



CITY OF MANITOWOC

WISCONSIN, USA
www.manitowoc.org



TO: Personnel Committee
FROM: Jessie Lillibridge, Human Resources Director
RE: Human Resources Office Update
DATE: February 5, 2018

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

Recruiting

- Hired: Library Page
- Hired: RWAM Security Guard
- Hired: PT Transit Driver
- Hired: PT Transit Customer Service Clerk
- Hired: Building & Grounds Division Manager
- Hired: Library Clerk
- Hired: Library Assistant
- Hired: Library Youth Associate
- Advertising: Police Officer (continuous)
- Advertising: Transit Driver – Part-time (continuous)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Seasonal positions
- Advertising: Community Service Worker Intern
- Advertising: Associate Planner
- Advertising: Building Inspector
- Interviewing: Library Public Services Manager
- Interviewing: DPI Laborers
- Extended offer: DPI Laborers (3)
- Extended offer: WWTF Operator
- Extended offer: Maintenance Mechanic
- Extended offer: PT Administrative Support Specialist (Senior Center)

Employee Relations

- Continuing to respond to employee concerns/questions.
- Investigation and discipline for employees continues as necessary.
- The firefighter collective bargaining agreement will expire in 2018. Presumably negotiations will be forthcoming.

Organizational Development & Training

- Succession Planning –working with departments on succession planning with employees. 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 successful. Processing requests from employees who completed classes in December.
- Spot Award program has been well-received. We continue to remind employees about the STAR Award and Spot Award programs.
- The People Development Committee is developing a years of service recognition program.
- We held our first New Employee Orientation session on November 15th. We received positive feedback from attendees.
- Annual Performance Evaluations and 2018 Goal Setting has begun. 2017 Evaluations are due January 19, 2018.
- Working on a few succession plans due to upcoming retirements.

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 some 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 meeting and actions – continuing monthly health topics and lunch and learn programs. We are currently planning for 2018 events, including Lunchtime Yoga, massage therapy at a reduced cost, and incorporating Go365 into the initiatives.
- Working with City Attorney to terminate an obsolete 2004 Central States Participation Agreement and developing a new Agreement that aligns with our current Transit collective bargaining agreement.
- Our annual planning meeting with ABRC is scheduled for February.

Safety & Risk Management

- Safety committee meeting and discussion, continuing monthly topics.
- Continuing the lost time injury program, employees are enjoying it and continue to report safety concerns. Three lost time incidents for 2017.
- Workers Compensation review and addressing concerns.
- Emergency response plans for all City buildings in progress.
- Respiratory Policy, Silica Dust Policy, and Chlorine Storage Policy (WWTF) are under development with the assistance of CVMIC.
- The Safety Committee is working with Fire and Rescue to hold weather drills the second week of April and Fire Drills the second week of October.
- We continue to work with the CVMIC legal team to respond to a discrimination complaint that an employee made to the DWD.
- Aurora has donated eight AEDs for several City locations. Additionally, another AED was donated by Heart-A-Rama. We are working with the Fire Department and Building & Grounds to get them installed. The Fire Department will be offering training on the AEDs. A press event was held on January 24, 2018 at the Silver Creek Fieldhouse.
- The annual work plan meeting with CVMIC was held on February 1, 2018.

- A past employee, who filed for duty disability, which we denied, has filed an appeal. We are working with CVMIC and an outside labor attorney on this filing.

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 the Manitowoc Public Library to merge the Library's Employee Policy Manual into the City of Manitowoc Employee Policy Manual. This will be going to the Library Board for approval and will then be brought to Council.

Separations

- Library Assistant
- Library Page
- CSW Intern
- Completed exit interviews with voluntary separations/retirements

Attachment

Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc
YTD December, 2017



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>December YTD 2017</i>
Clinic Nurse Practitioner Services (Hour)	\$ 3,918.75	\$ 3,135.00	\$ 3,040.00	\$ 3,420.00	\$ 3,645.63	\$ 3,906.88	\$ 3,800.00	\$ 5,418.80	\$ 4,712.00	\$ 5,183.20	\$ 5,183.20	\$ 4,712.00	\$ 50,075.46
Facility Rent	\$ 138.75	\$ 138.75	\$ 138.75	\$ 138.75	\$ 138.75	\$ 138.75	\$ 138.75	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 1,831.50
Pharmacy	\$ 1,167.00	\$ 1,616.00	\$ 550.23	\$ 466.04	\$ 583.26	\$ 499.12	\$ 551.21	\$ 409.47	\$ 697.02	\$ 742.10	\$ 720.79	\$ 982.10	\$ 8,984.34
Clinic Vaccine	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 99.00	\$ 39.00	\$ 235.00	\$ 193.00	\$ 58.00	\$ 624.00
Labs	\$ 238.81	\$ 324.41	\$ 287.93	\$ 441.37	\$ 654.34	\$ 228.83	\$ 190.88	\$ 95.36	\$ 44.23	\$ 89.50	\$ 144.36	\$ 129.14	\$ 2,869.16
Aurora Employer Clinic Charges Invoiced	\$ 5,463.31	\$ 5,214.16	\$ 4,016.91	\$ 4,466.16	\$ 5,021.98	\$ 4,773.58	\$ 4,680.84	\$ 6,194.68	\$ 5,664.30	\$ 6,421.85	\$ 6,413.40	\$ 6,053.29	\$ 64,384.46

<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>December YTD 2017</i>
Customary Charges	\$ 4,946.51	\$ 8,649.38	\$ 9,374.49	\$ 5,227.50	\$ 5,287.05	\$ 5,562.77	\$ 3,810.51	\$ 1,918.23	\$ 3,671.38	\$ 4,540.96	\$ 6,734.67	\$ 4,920.74	\$ 64,644.19
Additional Charges	\$ 60.20	\$ 44.64	\$ 120.55	\$ 126.39	\$ 46.72	\$ 23.36	\$ 53.04	\$ 87.44	\$ 3.00	\$ -	\$ 46.24	\$ 30.43	\$ 642.01
Total Charges Avoided	\$ 5,006.71	\$ 8,694.02	\$ 9,495.04	\$ 5,353.89	\$ 5,333.77	\$ 5,586.13	\$ 3,863.55	\$ 2,005.67	\$ 3,674.38	\$ 4,540.96	\$ 6,780.91	\$ 4,951.17	\$ 65,286.20
Total Savings	\$ (456.60)	\$ 3,479.86	\$ 5,478.13	\$ 887.73	\$ 311.79	\$ 812.55	\$ (817.29)	\$ (4,189.01)	\$ (1,989.92)	\$ (1,880.89)	\$ 367.51	\$ (1,102.12)	\$ 901.74

