



CITY OF MANITOWOC

WISCONSIN, USA
www.manitowoc.org



TO: Personnel Committee
FROM: Jessie Lillibridge, Human Resources Director
RE: Human Resources Office Update
DATE: June 3, 2019

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

Recruiting

- Hired: DPI Laborer
- Hired: Transit Driver
- Hired: Transit Division Manager
- Hired: Library Clerk
- Hired: Police Officers (2)
- Promoted: Operations Supervisor (Transit)
- Advertising: Police Officer (continuous)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Seasonals
- Advertising: Transit Driver (continuous)
- Advertising: CSW Intern
- Interviewing: Fire Administrative Assistant
- Interviewing: Transit Drivers
- Interviewing: Police Officer
- Accepted offer: Firefighters (2)
- Accepted offer: Crossing Guard

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 expired at the end of 2018. Negotiations are ongoing. We have retained Attorney Mark Olson to assist with our legal counsel during the process. He has filed a declaratory ruling on the permissive subjects that we feel are contained in the contract.
- An employee satisfaction survey was done. Currently working to consolidate data and will be discussing results with Mayor and Department Heads.
- We received a letter from the Transit union requesting that we open the current contract and begin bargaining.

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.
- Spot Award and STAR Award programs continue to be successful.
- The years of service and retiree recognition program has received positive feedback.
- Meeting quarterly with each department head to identify training needs, performance issues, succession planning, and feedback for HR.
- Still waiting for 2018 evals to be returned from some managers.
- Working on developing a new Performance Management process along with implementing a software program to support it.

Compensation, Benefits & Wellness

- Manty Health & Wellness Center operations continue to go well. Positive feedback from employees. Attached is the monthly report.
- Continuing to work through issues with Anthem. We have a scheduled 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 2019 events are under way, including Lunchtime Yoga, step challenges, incentives for using the City Hall fitness facility, and incorporating Go365 into the initiatives.
- Switched to a new short-term disability provider, and also, offered a long-term disability option for employees through Mutual of Omaha.
- Rolled out a new benefits information app (Elly) for employees and their families.
- Working with broker on evaluating new options for our 2020 benefits plan. Our current plan has not been well-received by participants and has not been ideal from an administrative perspective.
- Working to develop a new performance management and pay structure model.
- Biometrics screening scheduled for July/August.

Safety & Risk Management

- Safety committee meeting and discussion, continuing monthly topics.
- Continuing the lost time injury program, employees continue to report safety concerns.
- 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.
- Working with Building & Grounds to develop a key/access control policy and procedure.
- Working to develop a City vehicle usage policy.
- A focus for 2019 will be working toward reducing lifting injuries. We are working with Aurora to develop some programs that will help us achieve this goal (pre-shift stretching program).
- Working on revising the Background/Reference Check Policy.
- Scheduled Anti-Harassment Training for October. Working with CVMIC to determine if any revisions are needed to our current policy.

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 finalizing work flows and will then begin on adding our forms and setting up our direct feeds to our benefits providers.
- Working with IT to streamline the process of onboarding new employees and ensuring they have access to all appropriate technology. This item has been placed on hold as the MPU employee involved is on extended leave.
- The Appreciation Picnic is scheduled for July 17.
- Employee Work Day is scheduled at Silver Creek Park on August 13.

Separations

- Firefighter (retirement)
- Transit Driver (2)
- Completed exit interviews with voluntary separations/retirements

Attachment

Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc
YTD April, 2019



Aurora BayCare Medical Center



City of Manitowoc - Invoice Summary
Patient Services/Vaccine/Clinic Labs
Service Month: April 2019

Patient Services					
Company		Description	Monthly Rate	Quantity/Participants	Total Monthly Fee
CITY		Monthly eligible member clinic fee	\$ 7.00	562	\$ 3,934.00
CITY		Pharmacy	\$ 512.90	1	\$ 512.90
CITY		Health Coaching	\$ 35.00	0	\$ -
CITY		Health Coaching (Credit)	\$ 35.00	0	\$ -

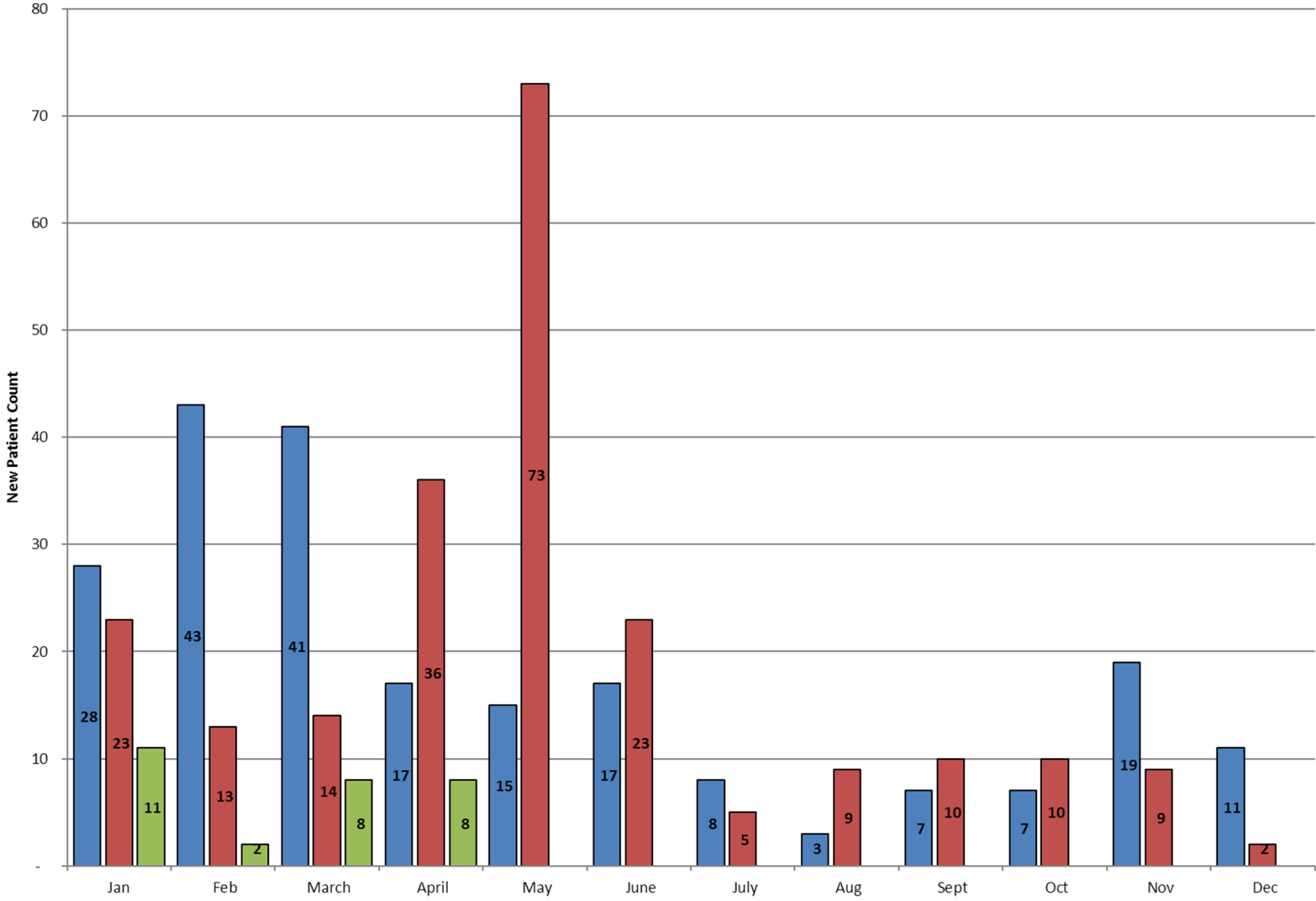
Vaccine					
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY	90471	IMMUNIZATION ADMIN SINGLE OR FIRST	No Charge	2	\$ -
CITY	90714.02	TD PRES FREE VACC, 7+ YRS	\$ 25.00	1	\$ 25.00
CITY	90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	1	\$ 39.00
Total Clinic Vaccine					\$ 64.00

