



CITY OF MANITOWOC

WISCONSIN, USA
www.manitowoc.org



TO: Personnel Committee
FROM: Jessie Lillibridge, Human Resources Director
RE: Human Resources Office Update
DATE: January 6, 2020

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

Recruiting

- Hired: Recreation Team Leader
- Hired: DPI Laborer
- Hired: Transit Driver
- Hired: Police Officer (Recruit School)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Seasonals
- Advertising: Transit Driver (continuous)
- Advertising: Library IT Technician
- Advertising: Security Guard-RWAM
- Advertising: Bridgetender
- Advertising: Crossing Guard
- Advertising: Library Associate
- Interviewing: Library Guard/Custodian
- Interviewing: Community Service Worker
- Extended Offer: Parks Planner
- Accepted Offer: Community Development Admin
- Accepted Offer: Administrative Support Specialist – Rec/Snr Center

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.
- Making progress in bargaining with the Transit union for the upcoming contract. Hoping to have a ratified agreement for January Council.
- Received a notice from the state that a former firefighter had filed an application for duty disability. Working with our outside legal counsel to respond.

- Received a discrimination complaint from a current police officer. Working with outside legal to respond. We have reached out to the state to find out the status of this case.

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.
- We have scheduled three dates in 2020 for CVMIC to bring the Leadership Certification Program onsite.

Compensation, Benefits & Wellness

- Manty Health & Wellness Center operations continue to go well. Positive feedback from employees. Attached is the monthly report.
- Onsite nurse visits occur twice a month.
- Wellness Committee – monthly health topics and lunch and learn programs. We have a few events that we are working on for 2020 and working on incorporating Go365 into the initiatives.
- Our switch to Robin (medical) and Delta (dental) went very well. We are working to respond to a few questions, but so far the transition has been fairly seamless.
- Working to get Kronos set up for performance management.
- Annual market increase from compensation analyst is as follows:
 - Exempt: 2.35%
 - Non-exempt: 2.16%
 - The compensation structure will be updated with this information in preparation for the April 2020 increases.

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 to develop a City vehicle usage policy.
- Aurora will be onsite January 16 to give a stretching/injury prevention presentation to City administrative staff, similar to the presentation done for DPW and Fire.
- Working on informing employees of multiple ways to access our MSDS Online binder.
- Annual PD audiograms have been scheduled for the first quarter of 2020.
- Working to establish a process to address the new federal requirements for the drug and alcohol clearinghouse for DOT drivers.
- Looking to implement a new safety response protocol. The program is the same one that the school district just implemented and is recommended by our public safety team.

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. We are working with managers to get them comfortable using the system for hiring and terminations.
- Working on several end of year reports for various organizations (workers comp, OSHA, etc.).

Separations

- DPI Laborer
- Bridgetender
- Crossing Guard
- RWAM Security Guard
- Transit Driver
- Completed exit interviews with voluntary separations/retirements

Attachment

Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc
YTD November, 2019



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>November YTD 2019</i>
Monthly Eligible Member Clinic Fee	\$ 4,004.00	\$ 3,885.00	\$ 3,941.00	\$ 3,934.00	\$ 3,941.00	\$ 3,927.00	\$ 4,025.00	\$ 4,032.00	\$ 3,990.00	\$ 4,088.00	\$ 3,969.00		\$ 43,736.00
Pharmacy	\$ 431.59	\$ 220.89	\$ 311.83	\$ 512.90	\$ 100.56	\$ 254.41	\$ 106.04	\$ 61.84	\$ 94.13	\$ 83.89	\$ 98.91		\$ 2,276.99
Clinic Vaccine	\$ 116.00	\$ 19.00	\$ -	\$ 64.00	\$ 196.00	\$ 516.00	\$ 396.00	\$ 242.00	\$ 792.00	\$ 598.00	\$ 152.00		\$ 3,091.00
Labs	\$ 205.70	\$ 95.27	\$ 408.54	\$ 324.82	\$ 392.32	\$ 180.36	\$ 323.07	\$ 193.59	\$ 185.53	\$ 209.14	\$ 325.65		\$ 2,843.99
Health Coaching Deposit	\$ -				\$ (450.00)					\$ (43.75)			\$ (493.75)
Health Coaching	\$ -				\$ 450.00					\$ 43.75			\$ 493.75
													\$ -
Aurora Employer Clinic Charges Invoiced	\$ 4,757.29	\$ 4,220.16	\$ 4,661.37	\$ 4,835.72	\$ 4,629.88	\$ 4,877.77	\$ 4,850.11	\$ 4,529.43	\$ 5,061.66	\$ 4,979.03	\$ 4,545.56	\$ -	\$ 51,947.98

<i>Charges Avoided</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>November YTD 2019</i>
Customary Charges	\$ 7,974.81	\$ 2,594.36	\$ 10,137.89	\$ 8,106.94	\$ 9,097.74	\$ 8,364.76	\$ 8,133.10	\$ 6,997.84	\$ 6,516.56	\$ 9,326.74	\$ 7,074.66	\$ -	\$ 84,325.40
Additional Charges	\$ 137.52	\$ 115.97	\$ 173.95	\$ 16.63	\$ 168.93	\$ 169.64	\$ 143.06	\$ 103.78	\$ 61.84	\$ 50.27	\$ 280.39	\$ -	\$ 1,421.98
Total Charges Avoided	\$ 8,112.33	\$ 2,710.33	\$ 10,311.84	\$ 8,123.57	\$ 9,266.67	\$ 8,534.40	\$ 8,276.16	\$ 7,101.62	\$ 6,578.40	\$ 9,377.01	\$ 7,355.05	\$ -	\$ 85,747.38

Total Savings	\$ 3,355.04	\$ (1,509.83)	\$ 5,650.47	\$ 3,287.85	\$ 4,636.79	\$ 3,656.63	\$ 3,426.05	\$ 2,572.19	\$ 1,516.74	\$ 4,397.98	\$ 2,809.49	\$ -	\$ 33,799.40
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<i>City of Manitowoc Visits</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>November YTD 2019</i>
Provider Visit	38	12	53	40	41	38	39	34	29	38	33		395
Nurse Visit	2	3	2	-	2	3	3	5	1	1	-		22
Lab Visit	35	12	44	34	40	20	39	22	14	52	22		334
Vaccine	4	1	-	3	2	5	3	4	6	13	8		49
Total Patient Visits	79	28	99	77	85	66	84	65	50	104	63	-	800

<i>Total Provider Visit Types</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>November YTD 2019</i>
OFFICE/OUTPT VISIT,NEW,LEVEL II	1		1		-		1			2	1		6
OFFICE/OUTPT VISIT,NEW,LEVEL III	9	2	8	6	4	13	2	3	1	7	2		57
OFFICE/OUTPT VISIT,NEW,LEVEL IV				1	1					1			3
OFFICE/OUTPT VISIT EST LEVEL II			3	1	-	2	1	3	3	5	4		22
OFFICE/OUTPT VISIT EST LEVEL III	24	9	36	28	26	20	29	22	20	19	21		254
OFFICE/OUTPT VISIT EST LEVEL IV	4	1	5	3	8		3	2	1	4	5		36
PREV NEW AGE 05-11						1		2					3
PREV NEW AGE 40-64									1				1
PREV EST AGE 05-11						1							1
PREV EST AGE 12-17				1			2	2	1				6
PREV EST AGE 18-39									1				1
PREV EST AGE 40-64					2	1	1		1				5
Grand Total	38	12	53	40	41	38	39	34	29	38	33	-	395

<i>Total Nurse Visit Types</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>November YTD 2019</i>
OFFICE/OUTPT VISIT EST LEVEL I	2	3	2	-	2	3	3	5	1	1	-		22
Grand Total	2	3	2	-	2	3	3	5	1	1	-	-	22