<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>December YTD 2017</i>
Provider Visit	31	50	55	29	31	32	23	10	23	27	35	27	373
Nurse Visit	-	-	-	-	-	-	-	-	-	-	7	8	15
Lab Visit	10	35	33	40	73	30	13	4	2	7	6	14	267
Vaccine	3	4	11	2	6	3	-	2	4	11	7	2	55
Total Patient Visits	44	89	99	71	110	65	36	16	29	45	55	51	710

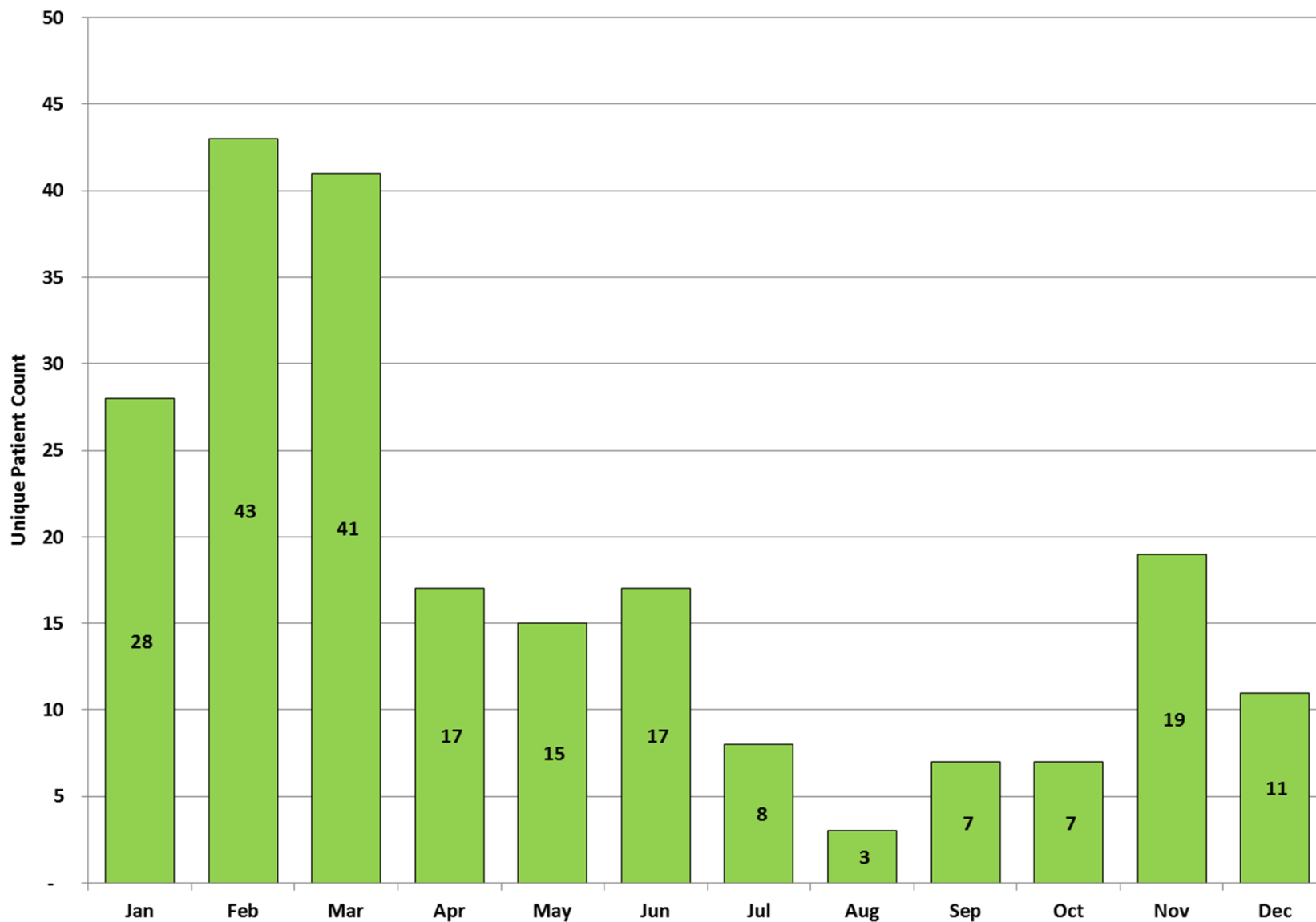
<i>Total Provider Visit Types</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>December YTD 2017</i>
OFFICE/OUTPT VISIT,NEW,LEVEL I	-	-	-	-	-	-	-	-	-	-	1	-	1
OFFICE/OUTPT VISIT,NEW,LEVEL II	-	-	-	-	2	-	1	-	-	-	1	1	5
OFFICE/OUTPT VISIT,NEW,LEVEL III	2	-	1	3	1	1	1	-	-	-	6	1	16
OFFICE/OUTPT VISIT,NEW,LEVEL IV	-	-	-	-	-	-	-	-	-	-	-	1	1
OFFICE/OUTPT VISIT EST LEVEL II	3	-	3	-	-	1	-	1	2	4	1	3	18
OFFICE/OUTPT VISIT EST LEVEL III	25	47	47	23	26	27	20	7	18	19	20	19	298
OFFICE/OUTPT VISIT EST LEVEL IV	-	-	-	-	-	-	-	-	3	4	4	2	13
OFFICE/OUTPT VISIT EST LEVEL V	-	-	-	-	-	-	1	-	-	-	-	-	1
PREV EST AGE 05-11	-	-	1	-	-	-	-	-	-	-	-	-	1
PREV EST AGE 12-17	-	1	1	-	-	-	-	-	-	-	1	-	3
PREV EST AGE 18-39	-	-	1	2	-	3	-	2	-	-	1	-	9
PREV EST AGE 40-64	1	2	1	1	2	-	-	-	-	-	-	-	7
Grand Total	31	50	55	29	31	32	23	10	23	27	35	27	373