Clinic Labs					
Company	CPT Code	Test Name	Contract Rate	Sum of Quantity	Total Lab Fee
CITY	82024	ACT ACT	Not on Contract	1	\$ -
CITY	80053	CPNL COMP METABOLIC PNL	\$ 4.50	2	\$ 9.00
CITY	81003	UACS UA,C/S IF IND.	\$ 3.81	3	\$ 11.43
CITY	81015	UACSM URINE MICROSCOPIC Order With UACS Code Only	\$ 3.09	3	\$ 9.27
CITY	82024	ACT ACT	Not on Contract	1	\$ -
CITY	82306	25VDR VIT D, 25-HYDROXY	\$ 5.73	1	\$ 5.73
CITY	82533	CORT CORTISOL	\$ 12.28	1	\$ 12.28
CITY	84443	TSH TSH	\$ 4.83	1	\$ 4.83
CITY	84484	RAPDTR TROPONIN I	\$ 43.84	2	\$ 87.68
CITY	85004	DIFA DIFFERENTIAL	Not on Contract	2	\$ -
CITY	85027	CBCNO HEME PROFILE	\$ 4.92	2	\$ 9.84
CITY	87077	A11 AEROBIC IDENTIFICATION	\$ 21.16	1	\$ 21.16
CITY	87081	STTH CULTURE STREP GRP A	\$ 16.33	7	\$ 114.31
CITY	87086	URC URINE CULTURE	\$ 15.24	2	\$ 30.48
CITY	87210	WM WET MOUNT	\$ 8.81	1	\$ 8.81
Total Lab					\$ 324.82

TOTAL INVOICED \$ 4,835.72

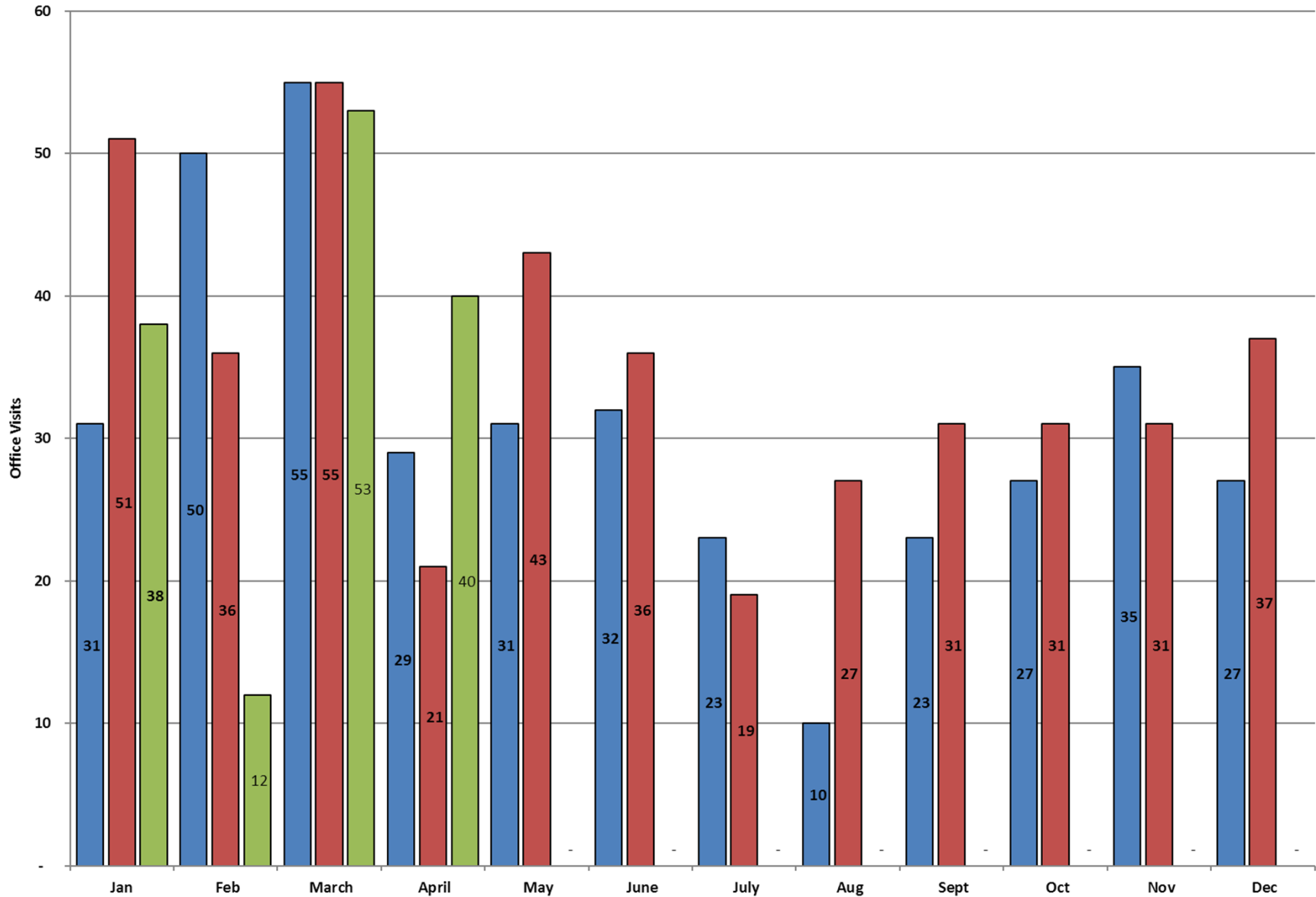
Health Coaching Credit					
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY		Health Coaching Credit	\$ 1,000.00	1	\$ 1,000.00
CITY		Health Coaching December	\$ 35.00	-0.5	\$ (17.50)
CITY		Health Coaching January	\$ 35.00	0	\$ -
CITY		Health Coaching February	\$ 35.00	0	\$ -
CITY		Health Coaching March	\$ 35.00	0	\$ -
CITY					\$ -
Total Clinic Health Coaching Credit					\$ 982.50

