



CITY OF MANITOWOC

WISCONSIN, USA
www.manitowoc.org



TO: Personnel Committee
FROM: Jessie Lillibridge, Human Resources Director
RE: Human Resources Office Update
DATE: December 3, 2018

The Human Resources Office has worked on the following projects and initiatives since our last meeting:

Recruiting

- Hired: Community Development Director
- Hired: Housing Inspector
- Hired: WWTF Operator
- Hired: Library Custodian/Guard
- Advertising: Police Officer (continuous)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Seasonals
- Advertising: Transit Driver
- Advertising: Associate Planner – Business & Housing Development
- Advertising: DPI Laborer
- Accepted offer: Administrative Support Specialist (Clerks) – 2 turned down offer
- Accepted offer: Library Page
- Accepted offer: CSW Intern
- Interviewing: DPI Laborers

Employee Relations

- Continuing to respond to employee concerns/questions.
- Investigation and discipline for employees continues as requested by Department Heads and Supervisors.
- The firefighter collective bargaining agreement will expire at the end of 2018. Negotiations are going well. We have retained Attorney Mark Olson to assist with our legal counsel during the process. We are preparing to go to mediation.
- Performance evaluations for 2018 and goal setting for 2019 has begun. Final evaluations are due to HR on January 18, 2019.
- Once again, we honored City employees who served in the military with posters and certificates.
- A Secret Santa event is being held this year.
- Collecting toys and gifts for Salvation Army drive.
- Employee appreciation gifts will be given out in December.

Organizational Development & Training

- Working with departments on succession planning with employees as necessary. Several employees in key positions have announced plans for retirement in the upcoming year. Working on plans for each of these with Department Heads and Supervisors.
- The Tuition Reimbursement program continues to be used by employees. Supervisors have been encouraging employees interested in furthering their education to consider the program. A revision to the policy will be presented at Personnel.
- Spot Award and STAR Award programs continue to be successful. We have recently drafted a STAR Award policy so the program is run with more consistency.
- The years of service and retiree recognition program has received positive feedback. We plan to continue this program in 2019.
- Meeting quarterly with each department head to identify training needs, performance issues, succession planning, and feedback for HR.
- Working on an employee satisfaction survey after receiving feedback that employees are unhappy with their work/life balance. The hope is that we can use the survey results to focus on improving the workplace culture and the relationship between employees and supervisors.
- Working with DPI on backfilling and filling of positions and development and revision of necessary job descriptions.

Compensation, Benefits & Wellness

- Manty Health & Wellness Center operations continue to go well. Positive feedback from employees. Attached is the monthly report. The amendment to the agreement and extension was finalized.
- Continuing to work through issues with Anthem. We have scheduled a monthly call with Anthem and ABRC (Associated Benefits & Risk Consulting) to discuss issues.
- Onsite nurse visits occur twice a month.
- Wellness Committee – monthly health topics and lunch and learn programs. Our 2018 events are under way, including Lunchtime Yoga, massage therapy at a reduced cost, step challenges, incentives for using the City Hall fitness facility, and incorporating Go365 into the initiatives.
- Working with vendors to export open enrollment data for 2019.
- Moving to a new FSA/COBRA vendor (Discovery Benefits) in 2019.
- Our broker will reevaluate our dental plan and may recommend switching plans this year due to the costs and some restrictions of the current plan.
- Onsite skin screenings have been scheduled in December.

Safety & Risk Management

- Safety committee meeting and discussion, continuing monthly topics.
- Continuing the lost time injury program, employees continue to report safety concerns. So far, there are four worker's compensation lost time injuries in 2018.
- Emergency response plans for all City buildings in progress. The plans are being updated with each specific building's information and will be distributed when completed.
- Respiratory Policy and Chlorine Risk Management Plan (WWTF) are under development with the assistance of CVMIC. Silica Dust Policy has been implemented.
- Developing a city-wide Drug & Alcohol Policy for non-DOL employees.
- Working with PD to provide an Active Shooter drill for City employees. Drills have been done at Maritime Metro, Rahr-West, and the Library so far.
- Working with Building & Grounds to develop a key/access control policy and procedure.

Administration

- Working with departments on job description updates. This is an ongoing project. Supervisors and Managers will be reviewing all job descriptions with employees as a part of the annual evaluation process.
- Working with Kronos on the HRIS implementation. A decision was made not to move forward with the timekeeping and accruals portion of Kronos due to some Springbrook limitations. During this process, it was discovered that Springbrook was capable of doing a lot more as a payroll system (automatically calculate overtime rules, holidays, etc.) so we plan to look into this with Finance in 2019. The Kronos HR module is built. We are spot-checking and in training.
- Working with IT to streamline the process of onboarding new employees and ensuring they have access to all appropriate technology.

Separations

- Library Guard/Custodian
- Transit Driver
- Admin Support Specialist (Clerks)
- DPI Laborer
- Police Officer
- Library Page
- Transit Division Manager
- Completed exit interviews with voluntary separations/retirements

Attachment

Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc
YTD October, 2018



Aurora BayCare Medical Center



Aurora Health Care®



BAYCARE CLINIC

City of Manitowoc - Overall Summary

<i>City of Manitowoc Services</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>October YTD 2018</i>
Clinic Nurse Practitioner Services (Hour)	\$ 5,183.20	\$ 4,712.00	\$ 5,183.20	\$ 4,947.60	\$ 5,418.80	\$ 4,947.60	\$ 5,183.20	\$ 5,183.20	\$ 4,712.00	\$ 5,418.80			\$ 50,889.60
Facility Rent	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05			\$ 1,720.50
Pharmacy	\$ 650.61	\$ 438.71	\$ 576.30	\$ 369.16	\$ 567.77	\$ 440.92	\$ 490.11	\$ 456.17	\$ 457.34	\$ 527.22			\$ 4,974.31
Clinic Vaccine	\$ 79.00	\$ 57.00	\$ 221.00	\$ 60.00	\$ 142.00	\$ 78.00	\$ -	\$ -	\$ 25.00	\$ 131.00			\$ 793.00
Labs	\$ 80.63	\$ 102.19	\$ 114.88	\$ 149.70	\$ 199.09	\$ 96.64	\$ 177.25	\$ 59.48	\$ 137.22	\$ 214.22			\$ 1,331.30
Aurora Employer Clinic Charges Invoiced	\$ 6,165.49	\$ 5,481.95	\$ 6,267.43	\$ 5,698.51	\$ 6,499.71	\$ 5,735.21	\$ 6,022.61	\$ 5,870.90	\$ 5,503.61	\$ 6,463.29	\$ -	\$ -	\$ 59,708.71
Charges Avoided	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	October YTD 2018
Customary Charges	\$ 9,477.88	\$ 6,540.66	\$10,864.36	\$ 5,239.27	\$10,733.55	\$ 7,598.51	\$ 3,455.39	\$ 6,068.31	\$ 5,701.85	\$ 6,634.28	\$ -	\$ -	\$ 72,314.06
Additional Charges	\$ 111.59	\$ 42.32	\$ 229.40	\$ 274.01	\$ 159.70	\$ -	\$ 23.92	\$ 12.36	\$ 18.54	\$ 238.86	\$ -	\$ -	\$ 1,110.70
Total Charges Avoided	\$ 9,589.47	\$ 6,582.98	\$11,093.76	\$ 5,513.28	\$10,893.25	\$ 7,598.51	\$ 3,479.31	\$ 6,080.67	\$ 5,720.39	\$ 6,873.14	\$ -	\$ -	\$ 73,424.76
Total Savings	\$ 3,423.98	\$ 1,101.03	\$ 4,826.33	\$ (185.23)	\$ 4,393.54	\$ 1,863.30	\$ (2,543.30)	\$ 209.77	\$ 216.78	\$ 409.85	\$ -	\$ -	\$ 13,716.05
City of Manitowoc Visits	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	October YTD 2018
Provider Visit	51	36	55	21	43	36	19	27	31	31			350
Nurse Visit	5	7	8	35	75	16	6	13	7	21			193
Lab Visit	20	15	19	42	85	23	4	15	15	23			261
Vaccine	2	3	6	1	4	2	-	2	1	7			28
Total Patient Visits	78	61	88	99	207	77	29	57	54	82	-	-	832
Total Provider Visit Types	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	October YTD 2018
OFFICE/OUTPT VISIT,NEW,LEVEL II	1	1	4	1	-	-		-					7
OFFICE/OUTPT VISIT,NEW,LEVEL III	9	5	6	6	5	5	1	8	4	6			55
OFFICE/OUTPT VISIT,NEW,LEVEL IV	1	-	-	-	-	-		1	1				3
OFFICE/OUTPT VISIT EST LEVEL II	1	2	1	2	2	1	3	-	2	1			15
OFFICE/OUTPT VISIT EST LEVEL III	34	24	25	11	31	19	10	13	22	19			208
OFFICE/OUTPT VISIT EST LEVEL IV	3	2	18	-	3	6	4	2	2	5			45
PREV NEW AGE 12-17						2							2
PREV NEW AGE 18-39	1	-	-	-	1	-							2
PREV EST AGE 05-11			1	-	-	-							1
PREV EST AGE 12-17	-	1	-	1	1	3		3					9
PREV EST AGE 18-39	1	1	-	-		-							2
PREV EST AGE 40-64							1						1
Grand Total	51	36	55	21	43	36	19	27	31	31	-	-	350
Total Nurse Visit Types	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	October YTD 2018
OFFICE/OUTPT VISIT EST LEVEL I	5	7	8	35	75	39	6	13	7	21			216
Grand Total	5	7	8	35	75	39	6	13	7	21	-	-	216

