



# CITY OF MANITOWOC

WISCONSIN, USA  
[www.manitowoc.org](http://www.manitowoc.org)



TO: Personnel Committee  
FROM: Jessie Lillibridge, Human Resources Director  
RE: Human Resources Office Update  
DATE: May 6, 2019

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

### **Recruiting**

- Hired: DPI Laborers (2)
- Advertising: Police Officer (continuous)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Seasonals
- Advertising: Transit Driver (continuous)
- Advertising: DPI Laborer
- Advertising: Crossing Guard
- Advertising: CSW Intern
- Advertising: Library Clerk
- Interviewing: Firefighter/Paramedic
- Interviewing: DPI Laborer
- Interviewing: Police Officer
- Accepted offer: Transit Division Manager
- Accepted offer: Transit Driver

### **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.

### **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.
- Finalizing an employee satisfaction survey after receiving feedback that employees are concerned 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 on performance evaluation training for supervisors in 2019.
- Beginning the performance management implementation process.
- Performance evaluations for 2018 and goal setting for 2019 still in progress. Still waiting for evals to be returned from some departments.
- Working on developing a new Performance Management process along with implementing a software program to support it.
- Working with Silver Lake College and Lakeland University to enter into partnership agreements, which would allow City employees to receive discounted tuition.

#### **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. We have a new nurse beginning on May 14.
- 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.
- Onsite skin screenings scheduled in May.
- New 6-week stress management workshop began last month.
- 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.

#### **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.
- Distributed the new city-wide Drug & Alcohol Policy for all employees, along with a separate policy for DOT-regulated employees. Still collecting acknowledgement forms.
- Working with Building & Grounds to develop a key/access control policy and procedure.
- Working to develop a City vehicle usage policy.
- Held tornado drills in City facilities and locations during Severe Weather Awareness week.

- 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.
- 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 updated Employee Policy Manual has been distributed to all employees. Still collecting acknowledgement forms.
- The Appreciation Picnic is scheduled for July 17.
- Employee Work Day is scheduled at Silver Creek Park on August 13.

#### **Separations**

- Transit Operations Manager
- Police Officer (retirement)
- Library Clerk
- Recreation Division Manager (retirement)
- Transit Driver (retirement)
- Library Assistant
- Streets Laborer (retirement)
- Completed exit interviews with voluntary separations/retirements

*Attachment*

# Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc  
YTD March, 2019



*Aurora BayCare Medical Center*



Aurora Health Care®



BAYCARE CLINIC



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

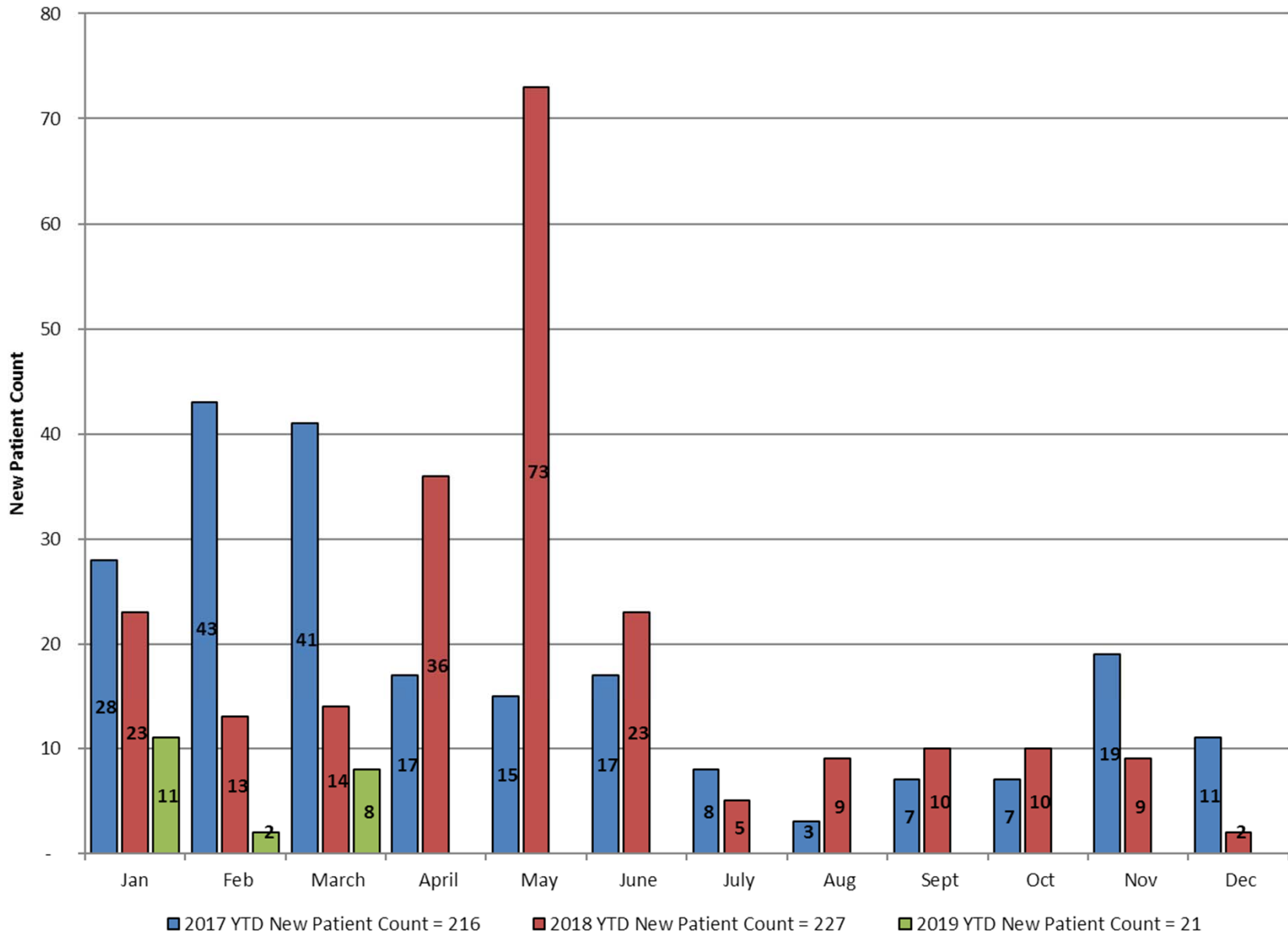
Patient Services					
Company		Description	Monthly Rate	Quantity/Participants	Total Monthly Fee
CITY		Monthly eligible member clinic fee	\$ 7.00	563	\$ 3,941.00
CITY		Pharmacy	\$ 311.83	1	\$ 311.83
CITY		Health Coaching	\$ 35.00	0	\$ -
CITY		Health Coaching (Credit)	\$ 35.00	0	\$ -

Vaccine					
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY	90471	IMMUNIZATION ADMIN SINGLE OR FIRST	No Charge	1	\$ -
CITY					\$ -
<b>Total Clinic Vaccine</b>					<b>\$ -</b>