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

Patient Services					
Company		Description	Monthly Rate	Quantity/Participants	Total Monthly Fee
CITY		Monthly eligible member clinic fee	\$ 7.00	567	\$ 3,969.00
CITY		Pharmacy	\$ 98.91	1	\$ 98.91
CITY		Health Coaching	\$ 35.00	0	\$ -
CITY		Health Coaching (Credit)	\$ 35.00	0	\$ -

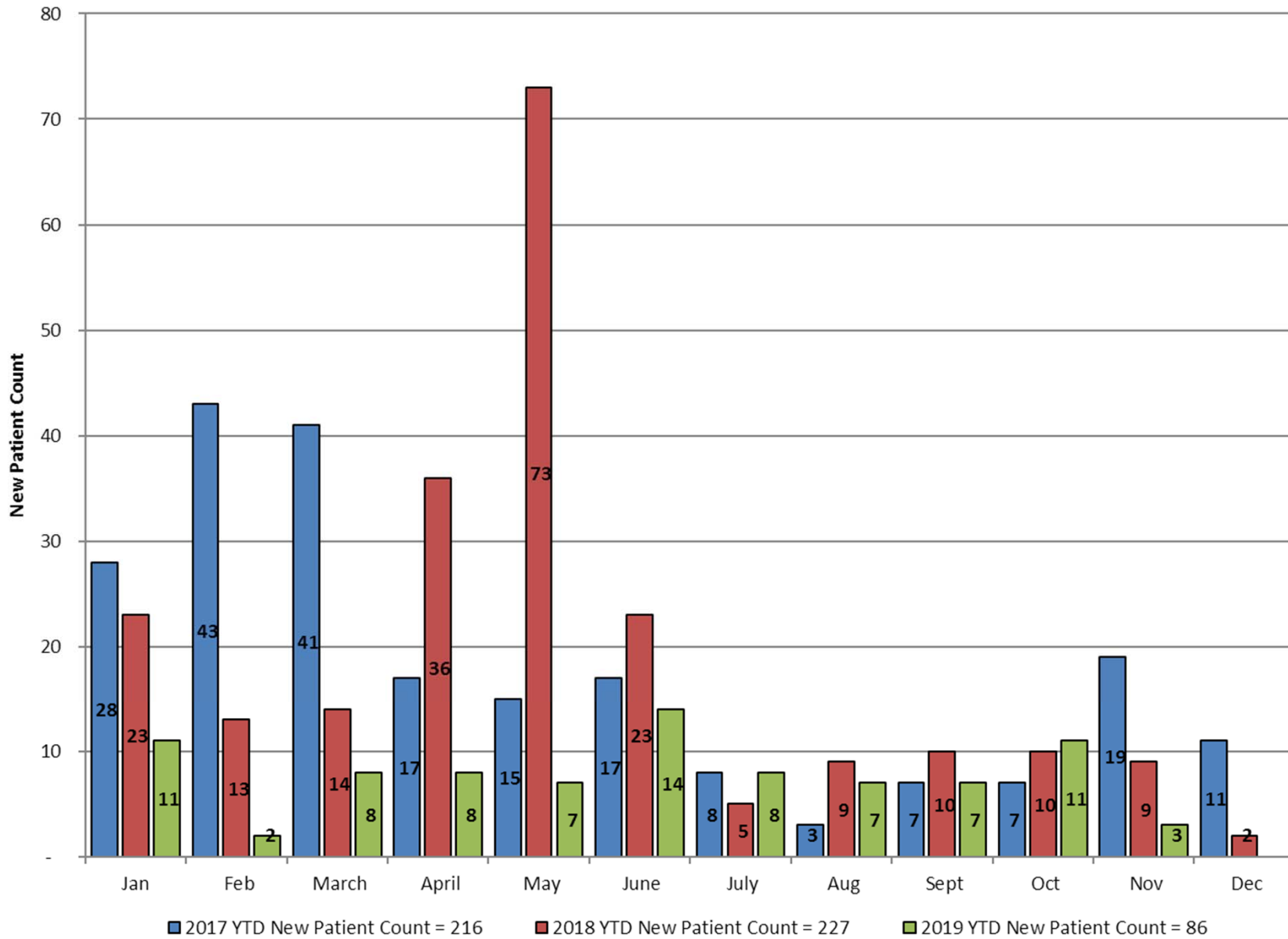
Vaccine					
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY	90471	IMMUNIZATION ADMIN SINGLE OR FIRST	No Charge	8	\$ -
CITY	90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	\$ 19.00	8	\$ 152.00
					\$ -
					\$ -
Total Clinic Vaccine					\$ 152.00

Clinic Labs					
Company	CPT Code	Test Name	Contract Rate	Sum of Quantity	Total Lab Fee
CITY	36415	OVD VENIPUNCTURE	\$ 7.82	1	\$ 7.82
CITY	80048	BPNL BASIC METABOLIC PNL	\$ 3.62	3	\$ 10.86
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	1	\$ 5.58
CITY	82306	25VDR VIT D, 25-HYDROXY	\$ 5.73	2	\$ 11.46
CITY	82728	FERR FERRITIN	\$ 4.83	1	\$ 4.83
CITY	83001	FSH FSH	\$ 15.53	1	\$ 15.53
CITY	83002	LH LH	\$ 4.52	1	\$ 4.52
CITY	83036	GLYH HEMOGLOBIN A1C	\$ 4.95	1	\$ 4.95
CITY	83540	IRONP IRON and TIBC	\$ 8.48	1	\$ 8.48
CITY	83550	IRONP IRON and TIBC	\$ 8.48	1	\$ 8.48
CITY	83690	LIPA LIPASE	\$ 4.83	1	\$ 4.83
CITY	84403	TEST TESTOSTERONE, MALE	\$ 11.27	1	\$ 11.27
CITY	84439	FT4 FREE T4	\$ 4.83	1	\$ 4.83
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	5	\$ -
CITY	85027	CBCNO HEME PROFILE	\$ 4.92	5	\$ 24.60
CITY	86140	CRP C-REACTIVE PROTEIN	\$ 4.83	1	\$ 4.83
CITY	87070	ROCS AEROBIC CULTURE/SMR	\$ 17.55	2	\$ 35.10
CITY	87077	AI1 AEROBIC IDENTIFICATION	\$ 21.16	2	\$ 42.32
CITY	87147	OGBA ORG.GROUPING/ID BY AGGLUTINATION	\$ 14.51	1	\$ 14.51
CITY	87186	ZZ00 SUSCEPTIBILITY	Not on Contract	1	\$ -
CITY	87205	ROCS AEROBIC CULTURE/SMR	\$ 17.55	2	\$ 35.10
CITY	XXXXX	WRK COLLECTION WORKLOAD	Not on Contract	1	\$ -
Total Lab					\$ 325.65

