



CITY OF MANITOWOC

WISCONSIN, USA
www.manitowoc.org



TO: Personnel Committee
FROM: Jessie Lillibridge, Human Resources Director
RE: Human Resources Office Update
DATE: October 1, 2018

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

Recruiting

- Hired: Transit Driver
- Hired: Library Page
- Hired: Library Clerk
- Advertising: Police Officer (continuous)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Seasonals
- Advertising: Transit Driver
- Advertising: CSW Intern
- Accepted offer: Housing Enforcement Inspector
- Accepted offer: WWTF Operator

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 will expire at the end of 2018. Negotiations are going well. We have retained Attorney Mark Olson to assist with our legal counsel during the process. We are preparing to go to mediation.
- Working with payroll and the three Unions to ensure we have proper forms on file to comply with the recent Janus ruling that came down from the Supreme Court.
- Transit union dropped the grievance regarding employee's short-term disability after meeting with the City.
- Several firefighters did not attend onsite biometrics (a requirement in their contract). We worked with the union and Manty Clinic to schedule additional testing at the employees'/unions cost.
- Notice was received that the fire union plans to file grievances due to the handling of a complaint against an employee.

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. We have recently drafted a STAR Award policy so the program is run with more consistency.
- 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.
- Working on an employee satisfaction survey after receiving feedback that employees are unhappy 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.
- The Human Resources Department will attend the Annual Wisconsin SHRM Conference in WI Dells from October 10-12th.

Compensation, Benefits & Wellness

- Manty Health & Wellness Center operations continue to go well. Positive feedback from employees. Attached is the monthly report. The contract expires at the end of 2018, so we are in discussions on a new agreement, which will be brought to Council when available.
- Continuing to work through 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 – monthly health topics and lunch and learn programs. Our 2018 events are under way, including Lunchtime Yoga, massage therapy at a reduced cost, step challenges, incentives for using the City Hall fitness facility, 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. Discussions continue with Central States in developing a new agreement to replace the 2004 version, along with the administration of data as required by Central States.
- Working with our broker to get open enrollment meetings and enrollment set up beginning the last week of October.
- Our Go365 plan year begins in October.

Safety & Risk Management

- Safety committee meeting and discussion, continuing monthly topics.
- Continuing the lost time injury program, employees continue to report safety concerns. So far, there have been three worker's compensation lost time injuries in 2018.
- Emergency response plans for all City buildings in progress.
- Respiratory Policy and Chlorine Risk Management Plan (WWTF) are under development with the assistance of CVMIC. Silica Dust Policy has been implemented.
- Working to settle a WC accident case with a former employee.
- Developing a city-wide Drug & Alcohol Policy for non-DOL employees.
- Working with PD to provide an Active Shooter drill for City employees.
- Fire Drills will be held at City buildings during the month of October.

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. Currently we are in the discovery phase with weekly meetings. The HR module is being built by our developer. We are struggling with the discovery phase of the timekeeping piece due to complications with some of the information that is currently captured through our Springbrook payroll module, which is used for accounting purposes, not being able to be imported by Springbrook from Kronos.
- The 2019 budget was submitted to the Mayor and the Finance Department. A request was made to include Performance Management software in next year's budget.
- Working with IT to streamline the process of onboarding new employees and ensuring they have access to all appropriate technology.

Separations

- Crossing Guard
- WWTF Operator
- Completed exit interviews with voluntary separations/retirements

Attachment

Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc
YTD August, 2018



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>August YTD 2018</i>
Clinic Nurse Practitioner Services (Hour)	\$ 5,183.20	\$ 4,712.00	\$ 5,183.20	\$ 4,947.60	\$ 5,418.80	\$ 4,947.60	\$ 5,183.20	\$ 5,183.20					\$ 40,758.80
Facility Rent	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05					\$ 1,376.40
Pharmacy	\$ 650.61	\$ 438.71	\$ 576.30	\$ 369.16	\$ 567.77	\$ 440.92	\$ 490.11	\$ 456.17					\$ 3,989.75
Clinic Vaccine	\$ 79.00	\$ 57.00	\$ 221.00	\$ 60.00	\$ 142.00	\$ 78.00	\$ -	\$ -					\$ 637.00
Labs	\$ 80.63	\$ 102.19	\$ 114.88	\$ 149.70	\$ 199.09	\$ 96.64	\$ 177.25	\$ 59.48					\$ 979.86
Aurora Employer Clinic Charges Invoiced	\$ 6,165.49	\$ 5,481.95	\$ 6,267.43	\$ 5,698.51	\$ 6,499.71	\$ 5,735.21	\$ 6,022.61	\$ 5,870.90	\$ -	\$ -	\$ -	\$ -	\$ 47,741.81

<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>August YTD 2018</i>
Customary Charges	\$ 9,477.88	\$ 6,540.66	\$10,864.36	\$ 5,239.37	\$10,733.55	\$ 7,598.51	\$ 3,455.39	\$ 6,068.31	\$ -	\$ -	\$ -	\$ -	\$ 59,978.03
Additional Charges	\$ 111.59	\$ 42.32	\$ 229.40	\$ 274.01	\$ 159.70	\$ -	\$ 23.92	\$ 12.36	\$ -	\$ -	\$ -	\$ -	\$ 853.30
Total Charges Avoided	\$ 9,589.47	\$ 6,582.98	\$11,093.76	\$ 5,513.38	\$10,893.25	\$ 7,598.51	\$ 3,479.31	\$ 6,080.67	\$ -	\$ -	\$ -	\$ -	\$ 60,831.33

Total Savings	\$ 3,423.98	\$ 1,101.03	\$ 4,826.33	\$ (185.13)	\$ 4,393.54	\$ 1,863.30	\$ (2,543.30)	\$ 209.77	\$ -	\$ -	\$ -	\$ -	\$ 13,089.52
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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>August YTD 2018</i>
Provider Visit	51	36	55	21	43	36	19	27					288
Nurse Visit	5	7	8	35	75	16	6	13					165
Lab Visit	20	15	19	42	85	23	4	15					223
Vaccine	2	3	6	1	4	2	-	2					20
Total Patient Visits	78	61	88	99	207	77	29	57	-	-	-	-	696