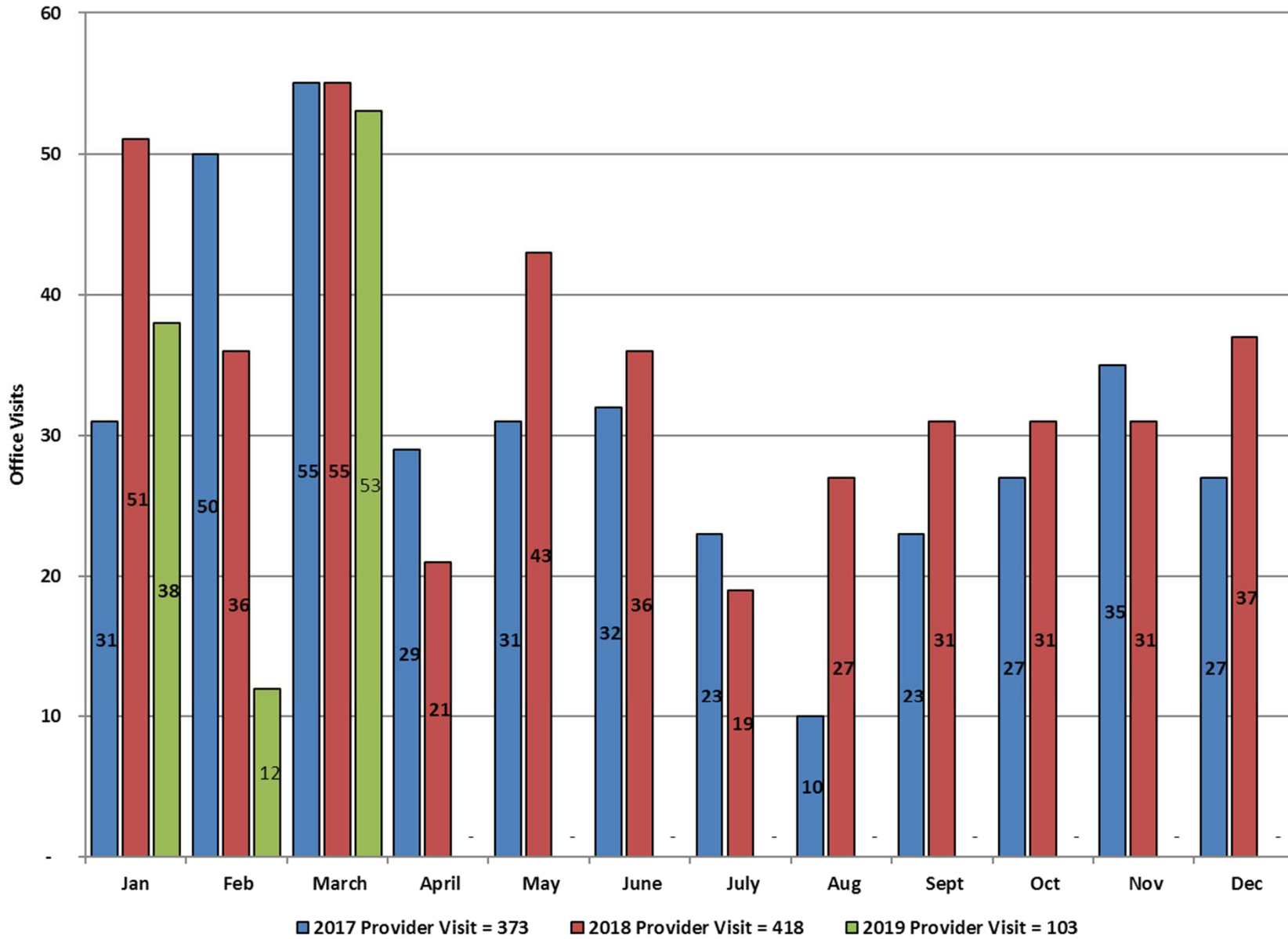
Clinic Labs					
Company	CPT Code	Test Name	Contract Rate	Sum of Quantity	Total Lab Fee
CITY	80048	BPNL BASIC METABOLIC PNL	\$ 3.62	2	\$ 7.24
CITY	80053	CPNL COMP METABOLIC PNL	\$ 4.50	1	\$ 4.50
CITY	80061	LIPPNL LIPID PANEL W/REFLEX + REFLEX TEST SENT TO MAIN	\$ 5.58	3	\$ 16.74
CITY	80069	RENPNL RENAL PANEL	\$ 12.61	1	\$ 12.61
CITY	80076	LIVPNL HEPATIC FUNCTION PNL	\$ 3.46	2	\$ 6.92
CITY	81001	COMCS COMP. UA, C/S IF IND.	\$ 4.84	3	\$ 14.52
CITY	82306	25VDR VIT D, 25-HYDROXY	\$ 5.73	1	\$ 5.73
CITY	83036	GLYH HEMOGLOBIN A1C	\$ 4.95	2	\$ 9.90
CITY	83615	LDH LD TOTAL	\$ 2.58	1	\$ 2.58
CITY	84439	FT4 FREE T4	\$ 4.83	2	\$ 9.66
CITY	84443	TSH TSH	\$ 4.83	2	\$ 9.66
CITY	84443	TSHR TSH WITH REFLEX	\$ 7.75	1	\$ 7.75
CITY	84484	RAPDTR TROPONIN I	\$ 43.84	1	\$ 43.84
CITY	85004	DIFA DIFFERENTIAL	Not on Contract	3	\$ -
CITY	85027	CBCNO HEME PROFILE	\$ 4.92	3	\$ 14.76
CITY	86592	RPR RPR	Not on Contract	1	\$ -
CITY	86704	HCAB HEP B CORE TOTAL AB	Not on Contract	1	\$ -
CITY	86780	MHATP T PALLIDIUM IgG TPPA	Not on Contract	1	\$ -
CITY	86803	HCV HEP C AB	\$ 19.75	1	\$ 19.75
CITY	86900	ABRH ABO/RH(D)	Not on Contract	1	\$ -
CITY	86901	ABRH ABO/RH(D)	Not on Contract	1	\$ -
CITY	87077	A11 AEROBIC IDENTIFICATION	\$ 21.16	1	\$ 21.16
CITY	87077	A12 AEROBIC IDENTIFICATION X 2	Not on Contract	1	\$ -
CITY	87081	STTH CULTURE STREP GRP A	\$ 16.33	3	\$ 48.99
CITY	87086	URC URINE CULTURE	\$ 15.24	2	\$ 30.48
CITY	87186	ZZ00 SUSCEPTIBILITY	Not on Contract	2	\$ -
CITY	87186	ZZ01 SUSCEPTIBILITY	Not on Contract	1	\$ -
CITY	87340	HBAG HEP B SURFACE AG	\$ 19.75	1	\$ 19.75
CITY	87389	HIVSCR HIV AG/AB COMBO SCR	\$ 24.53	2	\$ 49.06
CITY	87529	HSVPCR HERPES SIMPLEX PCR	\$ 52.94	1	\$ 52.94
CITY	87591	NGPT GC NAA	Not on Contract	1	\$ -
<b>Total Lab</b>					<b>\$ 408.54</b>
<b>TOTAL INVOICED</b>					<b>\$ 4,661.37</b>

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					\$ -
<b>Total Clinic Health Coaching Credit</b>					<b>\$ 982.50</b>