Service Month: October 2018

Patient Services

Company		Description	Monthly Rate	Quantity/Participant	Total Monthly Fee
CITY		Clinic Nurse Practi	\$ 29.45	184	\$ 5,418.80
CITY		Facility Rent	\$ 172.05	1	\$ 172.05
CITY		Pharmacy	\$ 527.22	1	\$ 527.22

Vaccine

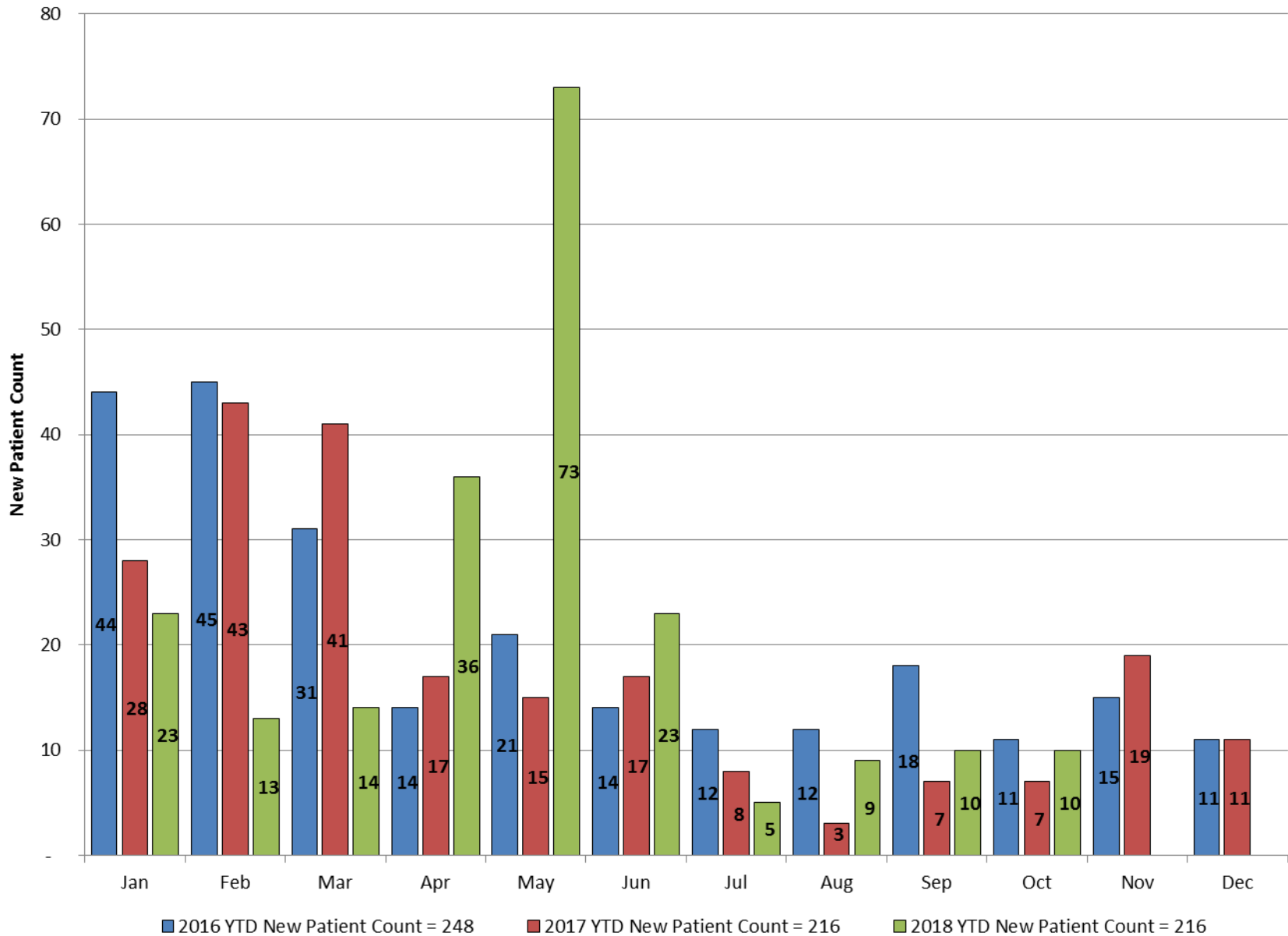
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY	90471	IMMUNIZATION A	No Charge	7	\$ -
CITY	90686	INFLUENZA QUAD	\$ 19.00	2	\$ 38.00
CITY	90688	INFLUENZA QUAD	\$ 17.00	4	\$ 68.00
CITY	90714.02	TD PRES FREE VAC	\$ 25.00	1	\$ 25.00
Total Clinic Vaccine					\$ 131.00

