



CITY OF MANITOWOC

WISCONSIN, USA
www.manitowoc.org



TO: Personnel Committee
FROM: Jessie Lillibridge, Human Resources Director
RE: Human Resources Office Update
DATE: January 4, 2018

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

Recruiting

- Hired: Library Page
- Hired: WWTF Electrician
- Hired: Community Service Worker
- Hired: Firefighter
- Advertising: Police Officer (continuous)
- Advertising: Transit Driver – Part-time (continuous)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Seasonal positions
- Advertising: DPI Laborer
- Interviewing: Maintenance Mechanic
- Interviewing: DPI Laborers
- Extended offer to Building & Grounds Division Manager
- Extended offer to Transit Driver
- Extended offer to Library Assistant
- Extended offer to RWAM Guard

Employee Relations

- Continuing to respond to employee concerns/questions.
- Investigation and discipline for employees continues as necessary.
- The firefighter 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.

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 another Stress Management Workshop.
- Go365 is fully implemented. Feedback from employees has been positive.
- Working on moving all non-contract employees onto the same benefits plan.

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 has recommended that we develop a schedule to perform drills (fire, tornado, active shooter) periodically throughout the year. Additionally, the Committee is recommending that we hold an EOC (Emergency Operations Center) drill.
- 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.
- The annual work plan meeting with CVMIC will be held on February 1, 2018.

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.
- Working with several departments to get new job positions posted on our employment page, interviewing, and onboarding new employees.

Separations

- Transit Driver

- Library Public Services Manager
- RWAM Administrative Support Specialist
- Completed exit interviews with voluntary separations/retirements

Attachment

Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc
YTD November, 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>November 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	\$ -	\$ 45,363.46
Facility Rent	\$ 138.75	\$ 138.75	\$ 138.75	\$ 138.75	\$ 138.75	\$ 138.75	\$ 138.75	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ -	\$ 1,659.45
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	\$ -	\$ 8,002.24
Clinic Vaccine	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 99.00	\$ 39.00	\$ 235.00	\$ 193.00	\$ -	\$ 566.00
Labs	\$ 238.81	\$ 324.41	\$ 287.93	\$ 441.37	\$ 654.34	\$ 228.83	\$ 190.88	\$ 95.36	\$ 44.23	\$ 89.50	\$ 144.36	\$ -	\$ 2,740.02
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	\$ -	\$ 58,331.17
<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 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	\$ -	\$ 59,723.45
Additional Charges	\$ 60.20	\$ 44.64	\$ 120.55	\$ 126.39	\$ 46.72	\$ 23.36	\$ 53.04	\$ 87.44	\$ 3.00	\$ -	\$ 46.24	\$ -	\$ 611.58
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	\$ -	\$ 60,335.03
<i>Total Savings</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 2017</i>
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	\$ -	\$ 2,003.86
<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 2017</i>
Provider Visit	31	50	55	29	31	32	23	10	23	27	35	-	346
Nurse Visit	-	-	-	-	-	-	-	-	-	-	7	-	7
Lab Visit	10	35	33	40	73	30	13	4	2	7	6	-	253
Vaccine	3	4	11	2	6	3	-	2	4	11	7	-	53
Total Patient Visits	44	89	99	71	110	65	36	16	29	45	55	-	659
<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 2017</i>
OFFICE/OUTPT VISIT,NEW,LEVEL I	-	-	-	-	-	-	-	-	-	-	1	-	1
OFFICE/OUTPT VISIT,NEW,LEVEL II	-	-	-	-	2	-	1	-	-	-	1	-	4
OFFICE/OUTPT VISIT,NEW,LEVEL III	2	-	1	3	1	1	1	-	-	-	6	-	15
OFFICE/OUTPT VISIT EST LEVEL II	3	-	3	-	-	1	-	1	2	4	1	-	15
OFFICE/OUTPT VISIT EST LEVEL III	25	47	47	23	26	27	20	7	18	19	20	-	279
OFFICE/OUTPT VISIT EST LEVEL IV	-	-	-	-	-	-	-	-	3	4	4	-	11
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	-	346
<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 2017</i>
OFFICE/OUTPT VISIT EST LEVEL I	-	-	-	-	-	-	-	-	-	-	7	-	7
Grand Total	-	-	-	-	-	-	-	-	-	-	7	-	7

*Note: Total Savings has been re-instated for all prior months as the Total Charges Avoided amounts has been updated correctly with pricing

