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State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES
DIVISION OF PERSONNEL
54 Regional Drive, Suite 5
Concord, New Hampshire 03301

Charles M. Arlinghaus
Commissioner
(603) 271-3201

Lorrie A. Rudis
Director
(603) 271-3261

September 7, 2022

His Excellency, Governor Christopher Sununu
and the Honorable Executive Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Pursuant to RSA 99-E: 7, Suggestion and Extraordinary Service Award Program, the State Suggestion and Extraordinary Service Award Evaluation Committee respectfully requests approval to award a net sum of \$100.00 to Alan Hanscom and a net sum of \$100.00 to Susan Klasen from the Department of Transportation, effective upon Governor and Council approval.

EXPLANATION

The Suggestion and Extraordinary Service Award Program provides for monetary and non-monetary recognition to classified executive branch employees who perform extraordinary services or who provide original suggestions of substantial value to the State. RSA 99-E integrates each Department into the process of reviewing employee suggestions and services by incorporating the input of departmental award evaluation committees who are authorized to forward suggestions to the State Committee.

The State Committee received a written submission from the Department of Transportation nominating Alan Hanscom, Principle Engineer, and Susan Klasen, Administrator IV, for monetary recognition. During the latter part of January 2021, Mr. Hanscom and Ms. Klasen were identified to assist call center operations, based on their unique skill sets, in assisting medically vulnerable New Hampshire residents navigate the VAMS system to set up appointments to receive their vaccine. In addition, the call center was tasked with reaching out to residents with later vaccine appointment dates and reschedule their appointments to receive earlier appointment

dates. Their work involved working 10.5 hrs/day managing a 7 day/week vaccine appointment center over the course of several months, putting aside their personal obligations for the benefit of New Hampshire residents, while also managing their day-to-day work commitments. The call center that Mr. Hanscom and Ms. Klasen managed completed an excess of 100,000 calls and booked an average of 75,000 vaccine appointments.

Under RSA 99-E, a fund of \$10,000 has been established in the Governor's Office for the implementation of this program. Maximum award amounts and a suggested table of monetary awards appear in the statute at RSA 99-E:7. In this case, the Committee has decided to recommend an award of a net sum of \$100.00 to Mr. Hanscom and a net sum of \$100.00 to Susan Klasen for extraordinary service outside of, or beyond the scope of, their regular job responsibilities.

Whether or not to issue any monetary award is a matter that is solely at the discretion of the Governor and Council. The Committee believes that this nomination presents an example of the type of extraordinary service that merits recognition under RSA 99-E. It therefore respectfully requests approval of the award contemplated herein.

Respectfully submitted,



Lorrie A. Rudis
Committee Chair
Director, Division of Personnel



Charles Arlinghaus
Commissioner, Department of Administrative Services



THE STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION



Victoria F. Sheehan
Commissioner

William Cass, P.E.
Assistant Commissioner

8/15/21

Joe Rivard, Communications & Data Administrator
Department of Administrative Services:
Division of Personnel
54 Regional Drive, Suite 5
Concord, NH 03301

Dear Mr. Rivard:

I am writing to you on behalf of the State of New Hampshire Department of Transportation State Employee Suggestion and Extraordinary Service Award (SESA) Program Committee. We received an Extraordinary Service nomination for two of our employees who are being recognized for "going above and beyond the call of duty" during the Covid-19 crisis in our state. This application was vetted internally by our committee and has been approved and forwarded for review at the Department of Administrative Services, Division of Personnel level.

We understand that there have been state employees across all departments of government who rose to the unprecedented challenges that supporting our state in the midst of an international pandemic required. As a department, we were so proud to be part of the state-wide efforts to support the health and safety of the residents of New Hampshire through our collaborative efforts to acquire PPE, stand up COVID-19 testing centers, procure and distribute vaccine, create call centers to support registration for vaccines, as well as establish and staff mass vaccination centers.