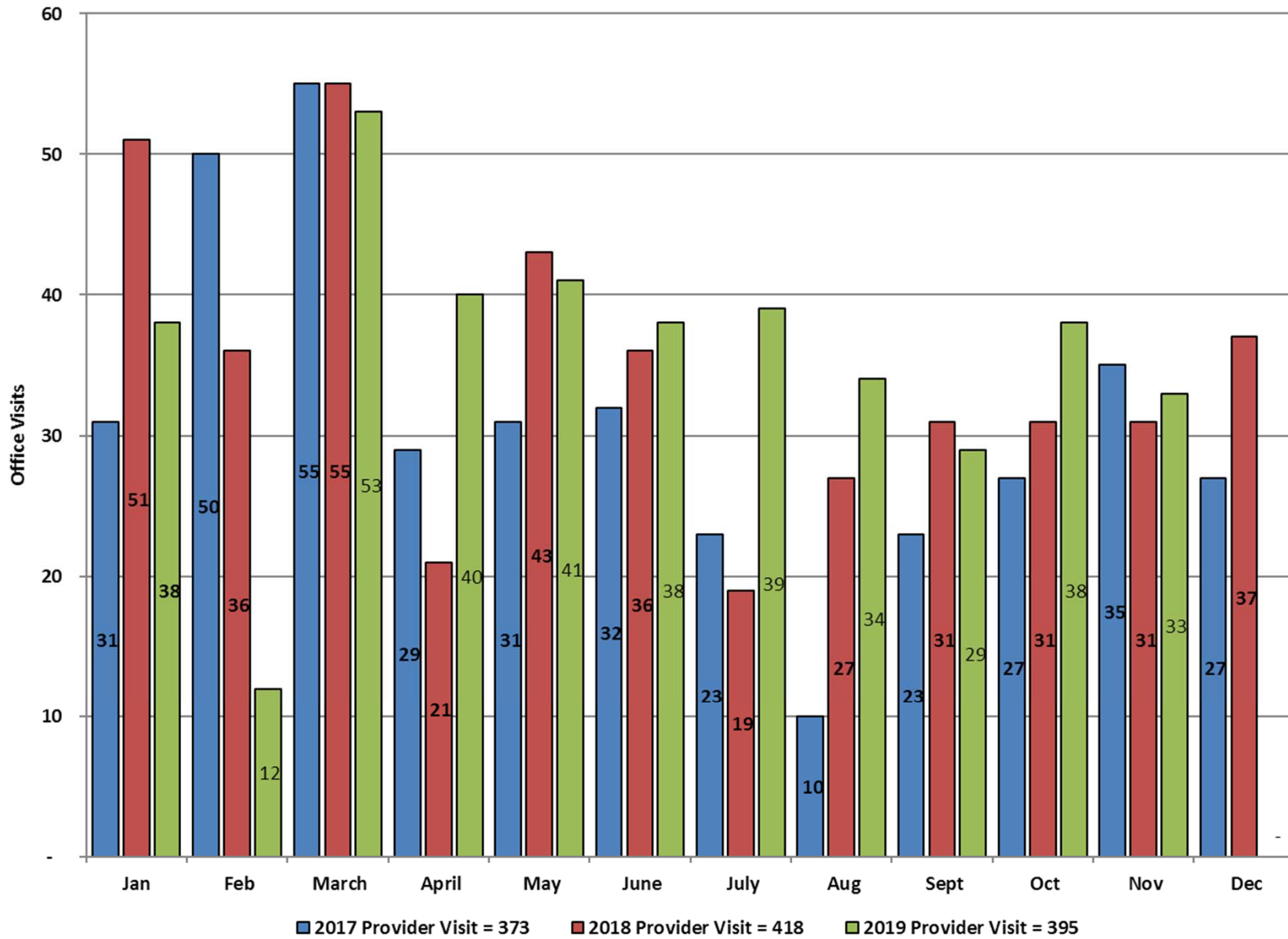
TOTAL INVOICED \$ 4,545.56

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		Relax and Recharge Workshop 4/11/19 - 5/16/19	\$ 450.00	-1	\$ (450.00)
CITY		Health Coaching October 2019	\$ 35.00	-1.25	\$ (43.75)
Total Clinic Health Coaching Credit					\$ 488.75

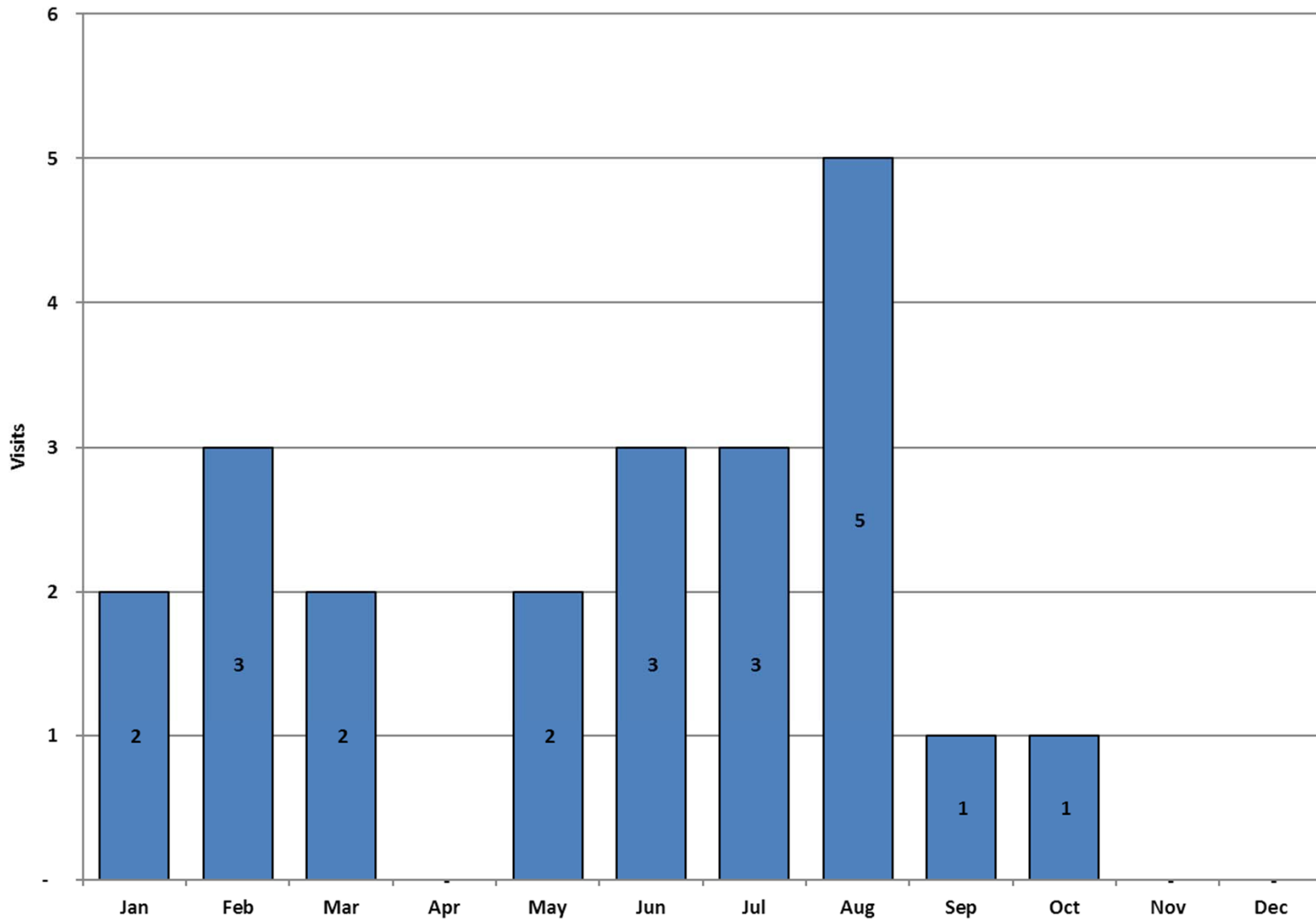
City of Manitowoc - New Patient Summary



City of Manitowoc - Provider Visits YTD Summary



City of Manitowoc - Nurse Visits YTD Summary



■ Nurse Visit = 22

City of Manitowoc - Visits By Day Summary

Provider Visits - November 2019						
Appointment Time	Monday	Tuesday	Wednesday	Thursday	Friday	Grand Total
8 AM	2				3	5
9 AM	4			1	1	6
10 AM	2					2
11 AM	2			1	1	4
1 PM	2		1	2		5
2 PM	1	1	1	4	1	8
3 PM	1	1			1	3
						0
Grand Total	14	2	2	8	7	33