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

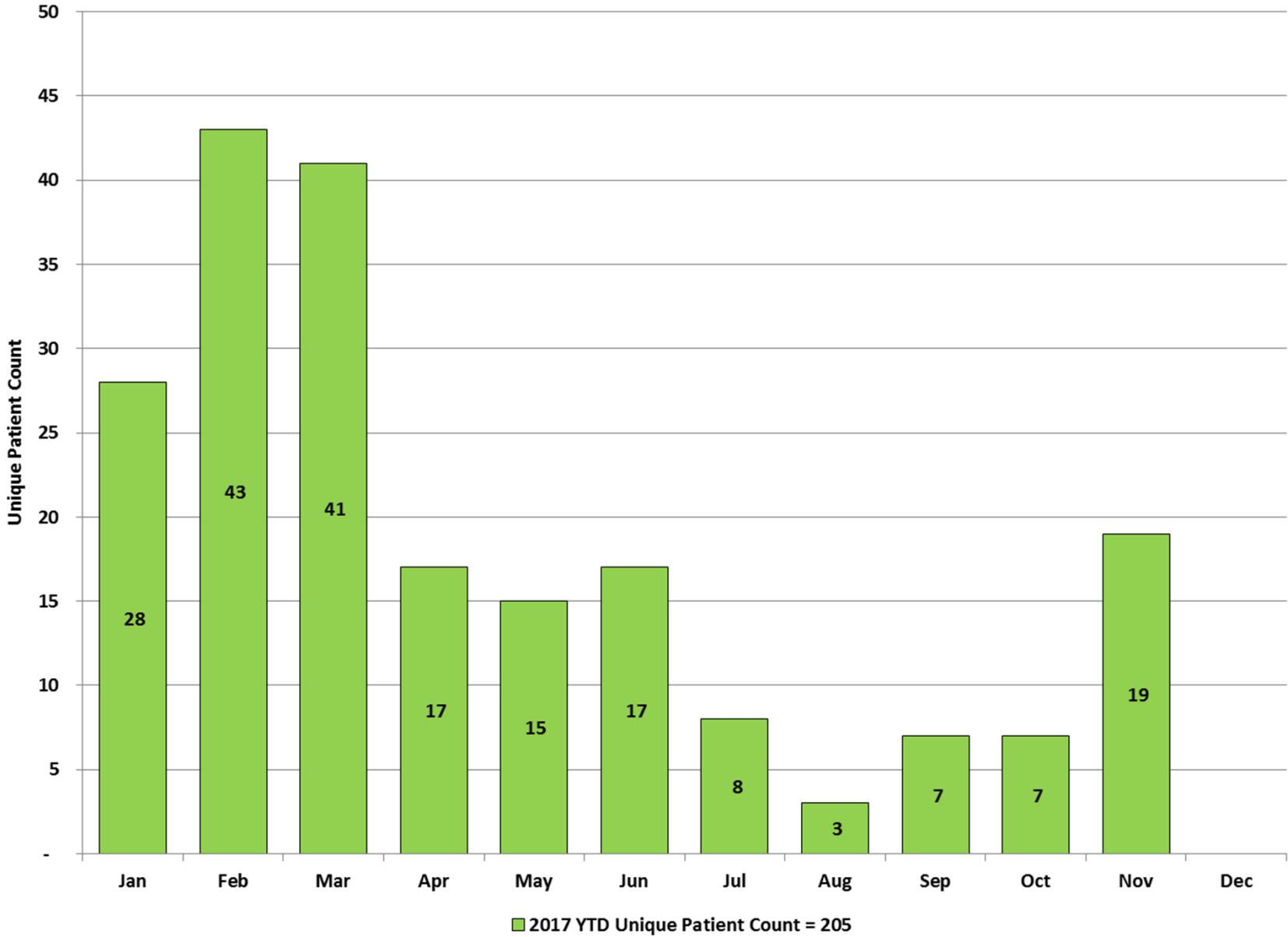
Patient Services				
Company	Description	Monthly Rate	Quantity/Participants	Total Monthly Fee
CITY	Clinic Nurse Practitioner Services (Hours)	\$ 29.45	176	\$ 5,183.20
CITY	Facility Rent	\$ 172.05	1	\$ 172.05
CITY	Pharmacy	\$ 720.79	1	\$ 720.79

Vaccine					
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY	90471	IMMUNIZATION ADMIN SINGLE OR FIRST	No Cost	7	\$ -
CITY	90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	\$ 19.00	4	\$ 76.00
CITY	90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	3	\$ 117.00
Total Clinic Vaccine					\$ 193.00