Clinic Labs

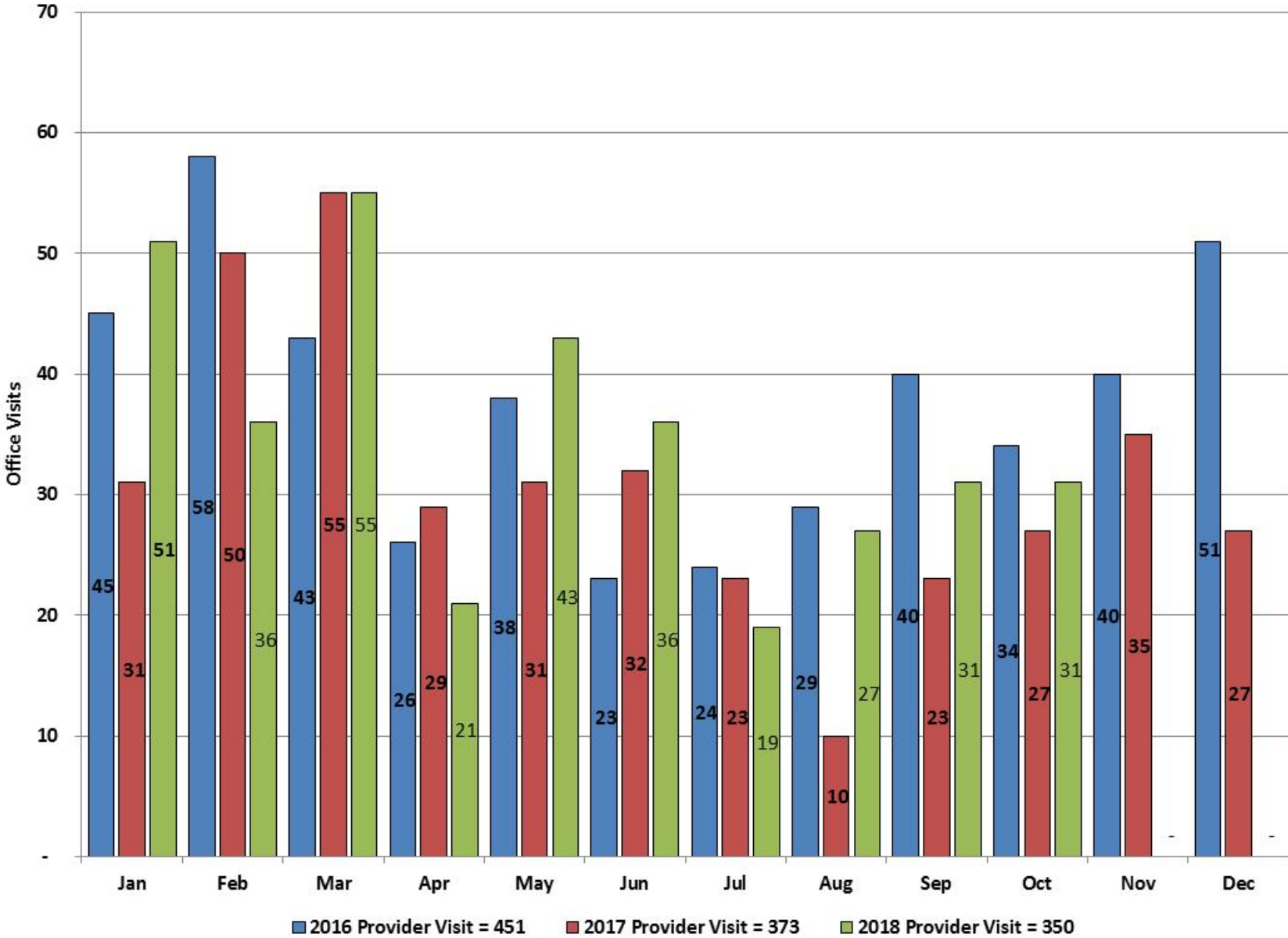
Company	CPT Code	Test Name	Contract Rate	Sum of Quantity	Total Lab Fee
CITY	80069	RENPNL RENAL PANEL	\$ 12.61	1	\$ 12.61
CITY	80307	UNICSC NICOTINE SCREEN	Not on Contract	1	\$ -
CITY	81001	UCOM URINE COMPLETE	\$ 5.32	15	\$ 79.80
CITY	81001	UCOMCS COMP.UA, C/S IF I	\$ 4.84	1	\$ 4.84
CITY	84439	FT4 FREE T4	\$ 4.83	2	\$ 9.66
CITY	84443	TSH TSH	\$ 4.83	2	\$ 9.66
CITY	84481	FT3 FREE T3	\$ 11.31	1	\$ 11.31
CITY	85004	DIFA DIFFERENTIAL	Not on Contract	1	\$ -
CITY	85027	CBCNO HEME PROFILE	\$ 4.92	1	\$ 4.92
CITY	86803	HCV HEP C AB	\$ 19.75	1	\$ 19.75
CITY	87081	STTH CULTURE STREP GF	\$ 16.33	2	\$ 32.66
CITY	87086	URC URINE CULTURE	\$ 15.24	1	\$ 15.24
CITY	87088	UPI URINE PRESUMPTI	\$ 13.77	1	\$ 13.77
CITY	87186	ZZ00 SUSCEPTIBILITY	Not on Contract	1	\$ -
					\$ -
					\$ -
Total Lab					\$ 214.22