Nurse Visits - November 2019

Visit Type	Total
Nurse Visits	0
Grand Total	0

Number of Cancelled/No Show Visits - November 2019

Date	Cancellation	No Show	Total
11/1/2019		1	1
11/5/2019	1		1
11/18/2019	1		1
11/20/2019	2		2
11/26/2019		1	1
11/27/2019		1	1
			0
Grand Total	4	3	7

City of Manitowoc - Vaccine Summary

YTD Quantity

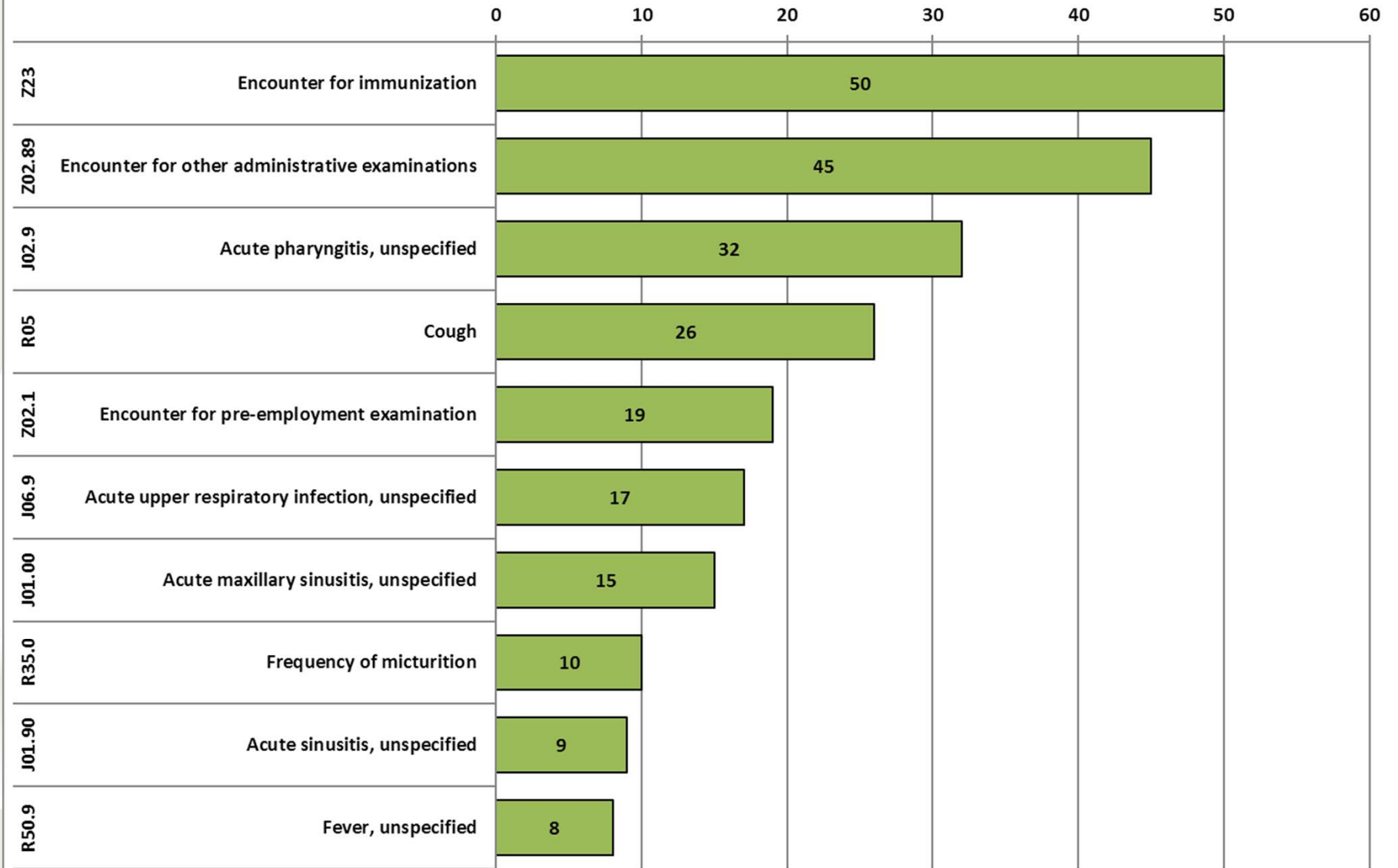
CPT Code	Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Qty
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	2	1	-		-					8	8		19
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM			-		-								-
90714.02	TD PRES FREE VACC, 7+ YRS			-	1	1			2		2			6
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	2		-	1	-	1							4
90750	Shingles (Zoster) Vaccine				1	-	3	3	1	6	3			17
90746	HEP B VACC ADULT 3 DOSE, IM			-		1	1		1					3
Total		4	1	-	3	2	5	3	4	6	13	8	-	49

YTD Cost

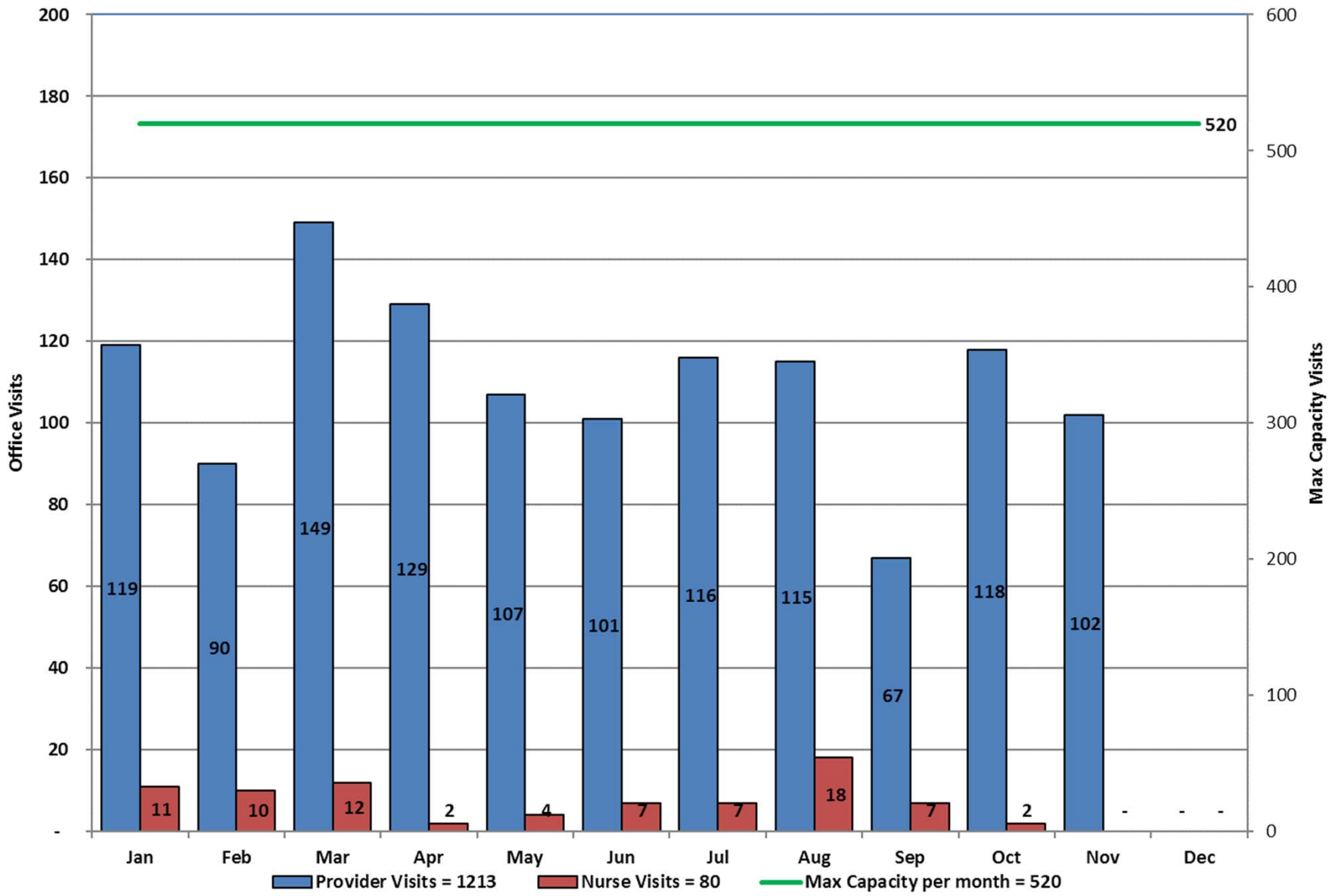
CPT Code	Description	Cost	YTD Qty	Total YTD Cost
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	\$ 19.00	19	\$ 361.00
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM	\$ 17.00	-	\$ -
90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 25.00	6	\$ 150.00
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	4	\$ 156.00
90736	Shingles (Zostavax) Vaccine	\$ 223.07	-	\$ -
90750	Shingles (Zoster) Vaccine	\$ 132.00	17	\$ 2,244.00
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	\$ 60.00	3	\$ 180.00
Total			49	\$ 3,091.00