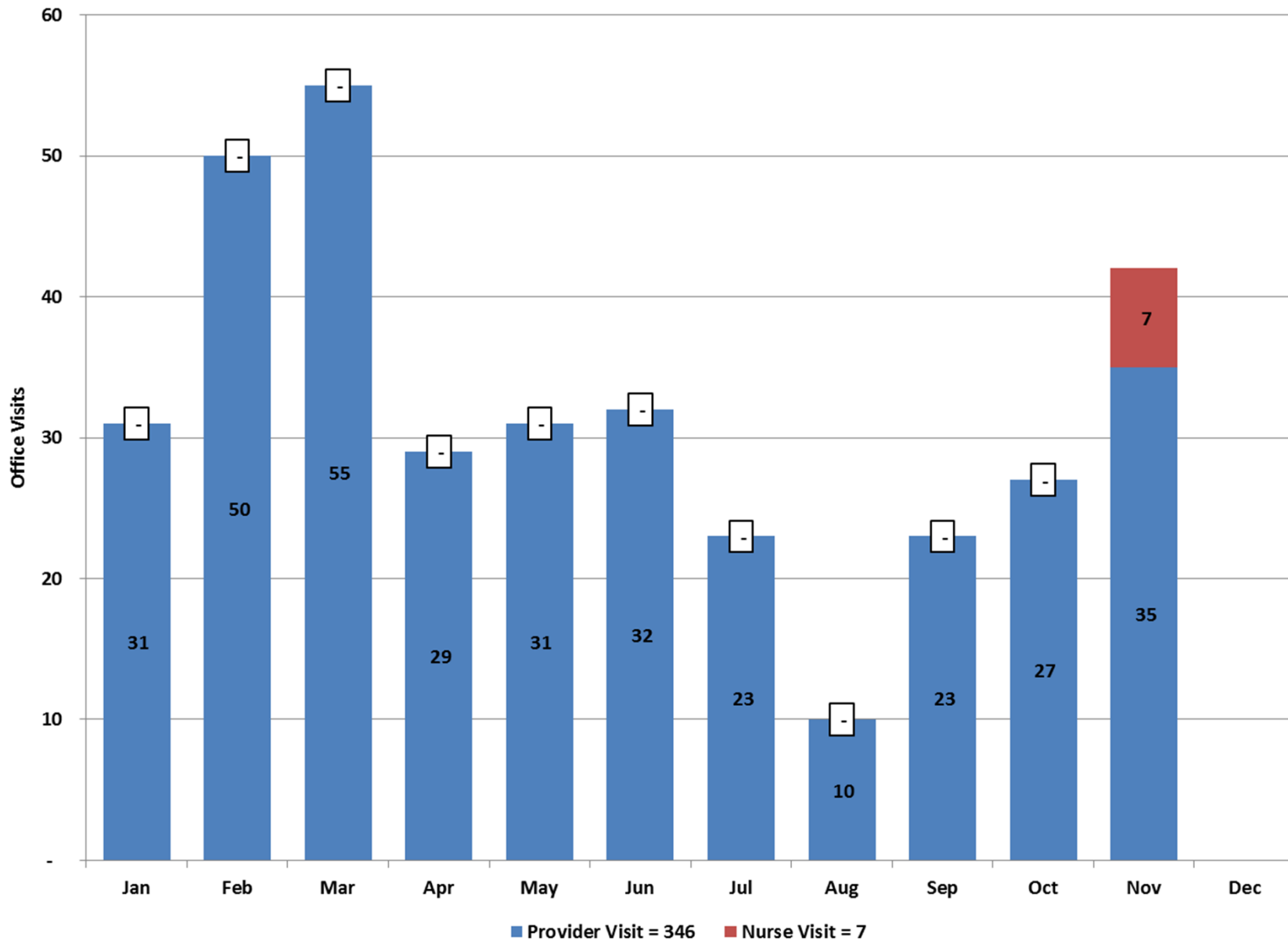
Clinic Labs					
Company	CPT Code	Test Name	Contract Rate	Sum of Quantity	Total Lab Fee
CITY	80048	BASIC METABOLIC PNL	\$ 3.62	2	\$ 7.24
CITY	80053	COMP METABOLIC PNL	\$ 4.50	3	\$ 13.50
CITY	80061	LIPID PANEL W/REFLEX + REFLEX TEST SENT TO MAIN	\$ 4.01	4	\$ 16.04
CITY	80061	LIPID PNL W/O REFLEX	\$ 4.01	1	\$ 4.01
CITY	80178	LITHIUM	Not on Contract	1	\$ -
CITY	83036	HEMOGLOBIN A1C	\$ 4.95	2	\$ 9.90
CITY	83721	LDL DIRECT	\$ 4.76	1	\$ 4.76
CITY	84439	FREE T4	\$ 4.83	1	\$ 4.83
CITY	84443	TSH	\$ 4.83	1	\$ 4.83
CITY	84443	TSH WITH REFLEX	\$ 4.83	2	\$ 9.66
CITY	84481	FREE T3	\$ 11.31	1	\$ 11.31
CITY	85004	DIFFERENTIAL	Not on Contract	2	\$ -
CITY	85027	HEME PROFILE	Not on Contract	2	\$ -
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	4	\$ 9.52
CITY	87086	URINE CULTURE	\$ 15.24	1	\$ 15.24
CITY	87088	URINE PRESUMPTIVE ID	\$ 13.77	1	\$ 13.77
Total Lab					\$ 144.36

TOTAL INVOICED \$ 6,413.40

City of Manitowoc - Unique Patient Summary



City of Manitowoc - Visits YTD Summary



City of Manitowoc - Visits By Day Summary Pg1

Provider Visits - November 2017									
Visit Type	Appointment Time	Appointment Date	Appointment Length (Minutes)	Monday	Tuesday	Wednesday	Thursday	Friday	Total
Provider Visit	7:00:00 AM	11/24/2017	45					1	1
Provider Visit	7:30:00 AM	11/6/2017	15	1					1
Provider Visit	8:00:00 AM	11/10/2017	60					1	1
Provider Visit	8:00:00 AM	11/20/2017	30	1					1
Provider Visit	8:30:00 AM	11/3/2017	30					1	1
Provider Visit	8:30:00 AM	11/17/2017	15					1	1
Provider Visit	8:45:00 AM	11/6/2017	30	1					1
Provider Visit	9:00:00 AM	11/10/2017	30					1	1
Provider Visit	9:30:00 AM	11/27/2017	30	1					1
Provider Visit	10:00:00 AM	11/1/2017	30			1			1
Provider Visit	10:00:00 AM	11/8/2017	30			1			1
Provider Visit	10:00:00 AM	11/9/2017	30				1		1
Provider Visit	10:00:00 AM	11/14/2017	30		1				1
Provider Visit	10:15:00 AM	11/22/2017	30			1			1
Provider Visit	10:30:00 AM	11/2/2017	30				1		1
Provider Visit	11:00:00 AM	11/7/2017	45		1				1
Provider Visit	11:00:00 AM	11/9/2017	30				1		1
Provider Visit	11:30:00 AM	11/16/2017	30				1		1
Provider Visit	12:00:00 PM	11/9/2017	30				1		1
Provider Visit	12:00:00 PM	11/13/2017	30	1					1
Provider Visit	12:00:00 PM	11/17/2017	30					1	1
Provider Visit	12:00:00 PM	11/20/2017	15	1					1
Provider Visit	12:30:00 PM	11/2/2017	30				1		1
Provider Visit	12:30:00 PM	11/13/2017	15	1					1
Provider Visit	12:30:00 PM	11/28/2017	30		1				1
Provider Visit	1:00:00 PM	11/13/2017	30	1					1
Provider Visit	1:00:00 PM	11/17/2017	30					1	1
Provider Visit	1:30:00 PM	11/6/2017	30	1					1
Provider Visit	1:30:00 PM	11/13/2017	30	1					1
Provider Visit	3:00:00 PM	11/22/2017	30			1			1
Provider Visit	4:00:00 PM	11/16/2017	30				1		1
Provider Visit	4:30:00 PM	11/8/2017	30			1			1
Provider Visit	4:30:00 PM	11/16/2017	30				1		1
Provider Visit	5:15:00 PM	11/15/2017	30			1			1
Provider Visit	5:30:00 PM	11/8/2017	15			1			1
Grand Total				10	3	7	8	7	35