TOTAL INVOICED \$ 6,463.29

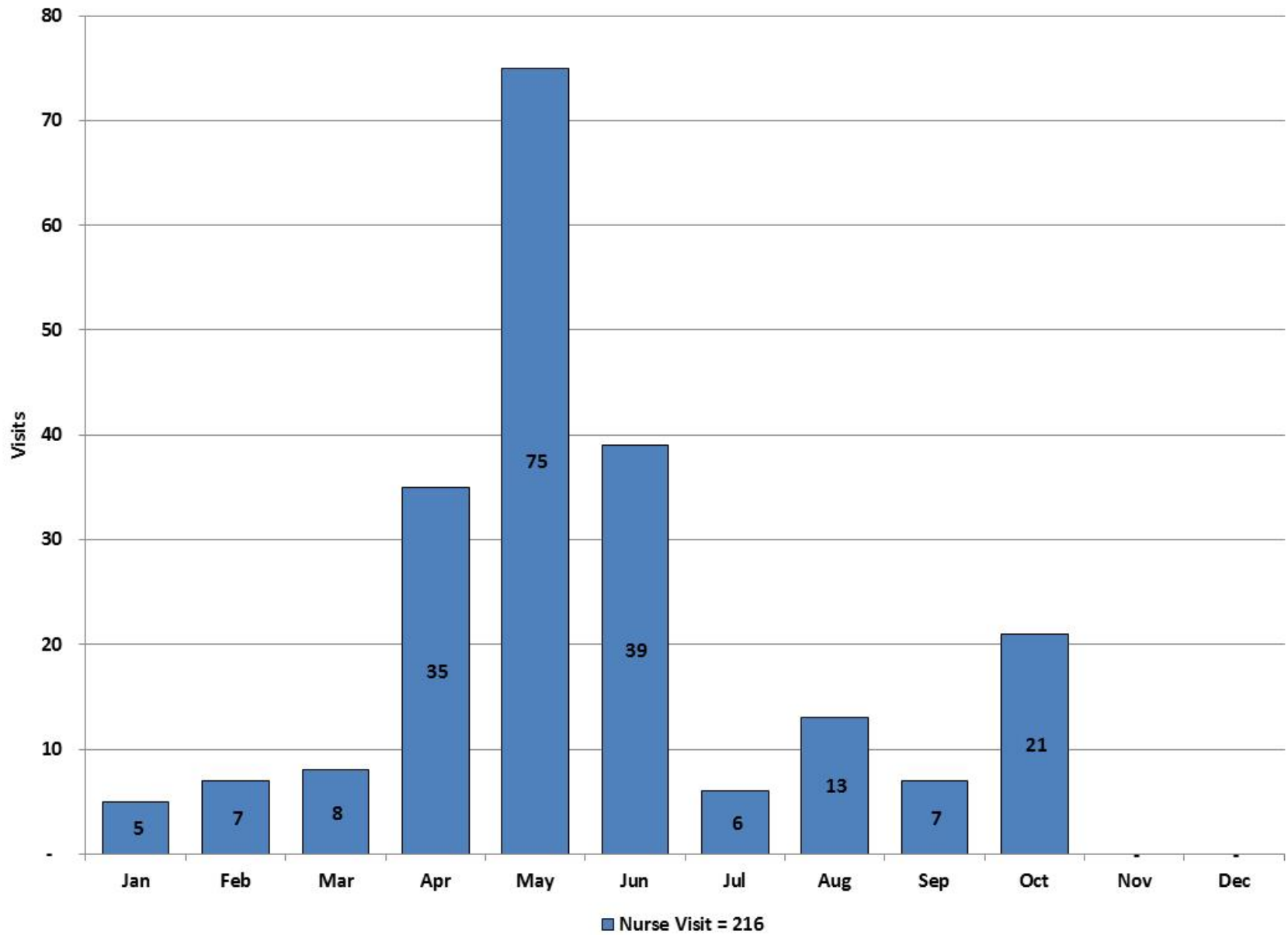
City of Manitowoc - New Patient Summary



City of Manitowoc - Provider Visits YTD Summary



City of Manitowoc - Nurse Visits YTD Summary



City of Manitowoc - Visits By Day Summary Pg 1

Provider Visits - October 2018									
Visit Type	Appointment Time	Appointment Date	Appointment Length (Minutes)	Monday	Tuesday	Wednesday	Thursday	Friday	Total
Provider Visit	8:00:00 AM	10/17/2018	30			1			1
Provider Visit	8:30:00 AM	10/11/2018	30				1		1
Provider Visit	8:30:00 AM	10/19/2018	30					1	1
Provider Visit	8:30:00 AM	10/30/2018	15		1				1
Provider Visit	9:00:00 AM	10/15/2018	30	1					1
Provider Visit	9:00:00 AM	10/26/2018	30					1	1
Provider Visit	9:30:00 AM	10/8/2018	30	1					1
Provider Visit	10:00:00 AM	10/8/2018	30	1					1
Provider Visit	10:00:00 AM	10/10/2018	30			1			1
Provider Visit	10:00:00 AM	10/15/2018	30	1					1
Provider Visit	10:15:00 AM	10/1/2018	30	1					1
Provider Visit	10:15:00 AM	10/5/2018	30					1	1
Provider Visit	10:15:00 AM	10/29/2018	30	1					1
Provider Visit	11:15:00 AM	10/3/2018	30			1			1
Provider Visit	11:15:00 AM	10/31/2018	30			1			1
Provider Visit	11:30:00 AM	10/29/2018	30	1					1
Provider Visit	1:00:00 PM	10/31/2018	30			1			1
Provider Visit	1:30:00 PM	10/1/2018	30	1					1
Provider Visit	2:15:00 PM	10/2/2018	30		1				1
Provider Visit	2:15:00 PM	10/16/2018	15		1				1
Provider Visit	2:15:00 PM	10/24/2018	30			1			1
Provider Visit	2:30:00 PM	10/1/2018	30	1					1
Provider Visit	3:00:00 PM	10/10/2018	30			1			1
Provider Visit	3:00:00 PM	10/18/2018	30				1		1
Provider Visit	3:15:00 PM	10/9/2018	30		1				1
Provider Visit	3:30:00 PM	10/29/2018	30	1					1
Provider Visit	4:00:00 PM	10/25/2018	30				1		1
Provider Visit	4:15:00 PM	10/11/2018	15				1		1
Provider Visit	4:30:00 PM	10/11/2018	30				1		1
Provider Visit	4:30:00 PM	10/17/2018	30			1			1
Provider Visit	4:45:00 PM	10/29/2018	15	1					1
Grand Total			870	11	4	8	5	3	31

City of Manitowoc - Visits By Day Summary Pg 2

Number of Cancelled/No Show Visits - September 2018			
Date	Cancellation	No Show	Total
10/24/2018	1		1
10/15/2018	1		1
10/22/2018	1		1
10/23/2018		2	2
10/29/2018	1		1
10/30/2018	1		1
10/16/2018	1		1
Grand Total	6	2	8
Nurse Visits - September 2018			
	Visit Type	Total	
	Nurse Visit	21	
	Grand Total	21	

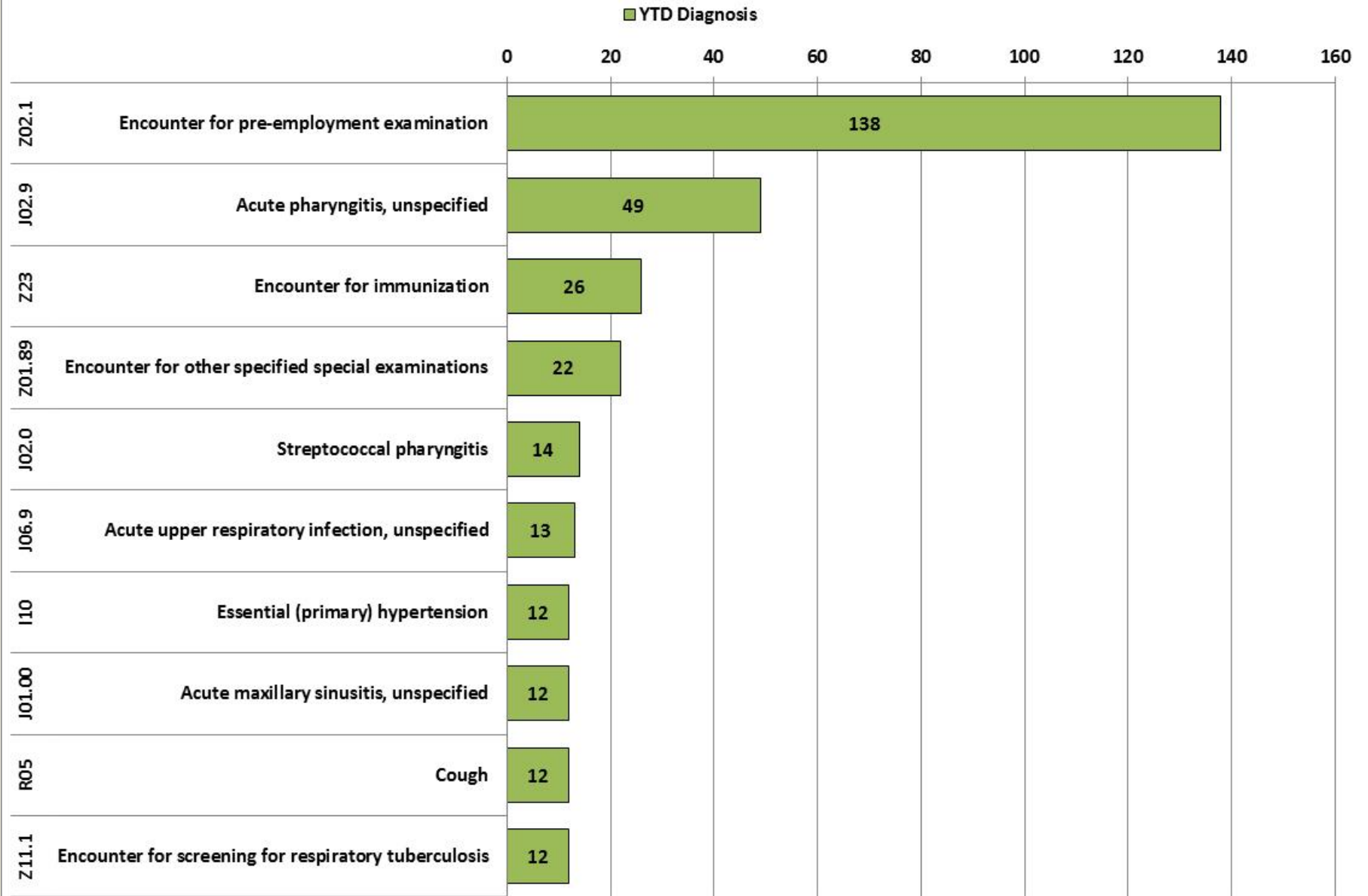
City of Manitowoc - Vaccine Summary

YTD Quantity														
CPT Code	Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Qty
90471	IMMUNIZATION ADMIN SINGLE OR FIRST	2	3	3	1	4	2		2	1	7			25
90472	IMMUNIZATION ADMIN 2+			1										1
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	1	3	1							2			7
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM										4			4
90714.02	TD PRES FREE VACC, 7+ YRS			1		1			1	1	1			5
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS			3		3	2							8
90746	HEP B VACC ADULT 3 DOSE, IM	1		1	1				1					4
Total		4	6	10	2	8	4	-	4	2	14	-	-	54