<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>December YTD 2017</i>
OFFICE/OUTPT VISIT EST LEVEL I	-	-	-	-	-	-	-	-	-	-	7	8	15
Grand Total	-	-	-	-	-	-	-	-	-	-	7	8	15

City of Manitowoc - Invoice Summary
Patient Services/Vaccine/Clinic Labs
Service Month: December 2017

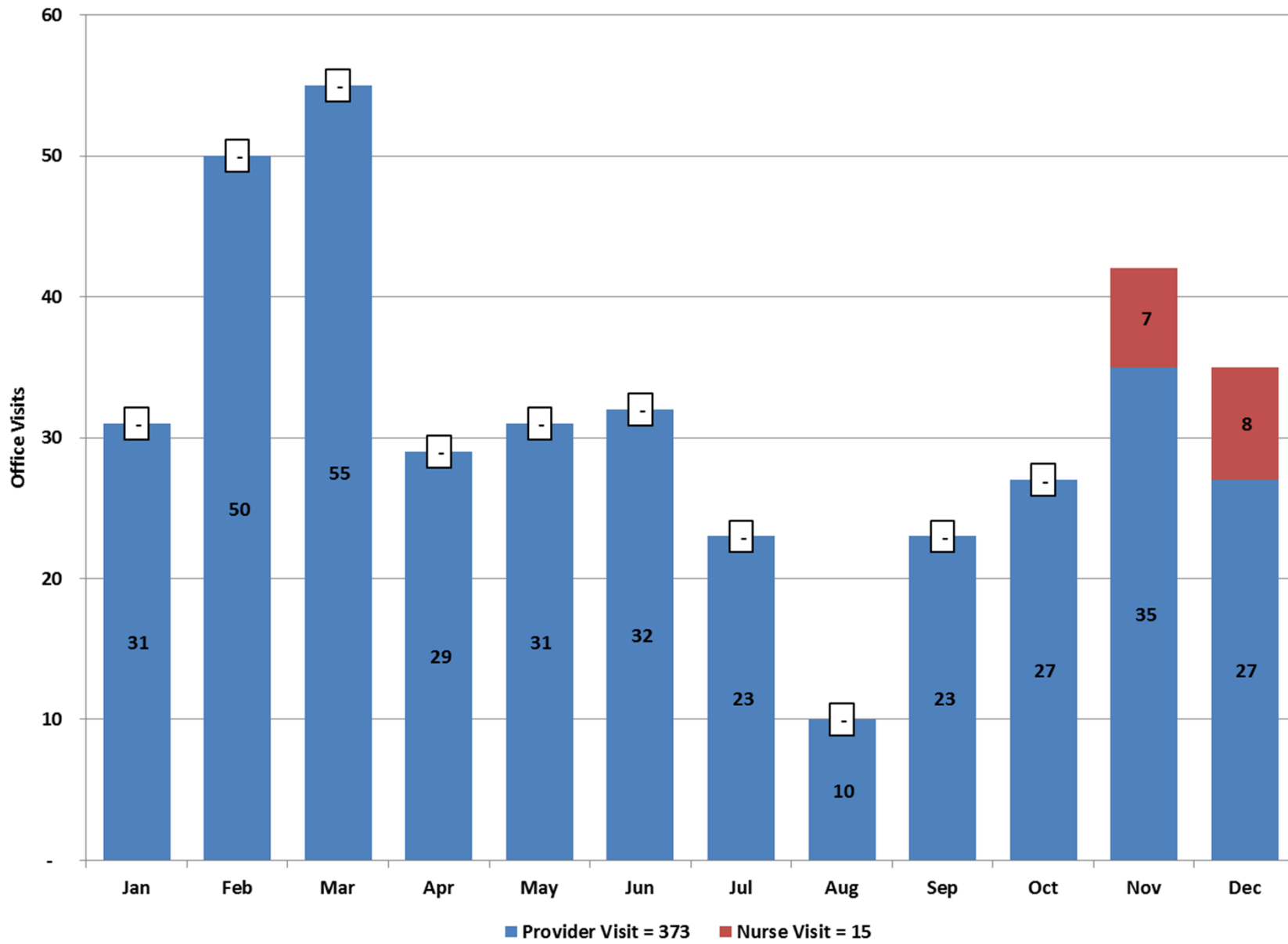
Patient Services					
Company		Description	Monthly Rate	Quantity/Participants	Total Monthly Fee
CITY		Clinic Nurse Practitioner Services (Hours)	\$ 29.45	160	\$ 4,712.00
CITY		Facility Rent	\$ 172.05	1	\$ 172.05
CITY		Pharmacy	\$ 982.10	1	\$ 982.10
Vaccine					
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY	90471	IMMUNIZATION ADMIN SINGLE OR FIRST	No Cost	2	\$ -
CITY	90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	\$ 19.00	1	\$ 19.00
CITY	90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	1	\$ 39.00
Total Clinic Vaccine					\$ 58.00
Clinic Labs					
Company	CPT Code	Test Name	Contract Rate	Sum of Quantity	Total Lab Fee
CITY	80053	COMP METABOLIC PNL	\$ 4.50	2	\$ 9.00
CITY	80061	LIPID PANEL W/REFLEX + REFLEX TEST SENT TO MAIN	\$ 4.01	2	\$ 8.02
CITY	83036	HEMOGLOBIN A1C	\$ 4.95	1	\$ 4.95
CITY	84439	FREE T4	\$ 4.83	1	\$ 4.83
CITY	84443	TSH	\$ 4.83	1	\$ 4.83
CITY	84443	TSH WITH REFLEX	\$ 4.83	1	\$ 4.83
CITY	84481	FREE T3	\$ 11.31	1	\$ 11.31
CITY	85004	DIFFERENTIAL	Not on Contract	1	\$ -
CITY	85027	HEME PROFILE	Not on Contract	1	\$ -
CITY	86803	HEP C AB	\$ 19.75	1	\$ 19.75
CITY	87077	AEROBIC IDENTIFICATION	Not on Contract	1	\$ -
CITY	87081	CULTURE STREP GRP A	\$ 2.38	9	\$ 21.42
CITY	87086	URINE CULTURE	\$ 15.24	1	\$ 15.24
CITY	87088	URINE PRESUMPTIVE ID	\$ 13.77	1	\$ 13.77
CITY	87147	ORG.GROUPING/ID BY AGGLUTINATION	Not on Contract	1	\$ -
CITY	87186	SUSCEPTIBILITY	\$ 11.19	1	\$ 11.19
Total Lab					\$ 129.14
TOTAL INVOICED					\$ 6,053.29