## City of Manitowoc - New Patient Summary

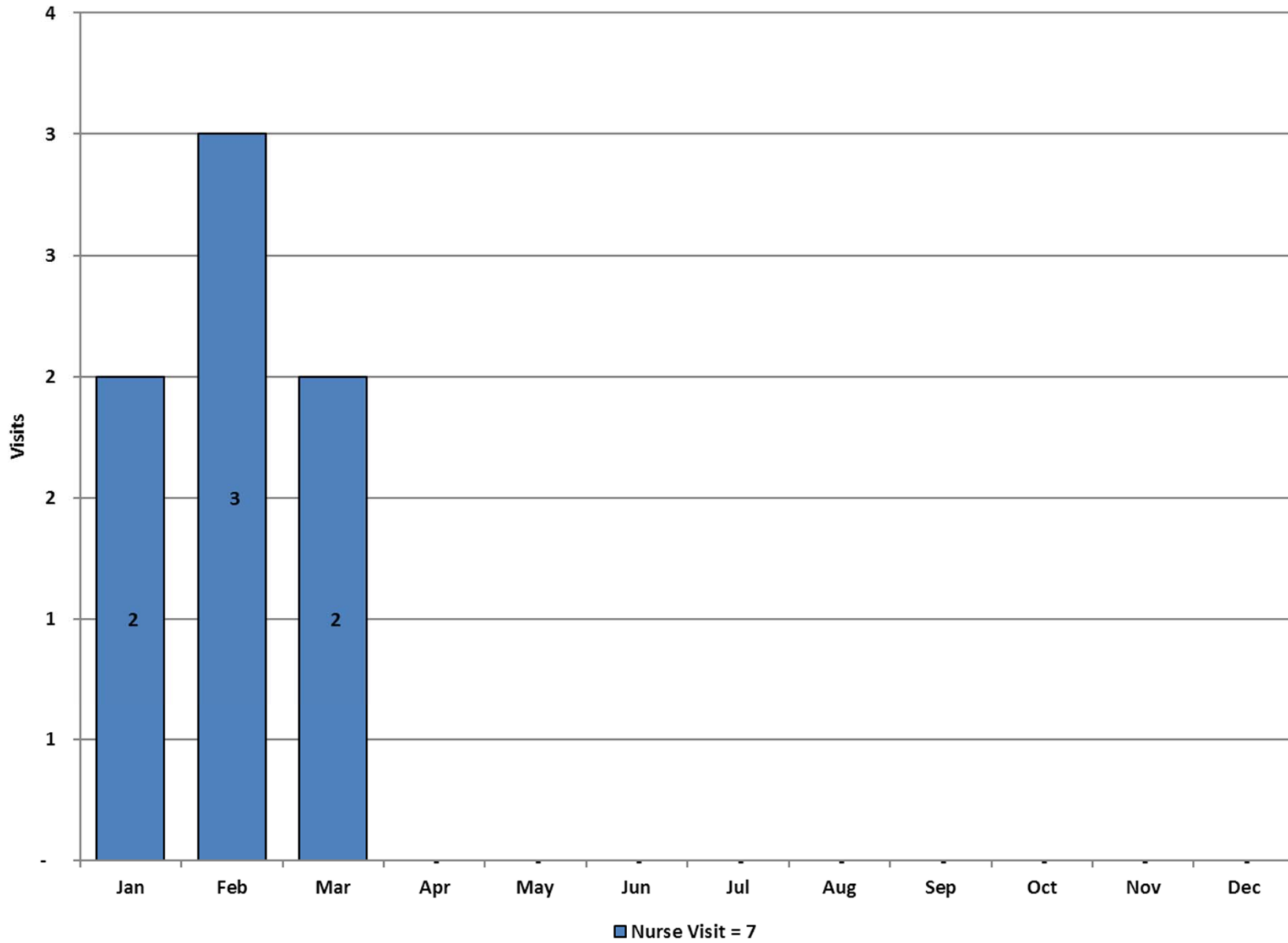


## City of Manitowoc - Provider Visits YTD Summary





## City of Manitowoc - Nurse Visits YTD Summary



# City of Manitowoc - Visits By Day Summary Pg 1

## Provider Visits - March 2019

Visit Type	Appointment Time	Appointment Date	Appointment Length (Minutes)	Monday	Tuesday	Wednesday	Thursday	Friday	Total
Provider Visit	8:00:00 AM	3/13/2019	30			1			1
Provider Visit	8:00:00 AM	3/15/2019	15					1	1
Provider Visit	8:00:00 AM	3/18/2019	30	1					1
Provider Visit	8:00:00 AM	3/21/2019	45				1		1
Provider Visit	8:30:00 AM	3/8/2019	30					1	1
Provider Visit	8:30:00 AM	3/11/2019	30	1					1
Provider Visit	8:30:00 AM	3/20/2019	30			1			1
Provider Visit	8:30:00 AM	3/22/2019	30					1	1
Provider Visit	8:30:00 AM	3/25/2019	30	1					1
Provider Visit	9:30:00 AM	3/1/2019	30					1	1
Provider Visit	9:30:00 AM	3/4/2019	30	1					1
Provider Visit	9:30:00 AM	3/5/2019	30		1				1
Provider Visit	9:30:00 AM	3/8/2019	30					1	1
Provider Visit	10:00:00 AM	3/1/2019	30					1	1
Provider Visit	10:00:00 AM	3/5/2019	30		1				1
Provider Visit	10:00:00 AM	3/8/2019	30					1	1
Provider Visit	10:00:00 AM	3/19/2019	30		1				1
Provider Visit	10:00:00 AM	3/25/2019	30	1					1
Provider Visit	1:00:00 PM	3/15/2019	30					1	1
Provider Visit	1:00:00 PM	3/20/2019	30			1			1
Provider Visit	1:00:00 PM	3/22/2019	30					1	1
Provider Visit	4:00:00 PM	3/27/2019	30			1			1
Provider Visit	4:00:00 PM	3/28/2019	30				1		1
Provider Visit	11:00:00 AM	3/1/2019	30					1	1
Provider Visit	11:00:00 AM	3/4/2019	30	1					1
Provider Visit	11:00:00 AM	3/19/2019	30		1				1
Provider Visit	11:30:00 AM	3/4/2019	15	1					1
Provider Visit	11:30:00 AM	3/14/2019	30				1		1
Provider Visit	11:30:00 AM	3/15/2019	30					1	1
Provider Visit	11:30:00 AM	3/20/2019	30			1			1

# City of Manitowoc - Visits By Day Summary Pg 2

## Provider Visits - March 2019

Visit Type	Time	Date	Length (Minutes)	Monday	Tuesday	Wednesday	Thursday	Friday	Total
Provider Visit	11:30:00 AM	3/26/2019	30		1				1
Provider Visit	10:30:00 AM	3/5/2019	30		1				1
Provider Visit	10:30:00 AM	3/22/2019	30					1	1
Provider Visit	10:30:00 AM	3/26/2019	30		1				1
Provider Visit	10:30:00 AM	3/27/2019	30			1			1
Provider Visit	2:45:00 PM	3/6/2019	45			1			1
Provider Visit	3:45:00 PM	3/7/2019	30				1		1
Provider Visit	3:30:00 PM	3/4/2019	30	1					1
Provider Visit	3:30:00 PM	3/13/2019	15			1			1
Provider Visit	1:30:00 PM	3/22/2019	30					1	1
Provider Visit	1:30:00 PM	3/27/2019	30			1			1
Provider Visit	2:00:00 PM	3/7/2019	30				1		1
Provider Visit	2:00:00 PM	3/19/2019	30		1				1
Provider Visit	2:00:00 PM	3/27/2019	30			1			1
Provider Visit	2:30:00 PM	3/4/2019	30	1					1
Provider Visit	2:30:00 PM	3/26/2019	30		1				1
Provider Visit	3:00:00 PM	3/14/2019	30				1		1
Provider Visit	3:00:00 PM	3/21/2019	30				1		1
Provider Visit	4:30:00 PM	3/4/2019	30	1					1
Provider Visit	4:30:00 PM	3/15/2019	15					1	1
Provider Visit	4:45:00 PM	3/7/2019	15				1		1
Provider Visit	1:15:00 PM	3/11/2019	30	1					1
Provider Visit	8:45:00 AM	3/25/2019	30	1					1
									-
									-
<b>Grand Total</b>				<b>12</b>	<b>9</b>	<b>10</b>	<b>8</b>	<b>14</b>	<b>53</b>

# City of Manitowoc - Visits By Day Summary Pg 3

<b>Number of Cancelled/No Show Visits - March 2019</b>			
<b>Date</b>	<b>Cancellation</b>	<b>No Show</b>	<b>Total</b>
3/4/2019		1	1
3/5/2019	3		3
3/7/2019	2		2
3/14/2019	1		1
3/21/2019	1		1
3/26/2019	1		1
<b>Grand Total</b>	<b>8</b>	<b>1</b>	<b>9</b>
	<b>Nurse Visits - March 2019</b>		
	<b>Visit Type</b>	<b>Total</b>	
	Nurse Visit	2	
	<b>Grand Total</b>	<b>2</b>	