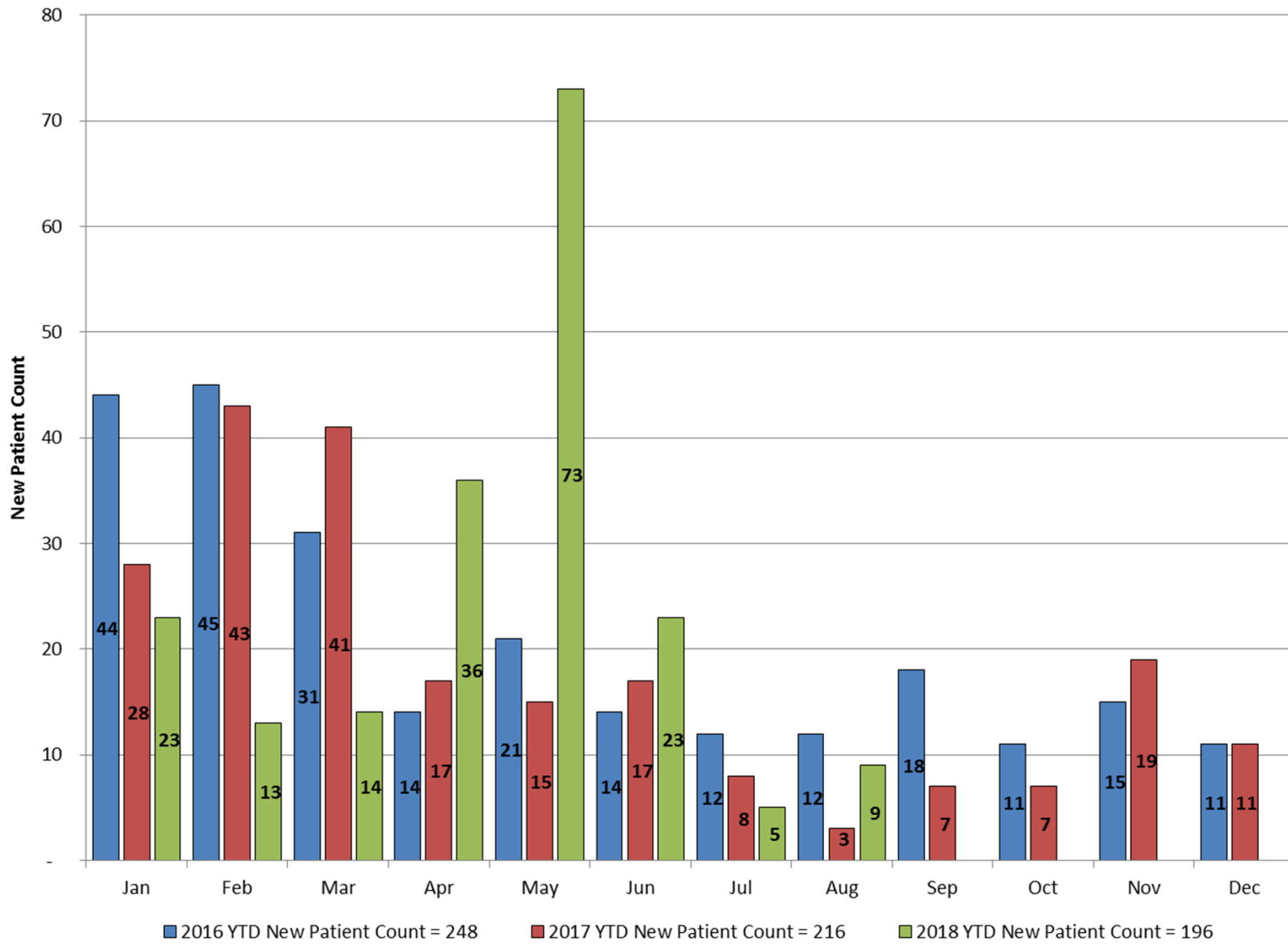
<i>Total Provider Visit Types</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>August YTD 2018</i>
OFFICE/OUTPT VISIT,NEW,LEVEL II	1	1	4	1	-	-	-	-					7
OFFICE/OUTPT VISIT,NEW,LEVEL III	9	5	6	6	5	5	1	8					45
OFFICE/OUTPT VISIT,NEW,LEVEL IV	1	-	-	-	-	-	-	1					2
OFFICE/OUTPT VISIT EST LEVEL II	1	2	1	2	2	1	3	-					12
OFFICE/OUTPT VISIT EST LEVEL III	34	24	25	11	31	19	10	13					167
OFFICE/OUTPT VISIT EST LEVEL IV	3	2	18	-	3	6	4	2					38
PREV NEW AGE 12-17						2							2
PREV NEW AGE 18-39	1	-	-	-	1	-							2
PREV EST AGE 05-11			1	-	-	-							1
PREV EST AGE 12-17	-	1	-	1	1	3		3					9
PREV EST AGE 18-39	1	1	-	-		-							2
PREV EST AGE 40-64							1						1
Grand Total	51	36	55	21	43	36	19	27	-	-	-	-	288

<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>August YTD 2018</i>
OFFICE/OUTPT VISIT EST LEVEL I	5	7	8	35	75	39	6	13					188
Grand Total	5	7	8	35	75	39	6	13	-	-	-	-	188

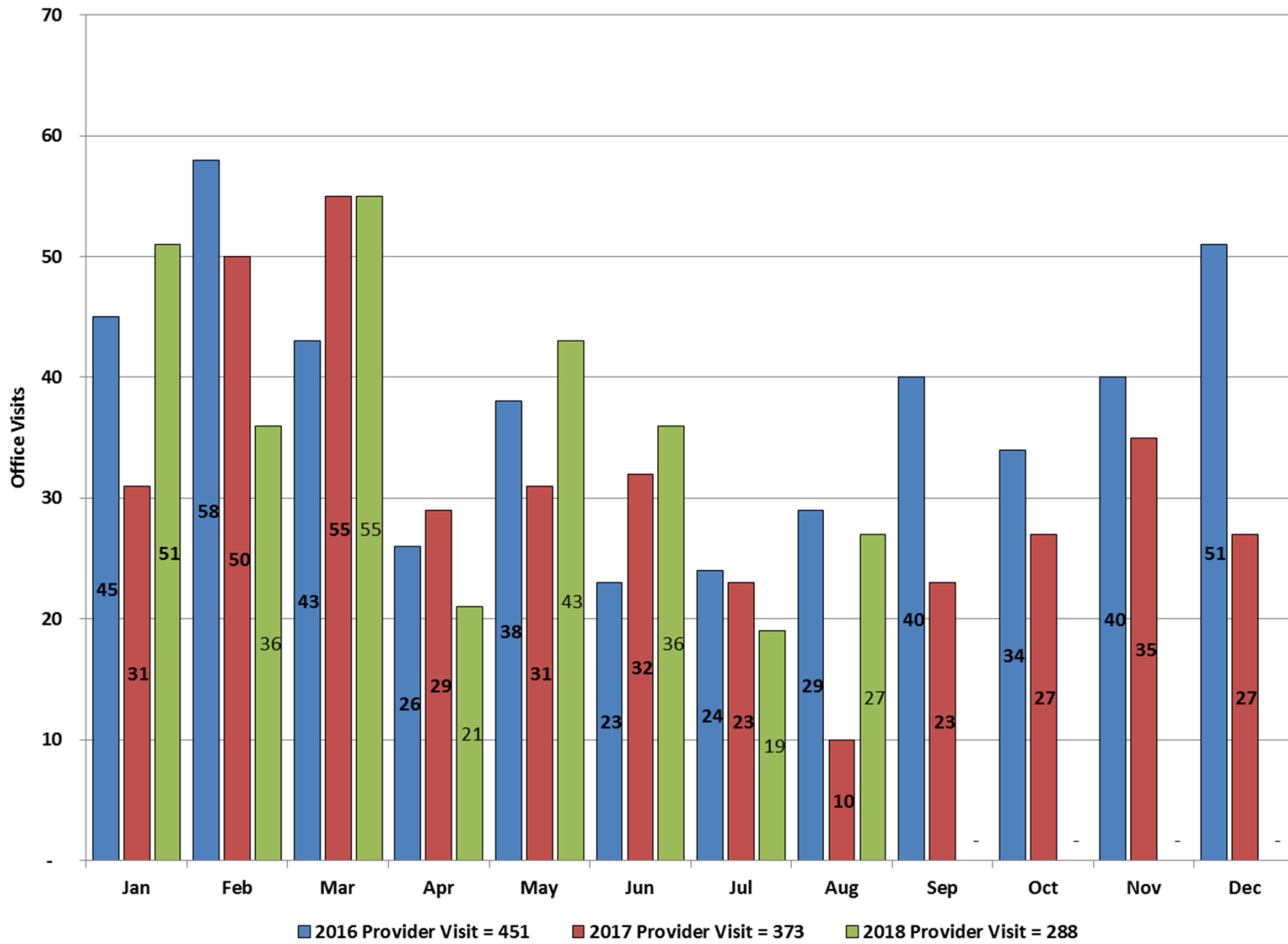
City of Manitowoc - Invoice Summary
Patient Services/Vaccine/Clinic Labs
Service Month: August 2018

