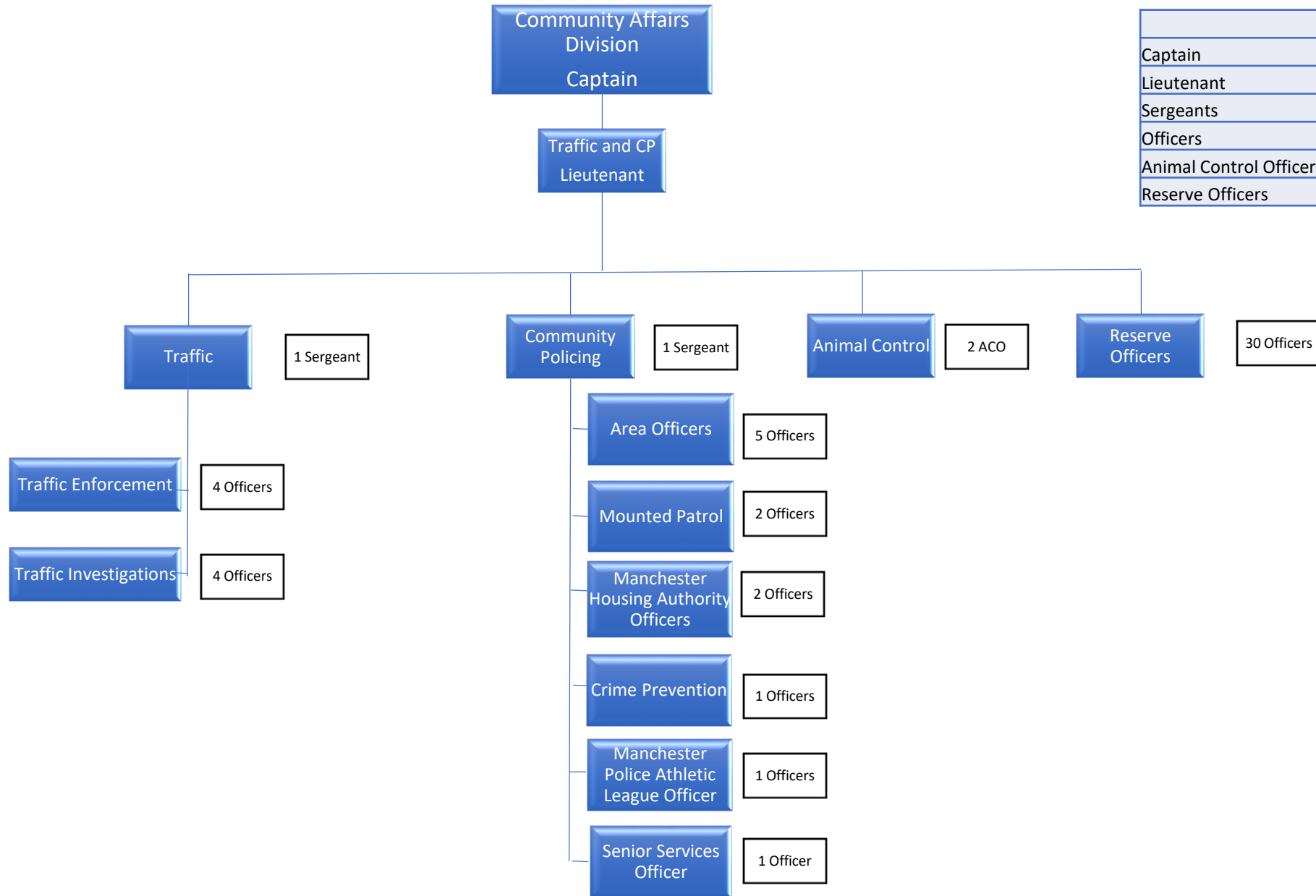
- Possession of a Valid New Hampshire Driver's License.