City of Manitowoc - Visits By Day Summary Pg 2

Number of Cancelled/No Show Visits - November 2017			
Date	Cancellation	No Show	Total
11/2/2017	1		1
11/10/2017	2		2
11/13/2017	1		1
11/14/2017	2		2
11/17/2017	1		1
11/22/2017	1		1
Grand Total	8	-	8
	Nurse Visits - November 2017		
	Visit Type	Total	
	Nurse Visit	7	
	Grand Total	7	

City of Manitowoc - Vaccine Summary

YTD Quantity

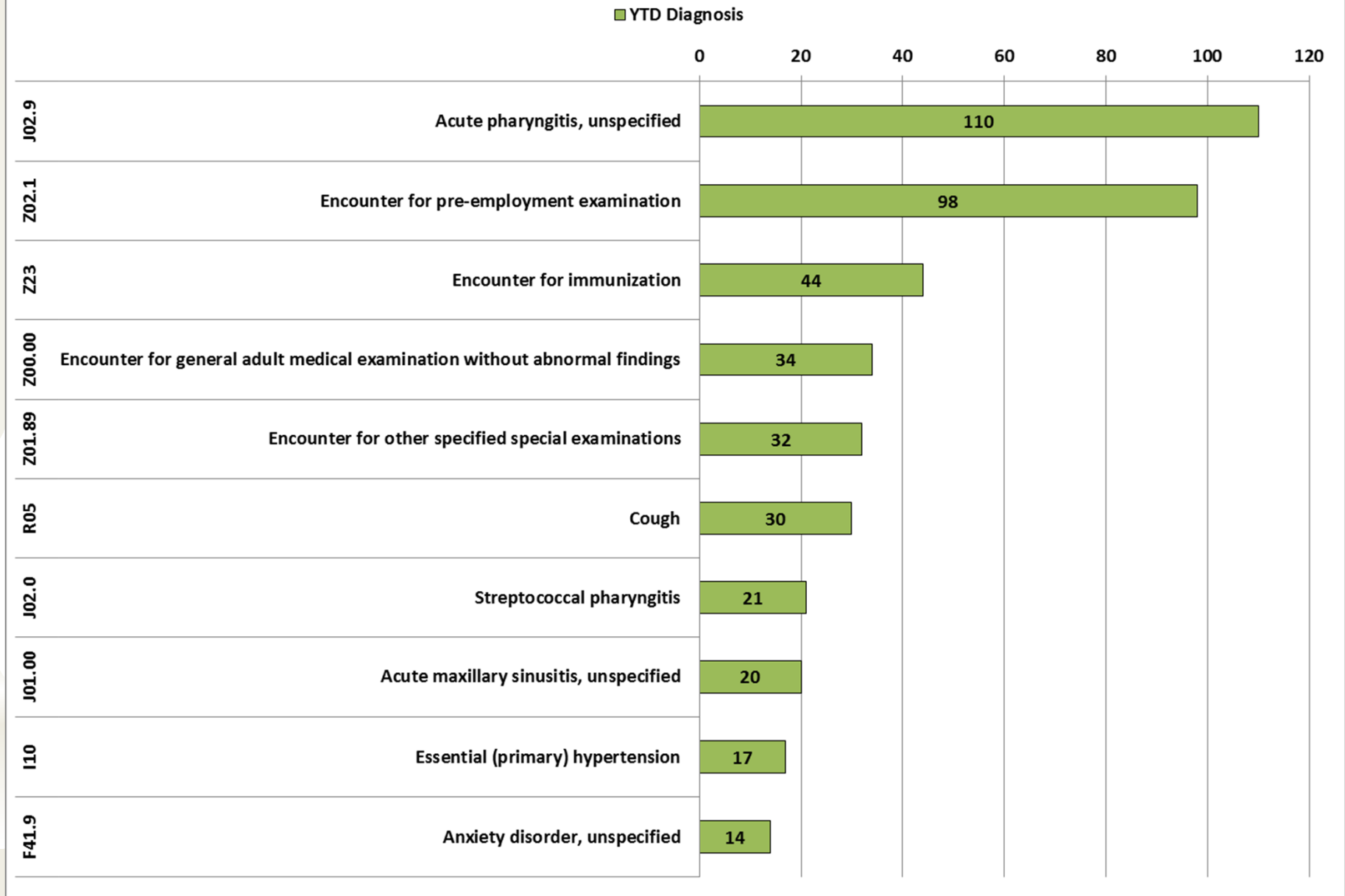
CPT Code	Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Qty
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	-	-	-	-	-	-	-	-	-	9	4		13
90714.02	TD 7 YRS+ PRESERVATIVE FREE	-	-	-	-	-	-	-	-	-	1	-		1
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	-	-	-	-	-	-	-	1	1	1	3		6
90736	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	-	24

YTD Cost

CPT Code	Description	Cost	YTD Qty	Total YTD Cost
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	\$ 19.00	13	\$ 247.00
90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 25.00	1	\$ 25.00
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	6	\$ 234.00
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				\$ 566.00