Enclosed you will find SESA application materials for your review. We thank you in advance for your consideration and look forward to your response.

Best,

Eileen P. Meaney
Chief Communications Officer
State of NHDOT
603 271 6495
Eileen.p.meaney@dot.nh.gov

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THE STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION



Victoria F. Sheehan
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Assistant Commissioner

8/15/21

Joe Rivard, Communications & Data Administrator
Department of Administrative Services:
Division of Personnel
54 Regional Drive, Suite 5
Concord, NH 03301

Dear Mr. Rivard:

In response to an overwhelming demand on State of NH scheduling centers, The New Hampshire Department of Transportation (NHDOT), opened the Covid-19 Vaccine Appointment Center during the later part of January 2021. Initially envisioned as a means to have call center operators assist NH residents with navigating the complex VAMS system, the mission quickly morphed into a much more complicated, ever-evolving challenge. As the quantity of vaccine doses coming to NH increased, the NHDOT was soon asked to reach out residents with later appointment dates in VAMS and reschedule them for earlier vaccinations at 35 Walgreen sites throughout NH.

Ms. Klasen and Mr. Hanscom were identified to assist the call center based on their unique skill sets and quickly accepted leadership of this mission. Together they were responsible for the successful management of employees from more than 6 departments (DOT/DHHS/Bank Comm/DES/DAS/DOE). Their work involved managing a 7 day/week (19 shifts) vaccine appointment center over the course of several months. Task direction for this group changed on a daily basis from moving appointments forward from VAMS, to rescheduling appointments from state sites when those sites closed due to inclement weather, and having to adjust when 20 Walgreens stores transitioned from Moderna to Pfizer distribution.

To give context to the enormity of this mission, by 3/26/2021, the NHDOT Covid-19 Vaccine Appointment Center made in excess of 100,000 calls to NH residents, and booked in excess of 75,000 vaccine appointments. During their tenure Susan and Alan set aside personal commitments to their private lives and immersed themselves wholly to assisting the residents of NH. They worked on an average of 10.5 hrs/day, 7 days/week, running the appointment center while also managing their day to day work commitments. Operation of this center included the management of the center employees as well as the daily coordination with NHDOS-HSEM, Walgreens corporate management and the individual Walgreen store managers to assure that a smooth vaccine process was in place for the residents when they came for their appointments.

In closing, Ms. Klasen and Mr. Hanscom have provided an extraordinary service to the residents of NH by willingly volunteering to assist the most vulnerable citizens in Phase 1B of the state vaccine program, which enabled them

to be vaccinated, in some cases, 2 months earlier than their initial VAMS appointments. Their tireless work at the NHDOT vaccine appointment center, since the beginning made a tremendous difference to our state.

**RSA 99-E SUGGESTION AND EXTRAORDINARY
SERVICE AWARD PROGRAM**

The procedures and standards for Suggestion and Extraordinary Service Awards are set forth in RSA 99-E. Employees potentially eligible for award are classified executive branch employees.

Suggestion/Nomination Form

1. Department to which suggestion or nomination is being made:
Department of Transportation

2. Name of the person or persons making the suggestion or nominated for extraordinary service (*Note: If this is a nomination of, or suggestion made by, more than one person, please be sure to list ALL persons under consideration for award*):
Susan Klasen
Alan Hanscom

3. Is/Are the person(s) who made the suggestion or who performed the service being recommended for a monetary award, for non-monetary recognition or for both?
Both

4. Job title or position of person(s) nominated or making the suggestion:
Klasen- Administrator IV
Hanscom- Principal Engineer

5. Name of department, division, section and office, if any, in which the person(s) making the suggestion or performing the service is/are employed:
Klasen- NHDOT, Operations, Transportation Systems, Management & Operations
Hanscom- NHDOT, Operations, Highway Maintenance, District 3