# City of Manitowoc - Vaccine Summary

## YTD Quantity

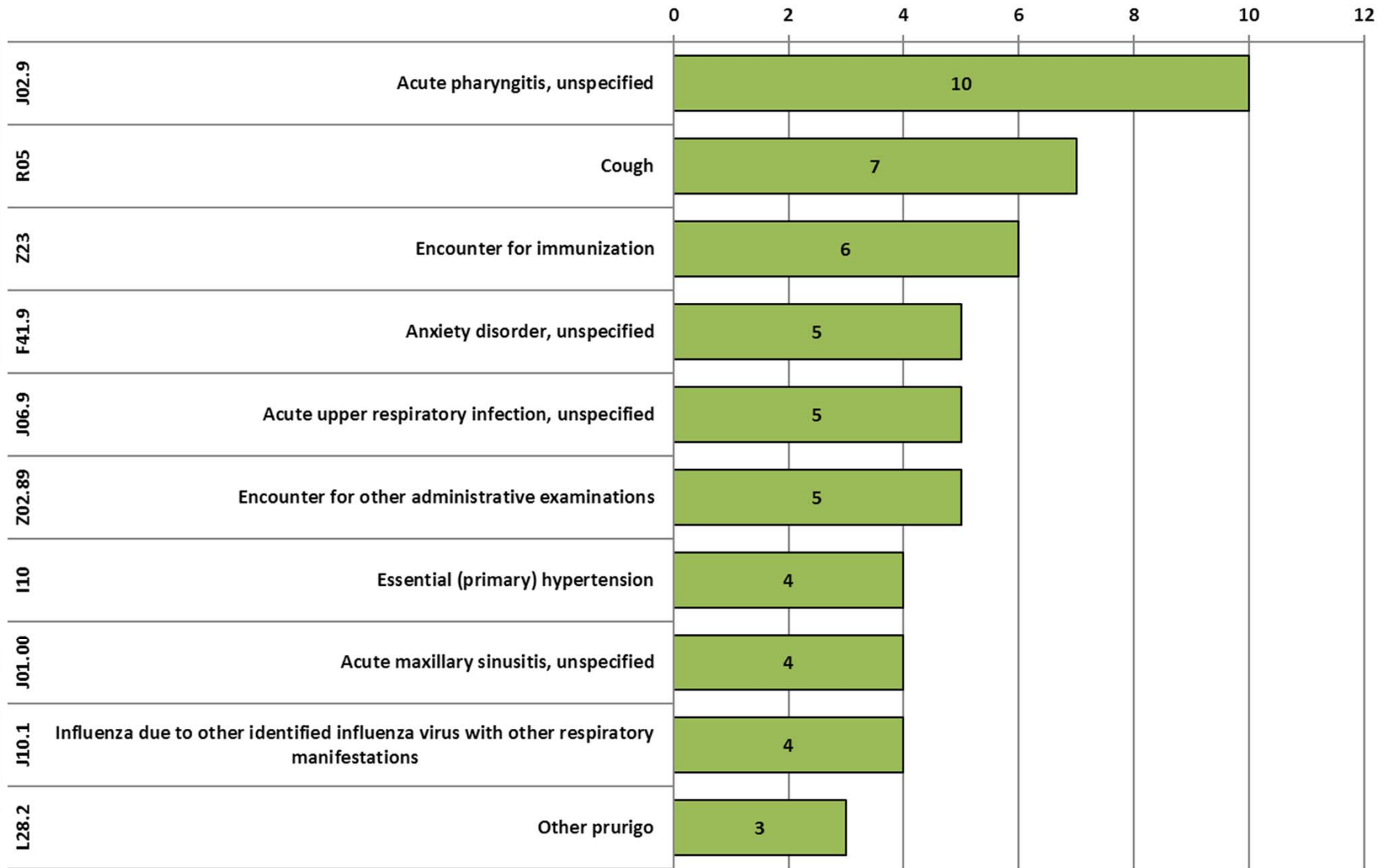
CPT Code	Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Qty
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	2	1	-										3
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM			-										-
90714.02	TD PRES FREE VACC, 7+ YRS			-										-
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	2		-										2
90746	HEP B VACC ADULT 3 DOSE, IM			-										-
<b>Total</b>		<b>4</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>5</b>

## YTD Cost

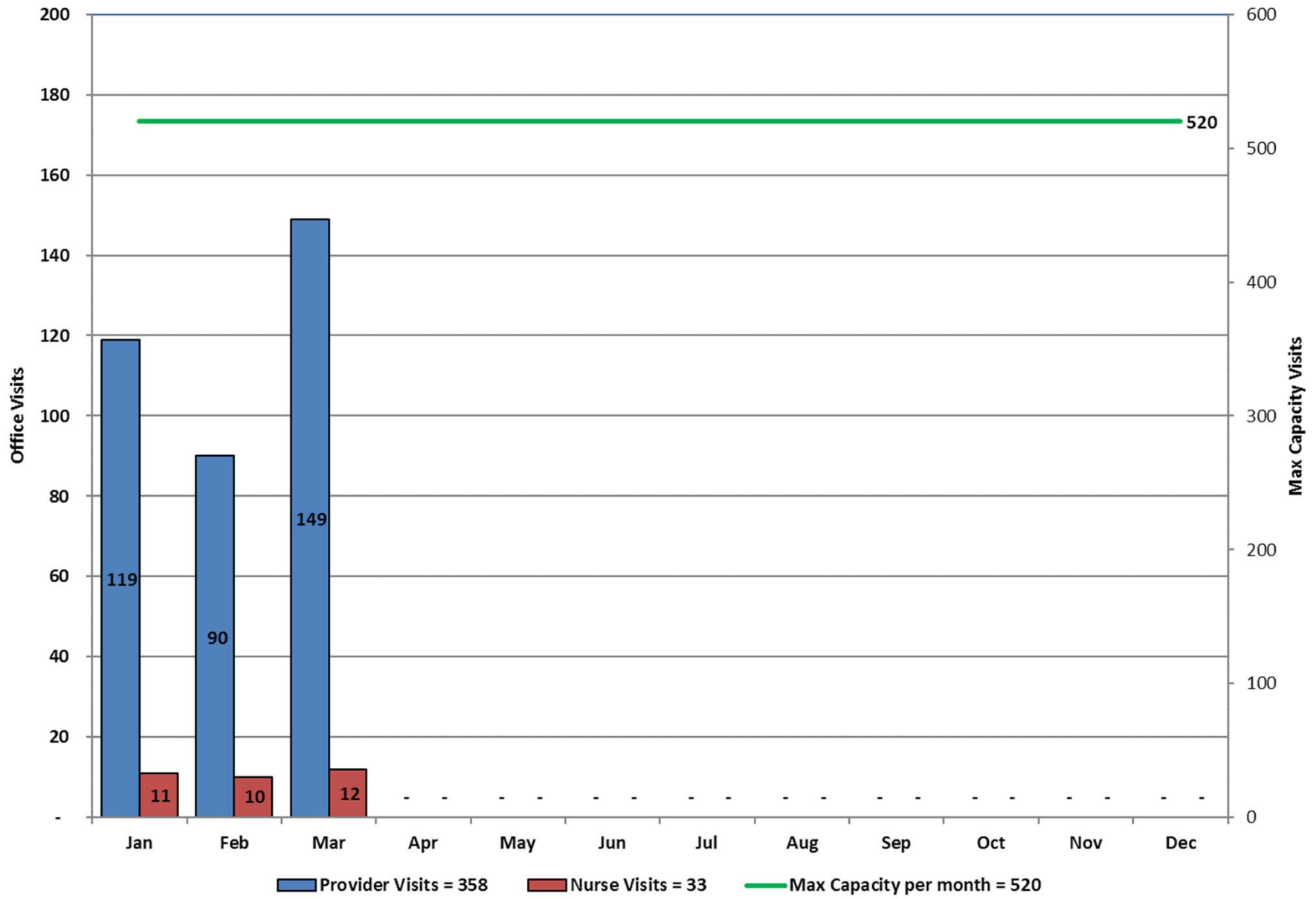
CPT Code	Description	Cost	YTD Qty	Total YTD Cost
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	\$ 19.00	3	\$ 57.00
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM	\$ 17.00	-	\$ -
90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 25.00	-	\$ -
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	2	\$ 78.00
90736	Shingles (Zostavax) Vaccine	\$ -	-	\$ -
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	\$ 60.00	-	\$ -
<b>Total</b>			<b>5</b>	<b>\$ 135.00</b>