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	\$ 456.17	1	\$ 456.17
Vaccine					
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY					\$ -
CITY					\$ -
					\$ -
Total Clinic Vaccine					\$ -
Clinic Labs					
Company	CPT Code	Test Name	Contract Rate	Sum of Quantity	Total Lab Fee
CITY	80053	COMP METABOLIC PNL	\$ 4.83	1	\$ 4.83
CITY	81003	URINALYSIS SCREEN	Not on Contract	1	\$ -
CITY	81015	URINE MICROSCOPIC Order With USCR Code Only	\$ 4.83	1	\$ 4.83
CITY	84443	TSH	\$ 2.38	1	\$ 2.38
CITY	84443	TSH WITH REFLEX	\$ 4.50	1	\$ 4.50
CITY	84443	TSH WITH REFLEX	Not on Contract	1	\$ -
CITY	85004	DIFFERENTIAL	\$ 7.75	1	\$ 7.75
CITY	85027	HEME PROFILE	Not on Contract	1	\$ -
CITY	86618	LYME IGG/M AB SCREEN	\$ 11.31	1	\$ 11.31
CITY	87081	CULTURE STREP GRP A	\$ 4.83	1	\$ 4.83
CITY	87081	CULTURE STREP GRP A	\$ 15.24	1	\$ 15.24
CITY	87086	URINE CULTURE	\$ 3.81	1	\$ 3.81
					\$ -
					\$ -
Total Lab					\$ 59.48
TOTAL INVOICED					\$ 5,870.90