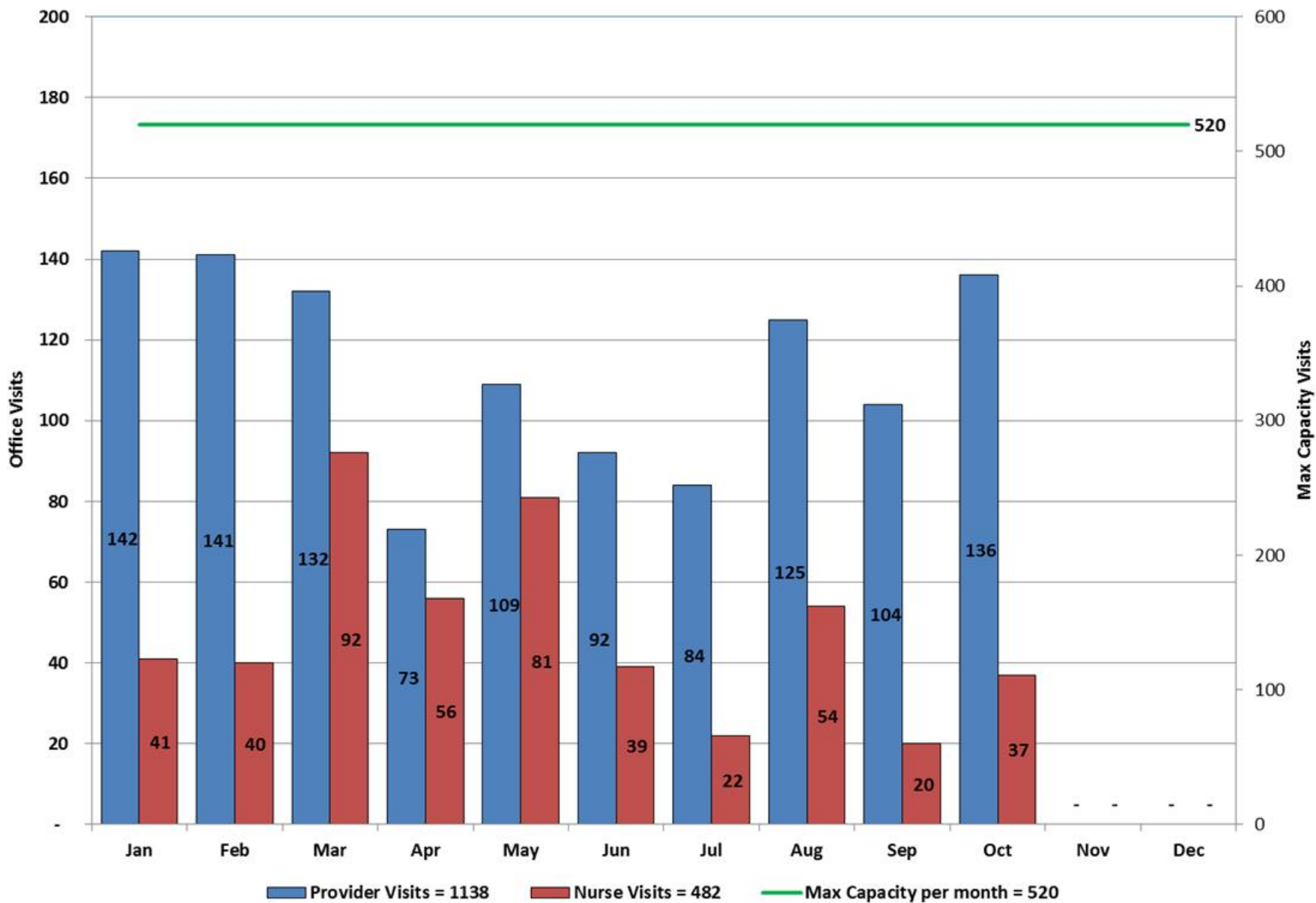
YTD Cost				
CPT Code	Description	Cost	YTD Qty	Total YTD Cost
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	\$ 19.00	7	\$ 133.00
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM	\$ 17.00	4	\$ 68.00
90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 25.00	5	\$ 125.00
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	8	\$ 312.00
90736	Shingles (Zostavax) Vaccine	\$ -	-	\$ -
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	\$ 60.00	4	\$ 240.00
Total			28	\$ 878.00

** Vaccines (2) were missed on the September invoice and they will be invoiced in November

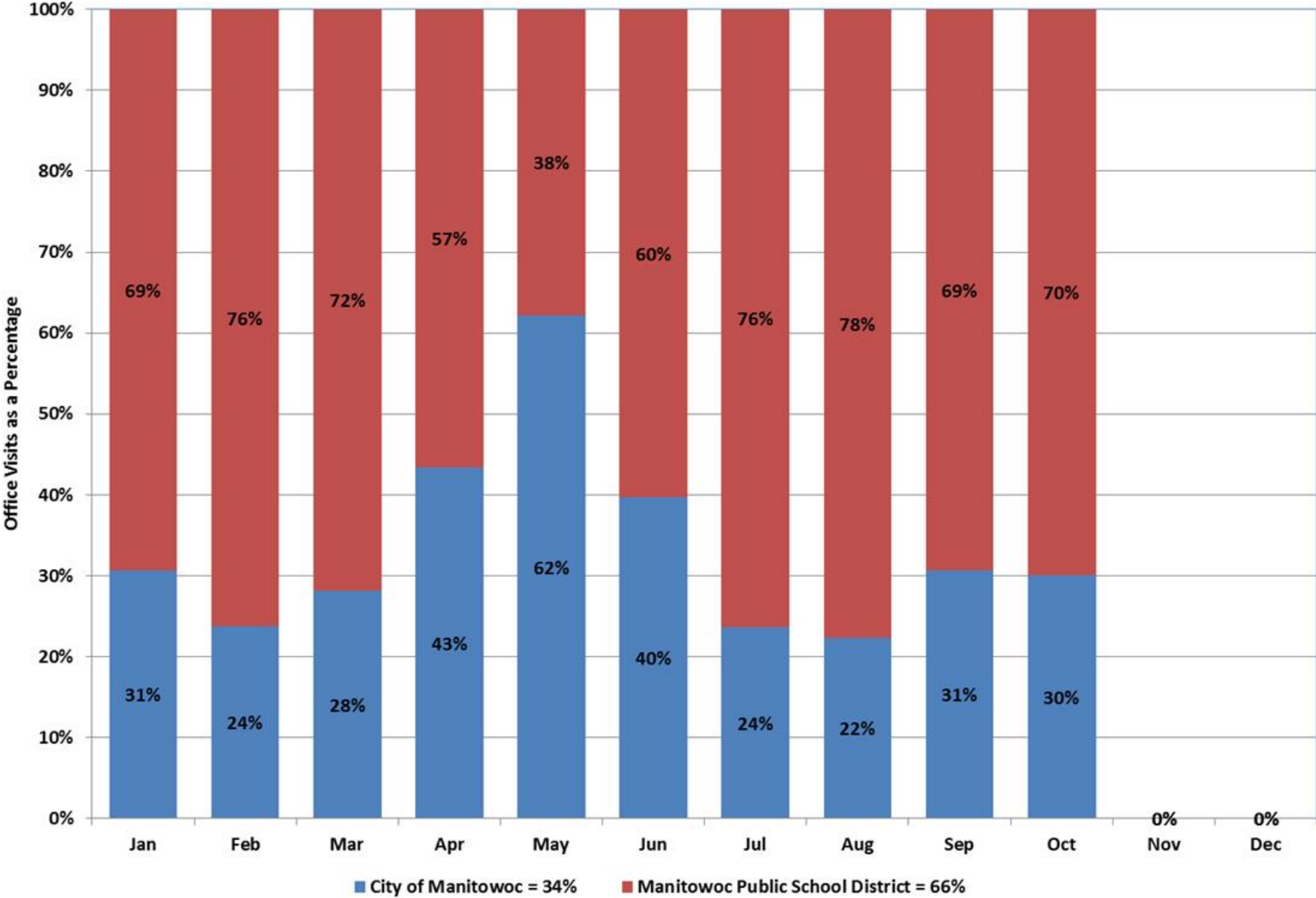
City of Manitowoc - Top Ten Diagnosis



Total Manty Health & Wellness Clinic Visits YTD



Total Manty Health & Wellness Clinic Visits YTD Comparison

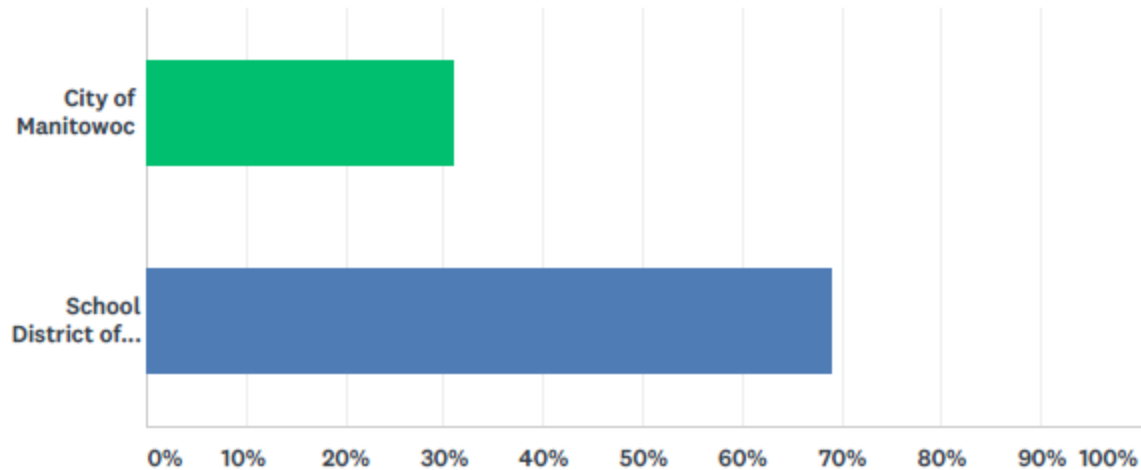


Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q1 Please select the employer who provides you/your family with access to the Manty Health and Wellness Center.