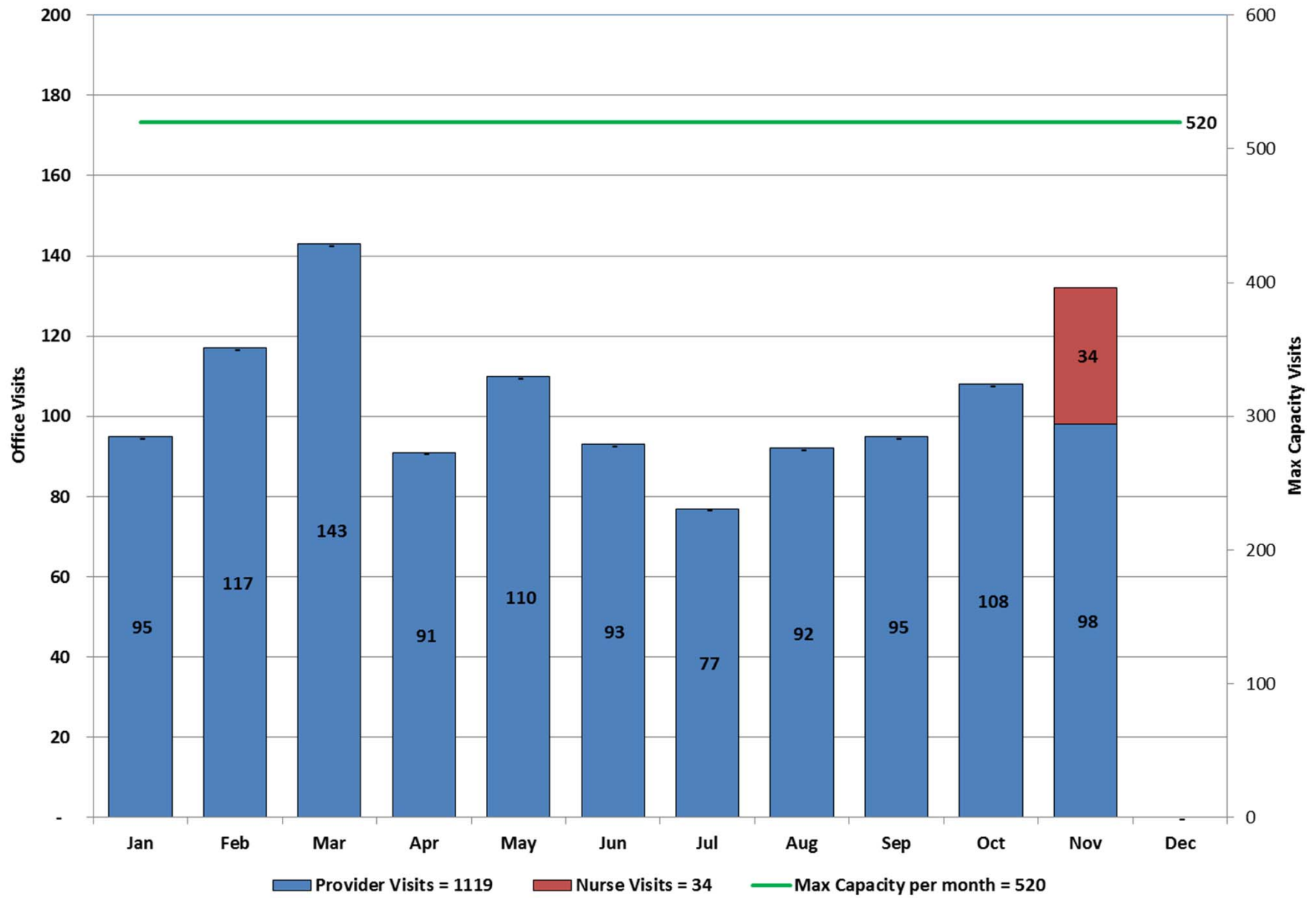
*Note that the YTD Quantity and Cost does not reflect any Vaccine given prior to August 2017