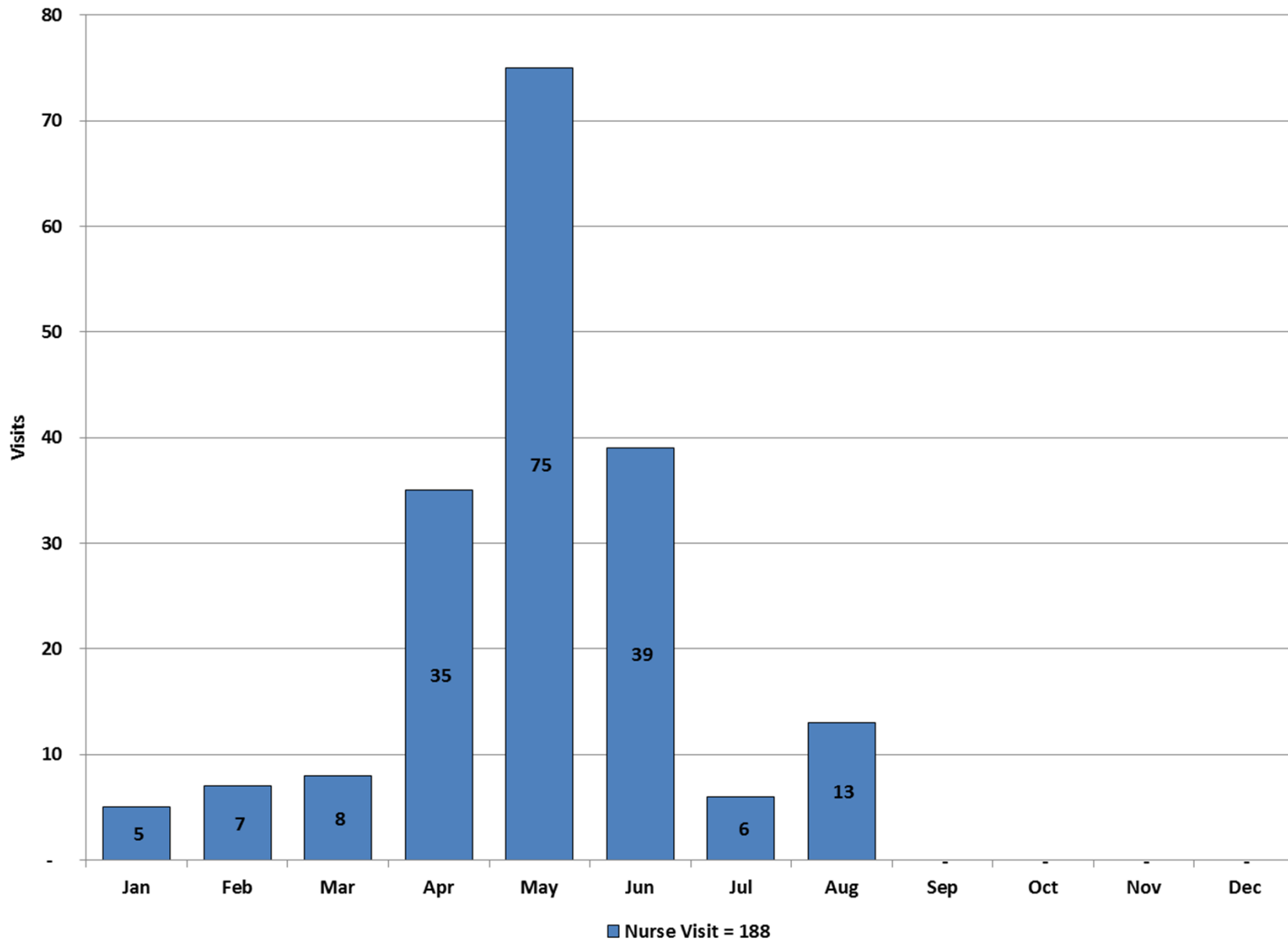
City of Manitowoc - New Patient Summary



City of Manitowoc - Provider Visits YTD Summary



City of Manitowoc - Nurse Visits YTD Summary



City of Manitowoc - Visits By Day Summary

Provider Visits - August 2018									
Visit Type	Appointment Time	Appointment Date	Appointment Length (Minutes)	Monday	Tuesday	Wednesday	Thursday	Friday	Total
Provider Visit	8:00:00 AM	8/14/2018	15		1				1
Provider Visit	8:00:00 AM	8/21/2018	30		1				1
Provider Visit	8:15:00 AM	8/22/2018	15			1			1
Provider Visit	8:30:00 AM	8/20/2018	30	1					1
Provider Visit	9:00:00 AM	8/20/2018	15	1					1
Provider Visit	10:15:00 AM	8/20/2018	15	1					1
Provider Visit	10:15:00 AM	8/31/2018	30					1	1
Provider Visit	10:30:00 AM	8/16/2018	15				1		1
Provider Visit	10:45:00 AM	8/17/2018	15					1	1
Provider Visit	10:45:00 AM	8/27/2018	15	1					1
Provider Visit	11:00:00 AM	8/22/2018	15			1			1
Provider Visit	11:30:00 AM	8/1/2018	15			1			1
Provider Visit	11:30:00 AM	8/7/2018	15		1				1
Provider Visit	11:30:00 AM	8/10/2018	15					1	1
Provider Visit	11:45:00 AM	8/1/2018	15			1			1
Provider Visit	1:00:00 PM	8/14/2018	30		1				1
Provider Visit	1:45:00 PM	8/16/2018	15				1		1
Provider Visit	2:00:00 PM	8/3/2018	15					1	1
Provider Visit	2:00:00 PM	8/14/2018	15		1				1
Provider Visit	2:15:00 PM	8/23/2018	15				1		1
Provider Visit	2:30:00 PM	8/6/2018	15	1					1
Provider Visit	3:45:00 PM	8/29/2018	15			1			1
Provider Visit	4:00:00 PM	8/21/2018	15		1				1
Provider Visit	4:15:00 PM	8/20/2018	30	1					1
Provider Visit	4:45:00 PM	8/14/2018	15		1				1
Provider Visit	8:45:00 AM	8/17/2018	15					1	1
Provider Visit	12:15:00 PM	8/6/2018	15	1					1
Grand Total			480	7	7	5	3	5	27

Number of Cancelled/No Show Visits - August 2018			
Date	Cancellation	No Show	Total
8/3/2018	1		1
8/16/2018	1		1
8/17/2018	1		1
8/20/2018	2		2
8/21/2018	1		1
Grand Total	6	-	6

Nurse Visits - August 2018	
Visit Type	Total
Nurse Visit	13
Grand Total	13

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	1	3	1	-	-	-	-	-					5
90714.02	TD 7 YRS+ PRESERVATIVE FREE	-	-	1	-	1	-	-	1					3
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	-	-	3	-	3	2	-	-					8
90736	Shingles (Zostavax) Vaccine	-	-	-	-	-	-	-	-					-
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	1	-	1	1	-	-	-	1					4
Total		2	3	6	1	4	2	-	2	-	-	-	-	20

YTD Cost

CPT Code	Description	Cost	YTD Qty	Total YTD Cost
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	\$ 19.00	5	\$ 95.00
90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 25.00	3	\$ 75.00
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	8	\$ 312.00
90736	Shingles (Zostavax) Vaccine	\$ -	-	\$ -
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	\$ 60.00	4	\$ 240.00
Total			20	\$ 722.00