City of Manitowoc - Unique Patient Summary



■ 2017 YTD Unique Patient Count = 216

City of Manitowoc - Visits YTD Summary



City of Manitowoc - Visits By Day Summary Pg1

Provider Visits - December 2017									
Visit Type	Appointment Time	Appointment Date	Appointment Length (Minutes)	Monday	Tuesday	Wednesday	Thursday	Friday	Total
Provider Visit	7:30:00 AM	12/22/2017	30					1	1
Provider Visit	8:15:00 AM	12/29/2017	30					1	1
Provider Visit	9:00:00 AM	12/1/2017	30					1	1
Provider Visit	10:00:00 AM	12/21/2017	30				1		1
Provider Visit	10:15:00 AM	12/13/2017	15			1			1
Provider Visit	10:30:00 AM	12/5/2017	30		1				1
Provider Visit	10:30:00 AM	12/14/2017	30				1		1
Provider Visit	10:30:00 AM	12/26/2017	30		1				1
Provider Visit	10:30:00 AM	12/28/2017	30				1		1
Provider Visit	10:45:00 AM	12/13/2017	30			1			1
Provider Visit	11:00:00 AM	12/26/2017	30		1				1
Provider Visit	11:15:00 AM	12/20/2017	30			1			1
Provider Visit	11:30:00 AM	12/12/2017	30		1				1
Provider Visit	12:00:00 PM	12/27/2017	15			1			1
Provider Visit	12:00:00 PM	12/28/2017	15				1		1
Provider Visit	12:30:00 PM	12/13/2017	30			1			1
Provider Visit	12:30:00 PM	12/20/2017	30			1			1
Provider Visit	1:00:00 PM	12/5/2017	30		1				1
Provider Visit	1:00:00 PM	12/20/2017	30			1			1
Provider Visit	1:30:00 PM	12/15/2017	30					1	1
Provider Visit	1:30:00 PM	12/29/2017	30					1	1
Provider Visit	2:00:00 PM	12/29/2017	15					1	1
Provider Visit	3:30:00 PM	12/28/2017	15				1		1
Provider Visit	4:00:00 PM	12/19/2017	30		1				1
Provider Visit	4:00:00 PM	12/21/2017	30				1		1
Provider Visit	4:00:00 PM	12/28/2017	15				1		1
Provider Visit	4:30:00 PM	12/6/2017	30			1			1
Grand Total				-	6	8	7	6	27

City of Manitowoc - Visits By Day Summary Pg 2

<i>Number of Cancelled/No Show Visits - December 2017</i>			
<i>Date</i>	<i>Cancellation</i>	<i>No Show</i>	<i>Total</i>
12/5/2017	1		1
12/7/2017	1		1
12/13/2017	1	1	2
12/29/2017	1		1
Grand Total	4	1	5
	<i>Nurse Visits - December 2017</i>		
	<i>Visit Type</i>	<i>Total</i>	
	Nurse Visit	8	
	Grand Total	8	

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 VACCINE	-	-	-	-	-	-	-	-	-	9	4	1	14
90714.02	TD 7 YRS+ PRESERVATIVE FREE	-	-	-	-	-	-	-	-	-	1	-	-	1
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	-	-	-	-	-	-	-	1	1	1	3	1	7
90736	Shingles (Zostavax) Vaccine	-	-	-	-	-	-	-	-	-	-	-	-	-
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	-	-	-	-	-	-	-	1	-	-	-	-	1
J7613	ALBUTEROL INH SOL UNIT DOSE PER 1 MG FDA	-	-	-	-	-	-	-	-	3	-	-	-	3
Total		-	-	-	-	-	-	-	2	4	11	7	2	26

YTD Cost

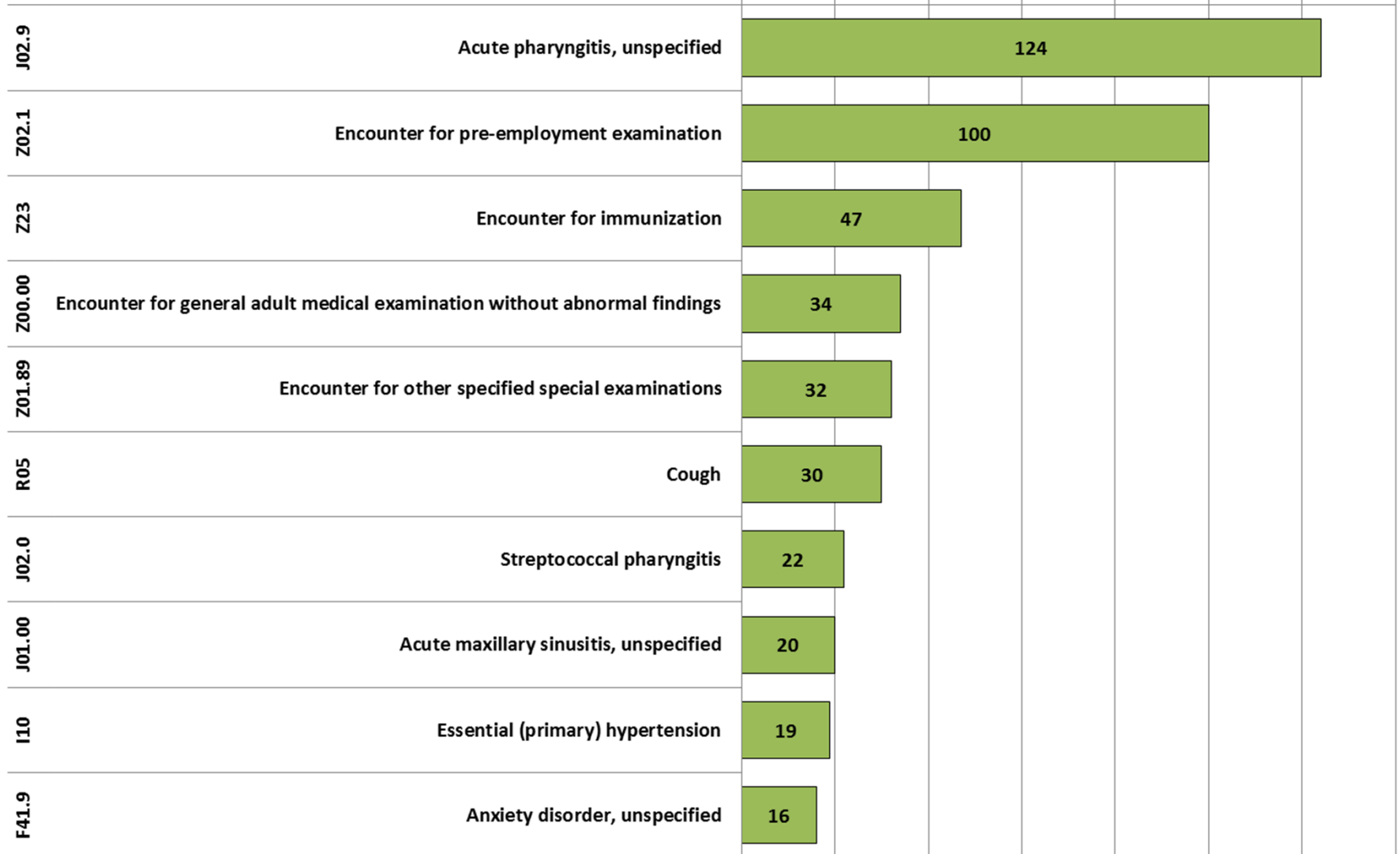
CPT Code	Description	Cost	YTD Qty	Total YTD Cost
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	\$ 19.00	14	\$ 266.00
90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 25.00	1	\$ 25.00
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	7	\$ 273.00
90736	Shingles (Zostavax) Vaccine	\$ -	-	\$ -
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	\$ 60.00	1	\$ 60.00
J7613	ALBUTEROL INH SOL UNIT DOSE PER 1 MG FDA	Not on Contract	3	\$ -
Total				\$ 624.00