City of Manitowoc - New Patient Summary



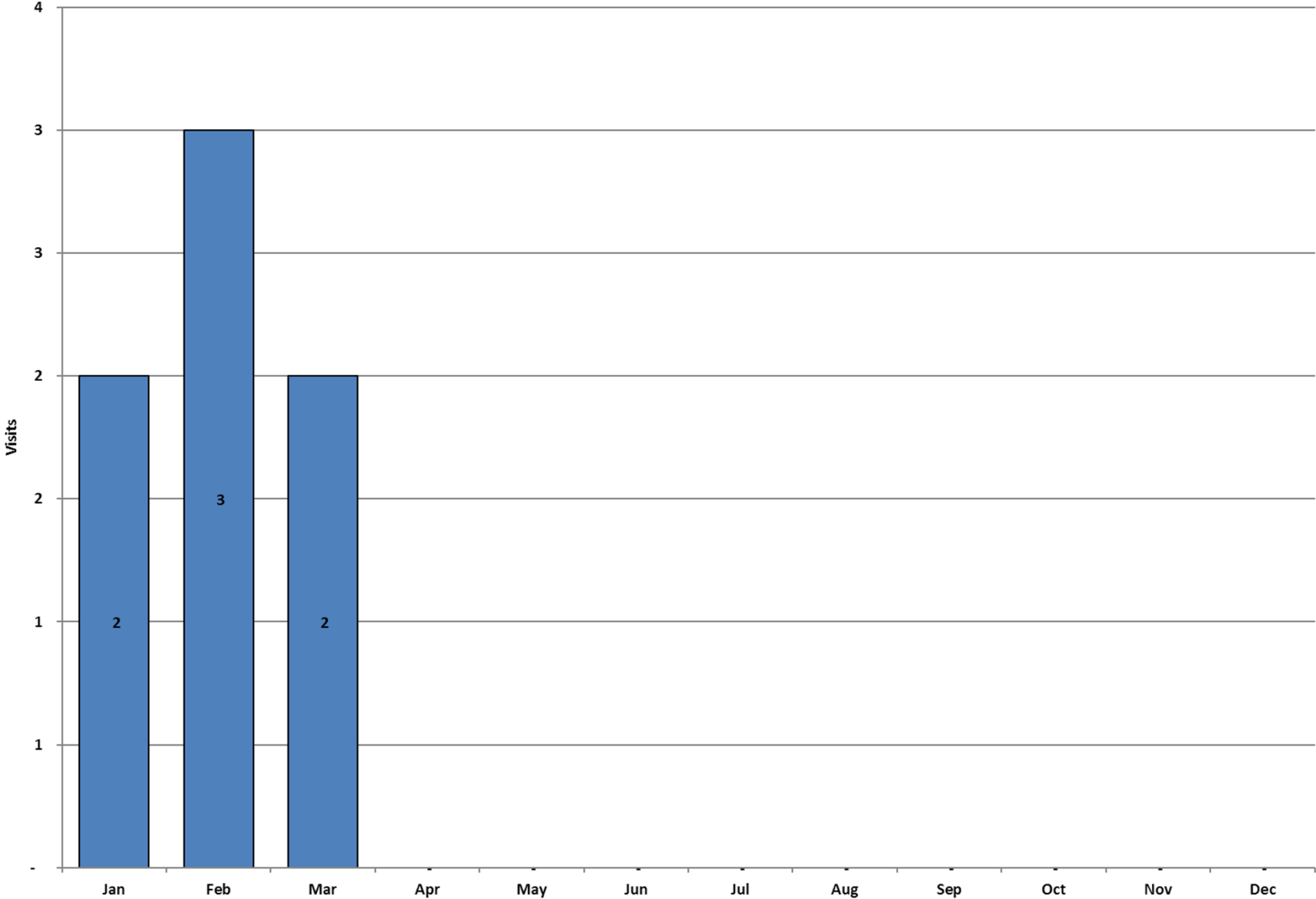
■ 2017 YTD New Patient Count = 216 ■ 2018 YTD New Patient Count = 227 ■ 2019 YTD New Patient Count = 29

City of Manitowoc - Provider Visits YTD Summary



■ 2017 Provider Visit = 373
 ■ 2018 Provider Visit = 418
 ■ 2019 Provider Visit = 143

City of Manitowoc - Nurse Visits YTD Summary



■ Nurse Visit = 7

City of Manitowoc - Visits By Day Summary

Provider Visits - April 2019						
Appointment Time	Monday	Tuesday	Wednesday	Thursday	Friday	Grand Total
8 AM	2	3		1		6
9 AM	1	2		1	1	5
10 AM		1				1
11 AM	3	1		1	1	6
1 PM	4	1	3	1	1	10
2 PM		1	1	1		3
3 PM		2	1	1	1	5
4 PM	2		2			4
Grand Total	12	11	7	6	4	40
		Nurse Visits - April 2019				
		Visit Type	Total			
		Nurse Visits	0			
		Grand Total	0			
		Number of Cancelled/No Show Visits - April 2019				
	Date	Cancellation	No Show	Total		
	4/3/2019	1		1		
	4/19/2019	1		1		
	Grand Total	2	0	2		

City of Manitowoc - Vaccine Summary

YTD Quantity

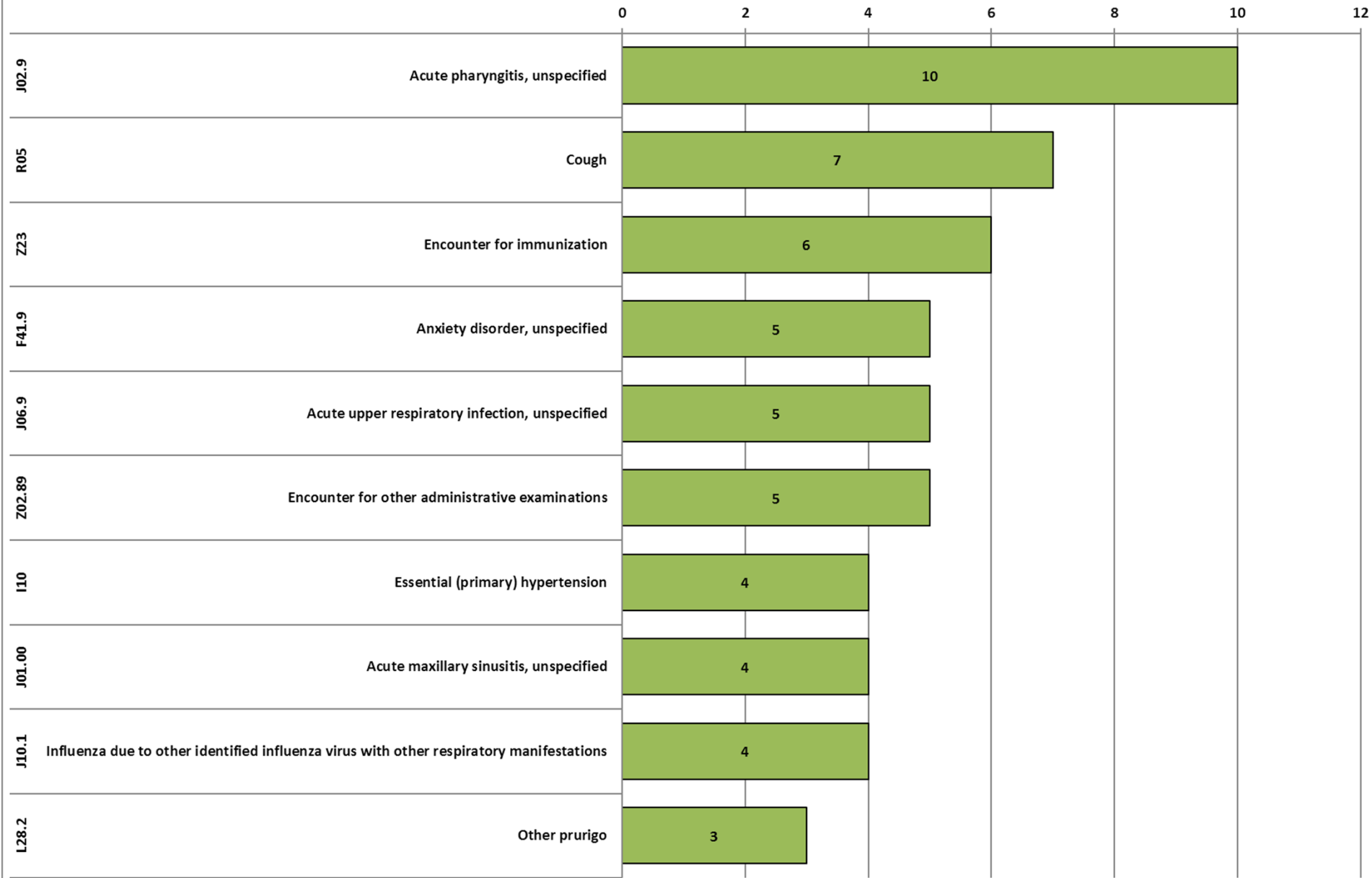
CPT Code	Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Qty
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	2	1	-										3
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM			-										-
90714.02	TD PRES FREE VACC, 7+ YRS			-	1									1
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	2		-	1									3
90750	Shingles (Zoster) Vaccine				1									1
90746	HEP B VACC ADULT 3 DOSE, IM			-										-
Total		4	1	-	3	-	-	-	-	-	-	-	-	8