City of Manitowoc - Top Ten Diagnosis

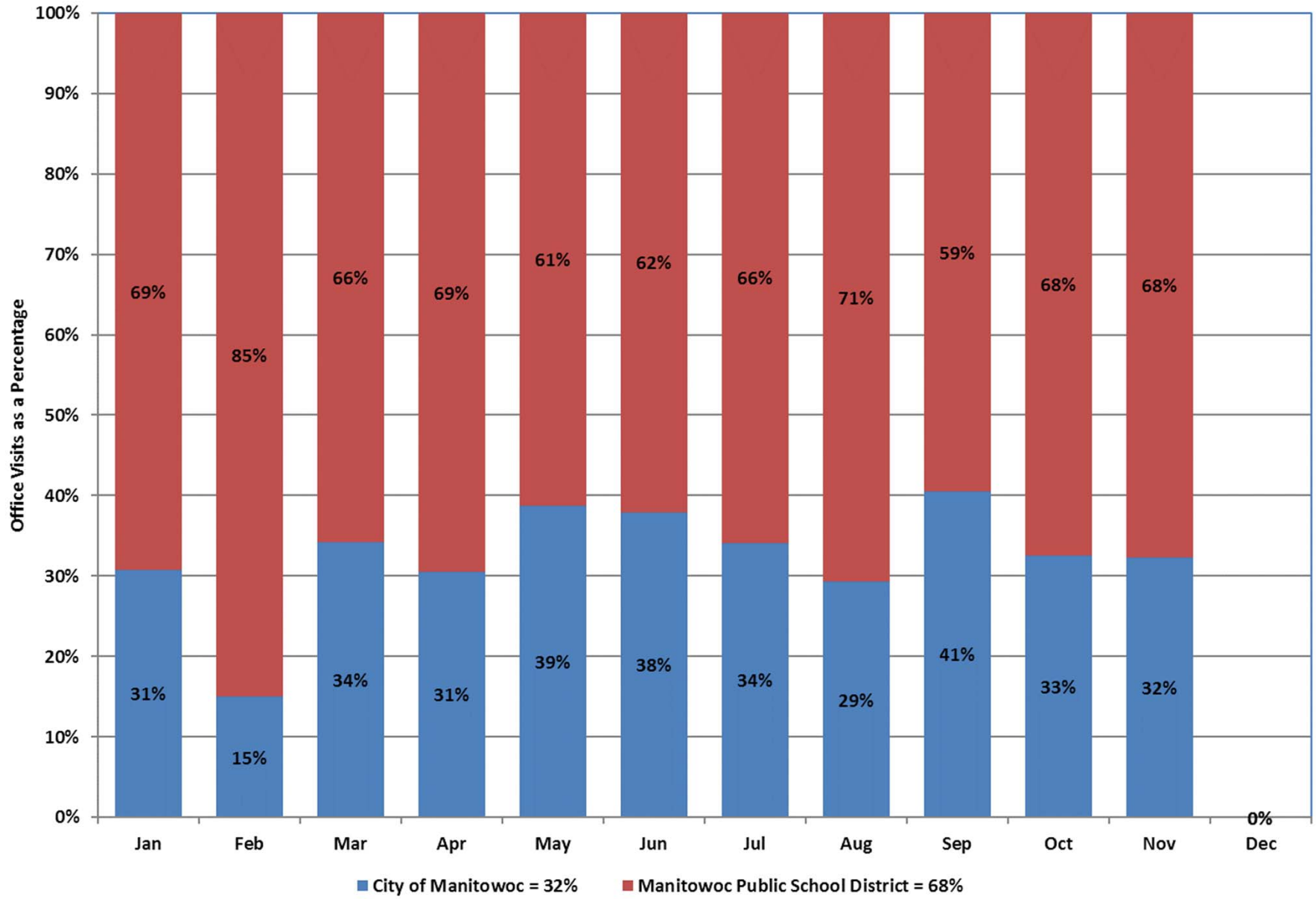
■ YTD Diagnosis



Total Manty Health & Wellness Clinic Visits YTD



Total Manty Health & Wellness Clinic Visits YTD Comparison

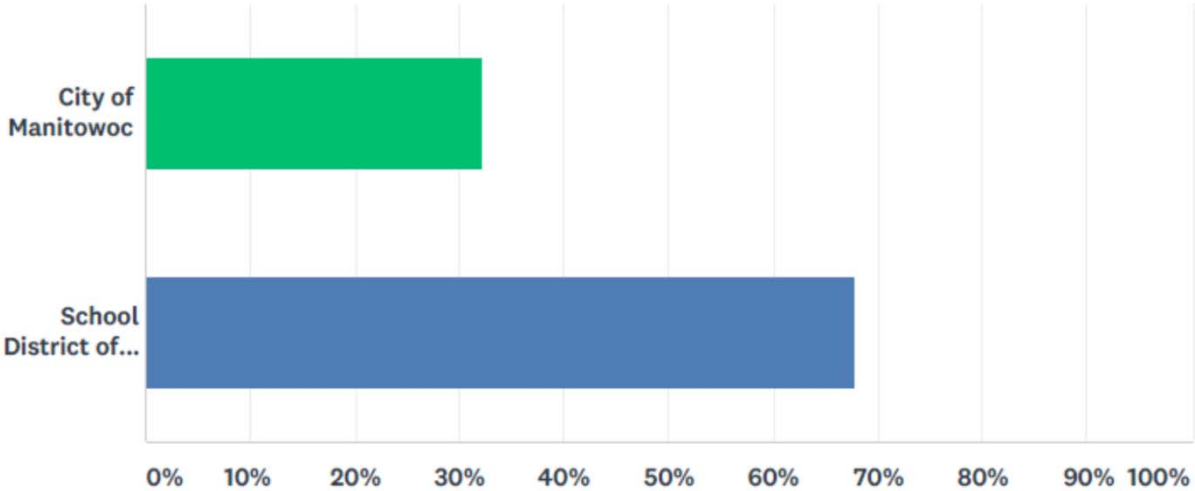


Manty Clinic Patient Survey YTD

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



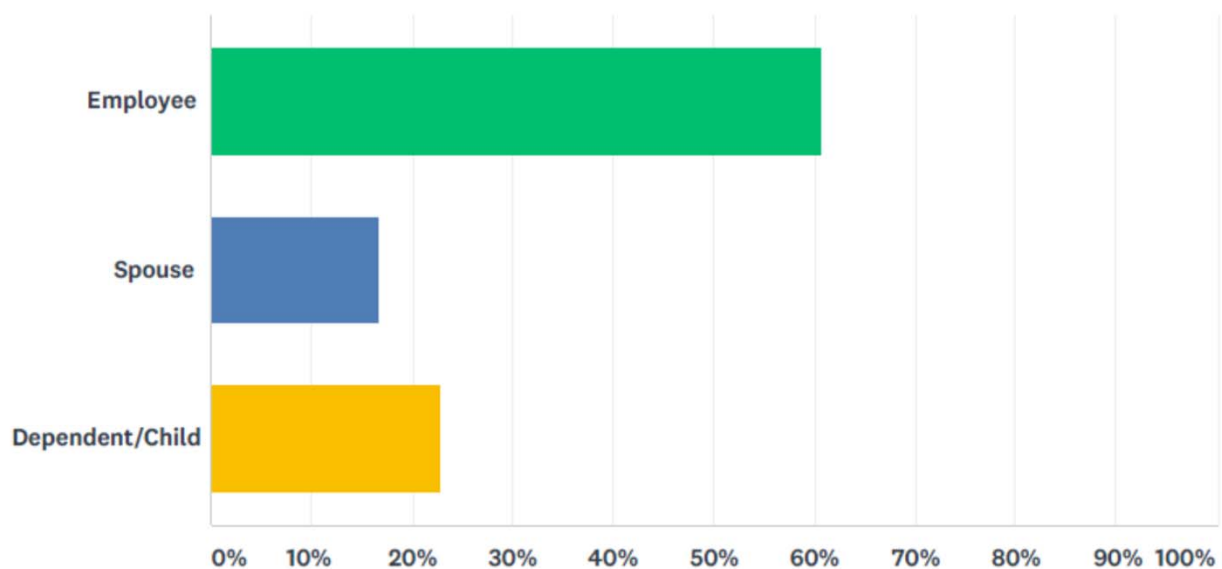
ANSWER CHOICES	RESPONSES	
City of Manitowoc	32.31%	21
