



John Elias
Commissioner

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THE STATE OF NEW HAMPSHIRE
INSURANCE DEPARTMENT

21 SOUTH FRUIT STREET SUITE 14
CONCORD, NEW HAMPSHIRE 03301

Alexander K. Feldvebel
Deputy Commissioner

JPR
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April 4, 2019

His Excellency, Governor Christopher T. Sununu
And the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Pursuant to RSA 94:1-a, III, authorize the Insurance Department to establish the starting salary of Eireann Sibley in the position of Communications Director, position 9U630 at an annual salary of \$95,867.50. This position is an unclassified position letter grade EE with a salary range of \$67,245.36-\$93,654.60. The requested amount is \$1,000 above the highest paid salary of a subordinate classified employee. This request will be effective April 26, 2019 upon Governor and Council approval.

The source of funds is 100% agency income.

EXPLANATION

Ms. Sibley was originally hired by the Department on June 24, 2016 as the Outreach Coordinator—a classified position, #10961. She is currently compensated at a Labor Grade 27, Step 5, earning \$65,949. Over the past 18-months, while the position of Communications Director was vacant and being converted from classified to unclassified, Ms. Sibley has been temporarily been fulfilling the duties of Communications Director while also covering the major obligations of the Outreach Coordinator. Under the Insurance Department’s recent reorganization, the Communications Director serves as the Insurance Department’s lead for communications, public information, and outreach, with direct managerial oversight of the Department’s Consumer Services function and the Consumer Outreach Specialist. This is an important position for the Department that reports directly to the Commissioner and serves as a member of the Department’s Executive Team. It is responsible for administering, developing, and directing strategic initiatives for both external and internal communications. This includes the administration and coordination of all media contacts and initiatives, all public outreach projects and programs, all internal communications policies and enhancements, and all consumer services and outreach functions. In the 18 months that Ms. Sibley has fulfilled the duties of this position, her performance has been excellent, and I am very excited to have the opportunity to appoint her to this position.

As a result of the recent conversion of this position to unclassified status, the position was given a labor grade recommendation of EE, by Korn Ferry/Hay Group, and was approved on March 1, 2019 by the Joint Committee on Employee Classification. The salary range of an unclassified EE position is \$67,245.36 - \$93,654.60. In her new position, Ms. Sibley will have a classified subordinate employee, an Insurance Examiner III, Administrator of Consumer Services, who is currently at Step 8 of Labor Grade 32 with an annual salary of \$94,867.50.

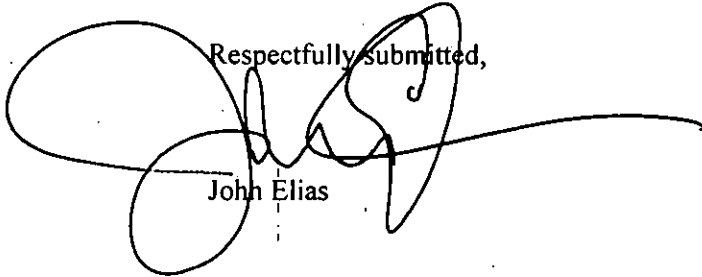
RSA 94:1-a, III. provides that an unclassified supervisor may be compensated at a \$1,000 increment above any subordinate classified employee. It states, in pertinent part, that

... any official whose salary upon placement in the new salary range is less than that of a subordinate classified employee shall be placed at the next higher step in range above said classified employee and shall be entitled to any increase provided for herein until the maximum provided herein is reached. However, in the event that the maximum of the unclassified position is less than the salary of said subordinate classified employee, the governor and council is authorized to increase the maximum of the unclassified position in an amount to provide a differential of not more than \$1,000.

Under the provisions of RSA 94:1-a, III, the Governor and Council are authorized to increase the maximum of Ms. Sibley's salary to \$95,867.50.

The Insurance Department is seeking approval from Governor and Council to compensate Ms. Sibley's unclassified position at \$95,867.50 with a starting date of April 26, 2019. The source of funds is 100% agency income.