YTD Cost

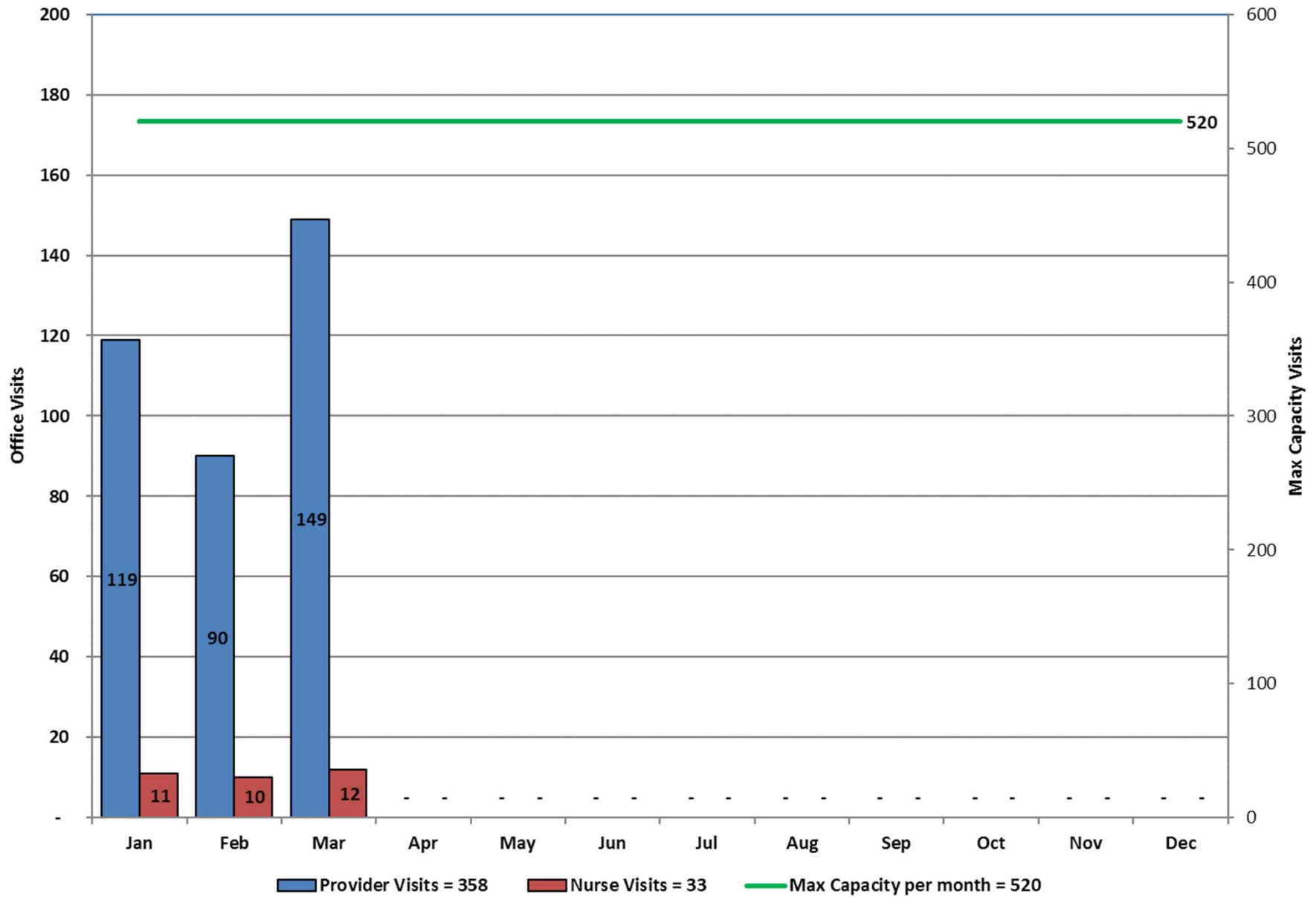
CPT Code	Description	Cost	YTD Qty	Total YTD Cost
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	\$ 19.00	3	\$ 57.00
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM	\$ 17.00	-	\$ -
90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 25.00	1	\$ 25.00
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	3	\$ 117.00
90736	Shingles (Zostavax) Vaccine	\$ 223.07	-	\$ -
90750	Shingles (Zoster) Vaccine	\$ 132.00	1	\$ 132.00
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	\$ 60.00	-	\$ -
Total			8	\$ 331.00