City of Manitowoc - Top Ten Diagnosis

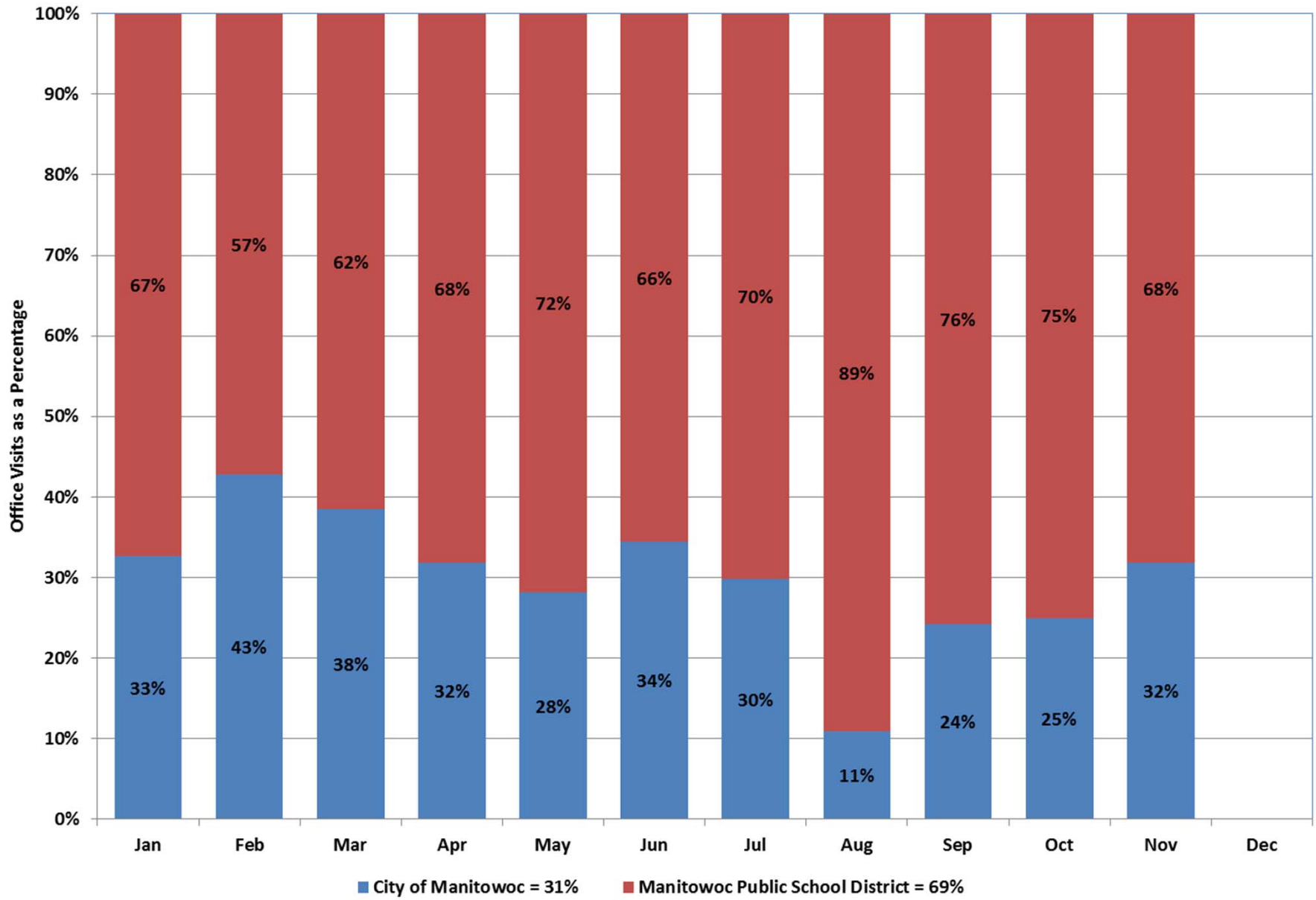


YTD Diagnosis has been re-stated for City of Manitowoc

Total Manty Health & Wellness Clinic Visits YTD



Total Manty Health & Wellness Clinic Visits YTD Comparison

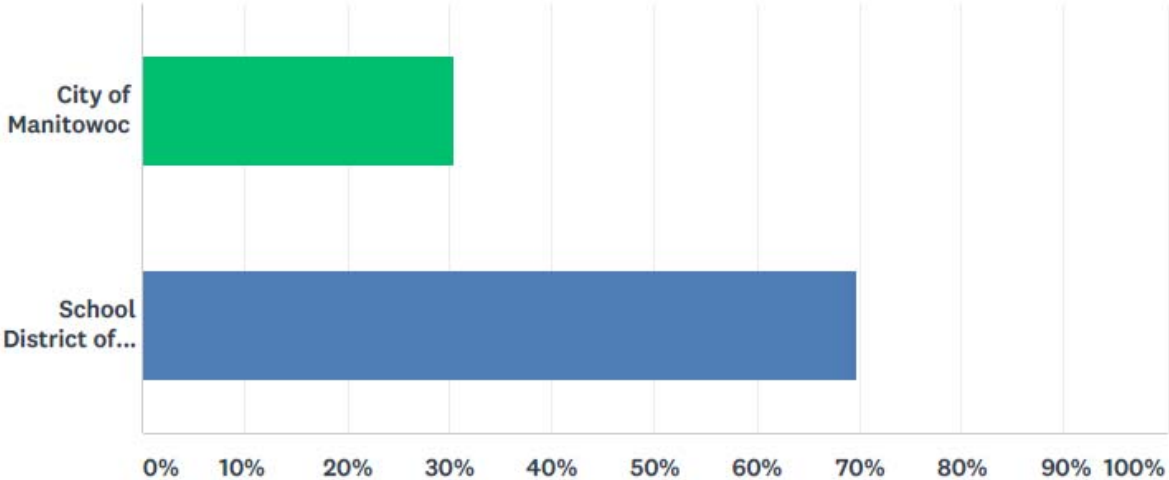


Manty Clinic Patient Survey YTD

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: 181 Skipped: 2



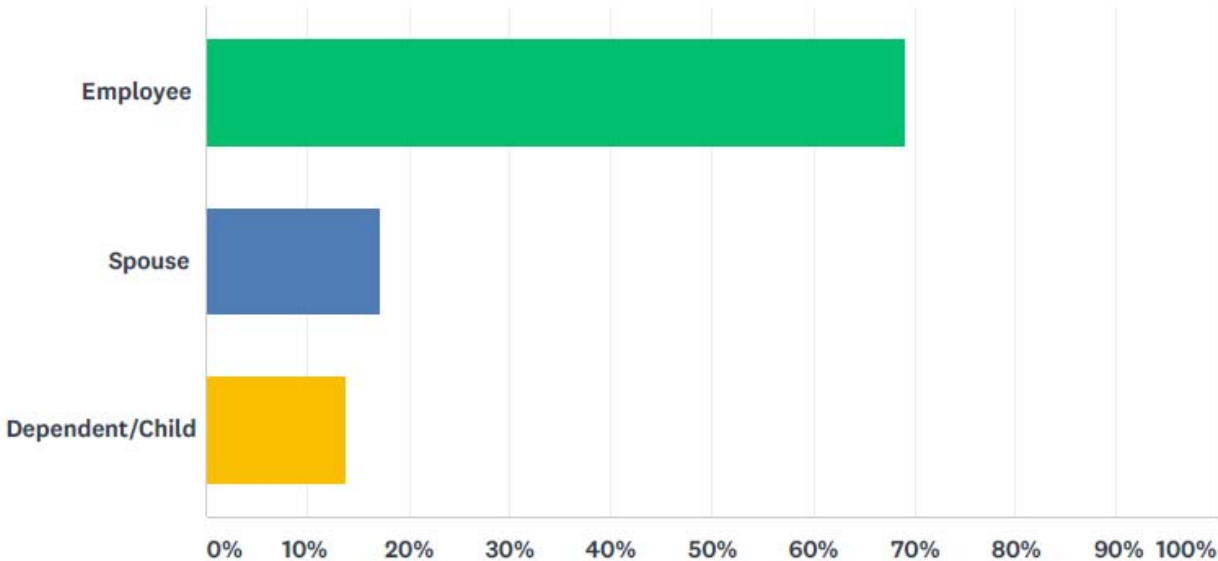
ANSWER CHOICES	RESPONSES	
City of Manitowoc	30.39%	55
School District of Manitowoc	69.61%	126
TOTAL		181

Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

Q2 Please select the option that best describes the patient.