Essential Physical Abilities

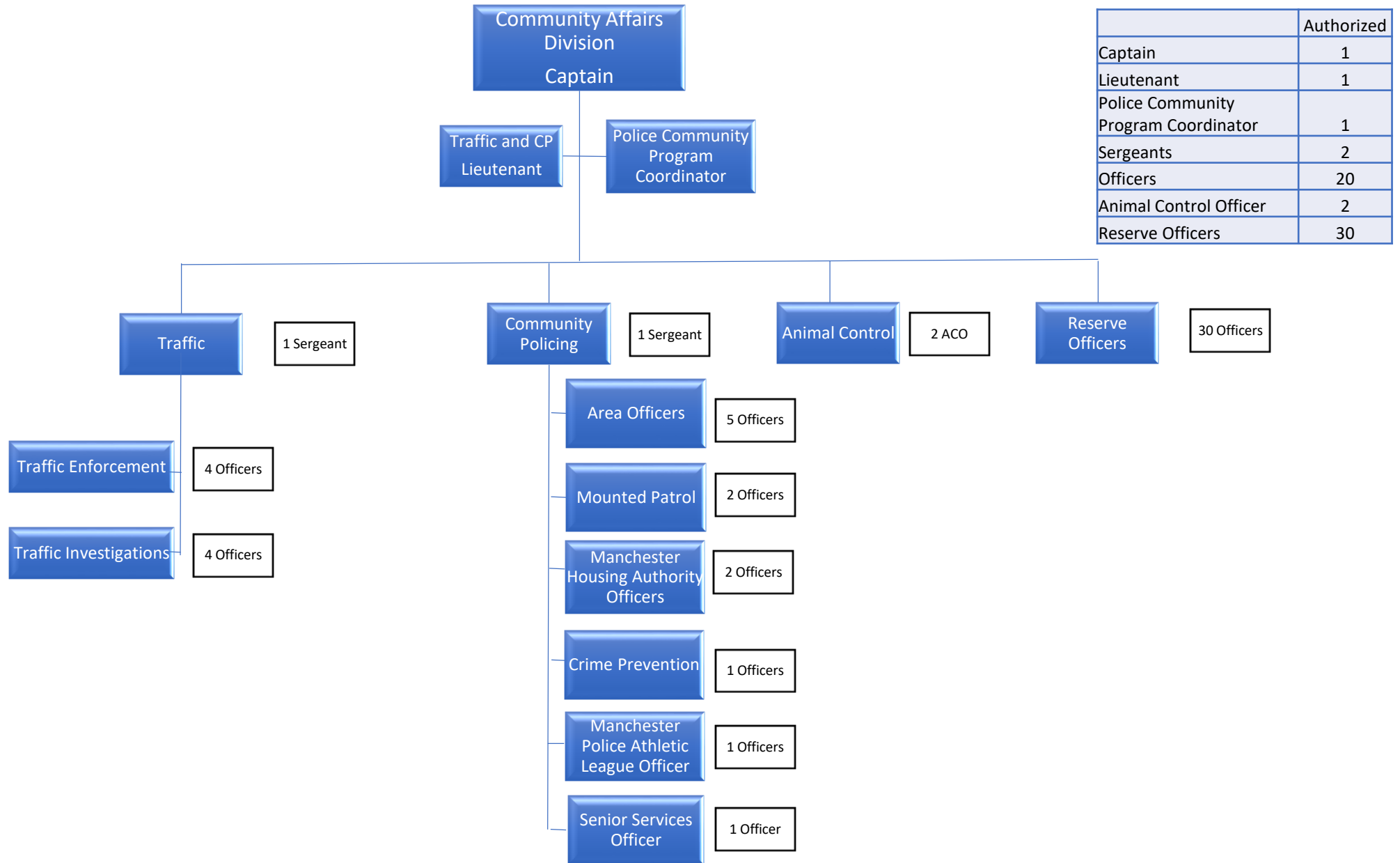
- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of written material in both electronic and hardcopy form;

- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to function in operate a personal computer and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to function in have access to various work sites throughout the City.

Approved by:_____ Date:_____



	Authorized
Captain	1
Lieutenant	1
Sergeants	2
Officers	20
Animal Control Officer	2
Reserve Officers	30



Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

August 26, 2021

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

Dear Chair Stewart and HRIC Members:

Finance Officer Sharon Wickens is requesting a complement change. She would like to eliminate one (1) Financial Analyst I (2070) grade 19, and replace with one (1) Financial Analyst II (2080) grade 22.

Director Wickens has stated that the Finance Department has accounting and reconciliations of more than forty-three million dollars (\$43,000,000) from the American Rescue Plan Act (ARPA). The Financial Analyst II is more aligned with the monitoring and management of these Federal funds.

Director Wickens has confirmed she has funding available, to change the complement, within the Finance Department's FY 2022 budget.

Human Resources recommends:

- Eliminating one (1) Financial Analyst I (2070) grade 19 and;
- Adding one (1) Financial Analyst II (2080) grade 22.