## City of Manitowoc - Top Ten Diagnosis

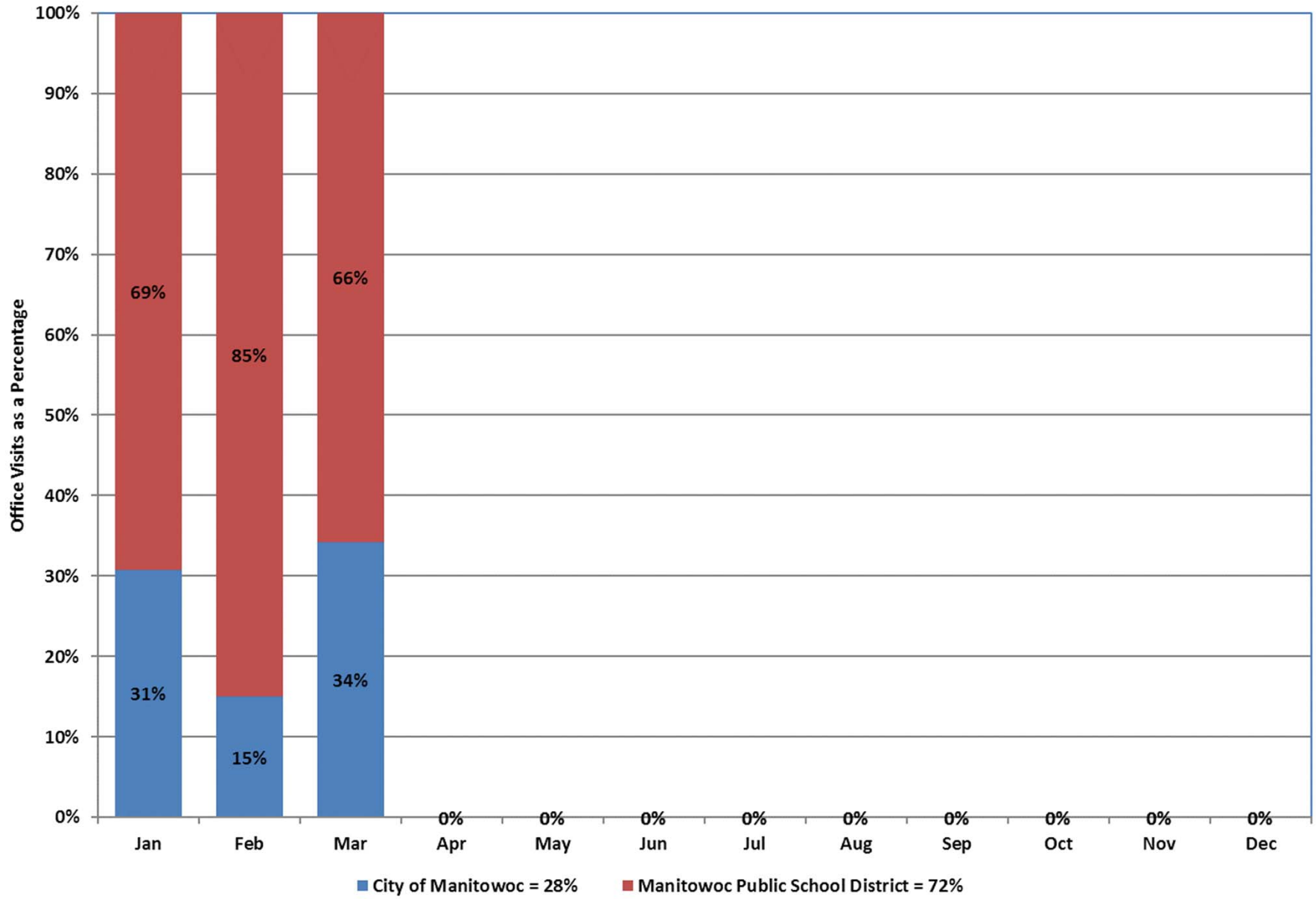
■ YTD Diagnosis



# Total Manty Health & Wellness Clinic Visits YTD



## Total Manty Health & Wellness Clinic Visits YTD Comparison



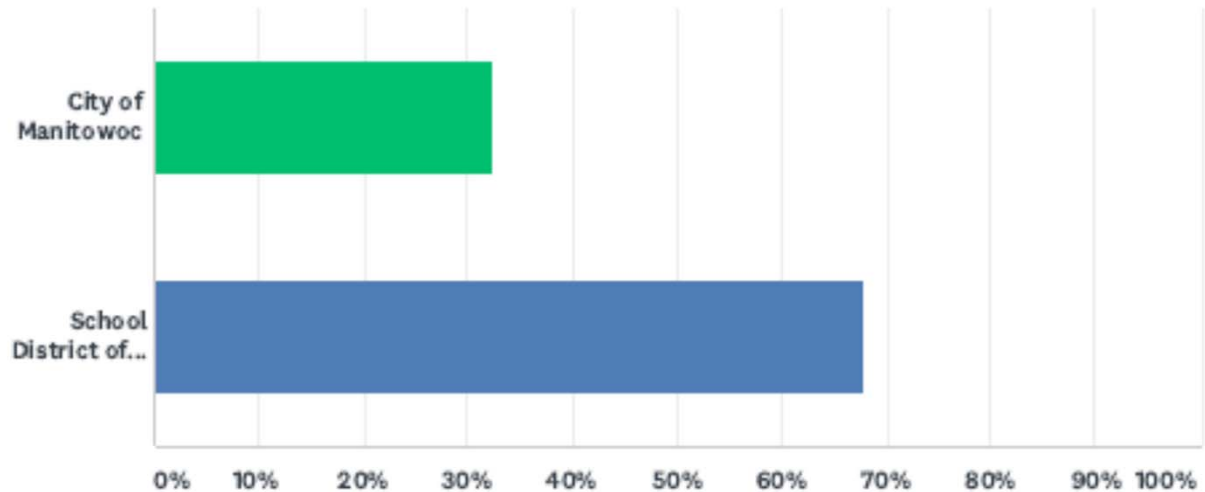


# Manty Clinic Patient Survey YTD

## 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



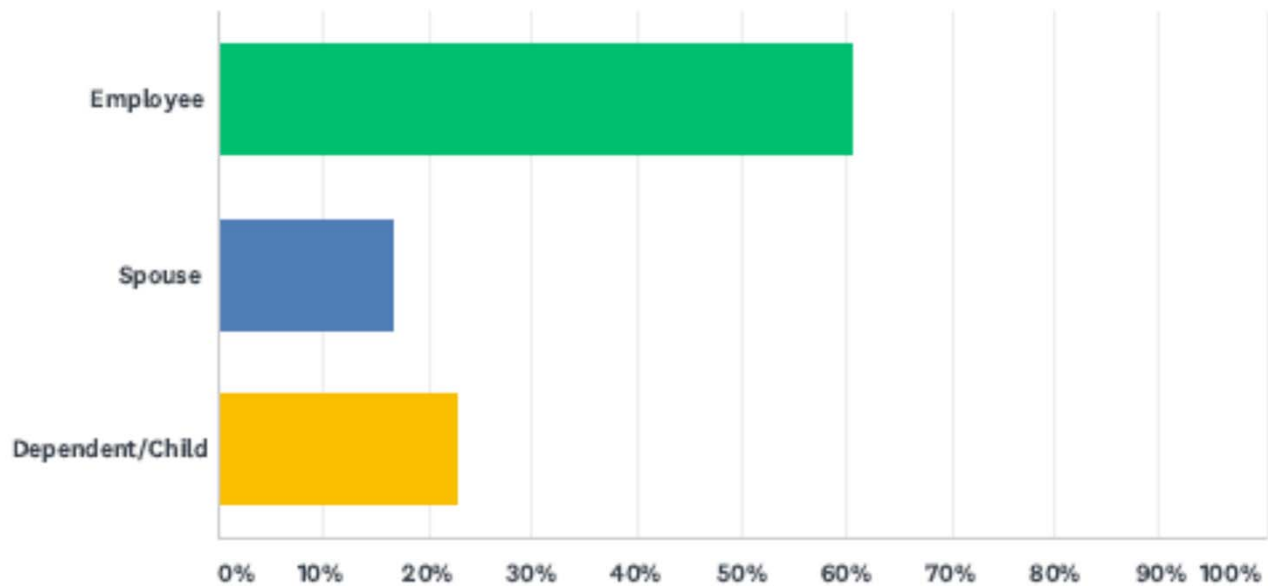
ANSWER CHOICES	RESPONSES
City of Manitowoc	32.31% 21