** Vaccines (2) were missed on the September invoice and they will be invoiced in October

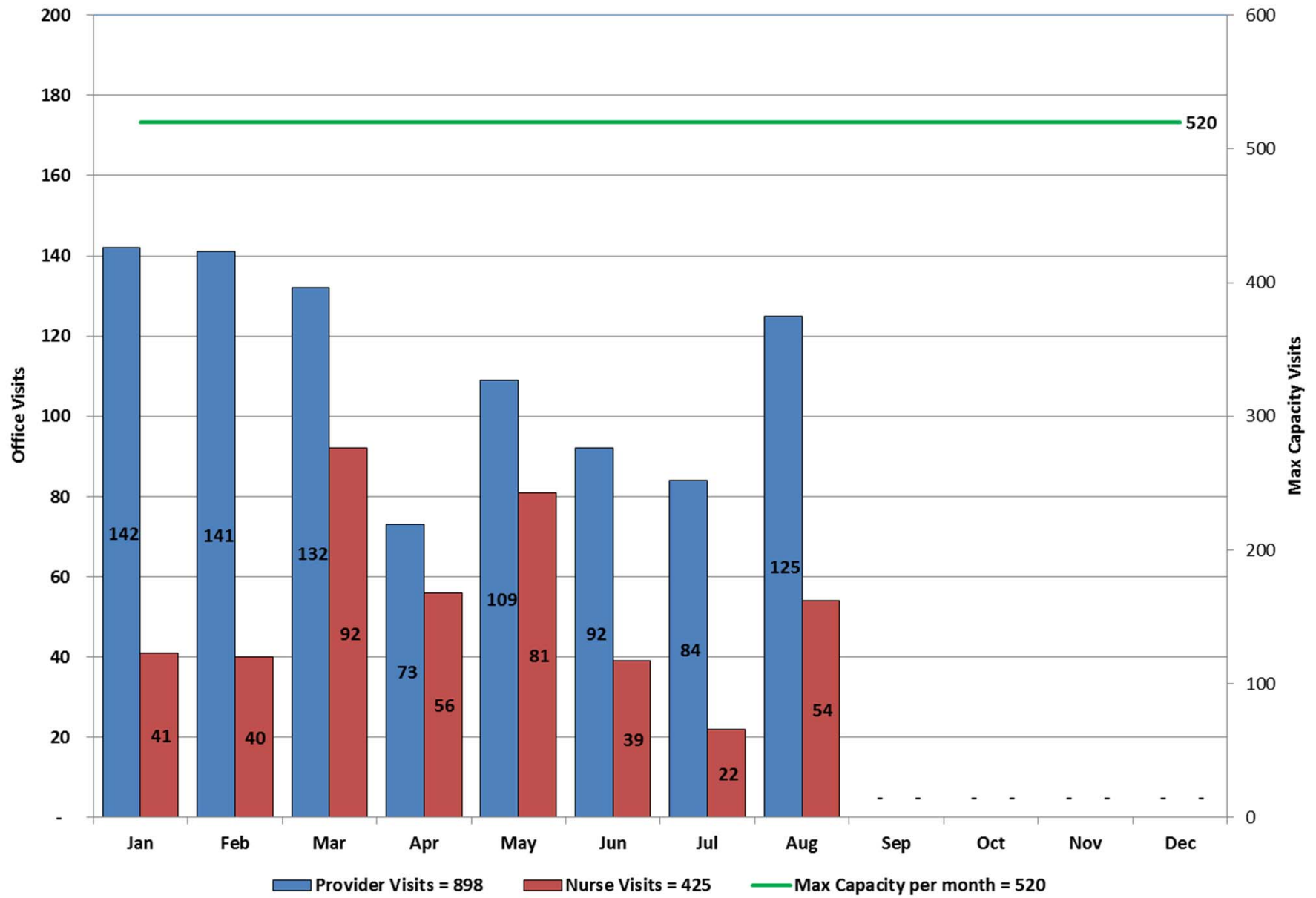
City of Manitowoc - Top Ten Diagnosis

■ YTD Diagnosis

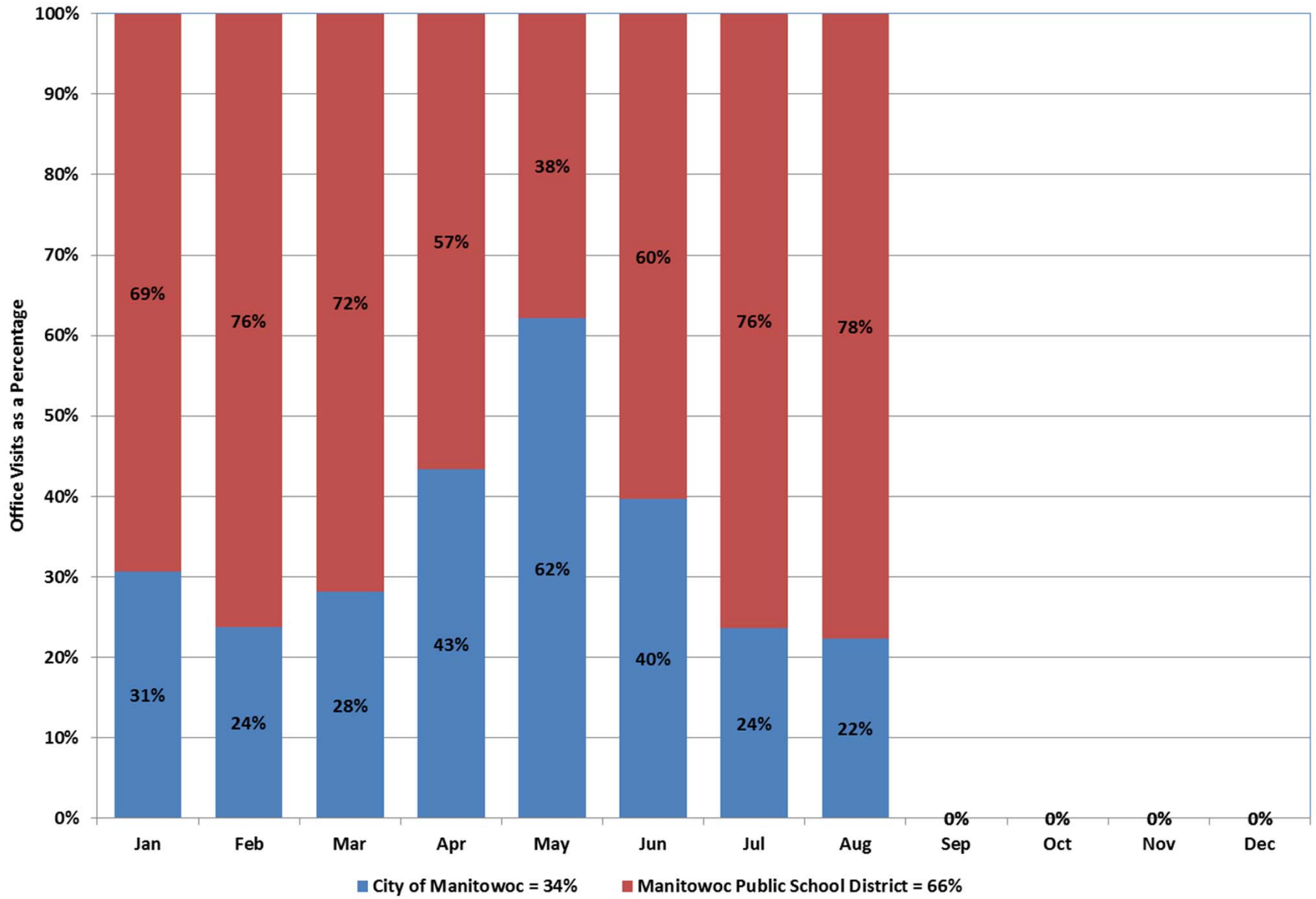
0 20 40 60 80 100 120 140



Total Manty Health & Wellness Clinic Visits YTD



Total Manty Health & Wellness Clinic Visits YTD Comparison

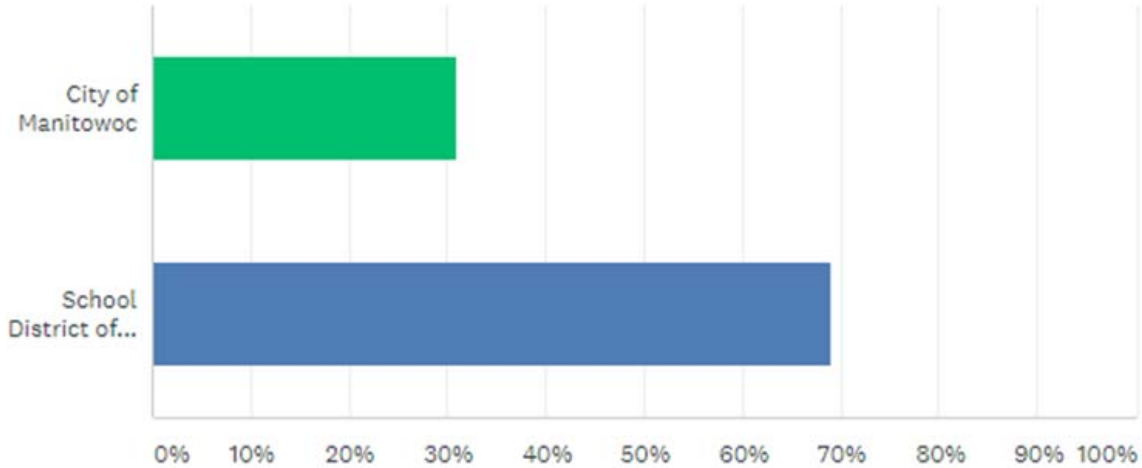


Manty Clinic Patient Survey YTD

Q1

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

Answered: 42 Skipped: 1



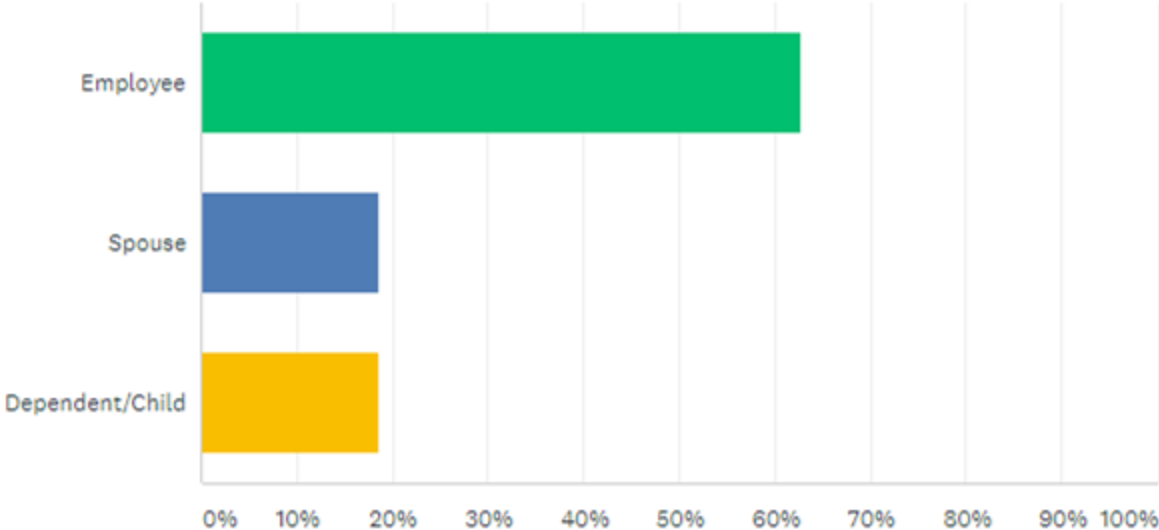
ANSWER CHOICES	RESPONSES
City of Manitowoc	30.95% 13
School District of Manitowoc	69.05% 29
TOTAL	42

Manty Clinic Patient Survey YTD

Q2

Please select the option that best describes the patient.