School District of Manitowoc	67.69%	44
TOTAL		65

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



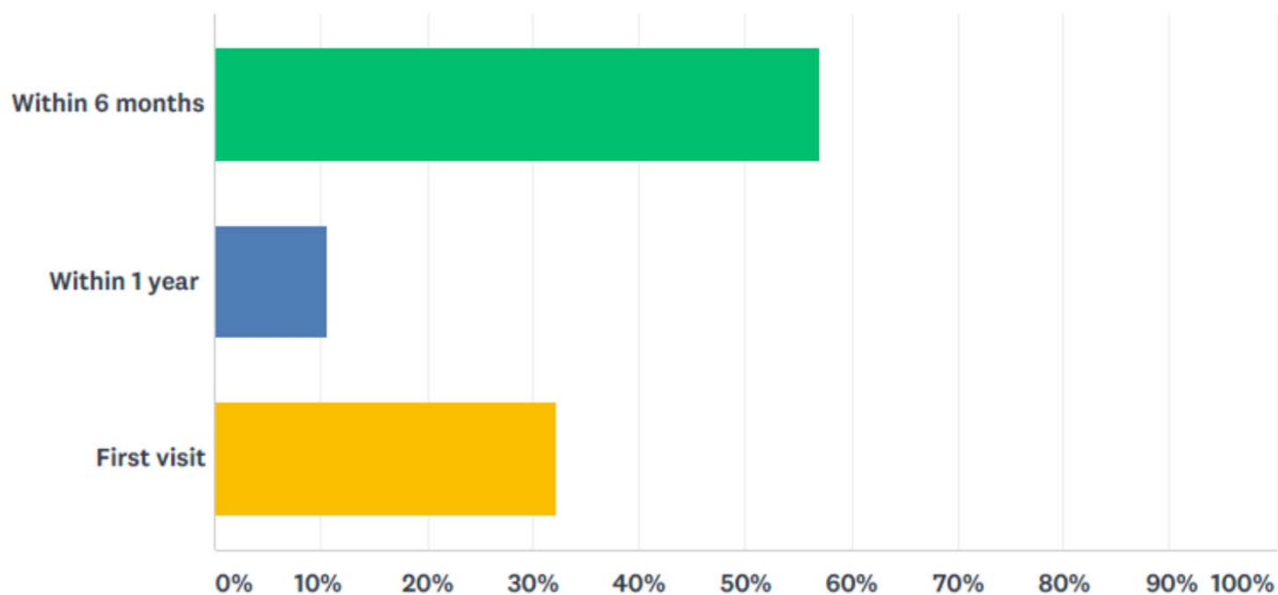
ANSWER CHOICES	RESPONSES
Employee	60.61% 40
Spouse	16.67% 11
Dependent/Child	22.73% 15
TOTAL	66

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



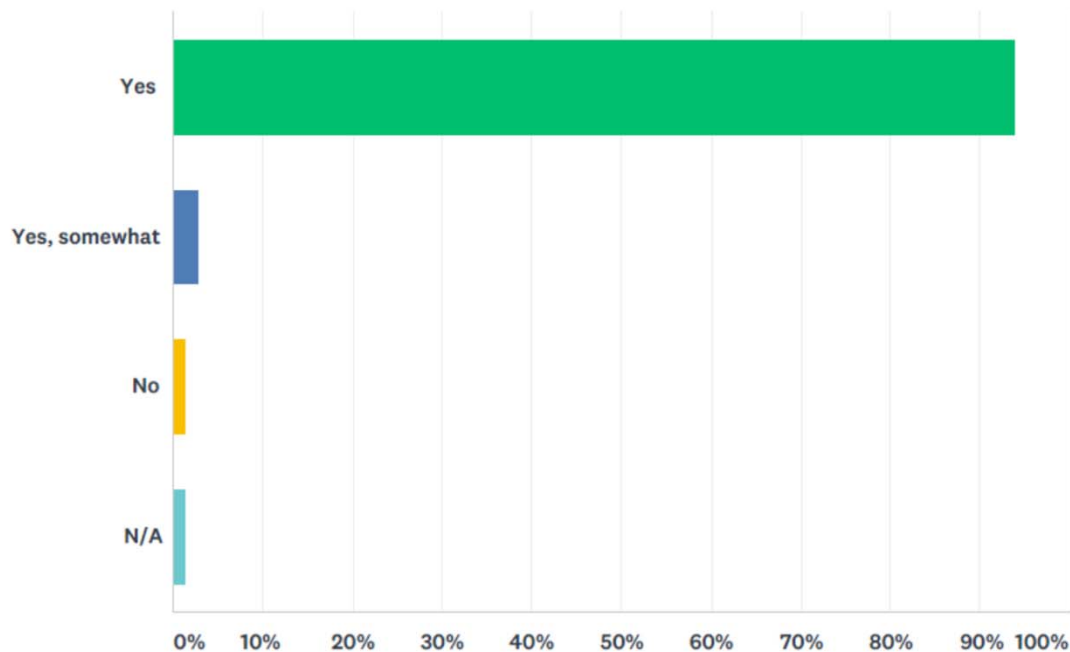
ANSWER CHOICES	RESPONSES	
Within 6 months	56.92%	37
Within 1 year	10.77%	7
First visit	32.31%	21
TOTAL		65