City of Manitowoc - Top Ten Diagnosis

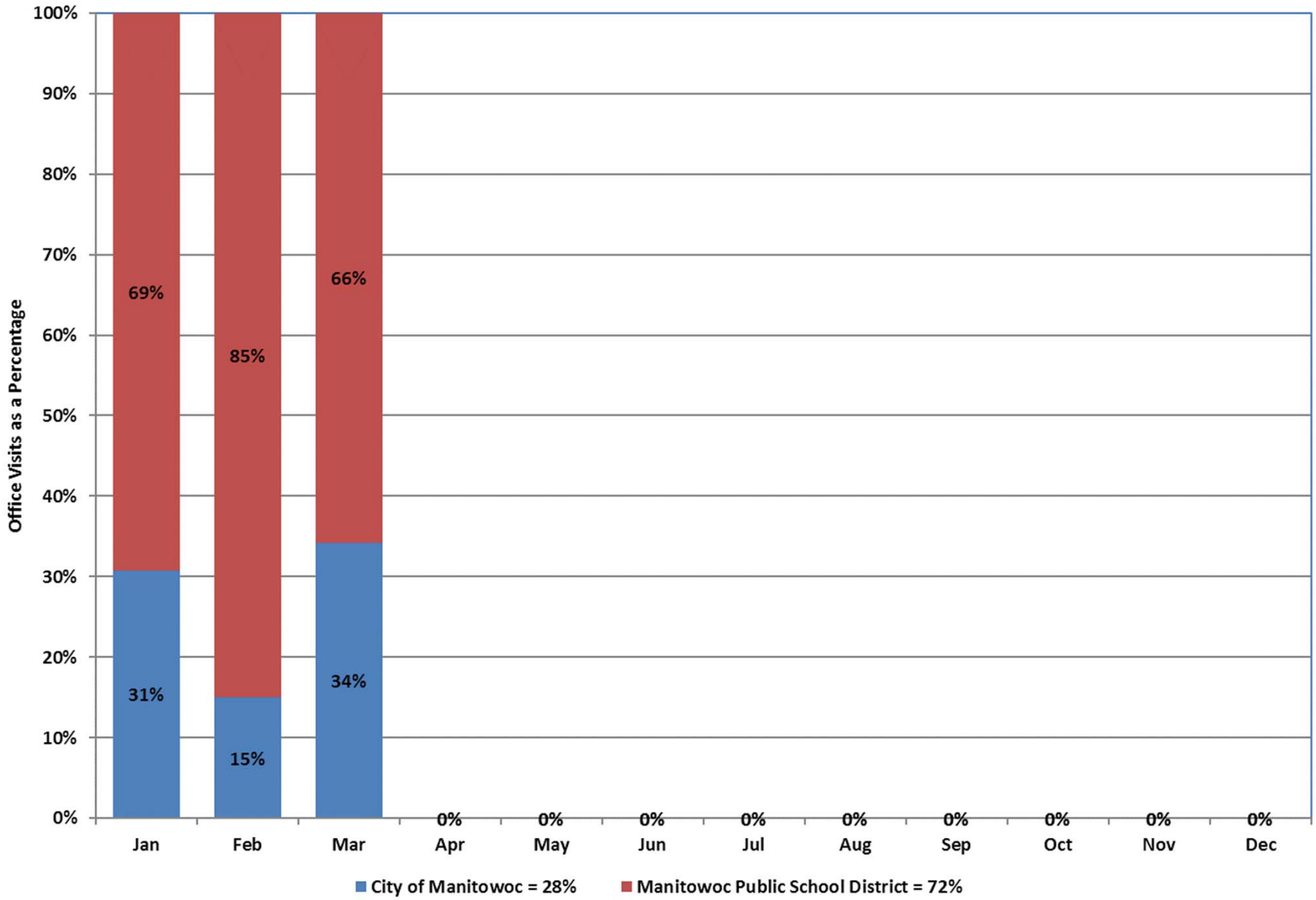
■ YTD Diagnosis



Total Manty Health & Wellness Clinic Visits YTD



Total Manty Health & Wellness Clinic Visits YTD Comparison

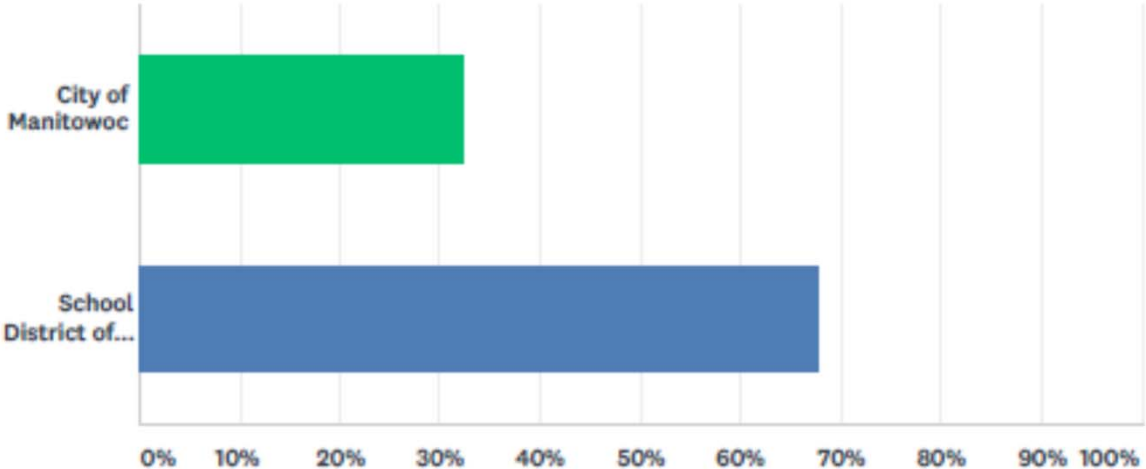


Manty Clinic Patient Survey YTD

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: 65 Skipped: 1



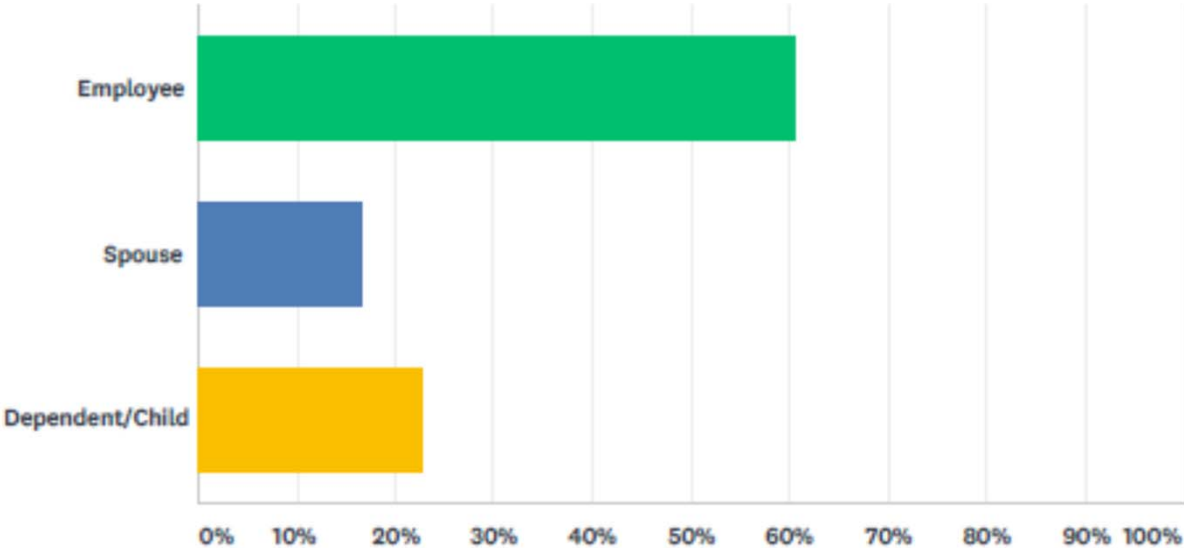
ANSWER CHOICES	RESPONSES	
City of Manitowoc	32.31%	21
School District of Manitowoc	67.69%	44
TOTAL		65

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q2 Please select the option that best describes the patient.

