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State Of New Hampshire
DIVISION OF PERSONNEL
Department of Administrative Services
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Concord, New Hampshire 03301

CHARLES M. ARLINGHAUS
Commissioner
(603) 271-3201

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LORRIE A. RUDIS
Director of Personnel
(603) 271-3261

December 17, 2024

Her Excellency, Governor Kelly A. Ayotte
and the Honorable 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 for special recognition to Jennifer Goodwin from the Insurance Department effective upon Governor and Council approval.

EXPLANATION

The Suggestion and Extraordinary Service Award Program provides monetary and non-monetary recognition to classified executive branch employees who perform extraordinary services or 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 which are authorized to forward suggestions to the State Committee.

The State Committee received a written submission from the Insurance Department nominating Jennifer Goodwin for special recognition.

Ms. Goodwin is an Examiner in the Tax Unit. She identified the ability to streamline a process and work more cost-effectively. The Tax Unit invoices over 1,300 companies manually via the United States Postal Service. She found a way to transition this method from manual to electronic delivery. By creating an online invoice system where vendors could input their NAIC company number that could be matched to email addresses on file, notifications could be sent out that assessments were available to be viewed on the website. This contributed to ongoing savings for the Insurance

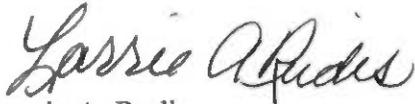
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Department of \$18,000 yearly by not utilizing a vendor and duplicating a similar system, reduced printing costs, postage fees, and labor costs.

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 a \$250.00 award for extraordinary service outside of or beyond the scope of their regular job responsibilities.

Whether or not to issue any 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
Director of Personnel
Committee Chair



Charles Arlinghaus
Commissioner
Department of Administrative Services

**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:

Insurance Department

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

Hannah Arseneaux
Jason Dexter
Tess Caple

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

Hannah Arseneaux
21 South Fruit Street, Suite 14, Concord, NH 03301
603-271-3739, Hannah.E.Arseneaux@ins.nh.gov

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:

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]:

Jennifer Goodwin

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.):

NHID employee saves in vendor fees

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

See attached.

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.

It is the role of director in the Tax Unit to implement solutions to fit business needs. The staff member, Jennifer Goodwin, identified the ability to do what a more in a cost-efficient way.

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).

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.

What this employee has done contributes to ongoing savings to the Department. The Department recognizes that it could award the employee 10% which would be \$1,800. The nomination and supervisor, Amy Duhaime requested a monetary award of \$100 – \$250. With respect to that, the Department's DAEC is in support and recommending a monetary value of \$250 per 99-E:6 (b).

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**

#7.

The Insurance Department is a self-funded agency where insurance companies licensed in NH are assessed their pro-rata share of the agency's budget. Currently, the Tax unit invoices over 1,300 companies. We have been looking for a way to transition the distribution of these invoices from mailing through USPS to electronic delivery. Jennifer Goodwin, an Examiner in the Tax unit, had previously worked in the Business unit and knew what an undertaking it was to mail out these invoices. While working in the Business unit she was part of the Certified Public Manager's program and decided her project would be to create a form on our website where companies would enter at least two contact email addresses, in hopes that we would someday be able to email each company their invoice.

As we started to explore this possibly of electronic delivery further, we found it to come with its own set of challenges, such as emailing in large volumes, ensuring the correct invoice was attached to the proper email address, etc. We then started to explore the possibility of utilizing a vendor to assist us in the creation and distribution of an electronic invoice. We met with NAIC OPTins, who was able to create and host the invoices online, but at a cost of approximately \$18,000+ a year. After our meeting with the vendor, Jennifer took it upon herself to try and duplicate the invoice creation she saw during the meeting. She was able to develop a template that we put on our website that housed all the necessary data to generate each company's invoice, all they had to do was enter their NAIC company number. Jennifer then utilized the email contact information she had collected from 100% of the companies and emailed all companies with notification that the assessments were ready to be retrieved on our website.

#11 B.

Jennifer's initiative to see this project through to fruition saved the State a savings of at least \$18,000 a year by not utilizing a vendor, it reduced the cost of paper and ink to print the invoices, it saved on purchasing envelopes and postage for mailing, and it saved on labor in not having to manually maintain a list of mailing addresses, completing mail merges, and printing and mailing invoices. The insurance companies were pleased to receive invoices electronically as many had employees working remotely, and as a bonus, we started receiving payments sooner.