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



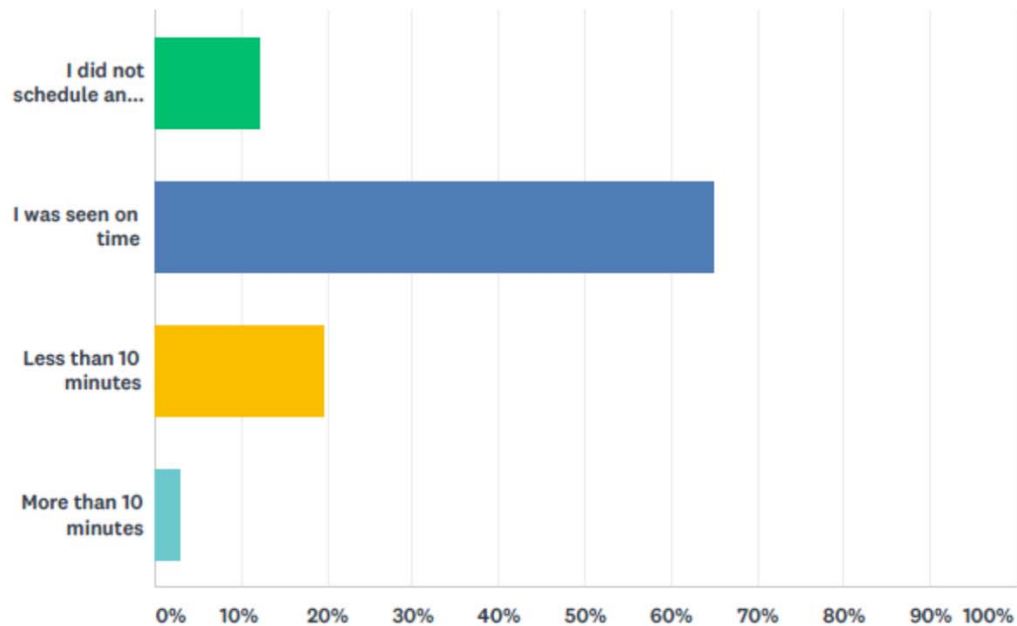
ANSWER CHOICES	RESPONSES	
Yes	93.94%	62
Yes, somewhat	3.03%	2
No	1.52%	1
N/A	1.52%	1
TOTAL		66

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



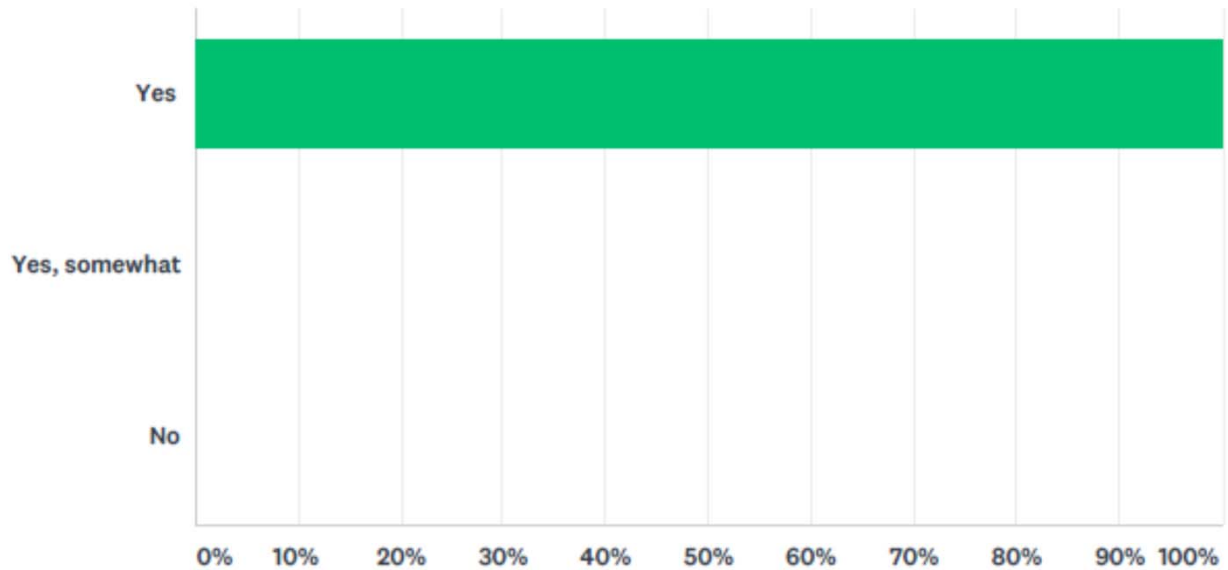
ANSWER CHOICES	RESPONSES	
I did not schedule an appointment in advance	12.12%	8
I was seen on time	65.15%	43
Less than 10 minutes	19.70%	13
More than 10 minutes	3.03%	2
TOTAL		66

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q6 Was your provider friendly and courteous?

Answered: 66 Skipped: 0



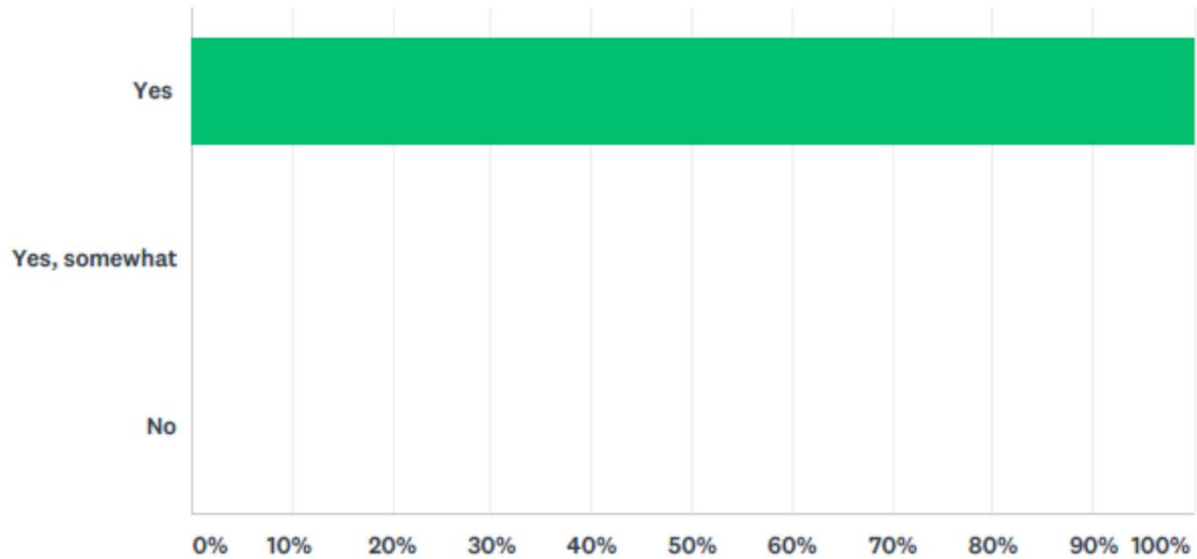
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		66

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



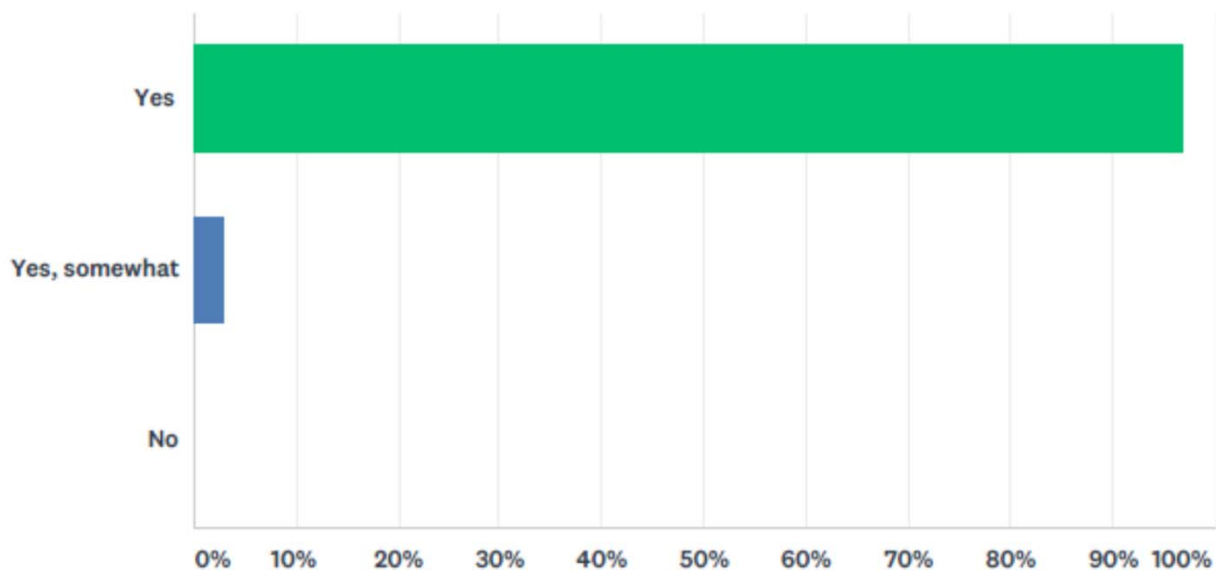
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		66