Answered: 66 Skipped: 0



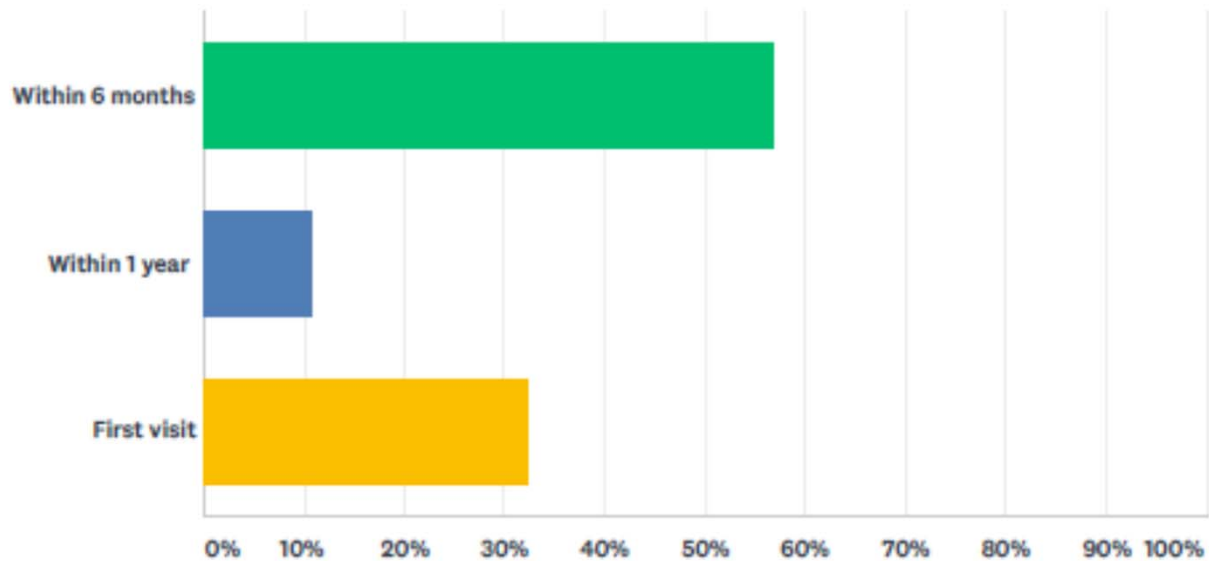
ANSWER CHOICES	RESPONSES	
Employee	60.61%	40
Spouse	16.67%	11
Dependent/Child	22.73%	15
TOTAL		66

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q3 When was your last visit to this clinic?

Answered: 65 Skipped: 1



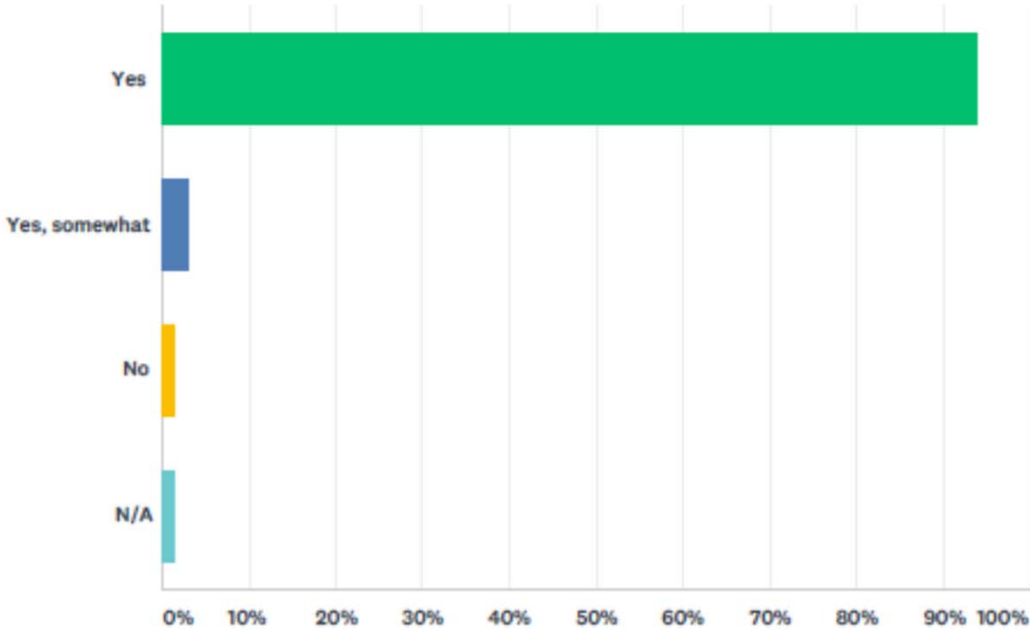
ANSWER CHOICES	RESPONSES	
Within 6 months	56.92%	37
Within 1 year	10.77%	7
First visit	32.31%	21
TOTAL		65

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: 66 Skipped: 0



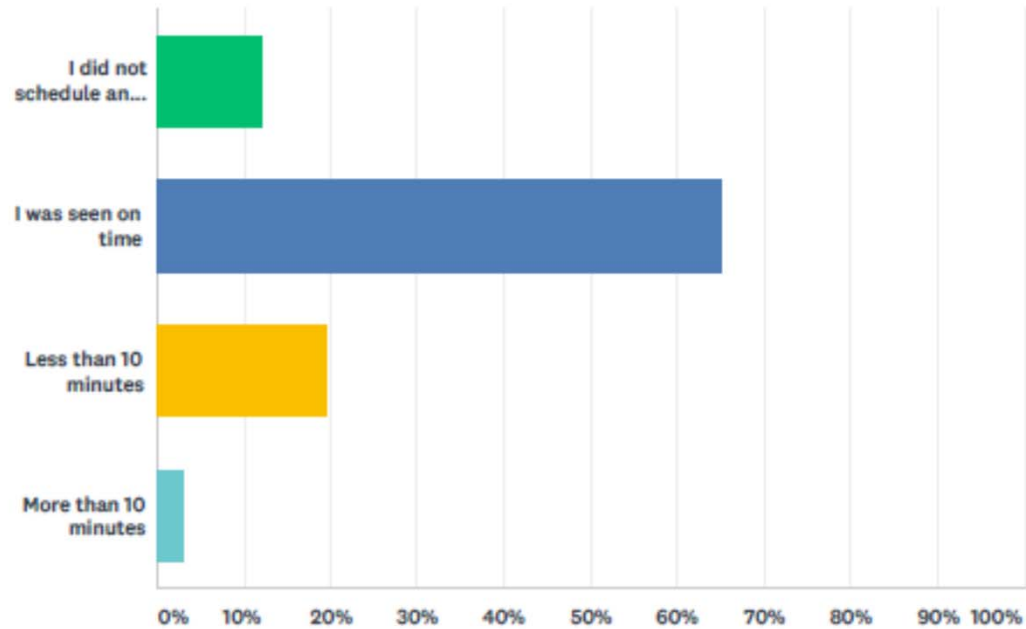
ANSWER CHOICES	RESPONSES	
Yes	93.94%	62
Yes, somewhat	3.03%	2
No	1.52%	1
N/A	1.52%	1
TOTAL		66