School District of Manitowoc	67.69% 44
TOTAL	65

# 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



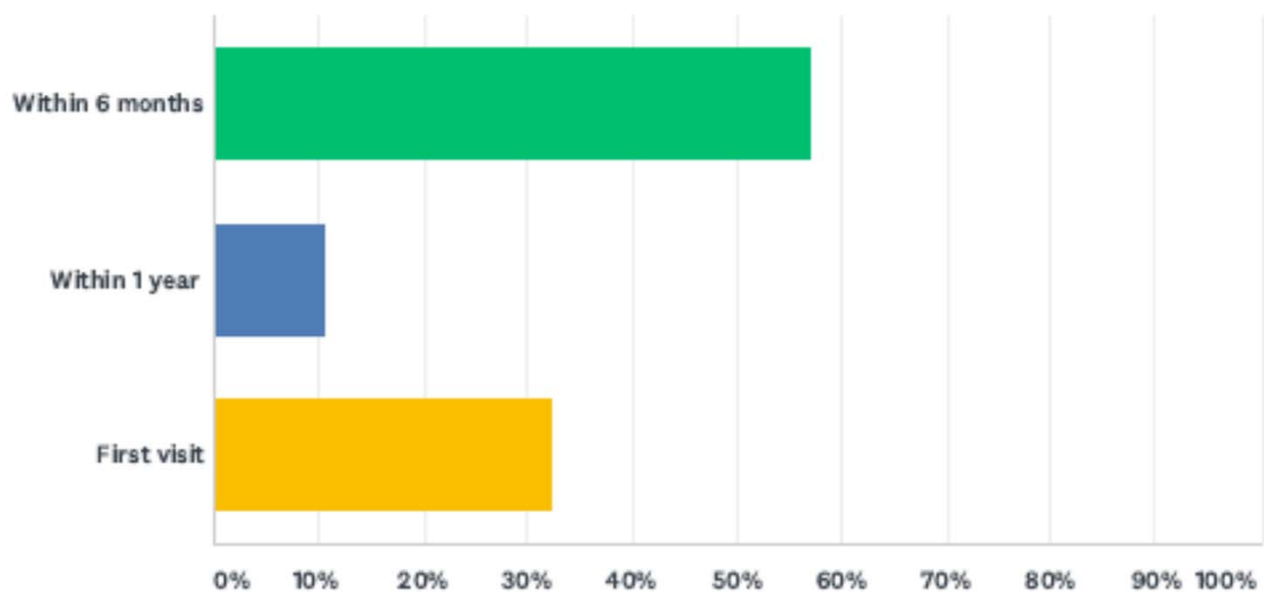
ANSWER CHOICES	RESPONSES
Employee	60.61% 40
Spouse	16.67% 11
Dependent/Child	22.73% 15
TOTAL	66

# 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



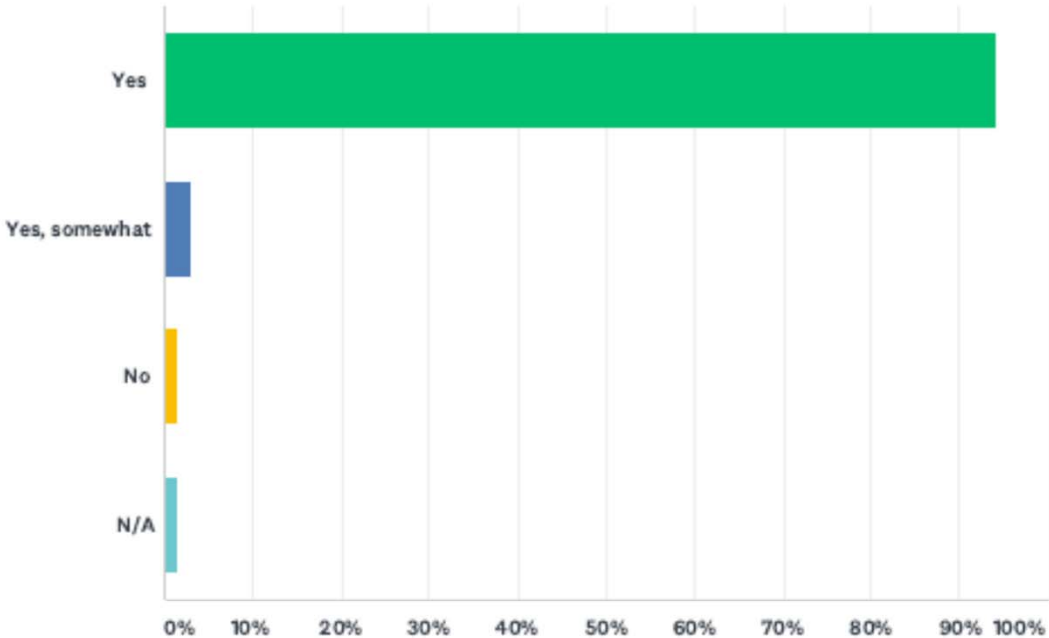
ANSWER CHOICES	RESPONSES
Within 6 months	56.92% 37
Within 1 year	10.77% 7
First visit	32.31% 21
TOTAL	65