Answered: 43 Skipped: 0



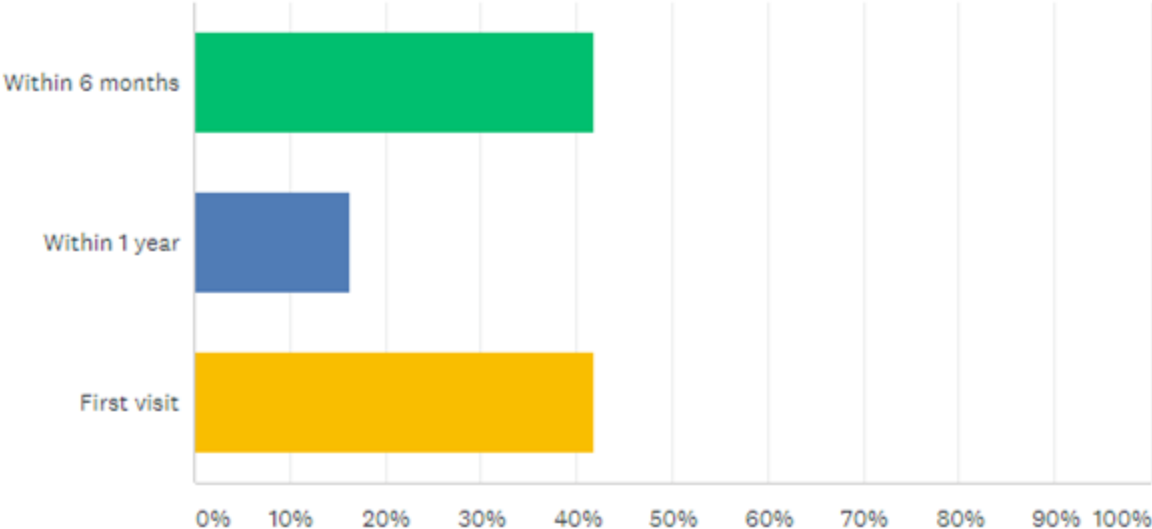
ANSWER CHOICES	RESPONSES
Employee	62.79% 27
Spouse	18.60% 8
Dependent/Child	18.60% 8
TOTAL	43

Manty Clinic Patient Survey YTD

Q3

When was your last visit to this clinic?

Answered: 43 Skipped: 0



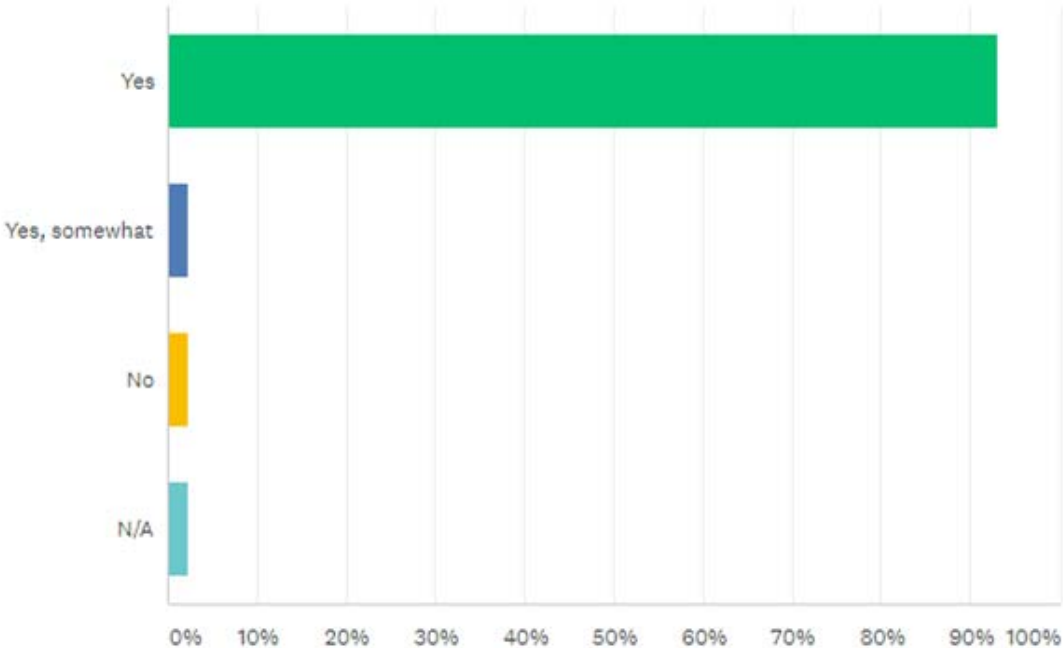
ANSWER CHOICES	RESPONSES
▼ Within 6 months	41.86% 18
▼ Within 1 year	16.28% 7
▼ First visit	41.86% 18
TOTAL	43

Manty Clinic Patient Survey YTD

Q4

Were you able to schedule an appointment as soon as you needed it?

Answered: 43 Skipped: 0



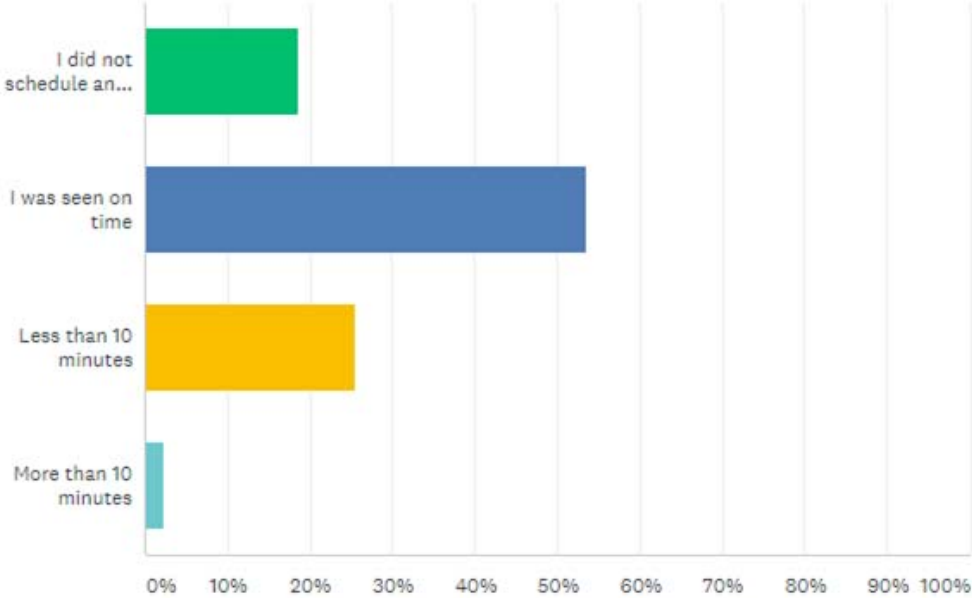
ANSWER CHOICES	RESPONSES
Yes	93.02% 40
Yes, somewhat	2.33% 1
No	2.33% 1
N/A	2.33% 1
TOTAL	43