Answered: 181 Skipped: 2



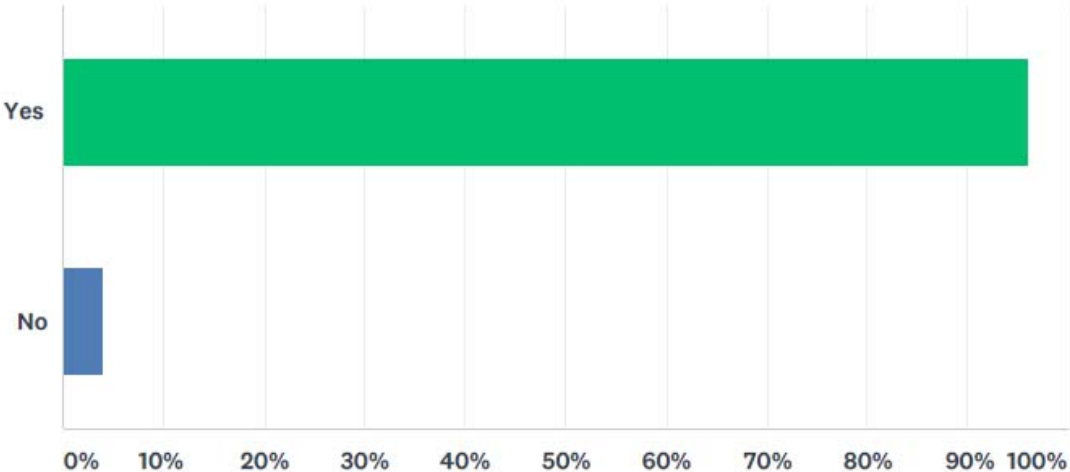
ANSWER CHOICES	RESPONSES	
Employee	69.06%	125
Spouse	17.13%	31
Dependent/Child	13.81%	25
TOTAL		181

Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

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

Answered: 180 Skipped: 3



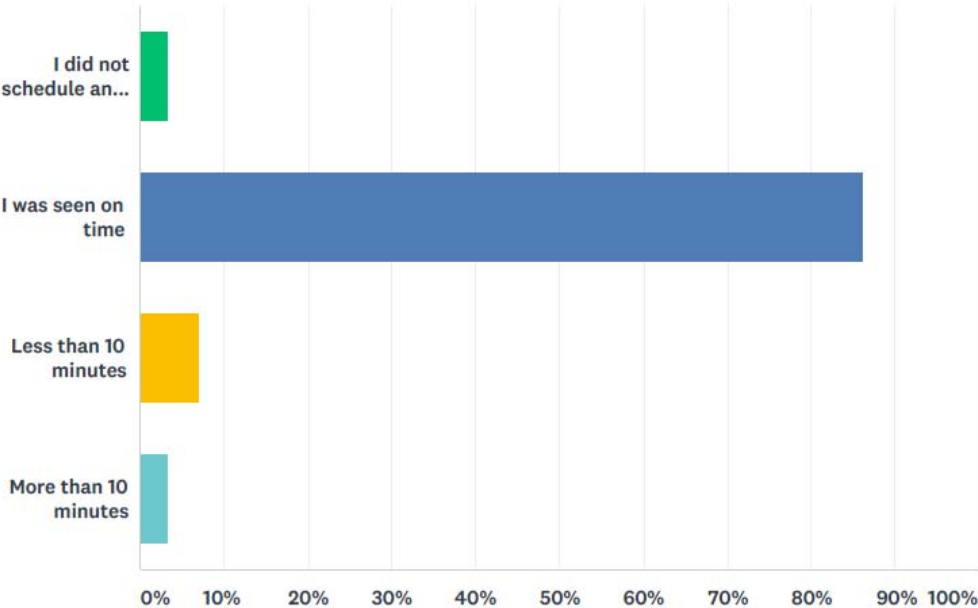
ANSWER CHOICES	RESPONSES	
Yes	96.11%	173
No	3.89%	7
TOTAL		180