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



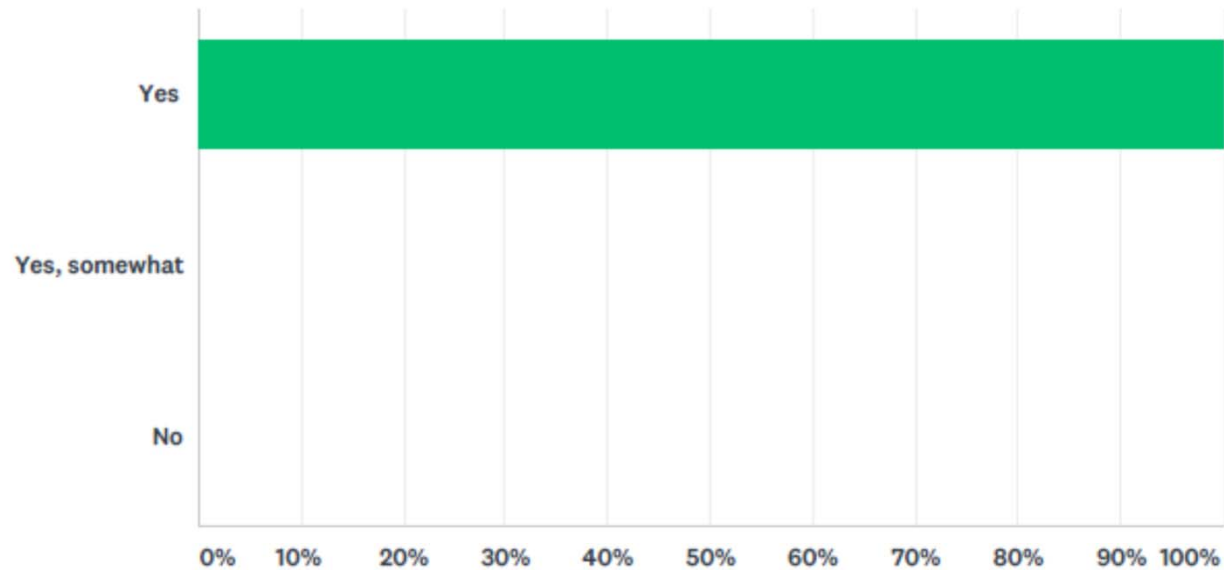
ANSWER CHOICES	RESPONSES	
Yes	96.97%	64
Yes, somewhat	3.03%	2
No	0.00%	0
TOTAL		66

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q9 Was your care team friendly and courteous?

Answered: 66 Skipped: 0



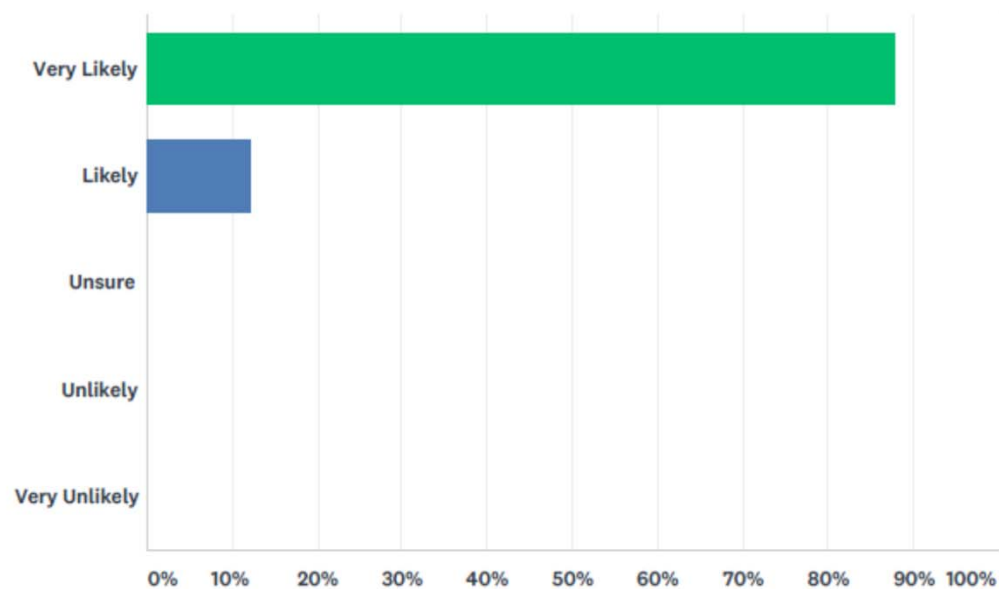
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		66

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



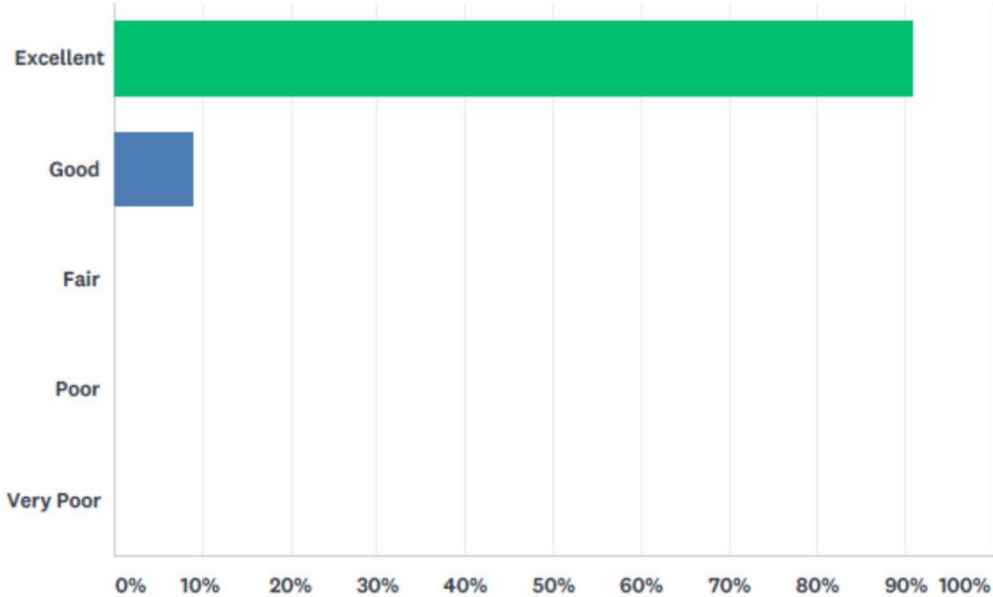
ANSWER CHOICES	RESPONSES	
Very Likely	87.88%	58
Likely	12.12%	8
Unsure	0.00%	0
Unlikely	0.00%	0
Very Unlikely	0.00%	0
TOTAL		66

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: 0 Skipped: 58