# 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



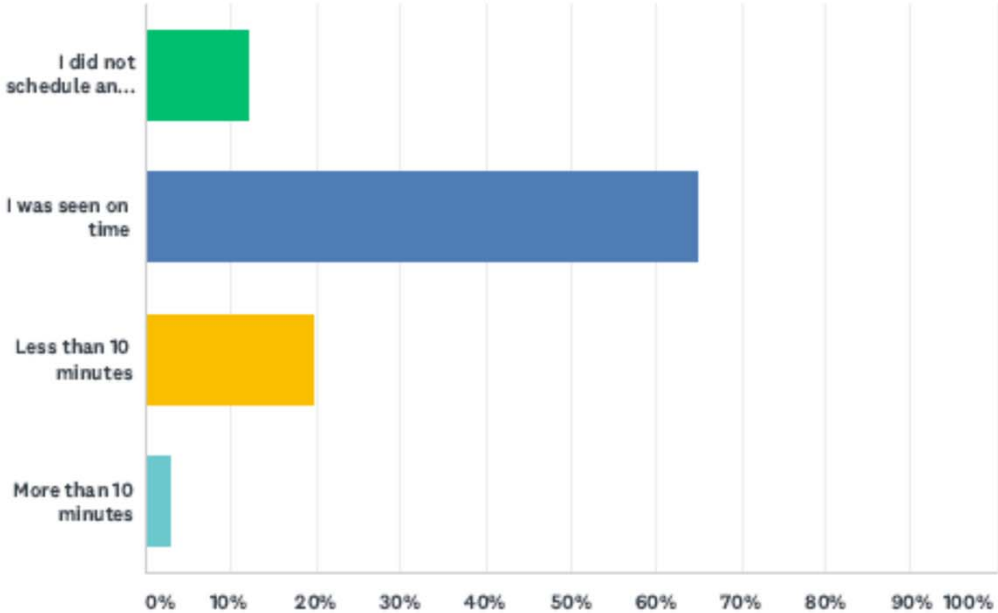
ANSWER CHOICES	RESPONSES	
Yes	93.94%	62
Yes, somewhat	3.03%	2
No	1.52%	1
N/A	1.52%	1
TOTAL		66

# 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



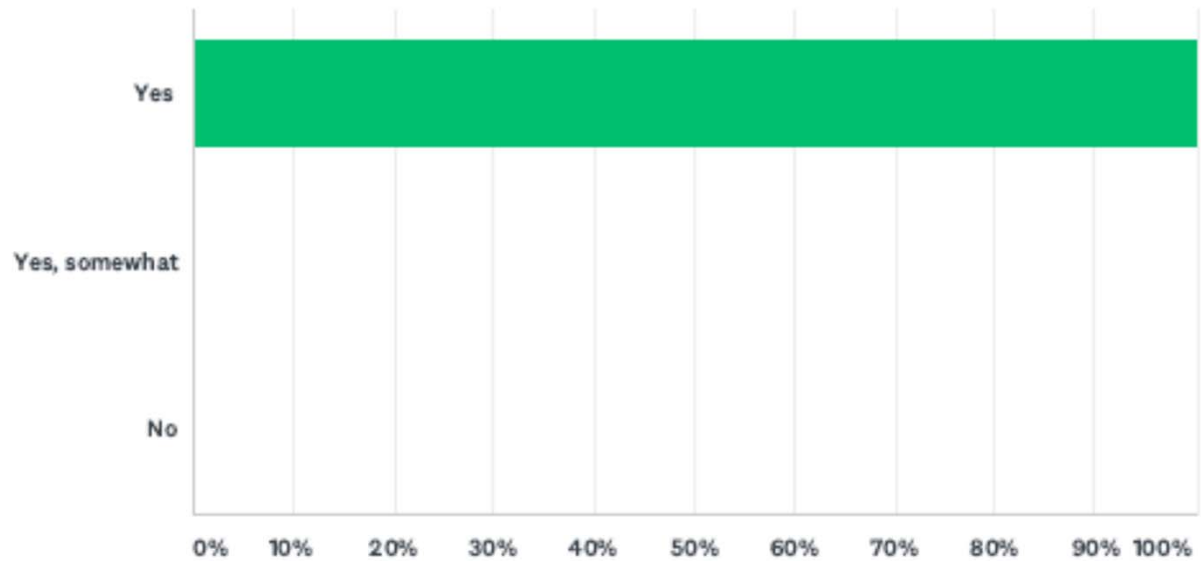
ANSWER CHOICES	RESPONSES	
I did not schedule an appointment in advance	12.12%	8
I was seen on time	65.15%	43
Less than 10 minutes	19.70%	13
More than 10 minutes	3.03%	2
<b>TOTAL</b>		<b>66</b>

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

### Q6 Was your provider friendly and courteous?

Answered: 66 Skipped: 0



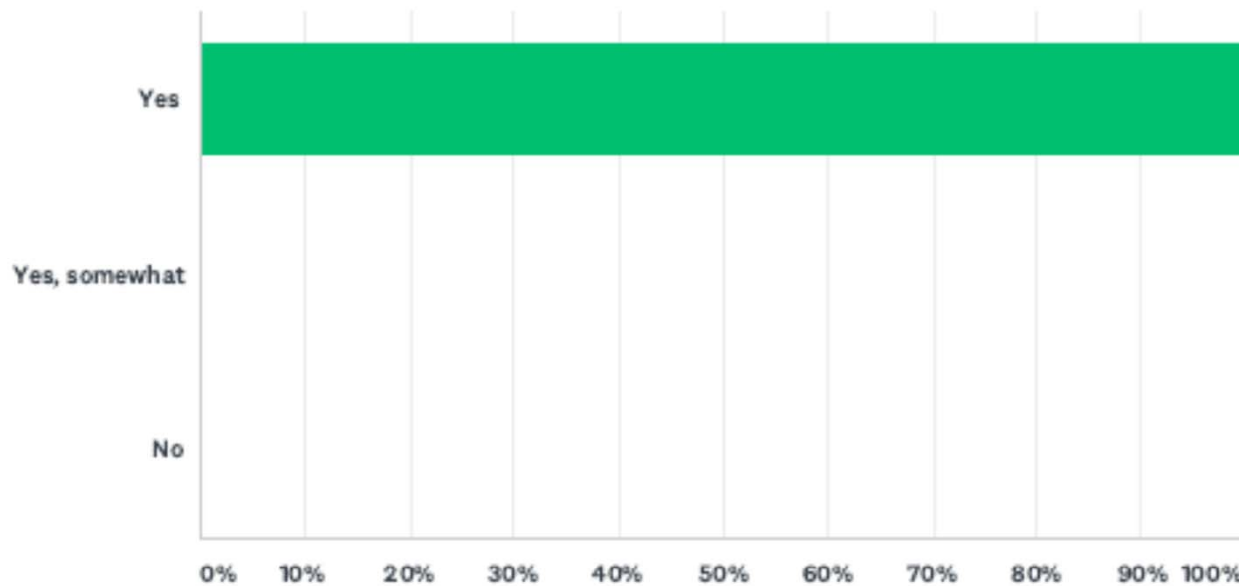
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
<b>TOTAL</b>		<b>66</b>