*Note that the YTD Quantity and Cost does not reflect any Vaccine given prior to August 2017

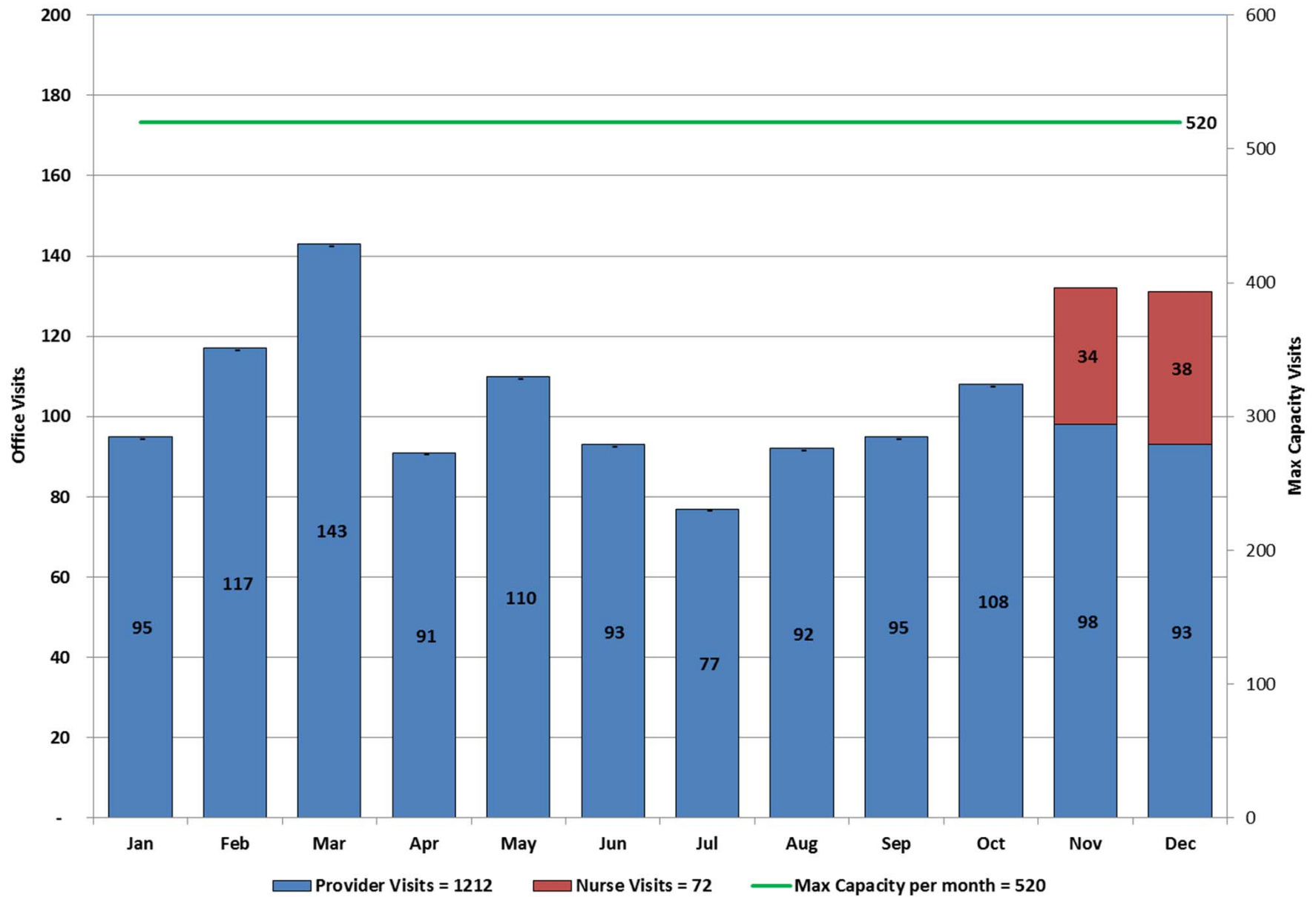
City of Manitowoc - Top Ten Diagnosis

■ YTD Diagnosis

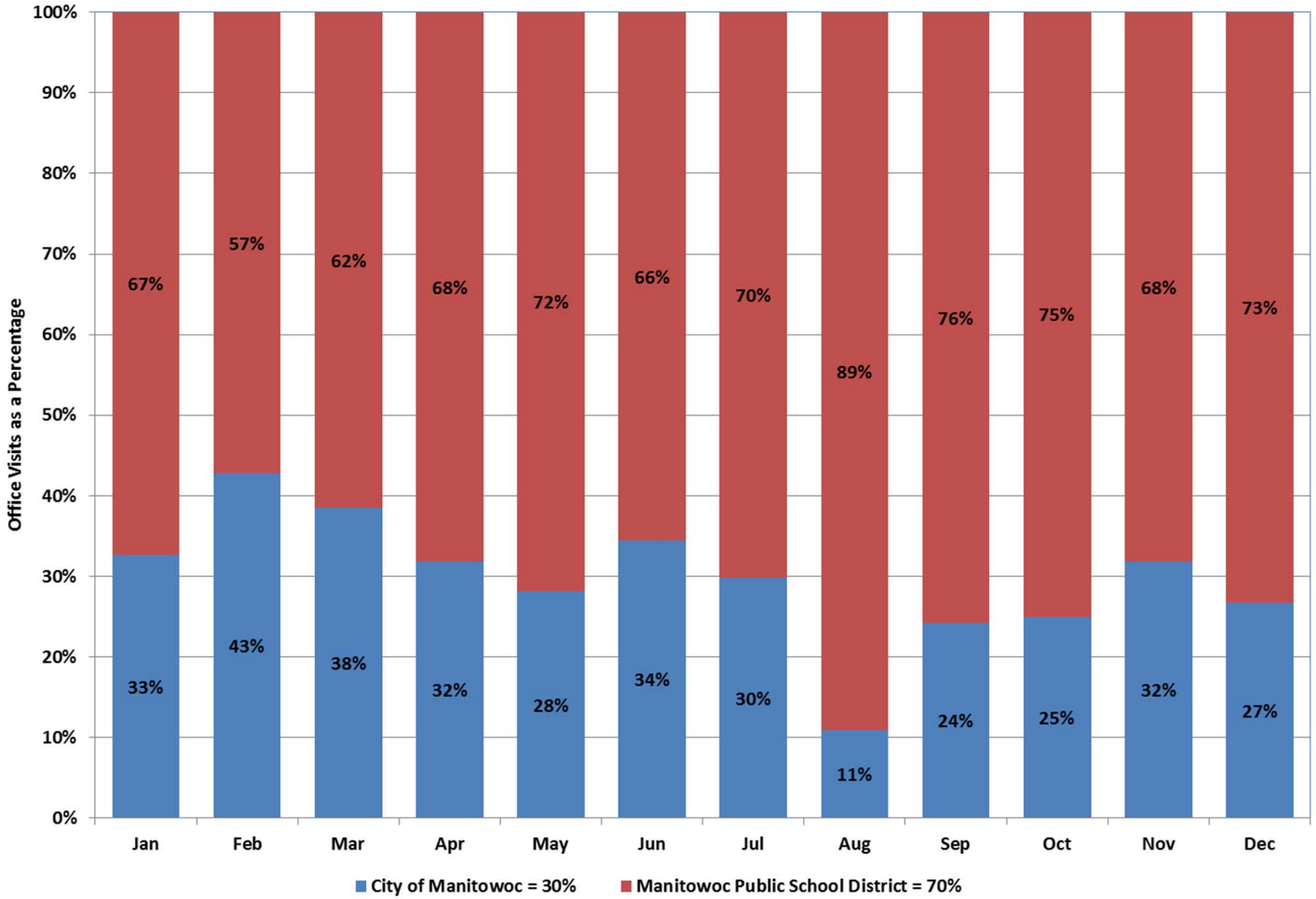
0 20 40 60 80 100 120 140



Total Manty Health & Wellness Clinic Visits YTD



Total Manty Health & Wellness Clinic Visits YTD Comparison

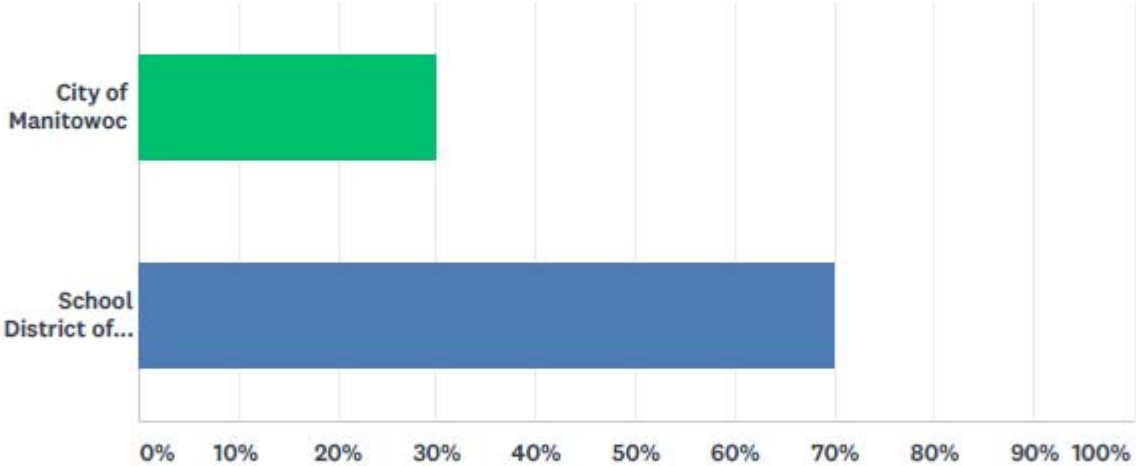


Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