Answered: 42 Skipped: 1



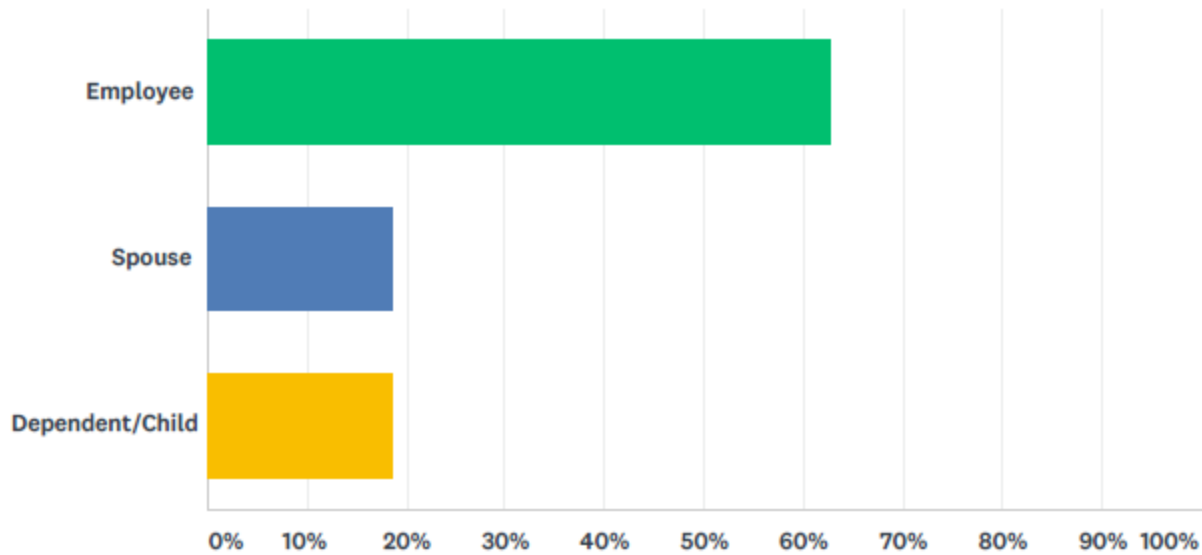
ANSWER CHOICES	RESPONSES
City of Manitowoc	30.95% 13
School District of Manitowoc	69.05% 29
TOTAL	42

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q2 Please select the option that best describes the patient.

Answered: 43 Skipped: 0



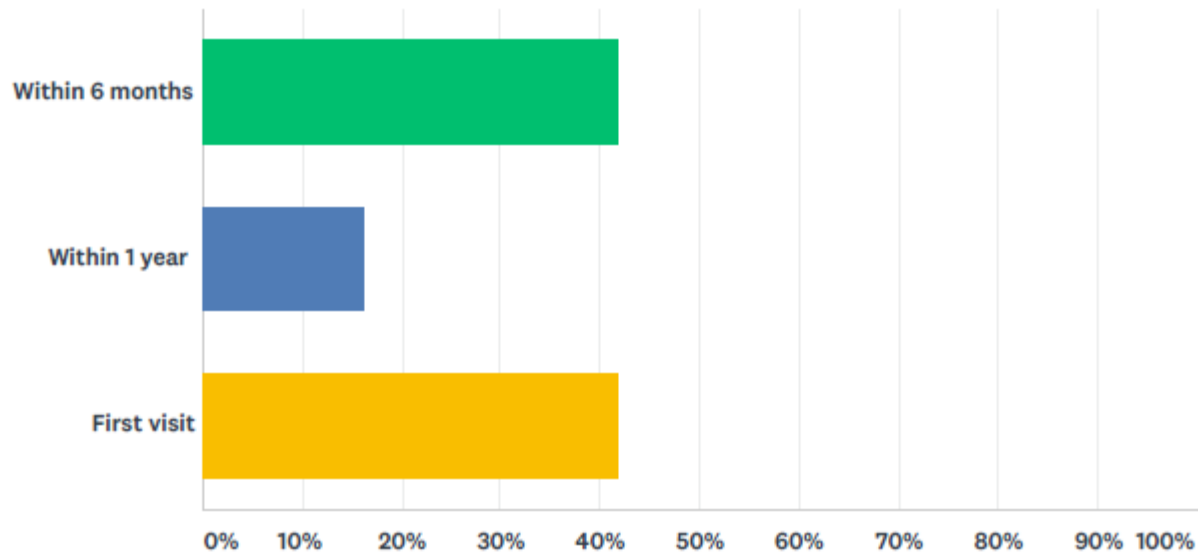
ANSWER CHOICES	RESPONSES	
Employee	62.79%	27
Spouse	18.60%	8
Dependent/Child	18.60%	8
TOTAL		43

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q3 When was your last visit to this clinic?

Answered: 43 Skipped: 0



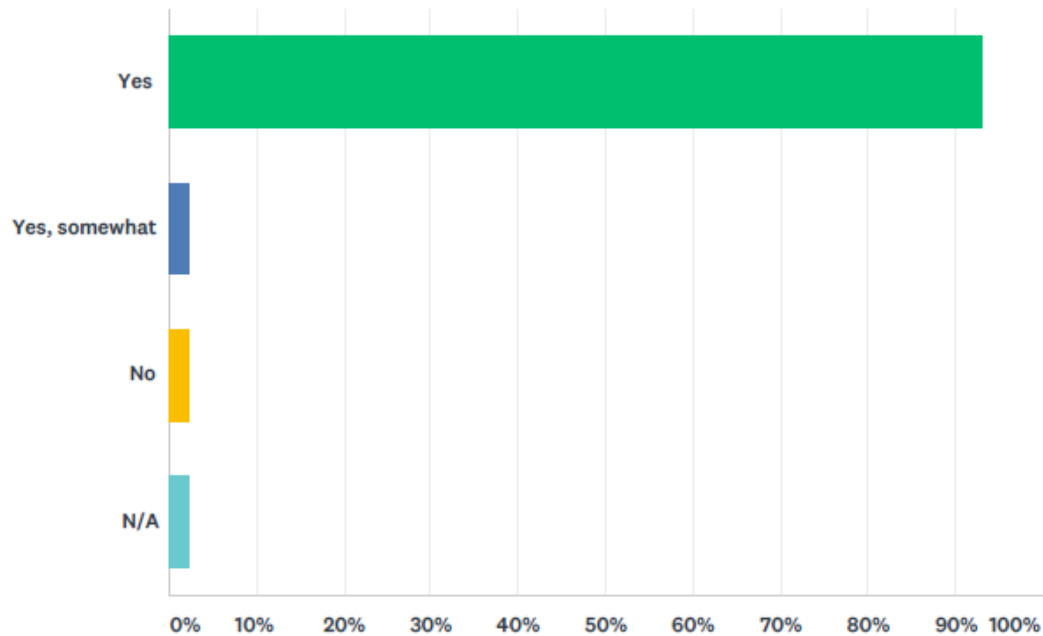
ANSWER CHOICES	RESPONSES	
Within 6 months	41.86%	18
Within 1 year	16.28%	7
First visit	41.86%	18
TOTAL		43

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q4 Were you able to schedule an appointment as soon as you needed it?