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP
Human Resources Director



Sharon Y. Wickens
Finance Officer

Michele A. Bogardus
Deputy Finance Officer

CITY OF MANCHESTER
Finance Department

August 26, 2021

Kathleen Ferguson
Human Resources Director
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Director Ferguson,

Please consider this request for a complement change, removing a Financial Analyst I and adding a Financial Analyst II to the Finance Department. As you are aware, the project accounting and reconciliation of more than \$43 million dollars from the American Rescue Plan Act will be performed by the Finance Department. The impact of this will be the need for technical assistance to be given to accounting staff in the monitoring and management of these Federal funds. The Financial Analyst II will serve as an in-house consultant regarding comprehensive financial operations as well as the review and critique of any related reporting to Federal agencies.

There are additional examples of essential work, however I believe the responsibilities highlighted above support consideration for this position reclass.

Finance does have the budgeted salary in FY22 to cover this complement change.

Thank you for your consideration.

Respectfully,

Sharon Y. Wickens
Finance Officer

Cc: Michele Bogardus

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

August 27, 2021

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

Dear Chair Stewart and HRIC Members:

Airport Director Ted Kitchens is requesting a change to the City's Aviation Department complement. He requests eliminating one (1) LAN Administrator (2195) grade 21, and replacing with one (1) Server Administrator (2194) grade 21; and eliminating one (1) Administrative Assistant II (1060) grade 13, and replacing with one (1) Property & Contract Coordinator (3126) grade 17.

Director Kitchens has stated that the changes to his complement more accurately align with the Aviation Department's Strategic Plan and goals.

Server Administrator:

Director Kitchens relayed that there is an increasing importance of expanding information analytics and overall project management capabilities within the Airport, which would be more suited with the addition of a Server Administrator.

Property & Contract Coordinator:

According to Director Kitchens, over "the past year, the Airport has experienced an increased interest in properties owned and managed by the Airport which is generating excessive workload on the existing staff and resulting in inefficient workflows."

This additional Property & Contract Coordinator will help alleviate the excessive workload on the current staff, and will address the increasing demand in Airport properties. This second Coordinator will manage the procurement process and act as a business partner to all Airport business units.

Director Kitchens has confirmed funding for these changes exists in the Airport's FY 2022 budget.

Human Resources recommends:

- Eliminating one (1) vacant LAN Administrator (2195) grade 21
- Adding one (1) Server Administrator (2194) grade 21; and

- Eliminating one (1) vacant Administrative Assistant II (1060) grade 13
- Adding one (1) Property and Contract Coordinator (3126) grade 17

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP
Human Resources Director

Theodore S. Kitchens, A.A.E.
Director of Aviation

One Airport Road
Suite 300
Manchester, NH
03103-7450
Tel: 603-624-6539
Fax: 603-666-4101
www.flymanchester.com

August 26, 2021

Kathleen Ferguson
Director, Human Resources Department
City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

RE: Request for a Complement Change of Existing Vacancies in Airport Complement

VIA E-MAIL

Dear Kathleen:

As the Airport continues to recover from the COVID-19 pandemic and activity returns to normal, we are re-examining our current complement and existing vacancies. As a result of this process, we have identified two vacant positions within our existing complement that we are respectfully requesting to remove and replace with positions which align more appropriately with our Strategic Plan and goals.

Existing Position (Position Code)	Existing Pay Grade	New Position (Position Code)	Proposed Pay Grade
LAN Administrator (2195)	21	Server Administrator (2194)	21
Administrative Assistant II (1060)	13	Property & Contract Coordinator (3126)	17

Server Administrator

Technology plays a critical role in our pursuit of revenue growth and cost containment by ensuring Airport operations are streamlined, efficient, and effective. Additionally, having a reliable and modern IT system is becoming more important as our lives become more “connected.” As part of his first 100-days on the job, I asked our recently hired Assistant Airport Director of Information Technology and Cybersecurity to conduct a thorough review of our current IT strategy and identify any critical gaps we may have in staffing levels and/or capabilities. The result of this management review was the increasing importance of expanding our information analytics and overall project management capabilities. As such, we are recommending the currently vacant LAN Administrator position be removed from our complement and replaced with a Server

Administrator position. We feel that the Server Administrator position most accurately reflects the skills, knowledge, and experience needed to attract the necessary talent to execute our strategy and ensure the best Cybersecurity posture for our critical infrastructure.