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: 66 Skipped: 0



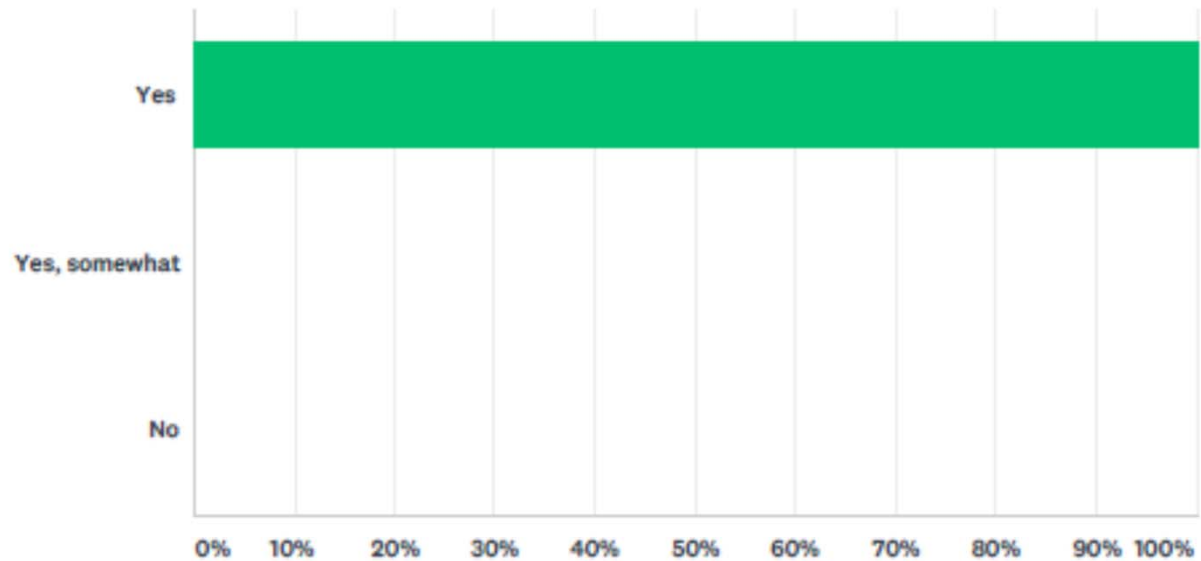
ANSWER CHOICES	RESPONSES	
I did not schedule an appointment in advance	12.12%	8
I was seen on time	65.15%	43
Less than 10 minutes	19.70%	13
More than 10 minutes	3.03%	2
TOTAL		66

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q6 Was your provider friendly and courteous?

Answered: 66 Skipped: 0



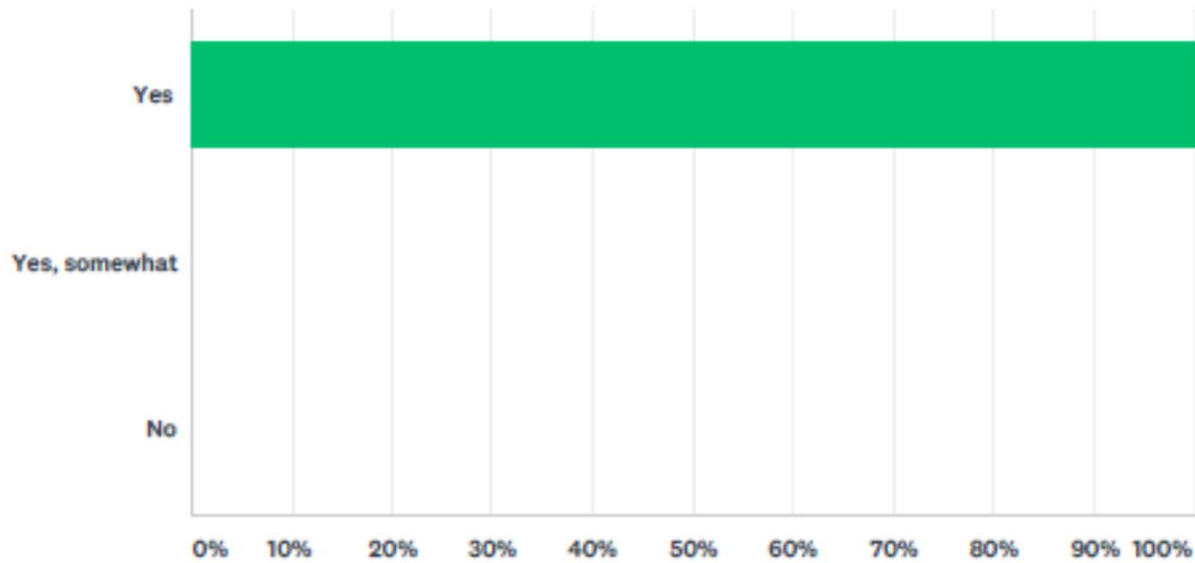
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		66

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: 66 Skipped: 0



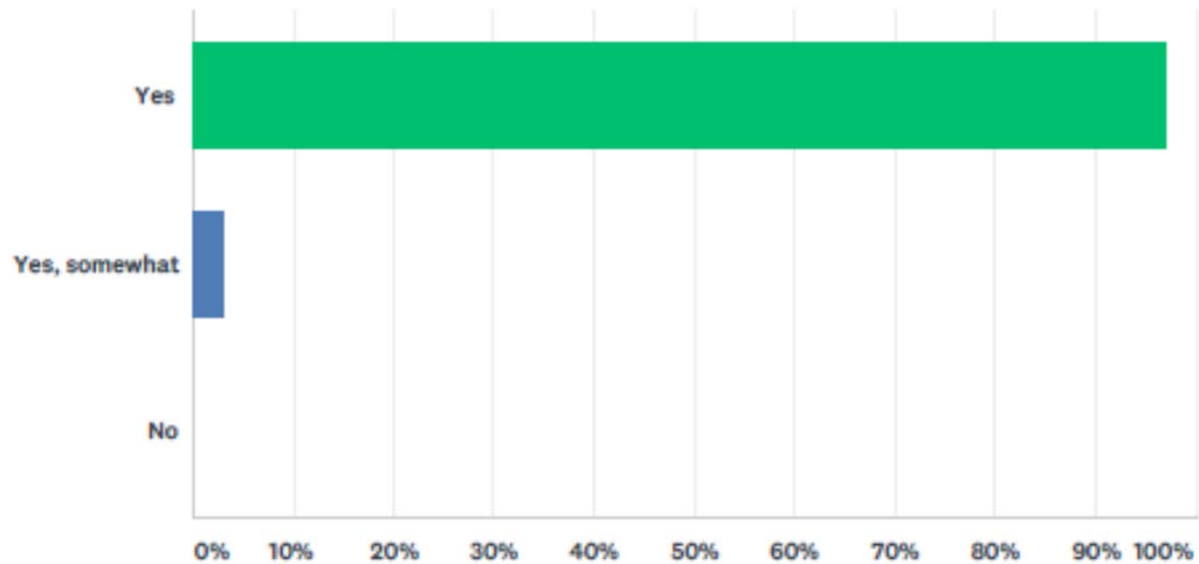
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		66