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: 181 Skipped: 2



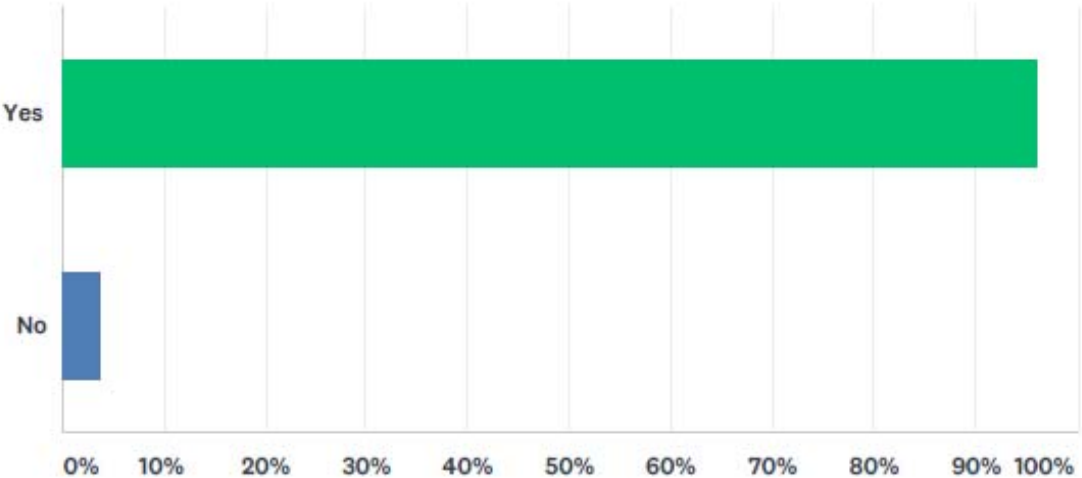
ANSWER CHOICES	RESPONSES	
I did not schedule an appointment in advance	3.31%	6
I was seen on time	86.19%	156
Less than 10 minutes	7.18%	13
More than 10 minutes	3.31%	6
TOTAL		181

Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

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

Answered: 182 Skipped: 1



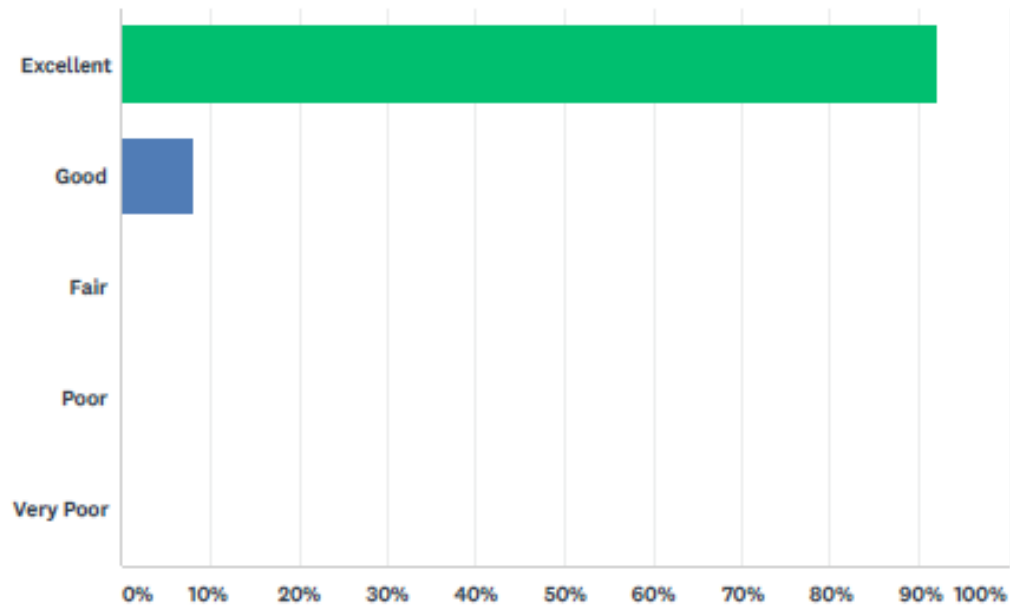
ANSWER CHOICES	RESPONSES	
Yes	96.15%	175
No	3.85%	7
TOTAL		182

Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

Q6 How would you rate the care that you received?

Answered: 183 Skipped: 0



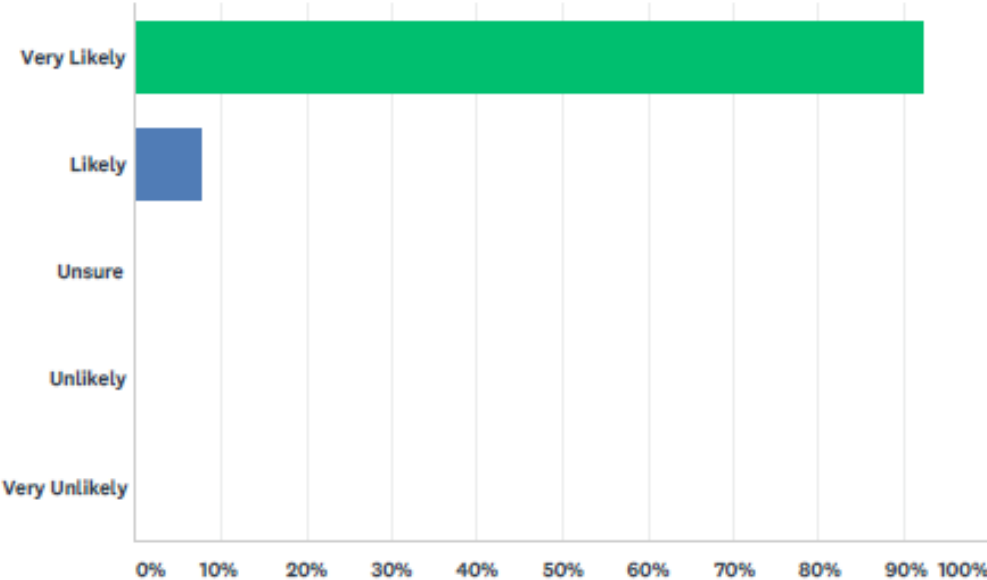
ANSWER CHOICES	RESPONSES	
Excellent	91.80%	168
Good	8.20%	15
Fair	0.00%	0
Poor	0.00%	0
Very Poor	0.00%	0
TOTAL		183

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: 182 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Likely	92.31%	168
Likely	7.69%	14
Unsure	0.00%	0
Unlikely	0.00%	0
Very Unlikely	0.00%	0
TOTAL		182