6. Name of the immediate supervisor of the person(s) making the suggestion or performing the service:
Klasen- David Rodrigue
Hanscom- Caleb Dobbins

B. Time: 9:30 AM

13. Please provide any additional information that you believe would be of assistance in the committee's consideration of this suggestion or nomination. You may attach additional pages if needed:

14. Please provide the following:

- A. Name and work address, telephone and e-mail of any person or person(s) that you recommend be contacted for additional information about this submission:

Caleb Dobbins- State Maintenance Engineer
7 Hazen Drive, Concord NH
(603) 271-2693 caleb.b.dobbins@dot.nh.gov

- B. If this submission has been made by a person other than the employee who made the suggestion or performed extraordinary service, the name and work address, telephone number and e-mail of the person or persons making this submission:

Eileen P. Meaney, Chief Communications Officer
7 Hazen Drive, Concord NH
(603) 271-6495 eileen.p.meaney@dot.nh.gov

Please Note

This form is to be submitted to the Departmental Award Evaluation Committee in which the employee who made the suggestion or performed the service is employed.

Submission may be made directly to the State Suggestion and Extraordinary Service Award Evaluation Committee if there exists good cause for not submitting to a Departmental Committee. See RSA 99-E: 4, XI. Please also note that the whether or not to recommend a particular matter for award is solely within the discretion of the Committee. There exists no right or entitlement to the issuance of any award or recognition. See RSA 99-E: 9.

SESA's Departmental Committee Members:

**RSA 99-E SUGGESTION AND EXTRAORDINARY
SERVICE AWARD PROGRAM**

Departmental Award Evaluation Committee Recommendation Form

1. Please state:

- A. The name of the department to which the committee making this submission is attached:

Transportation

- B. Names of the members of the Departmental Award Evaluation Committee making this submission:

Eileen Meaney, Administrator I, Chief Communications Officer
William Cass, Assistant Commissioner
Alexis Martin, Human Resource Administrator

- C. The name, work address, telephone and e-mail of the person preparing this form:

Fran Buczynski, Director of Policy and Administration
Dept of Transportation 7 Hazen Drive Concord NH 03302
(603) 271-1676, Fran.Buczynski@dot.state.nh.us

- D. If different from the person preparing this form, the name, work address, telephone and e-mail of the Departmental Award Evaluation Committee member to be contacted regarding questions about this submission:

Eileen Meaney, Administrator I, Chief Communications Officer
Dept of Transportation, 7 Hazen Drive Concord, NH 03302
(603) 271-1484, Eileen.Meaney@dot.nh.gov (Currently out on extended leave)

2. To which of the following does this matter relate? (Please put "X" on a selection check box below)

- A suggestion made by an employee; or
 B. Extraordinary service by an employee

3. What is/are the name(s)-of the employee(s) under consideration for award?

[Employees eligible for award are classified executive branch employees.

See RSA 99-E: 3]:

Alan Hanscom
Susan Klasen

4. Please provide a short descriptive title for the suggestion or service under consideration (e.g. "suggestion for savings of funds spent on XYZ," "service on ABC project", etc.):

Call Center Service during the COVID-19 State of Emergency

5. Please provide a brief description of the suggestion made or the service rendered. Additional pages may be attached, if needed.

The nominating party (Caleb Dobbins) provided a document with this submission describing the service provided. In essence, Alan and Susan volunteered to assist with managing a call center at NHDOT to supplement the statewide efforts. It was originally intended to last a few weeks and by the closing of the call center, instead it was a period of months on a 7 day per week basis. Alan and Susan coordinated activities for a total of over 126 call center operators in coordination with the statewide efforts. The call center made over 100,000 calls and scheduled over 75,000 vaccinations.

6. Do you recommend this matter for award or recognition?

Yes No

[*Note:* For "Suggestion Awards," eligibility criteria and standards are set forth in RSA 99-E: 5; For "Extraordinary Service Awards," eligibility criteria and standards are set forth in RSA 99-E: 6].