Manty Clinic Patient Survey YTD

Q5

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

Answered: 43 Skipped: 0



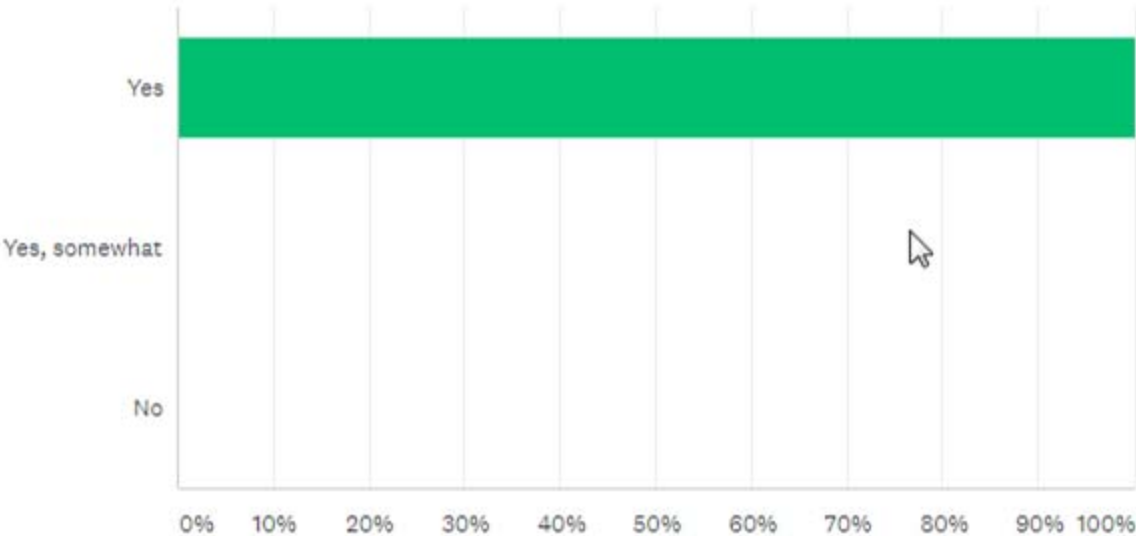
ANSWER CHOICES	RESPONSES
I did not schedule an appointment in advance	18.60% 8
I was seen on time	53.49% 23
Less than 10 minutes	25.58% 11
More than 10 minutes	2.33% 1
TOTAL	43

Manty Clinic Patient Survey YTD

Q6

Was your provider friendly and courteous?

Answered: 43 Skipped: 0



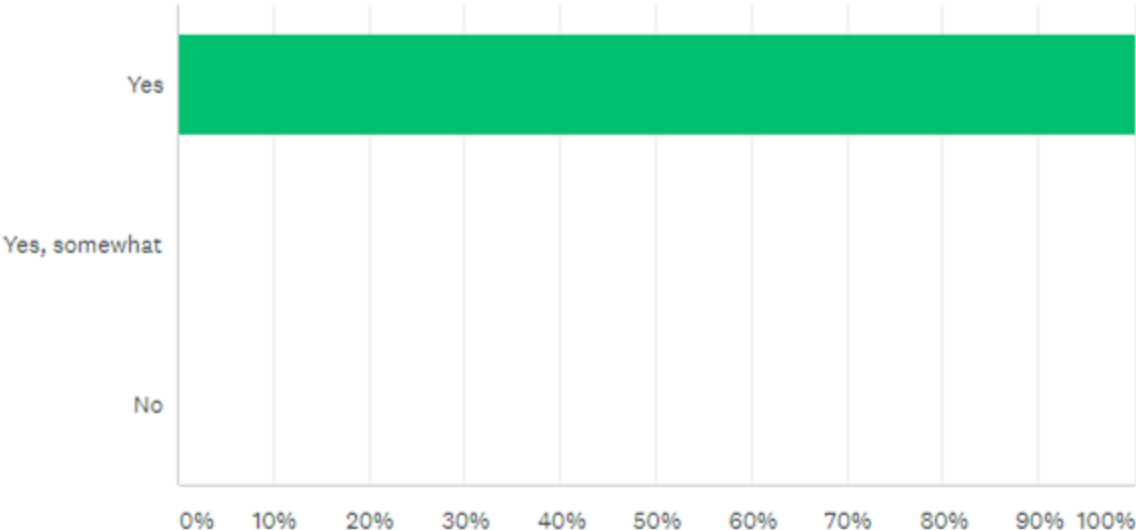
ANSWER CHOICES	RESPONSES
Yes	100.00% 43
Yes, somewhat	0.00% 0
No	0.00% 0
TOTAL	43

Manty Clinic Patient Survey YTD

Q7

Did your provider explain information in an easy to understand way?

Answered: 43 Skipped: 0



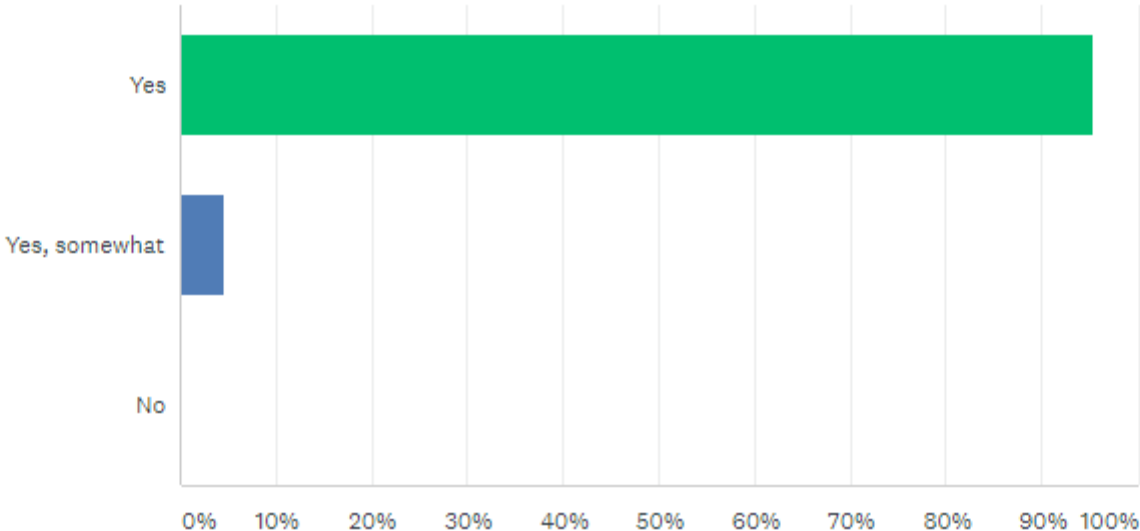
ANSWER CHOICES	RESPONSES
Yes	100.00% 43
Yes, somewhat	0.00% 0
No	0.00% 0
TOTAL	43

Manty Clinic Patient Survey YTD

Q8

Did your care team spend enough time with you to meet your needs?