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

Answered: 187 Skipped: 2



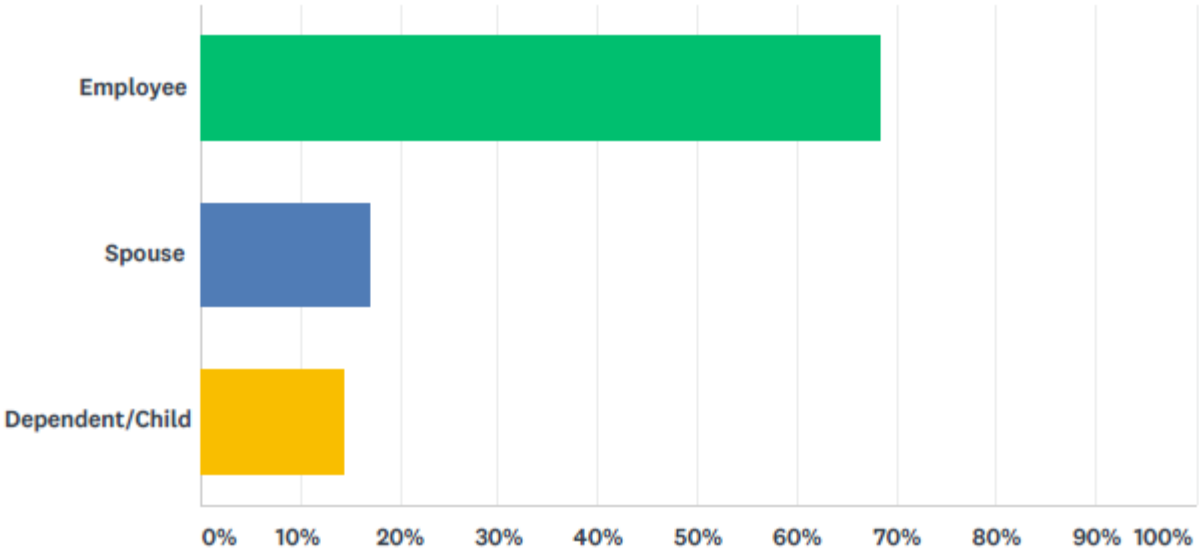
ANSWER CHOICES	RESPONSES
City of Manitowoc	29.95% 56
School District of Manitowoc	70.05% 131
TOTAL	187

Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

Q2 Please select the option that best describes the patient.

Answered: 187 Skipped: 2



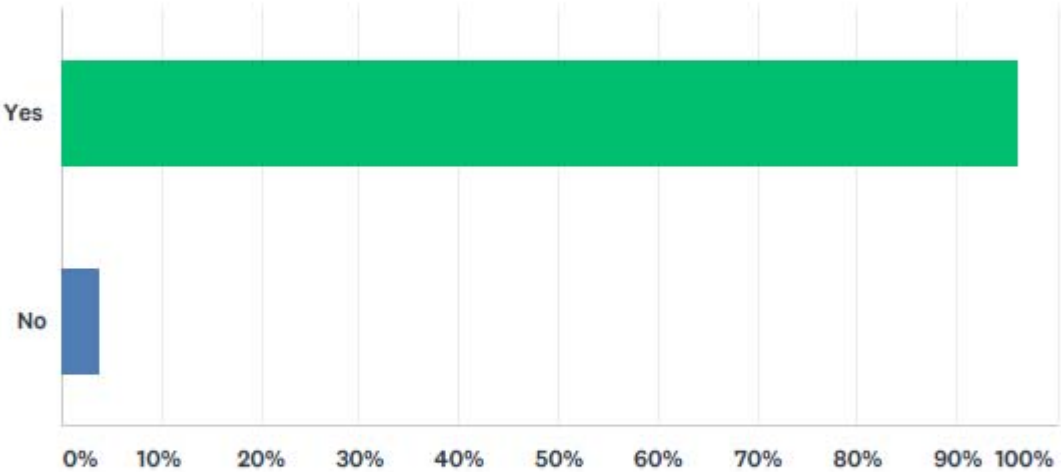
ANSWER CHOICES	RESPONSES	
Employee	68.45%	128
Spouse	17.11%	32