# 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



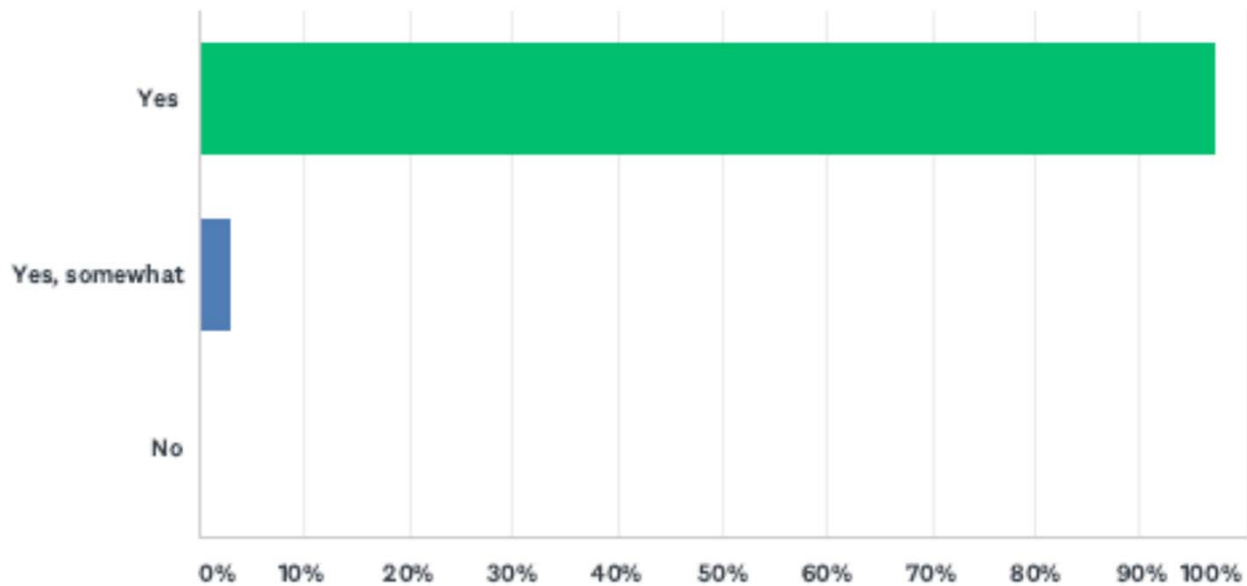
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
<b>TOTAL</b>		<b>66</b>

# 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
<b>TOTAL</b>		<b>66</b>

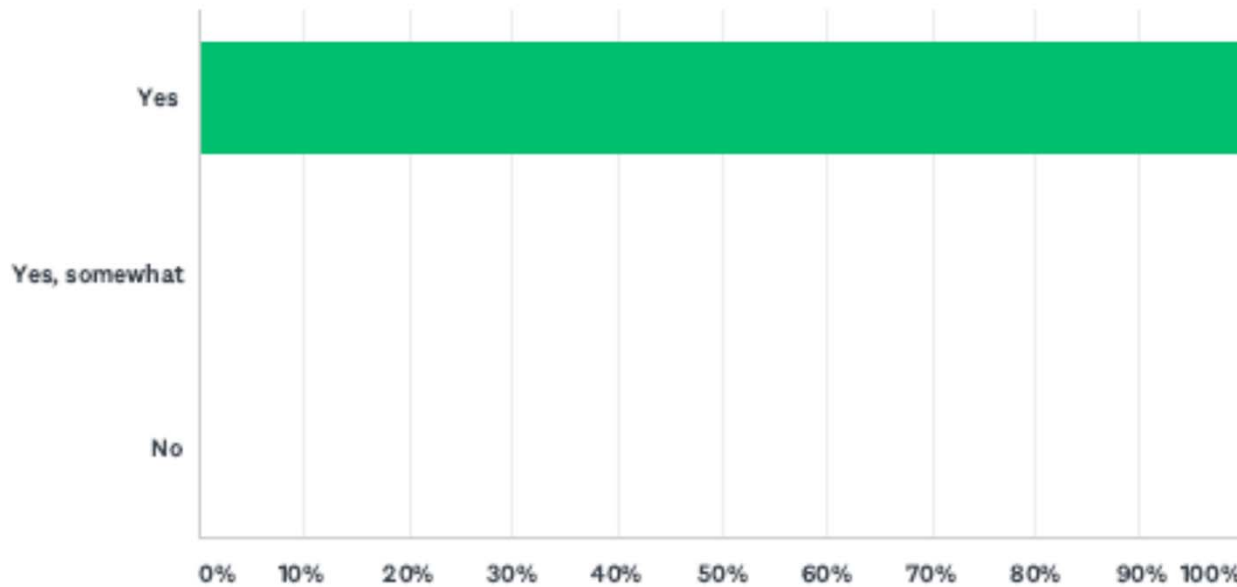


# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

### Q9 Was your care team friendly and courteous?

Answered: 66 Skipped: 0



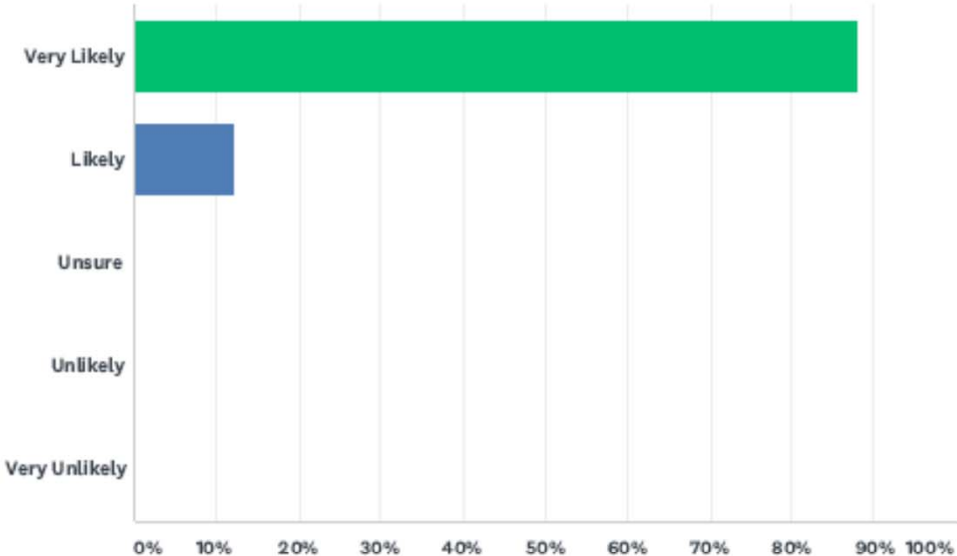
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
<b>TOTAL</b>		<b>66</b>

# 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



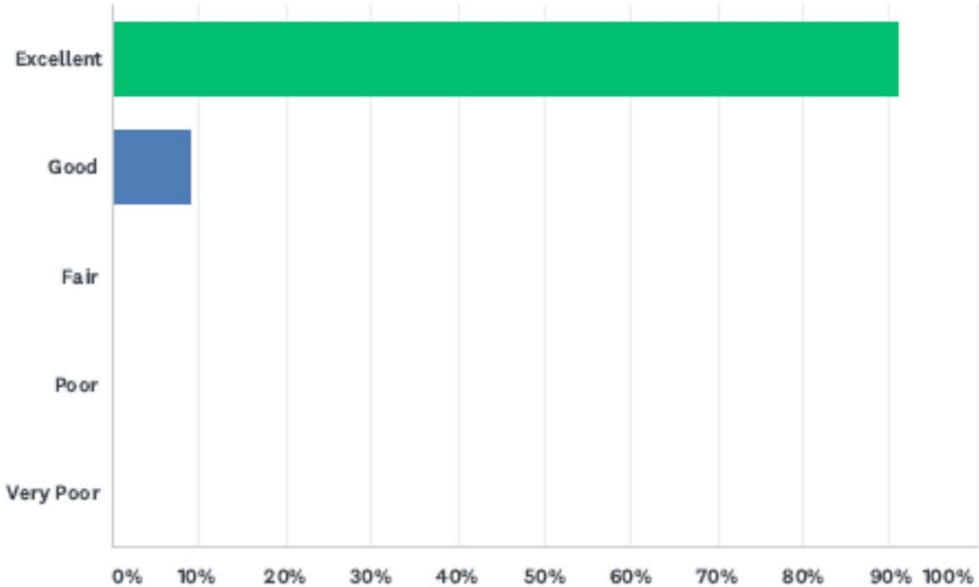
ANSWER CHOICES	RESPONSES	
Very Likely	87.88%	58
Likely	12.12%	8
Unsure	0.00%	0
Unlikely	0.00%	0
Very Unlikely	0.00%	0
<b>TOTAL</b>		<b>66</b>

# 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
<b>TOTAL</b>		<b>66</b>

# 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