7. Please describe the committee's reasons for the conclusion set forth in question 6 above. If additional space is needed for your answer, please attach additional pages.

The Committee recognized the continuous 7-day per week efforts and coordination of the non-ESF volunteer effort during the COVID-19 State of Emergency. The perseverance of Alan and Susan to be present to coordinate on a 7 day per week basis over a period of months, rose to a level of extraordinary service above and beyond their normal work duties.

The Department is proud of Alan and Susan as well as the many call center operators who also participated for an extended period of time above and beyond their normal work duties to make the call center a success in serving the residents of the State of New Hampshire.

8. If the committee recommends that an award or recognition be given, please put "X" on the following check box below ("A.," "B.," or both) that you recommend be issued:

A. Non-monetary recognition. See RSA 99-E: 8.

If you recommend non-monetary recognition, please state (a) whether you recommend that this recognition be issued by the State Suggestion and Extraordinary Service Award Evaluation Committee; by the Governor and Council, or by some other entity, identify that entity; and (b) describe the format that you recommend the recognition take (certificate [including content]; announcement, etc).

Given the tremendous participation by employees on a statewide basis for multiple support efforts during the COVID-19 State of Emergency, the NHDOT Committee supports a form of recognition that is consistent with recognition provided to others who provided extraordinary service during this time. That form of recognition is not known to NHDOT.

In order to capture all participants, one idea would be to create a plaque to be dedicated to all state employees who participated and posted in the garden area of the Capital. An open invitation to state employees who provided additional service during this time at the dedication ceremony would be very nice.

An alternative would be the drafting of a proclamation to be presented to Alan and Susan in behalf of all participants. The Governor could present the proclamation, or NHDOT could present at a Major Staff meeting

B. Monetary Award. See RSA 99-E: 7.

If you recommend monetary award, please state: (a) the dollar amount of the monetary award that you recommend [See RSA 99-E: 7, IX. for suggested amounts]; and (b) the basis for your conclusion as to the amount recommended, including any calculations as to savings or revenue, or other information which your committee believes may be of assistance in determining the appropriate amount of the award. If additional space is needed, please attach additional pages.

9. If this submission relates to a **suggestion** made by an employee:

A. Is this suggestion original to the employee who is under consideration for award?

Yes No

B. Has the suggestion been implemented? [See RSA 99-E: 5, III]:

Yes No

C. If the suggestion has been implemented, please describe the results of the implementation, including the savings or revenue generated and the method of calculation thereof. If additional space is needed for your answer, please attach additional pages.

D. If the suggestion has been implemented, does your committee believe that implementation of the suggestion on a wider scale (such as in other offices, departments, etc.) would result in additional benefit to the State?

Yes No

E. If your committee believes that implementation of the suggestion on a wider scale would result in additional benefit to the State, please describe the reason or reasons for this conclusion. If additional space is needed for your answer, please attach additional pages.

10. Is a complete copy of your award nomination file attached hereto?

Yes No

[*Note:* RSA 99-E: 4, VI. requires that, upon reaching a conclusion as to an award submission, your committee submit to the State Award Evaluation Committee a complete copy of all documents contained in your award nomination file]

11. Date Submitted:

Please Note

A departmental award evaluation committee must, within 60 days of receiving a suggestion or nomination, inform the person making the submission whether or not it recommends award or recognition; or that it requires additional, specified time and/or information in order to reach a determination. See RSA 99-E: 4, V. This form ["SESAP-2"] is to be completed by the Departmental Evaluation Committee and submitted to the State Suggestion and Extraordinary Service Award Evaluation Committee for each determination made.

PLEASE FORWARD THIS FORM, TOGETHER WITH A FULL COPY OF YOUR FILE, TO:

**State Suggestion and Extraordinary Service Award Evaluation Committee
c/o Chairperson,
Division of Personnel
25 Capitol Street
Concord, NH 03301-6313**