Dependent/Child	14.44%	27
TOTAL		187

Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

Q3 Was your appointment scheduled before you arrived at the clinic?

Answered: 186 Skipped: 3



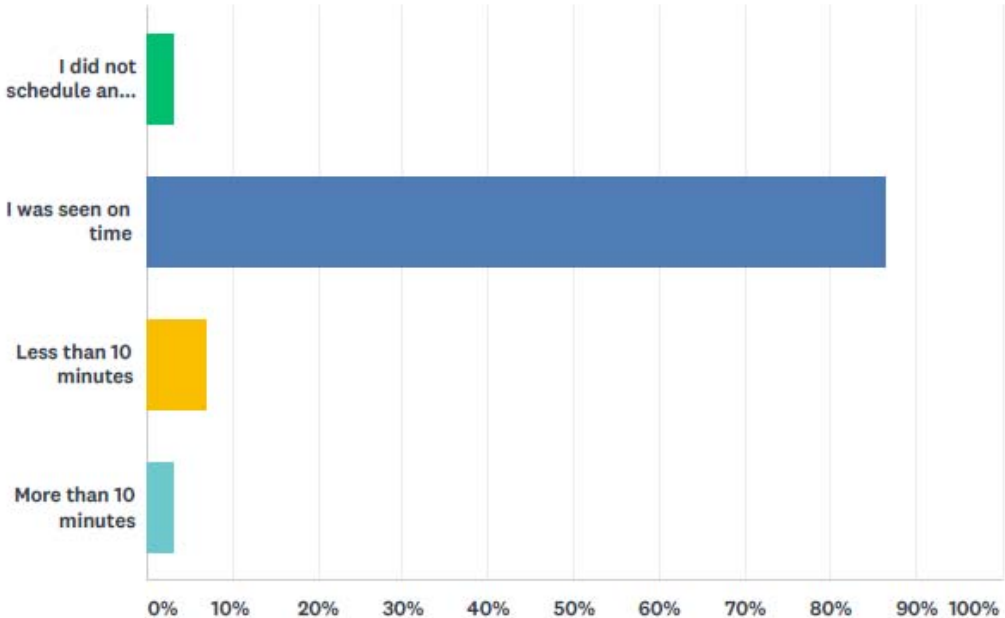
ANSWER CHOICES	RESPONSES	
Yes	96.24%	179
No	3.76%	7
TOTAL		186

Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

Q4 If you scheduled an appointment in advance, how long did you have to wait past your scheduled appointment time to be seen?