Answered: 43 Skipped: 0



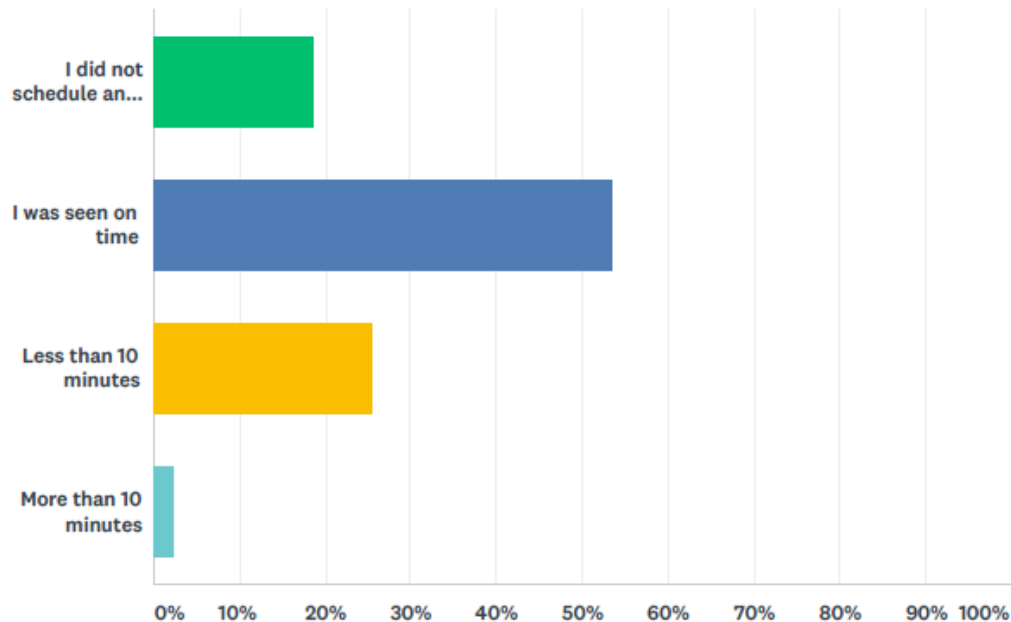
ANSWER CHOICES	RESPONSES	
Yes	93.02%	40
Yes, somewhat	2.33%	1
No	2.33%	1
N/A	2.33%	1
TOTAL		43

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q5 If you scheduled an appointment in advance, how long did you have to wait past your scheduled appointment time to be seen?

Answered: 43 Skipped: 0



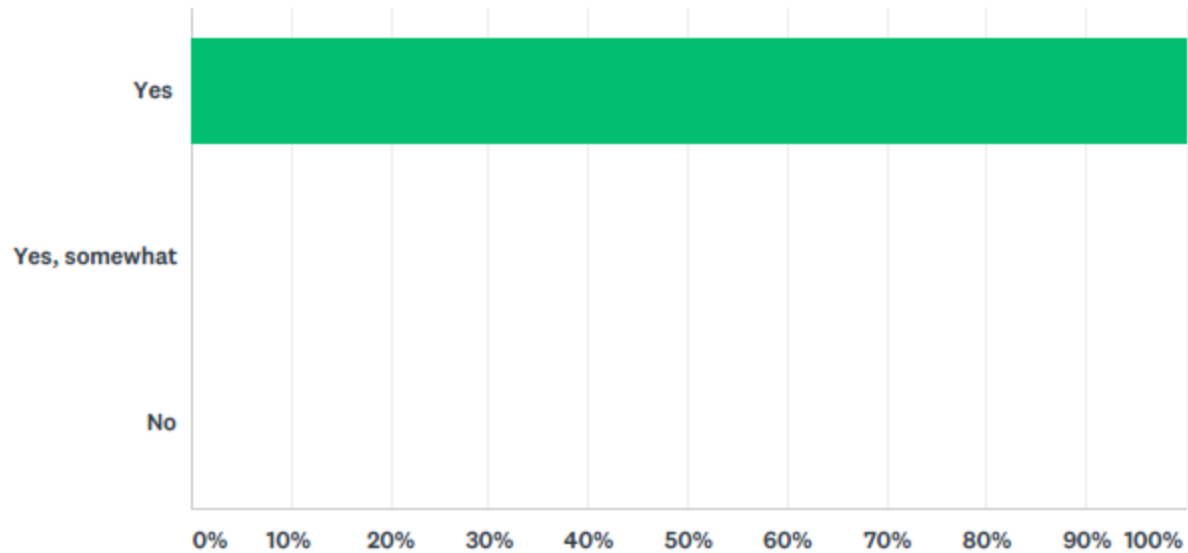
ANSWER CHOICES	RESPONSES	
I did not schedule an appointment in advance	18.60%	8
I was seen on time	53.49%	23
Less than 10 minutes	25.58%	11
More than 10 minutes	2.33%	1
TOTAL		43

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q6 Was your provider friendly and courteous?

Answered: 43 Skipped: 0



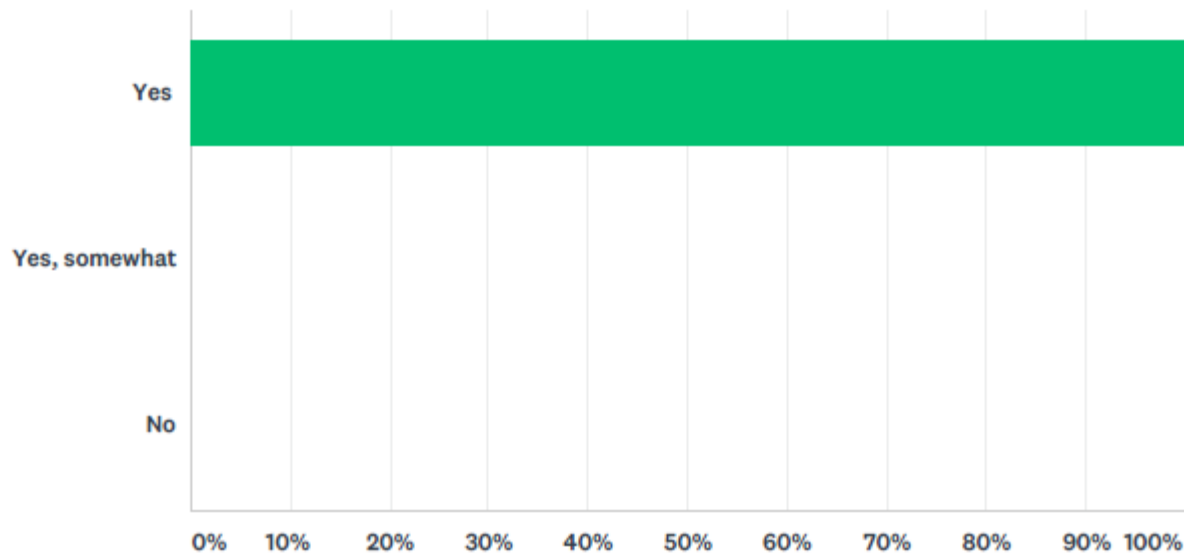
ANSWER CHOICES	RESPONSES	
Yes	100.00%	43
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		43

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q7 Did your provider explain information in an easy to understand way?

Answered: 43 Skipped: 0



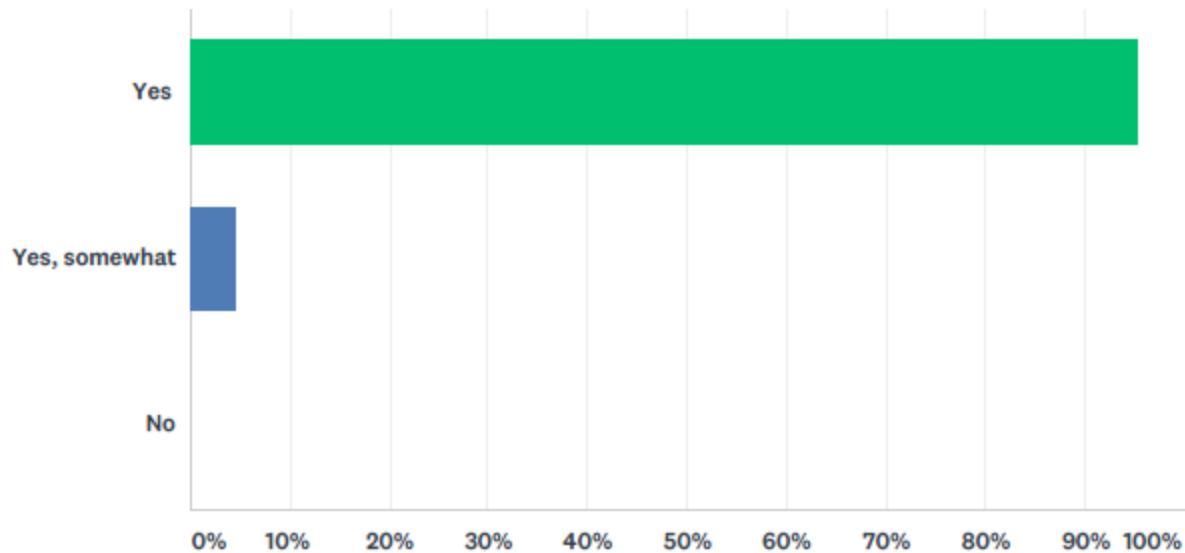
ANSWER CHOICES	RESPONSES	
Yes	100.00%	43
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		43

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q8 Did your care team spend enough time with you to meet your needs?