Answered: 43 Skipped: 0



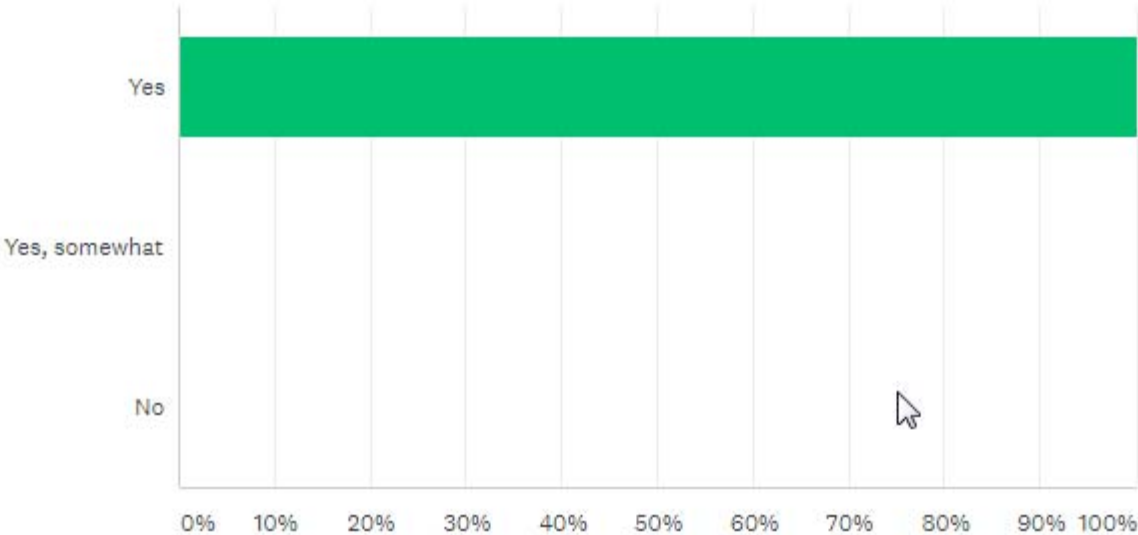
ANSWER CHOICES	RESPONSES
Yes	95.35% 41
Yes, somewhat	4.65% 2
No	0.00% 0
TOTAL	43

Manty Clinic Patient Survey YTD

Q9

Was your care team friendly and courteous?

Answered: 43 Skipped: 0



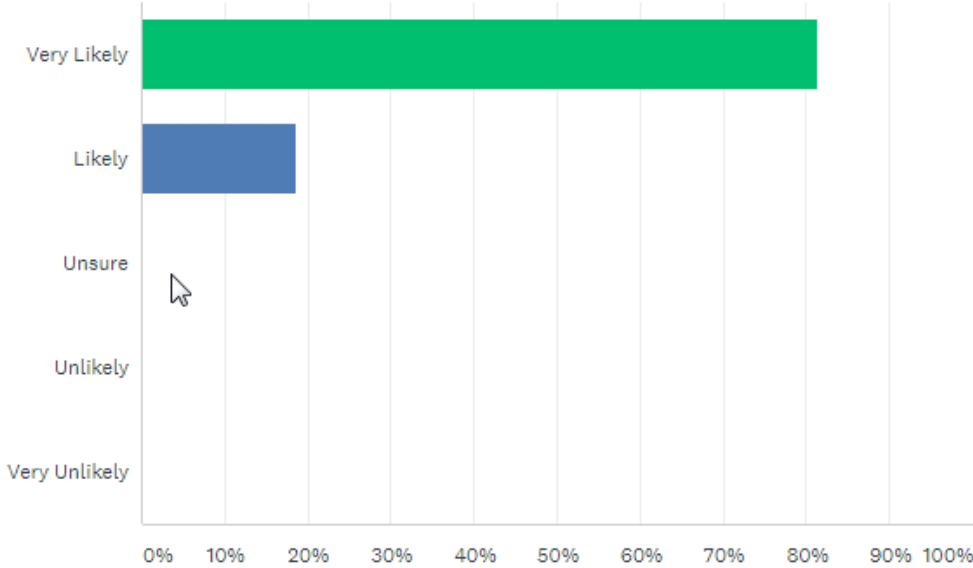
ANSWER CHOICES	RESPONSES	
Yes	100.00%	43
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		43

Manty Clinic Patient Survey YTD

Q10

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

Answered: 43 Skipped: 0



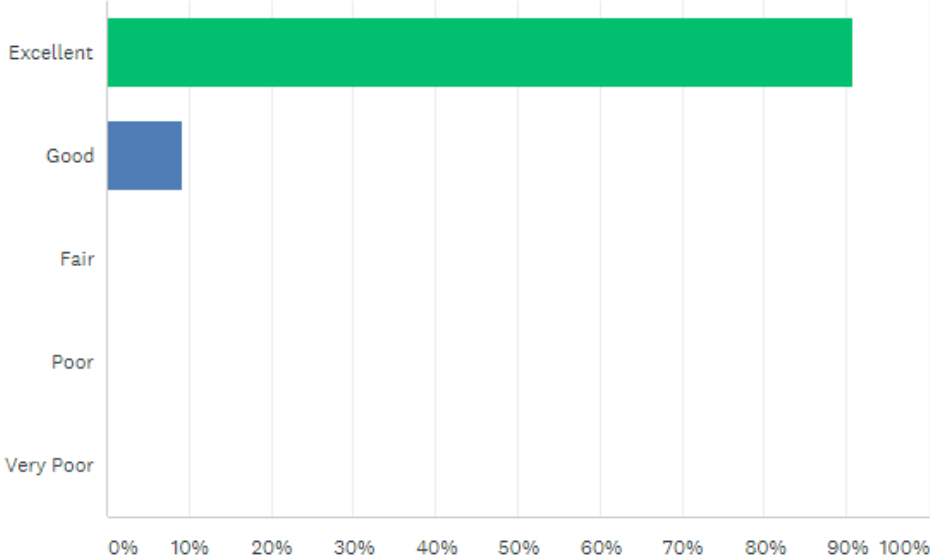
ANSWER CHOICES	RESPONSES
Very Likely	81.40% 35
Likely	18.60% 8
Unsure	0.00% 0
Unlikely	0.00% 0
Very Unlikely	0.00% 0
TOTAL	43

Manty Clinic Patient Survey YTD

Q11

How would you rate the care that you received?

Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Excellent	90.70% 39
▼ Good	9.30% 4
▼ Fair	0.00% 0
▼ Poor	0.00% 0
▼ Very Poor	0.00% 0
TOTAL	43

Manty Clinic Patient Survey YTD

Q12

Please share any other comments you have below:

Answered: 0 Skipped: 43

RESPONSES (0) TEXT ANALYSIS TAGS (0)

Apply to Selected ▼

Filter by tag ▼



Showing 0 responses