Answered: 187 Skipped: 2



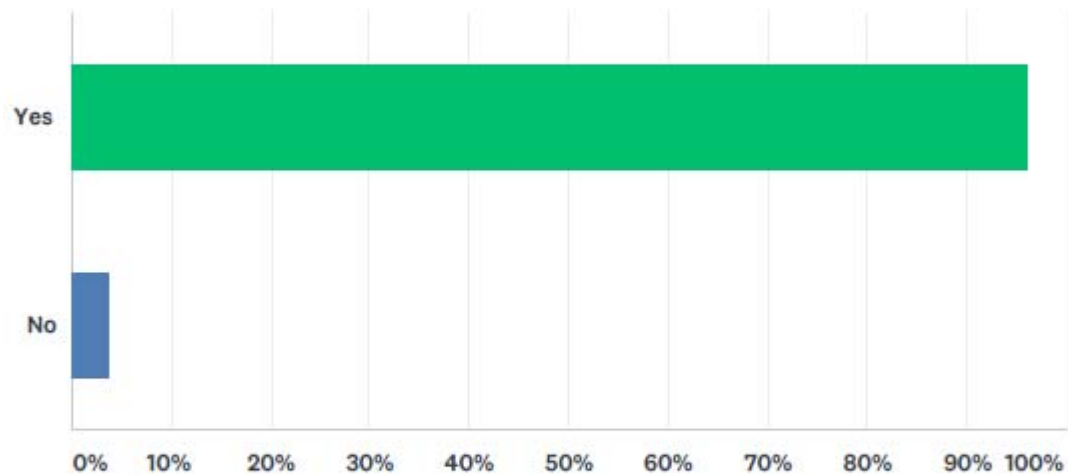
ANSWER CHOICES	RESPONSES
I did not schedule an appointment in advance	3.21% 6
I was seen on time	86.63% 162
Less than 10 minutes	6.95% 13
More than 10 minutes	3.21% 6
TOTAL	187

Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

Q5 Were you able to be seen when you needed an appointment?

Answered: 188 Skipped: 1



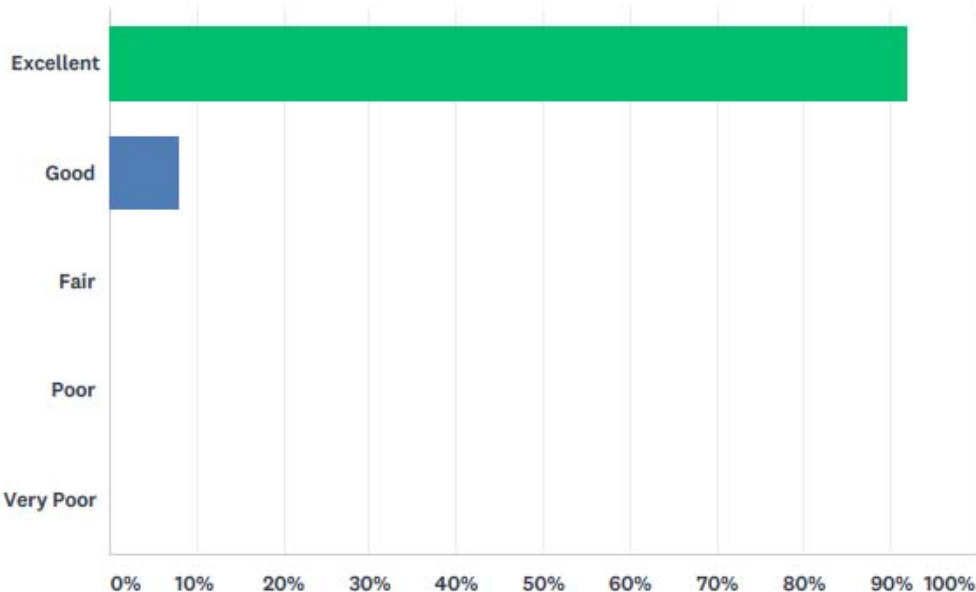
ANSWER CHOICES	RESPONSES	
Yes	96.28%	181
No	3.72%	7
TOTAL		188

Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

Q6 How would you rate the care that you received?

Answered: 189 Skipped: 0



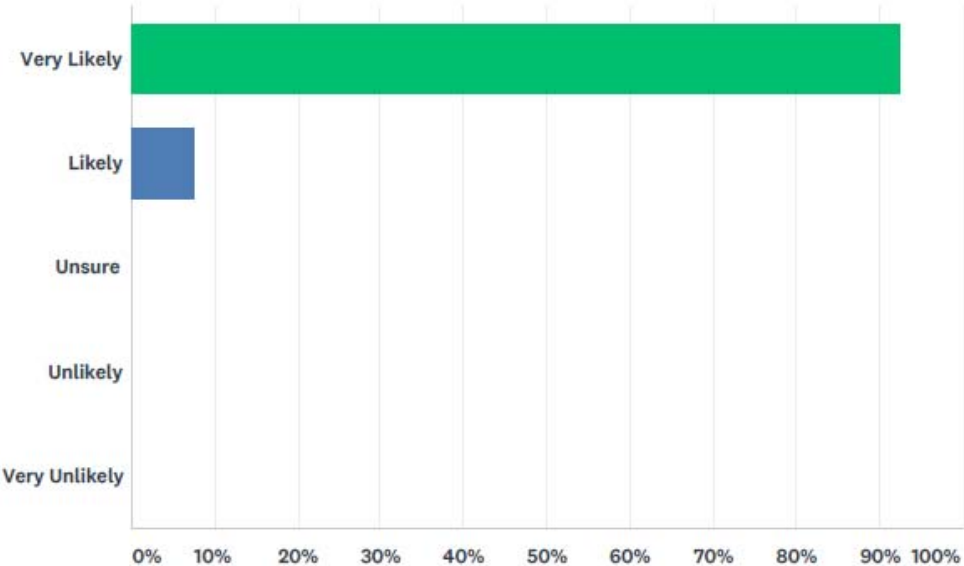
ANSWER CHOICES	RESPONSES	
Excellent	92.06%	174
Good	7.94%	15
Fair	0.00%	0
Poor	0.00%	0
Very Poor	0.00%	0
TOTAL		189

Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

Q7 What is the likelihood that you will recommend the Manty Health and Wellness Clinic to other employees?

Answered: 188 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Likely	92.55%	174
Likely	7.45%	14
Unsure	0.00%	0
Unlikely	0.00%	0
Very Unlikely	0.00%	0
TOTAL		188