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: 66 Skipped: 0



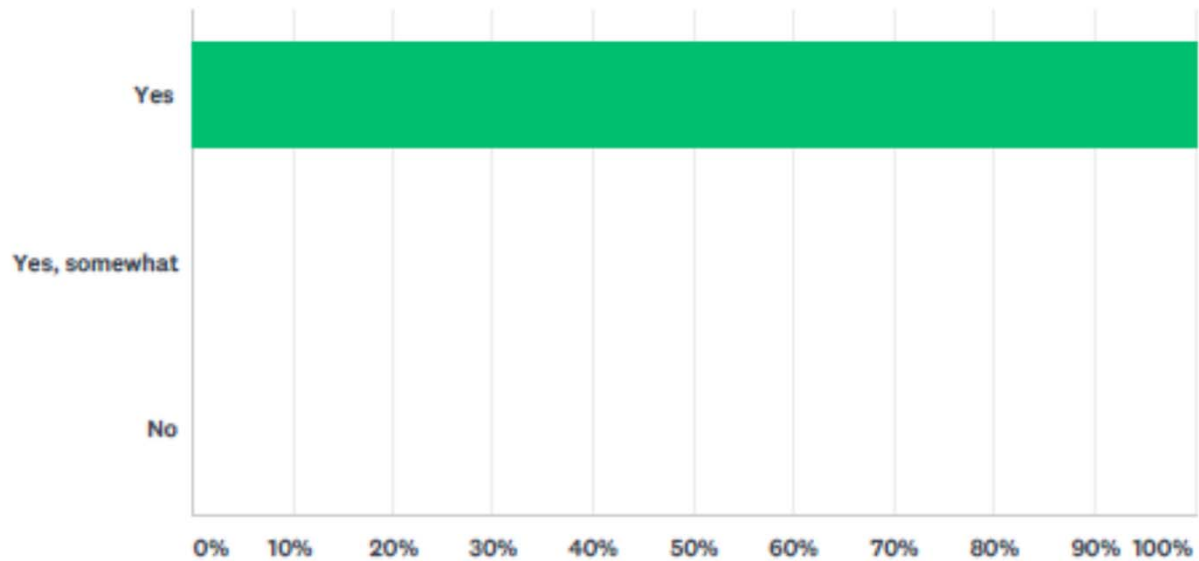
ANSWER CHOICES	RESPONSES
Yes	96.97% 64
Yes, somewhat	3.03% 2
No	0.00% 0
TOTAL	66

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q9 Was your care team friendly and courteous?

Answered: 66 Skipped: 0



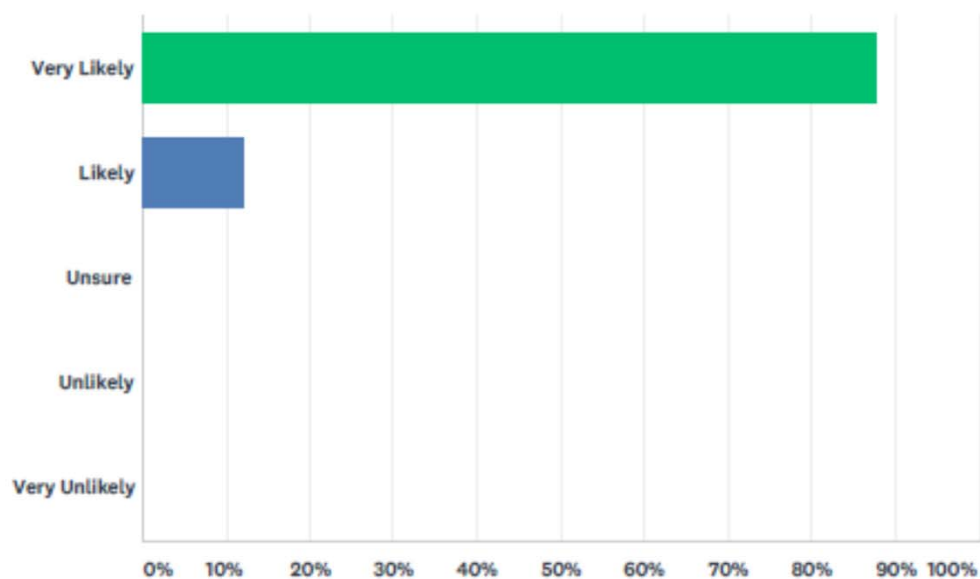
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		66

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: 66 Skipped: 0



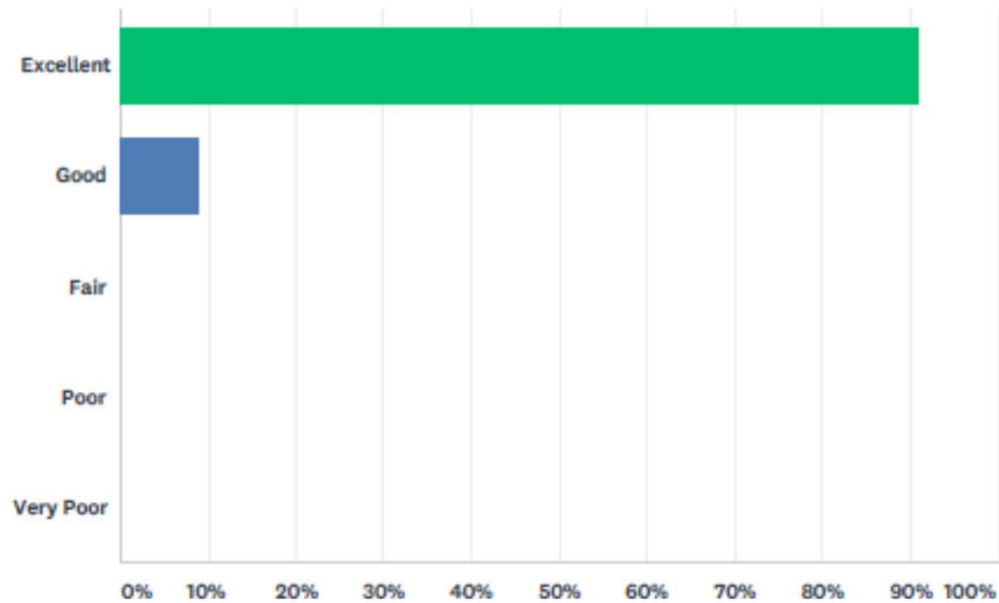
ANSWER CHOICES	RESPONSES	
Very Likely	87.88%	58
Likely	12.12%	8
Unsure	0.00%	0
Unlikely	0.00%	0
Very Unlikely	0.00%	0
TOTAL		66

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q11 How would you rate the care that you received?

Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	90.91%	60
Good	9.09%	6
Fair	0.00%	0
Poor	0.00%	0
Very Poor	0.00%	0
TOTAL		66

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q12 Please share any other comments you have below:

Answered: 8 Skipped: 58

#	RESPONSES	DATE
1	Excellent care all around!	4/19/2019 8:58 AM
2	I come here often whether for self or for a family member. The staff is always courteous, friendly and approachable in every aspect of medical need. Great staff/team effort!!	4/17/2019 9:26 AM
3	Dr. Hennings was understanding of my concerns and open to exploring methods that had helped me in the past.	3/21/2019 3:24 PM
4	Everyone from the reception desk to the NP were wonderful! I called at 8:45 and you got me in by 9:30 and out by 10:10.	3/20/2019 10:09 AM
5	Kim and her supporting cast are wonderful. She is so genuine and has an excellent bedside manner. She has my complete and utter trust. She needs more money so she never leaves!	3/19/2019 12:23 PM
6	NP is very kind and great with my kids.	3/19/2019 10:04 AM
7	Thank you!	3/18/2019 3:41 PM
8	Melody, Gina, and Kim are so wonderful to work with. They always take my concerns seriously and are always respectful. Things are also always explained in an understandable way. Such a friendly staff!	3/14/2019 11:44 AM