Respectfully submitted,


John Elias

New Hampshire Insurance Department
Organizational Chart

Consumer Services
Division

John Elias
Commissioner
9U070 II

Eireann Sibley
Communications Director
9U630

VACANT
Outreach Coordinator
Program Specialist IV
10961 25

Keith Nyhan
Administrator of Consumer Services
Ins. Co. Examiner III
10965 32

Catherine Drew
Claims and Hearings Officer
10954 26

Barbara Anderson
Claims and Hearings Officer
10948 26

Lisa Cotter
Ins. Claims Representative
40860 22

Claire LaPointe
Claims and Hearings Officer
10940 26

Heather Boulanger
Program Assistant II
10943 15

Robin Tierney
Ins.Co. Examiner I
10946 29

Eireann Aspell Sibley

EXPERIENCE

Outreach Coordinator

New Hampshire Insurance Department, Concord, NH (June 2016—present)

- Serves as primary liaison to media in the absence of the Communications Director to effectively promote the department's mission, goals and services.
- Develops and implements outreach and communication efforts directed at New Hampshire consumers to raise awareness about the New Hampshire Insurance Department, its resources, and consumer protections.
- Establishes relationships with a broad range of organizations to educate key constituencies department messages and initiatives.
- Manages department social media platforms by developing and posting relevant consumer educational content that raises awareness about the department, consumer rights, and various lines of insurance.
- Conveys community feedback trends to department staff and refers consumers with questions or issues to appropriate divisions within the department.

Project Manager

Louis Karno & Company Communications, LLC, Concord, NH (December 2015 – June 2016)

- Managed public relations, strategic communication and social media for health care and nonprofit organizations.
- Coordinated community outreach efforts with key stakeholder organizations on behalf of clients.
- Assisted with crisis communications planning and strategy deployment for healthcare client.

Health Care Reform Outreach and Enrollment Coordinator

Planned Parenthood of Northern New England (PPNNE), Concord, NH (June 2014-December 2015)

- Directly managed team of 10 in-person health care enrollment assisters located in health centers.
- Developed outreach strategies and cultivated relationships with community-based and health care organizations to enhance the organization's capacity to implement health care reform and serve as a trusted resource to patients and impacted constituencies.
- Maintained up-to-date knowledge of federal health care reform and its related state policy initiatives to identify strategic opportunities to advocate for patients, women's health, and LGBT health.
- Served as an ambassador of the organization at coalition meetings and health sector events.

Navigator

Planned Parenthood of Northern New England, Derry/Exeter, NH (October 2013-June 2014)

- Facilitated the application and plan selection process for obtaining coverage through the Health Insurance Marketplace for enrollees.
- Educated clients on health insurance literacy concepts to assist them in selecting a health plan that best fit their budget and health needs.
- Conducted outreach and education across southern and coastal New Hampshire about the Affordable Care Act, the Health Insurance Marketplace, and the Navigator program.

Content Coordinator, Political Science

Cengage Learning, Boston, MA (May 2013 – Oct 2013)

- Recruited and managed instructors to revise and develop content for textbook instructor's manuals, test banks, and PowerPoints.
- Tracked and maintained budget expenses for supplemental products.

Editorial Assistant, Political Science

Cengage Learning, Boston, MA (May 2012 – May 2013)

- Assisted in the management of book proposal routings for a \$24 million list from budget approval through contracting, permissions, design, and production stages.
- Managed multiple professors through a series of ongoing pre-revision and first edition text reviews.
- Contacted sales representatives regarding reviewer leads, takeaway, rollover, and target adoptions while providing representatives with resources to increase adoption success.

Contract Editorial Assistant, College Success & Developmental Reading

Hollister Staffing (placed at Cengage Learning), Boston, MA (March 2012 – May 2012)

- Managed pre-revision reviews and gained experience with editorial systems.

Residential Counselor

Lund Family Center, Burlington, VT (August 2011-March 2012)

- Supported women who are pregnant or parenting with substance abuse and mental health co-diagnoses in a residential treatment setting.
- Provided clients with parenting education, life skills and independent living skills support.

Mentor Program Coordinator, AmeriCorps*VISTA

Lund Family Center, South Burlington, VT (August 2010 – August 2011)

- Researched, piloted and implemented mentoring best practices to establish mentoring program for pregnant and parenting young women with substance abuse and mental health diagnoses.
- Secured and processed \$45,000 of in-kind donations for a Holiday Giving Program.

EDUCATION**Saint Michael's College, Colchester, VT**

Bachelor of Arts, English Literature, Class of 2010

Cumulative GPA: 3.56

SKILLS

Public Speaking & Presenting

Community Outreach

Media Relations

Social Media Management

Digital Advertising

Data and Outcomes Tracking

Government Grants Management

Microsoft Office Suite