Answered: 43 Skipped: 0



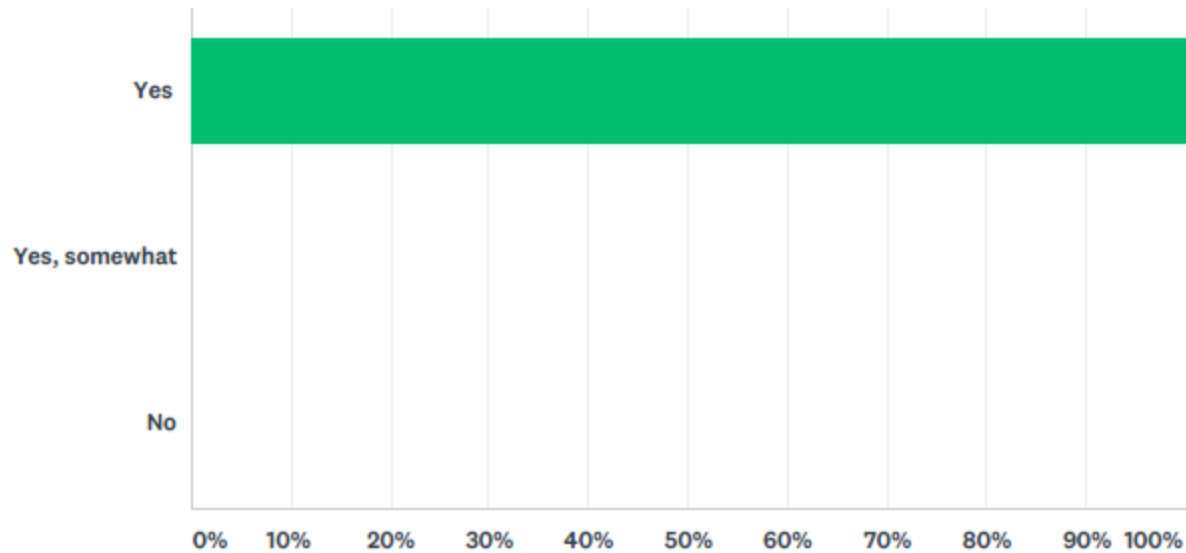
ANSWER CHOICES	RESPONSES	
Yes	95.35%	41
Yes, somewhat	4.65%	2
No	0.00%	0
TOTAL		43

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q9 Was your care team friendly and courteous?

Answered: 43 Skipped: 0



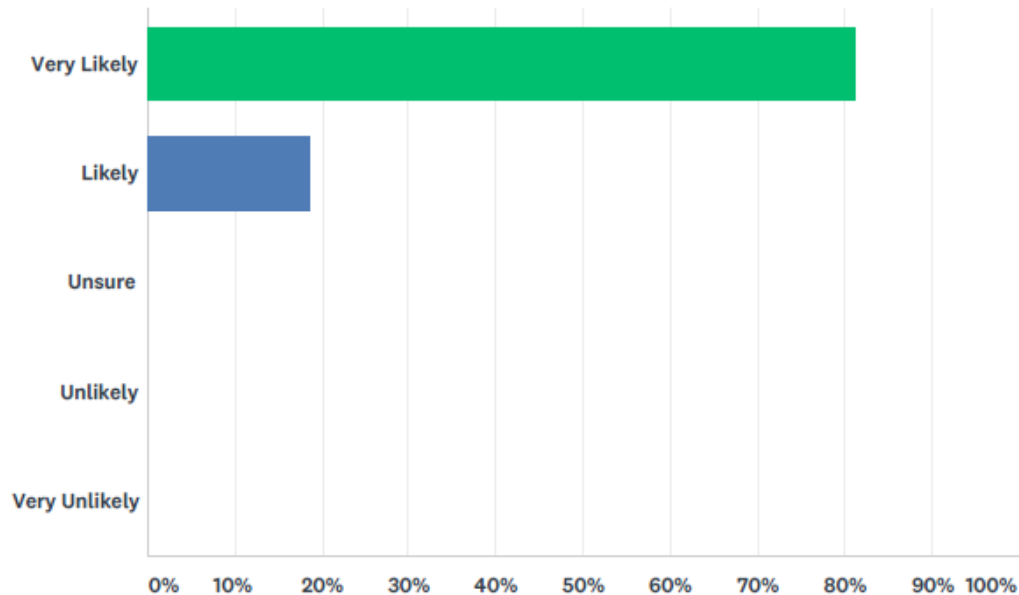
ANSWER CHOICES	RESPONSES	
Yes	100.00%	43
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		43

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q10 What is the likelihood that you will recommend the Manty Health and Wellness Center to other employees?

Answered: 43 Skipped: 0



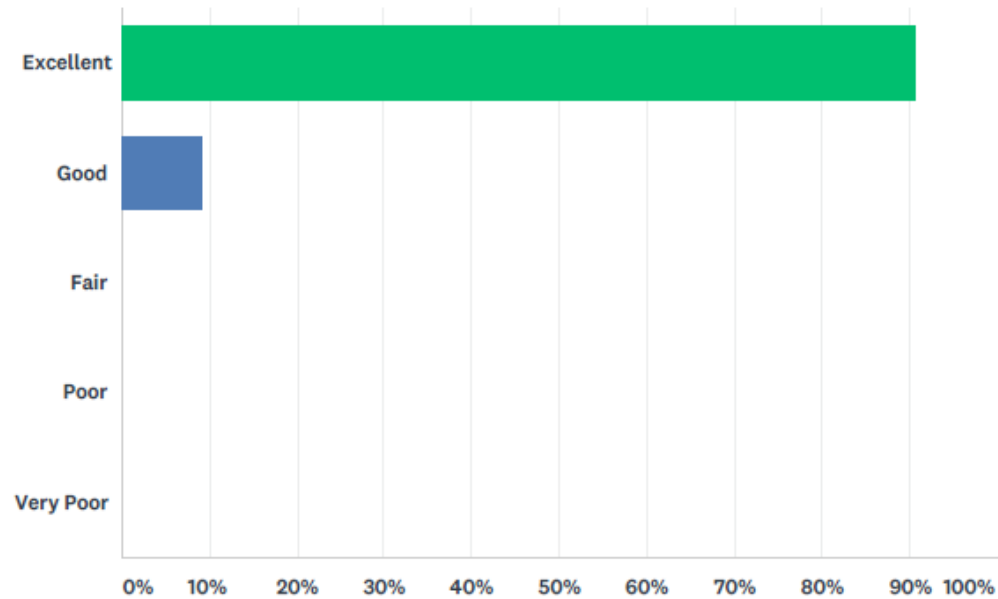
ANSWER CHOICES	RESPONSES	
Very Likely	81.40%	35
Likely	18.60%	8
Unsure	0.00%	0
Unlikely	0.00%	0
Very Unlikely	0.00%	0
TOTAL		43

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q11 How would you rate the care that you received?

Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	90.70%	39
Good	9.30%	4
Fair	0.00%	0
Poor	0.00%	0
Very Poor	0.00%	0
TOTAL		43

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q12 Please share any other comments you have below:

Answered: 0 Skipped: 43