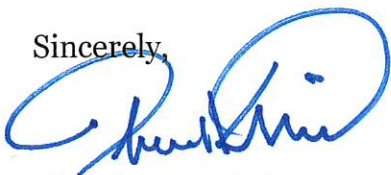
Property & Contract Coordinator

The current Airport complement includes one Property and Contract Coordinator which is tasked with both property management and procurement activities. In the past year, the Airport has experienced an increased interest in properties owned and managed by the Airport which is generating excessive workload on the existing staff and resulting in inefficient workflows. As a result, we are asking to remove a vacant Administrative Assistant II position and add a second Property and Contract Coordinator position to augment the existing position.

It is envisioned that the additional Property & Contract Coordinator will offload contractual responsibilities from the existing coordinator position thus freeing up the existing position to address the increasing demand in Airport properties. The second Coordinator position will manage the procurement process and act as a business partner to all Airport business units. This will lead to a more consistent and effective procurement process and enhance organizational effectiveness by removing procurement activities from the business units thus allowing them to focus on their core responsibilities. This has the added benefit of ensuring that contracting activities are appropriately scoped to include the needs of various business units instead of a singular business unit. The new Coordinator will manage the scope development, RFP/Rfq process, recommendation for award to the Director, contract compliance, auditing, and contract closeout procedures.

As you are aware, the Airport is an \$850m economic engine to the greater Manchester region and to the state of New Hampshire. As such, we would be appreciative of your and the BMA's support in the proposed changes to our complement. Should you have any questions or comments, please feel free to contact me at (603) 851-3119.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Theodore S. Kitchens', with a large, stylized circular flourish at the end.

Theodore S. Kitchens, A.A.E.
Airport Director

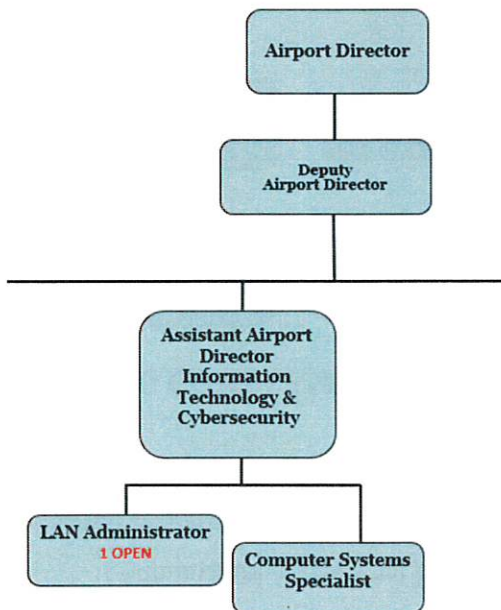
TSK/kv

Attachment: 2 organizational chart proposals

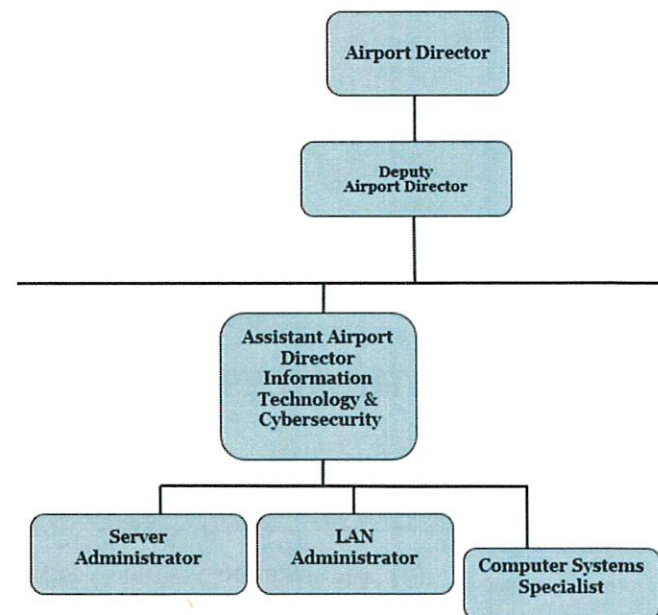
Cc: T. Malafronte
K. Vicente

Existing Position (Position Code)	Existing Pay Grade	New Position (Position Code)	Proposed Pay Grade
LAN Administrator (2195)	21	Server Administrator (2194)	21

EXISTING COMPLEMENT:

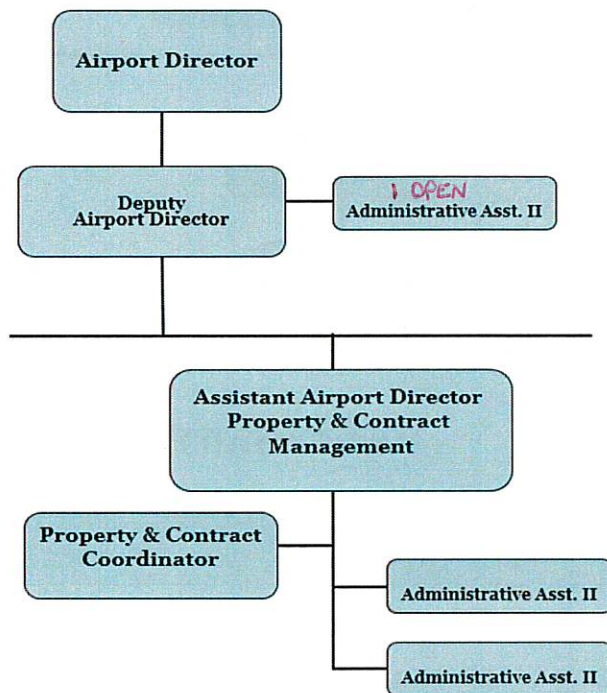


PROPOSED COMPLEMENT:

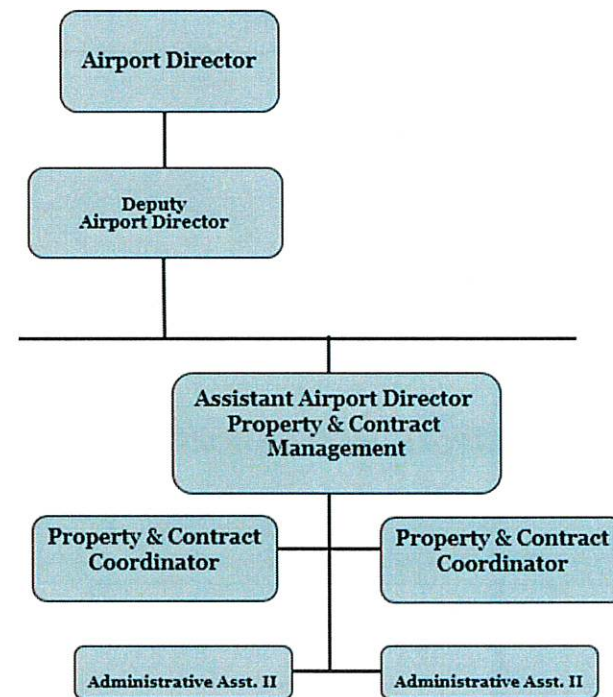


Existing Position (Position Code)	Existing Pay Grade	New Position (Position Code)	Proposed Pay Grade
Administrative Assistant II (1060)	13	Property & Contract Coordinator (3126)	17

EXISTING COMPLEMENT:

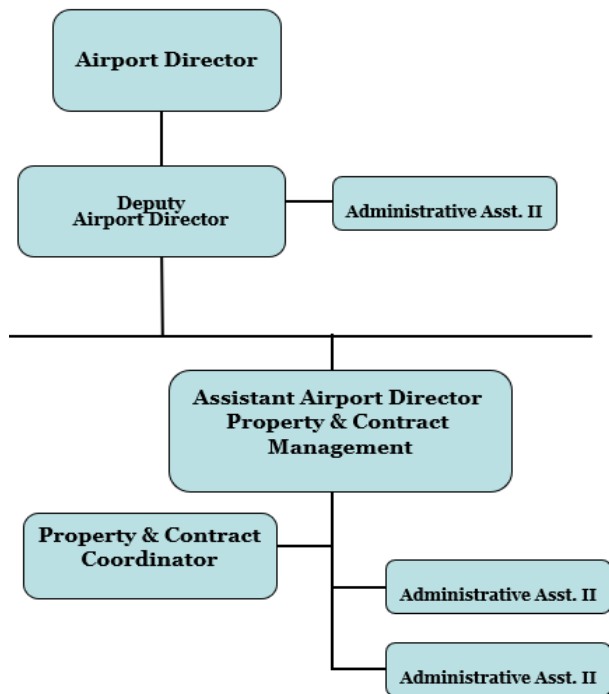


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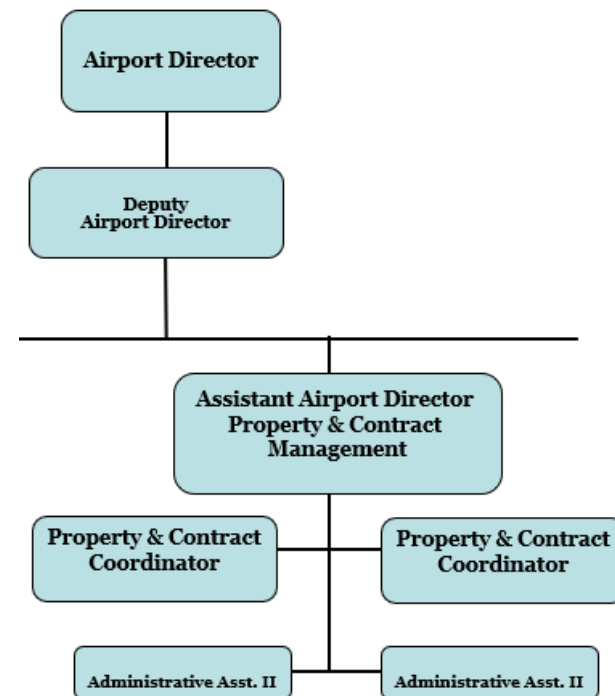


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Administrative Assistant II (1060)	13	Property & Contract Coordinator (3126)	17

EXISTING COMPLEMENT:

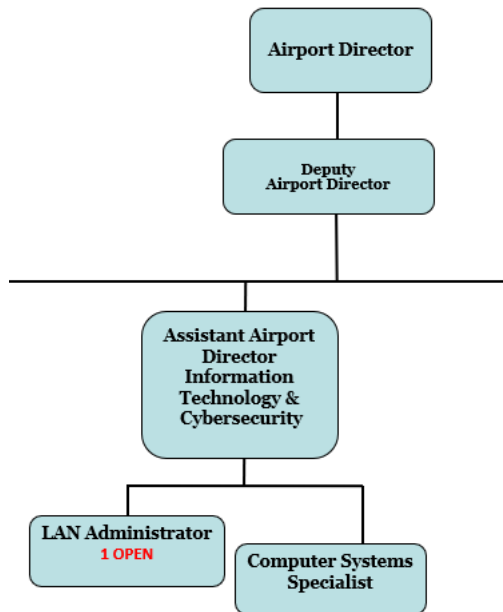


PROPOSED COMPLEMENT:

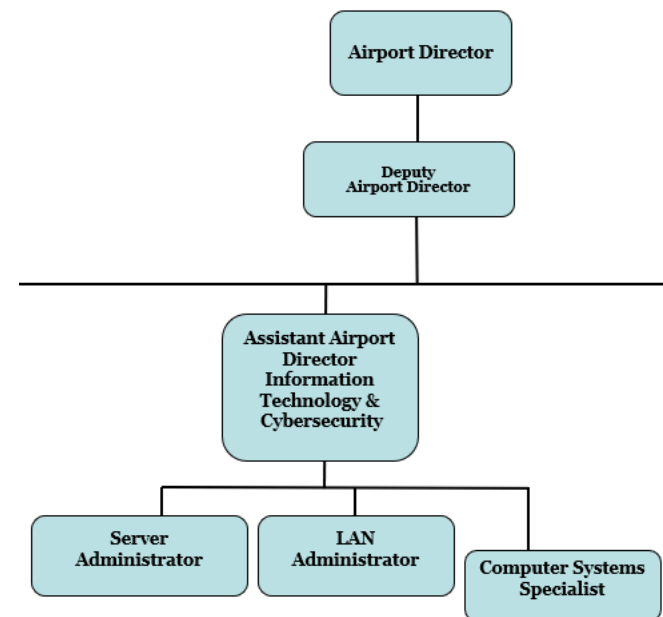


Existing Position (Position Code)	Existing Pay Grade	New Position (Position Code)	Proposed Pay Grade
LAN Administrator (2195)	21	Server Administrator (2194)	21

EXISTING COMPLEMENT:



PROPOSED COMPLEMENT:





CITY OF MANCHESTER
Board of Aldermen

MEMORANDUM

To: Committee on Human Resources/Insurance
Aldermen Stewart, Hirschmann, Barry, Cavanaugh, and Roy

From: Alderman Jim Roy
Ward 4 *Jim Roy*

Date: December 8, 2020

Re: Proposal to Conduct Evaluation of Fire Department

Due to the significant shift of duties for Firefighter personnel within the last ten years, I believe we should discuss and ultimately hire an independent firm to evaluate the Fire Department. An evaluation of the department in its entirety has never been more critical than right now to determine if there are systemic stressors within the department that are adversely affecting the mental health of the members.

I believe the single most important asset within our city is our employees and it is imperative that we, as a board, make every effort to protect them.

Thank you for your consideration.