



# 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: August 6, 2018

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

## **Recruiting**

- Hired: Library Page (3)
- Hired: Library Clerk
- Hired: Associate Planner – GIS Coordinator
- Hired: WWTF Operator
- Hired: Crossing Guard
- Hired: Transit Driver
- Advertising: Police Officer (continuous)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Housing Enforcement Inspector
- Interviewing: Administrative Support Specialist
- Interviewing: Community Development Director
- Extended offer: Library Guard/Custodian
- Extended offer: RWAM Security Guard
- Extended offer: Library Literacy Coordinator
- Extended offer: Police Officer

## **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.
- 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.

### **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 used by employees. Supervisors have been encouraging employees interested in furthering their education to consider the program.
- Spot Award program has been well-received. We continue to remind employees about the STAR Award and Spot Award programs. 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.
- Prepping for the employee workday at Lower Schuette Park on August 9th.

### **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. The Clinic will be moving to the Dewey Street location on August 9<sup>th</sup>.
- 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.
- The health plan recommendations for 2019 will be presented at the meeting.
- Onsite biometric screenings are under way. Results will be mailed to participants in approximately three weeks.
- The new compensation structure was implemented on July 1, 2018.

### **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. 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.
- A former 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.
- A current employee filed an appeal with the state after her WC claim was denied. Our attorney is working to settle this case.
- Working with IT to streamline the process of onboarding new employees and ensuring they have access to all appropriate technology.

- CVMIC was onsite doing ergonomic assessments on August 2.
- Developing a city-wide Drug & Alcohol Policy for non-DOL employees.
- Working with PD to provide an Active Shooter drill for City Hall employees.

#### **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 annual picnic was successful. We had almost 300 attendees this year!
- Working on 2019 budget.

#### **Separations**

- B&G Maintenance Engineer (retirement)
- Housing Enforcement Inspector
- Payroll Administrator (retirement)
- Completed exit interviews with voluntary separations/retirements

*Attachment*

# Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc  
YTD June, 2018



*Aurora BayCare Medical Center*



Aurora Health Care®



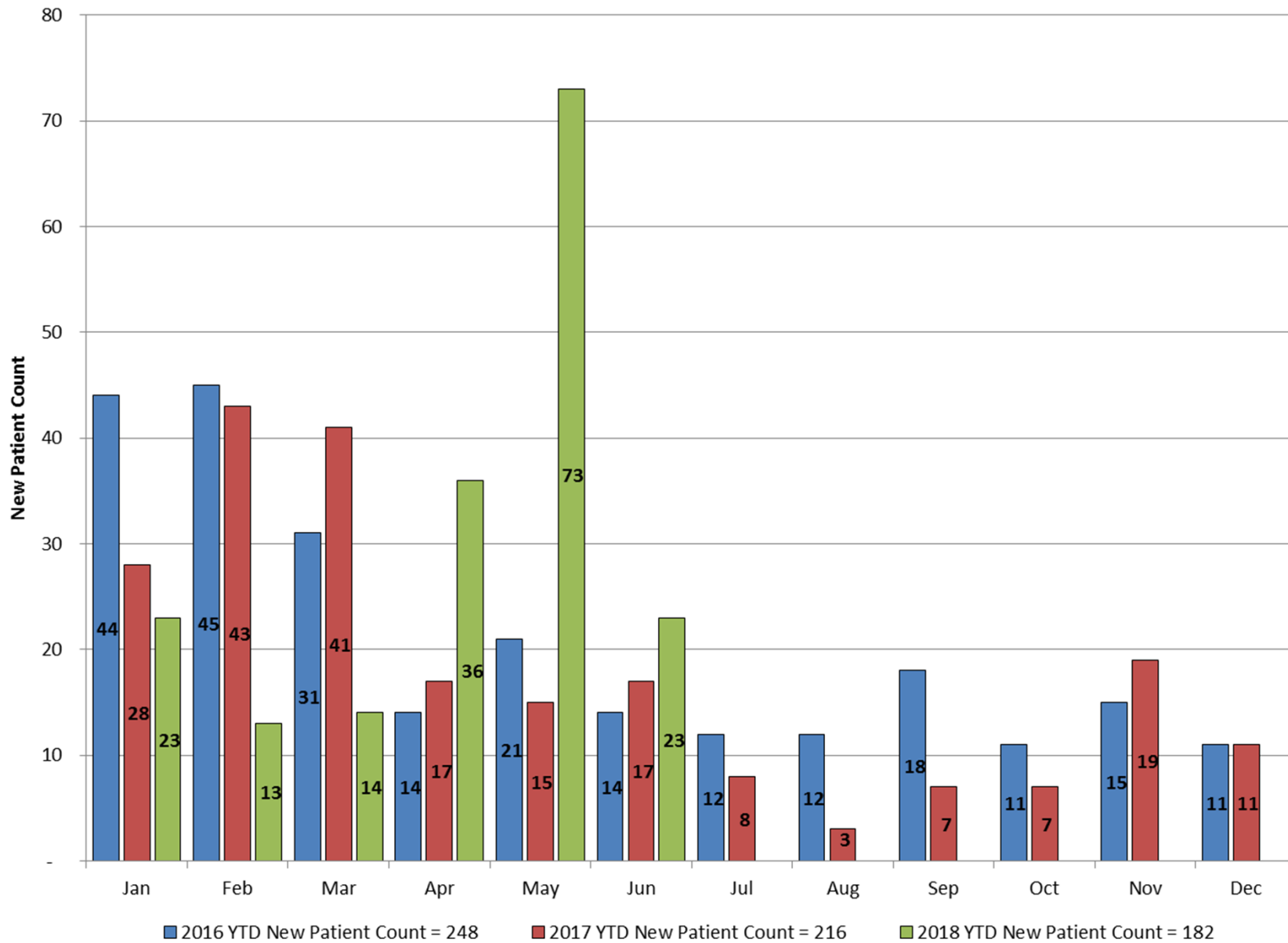
BAYCARE CLINIC



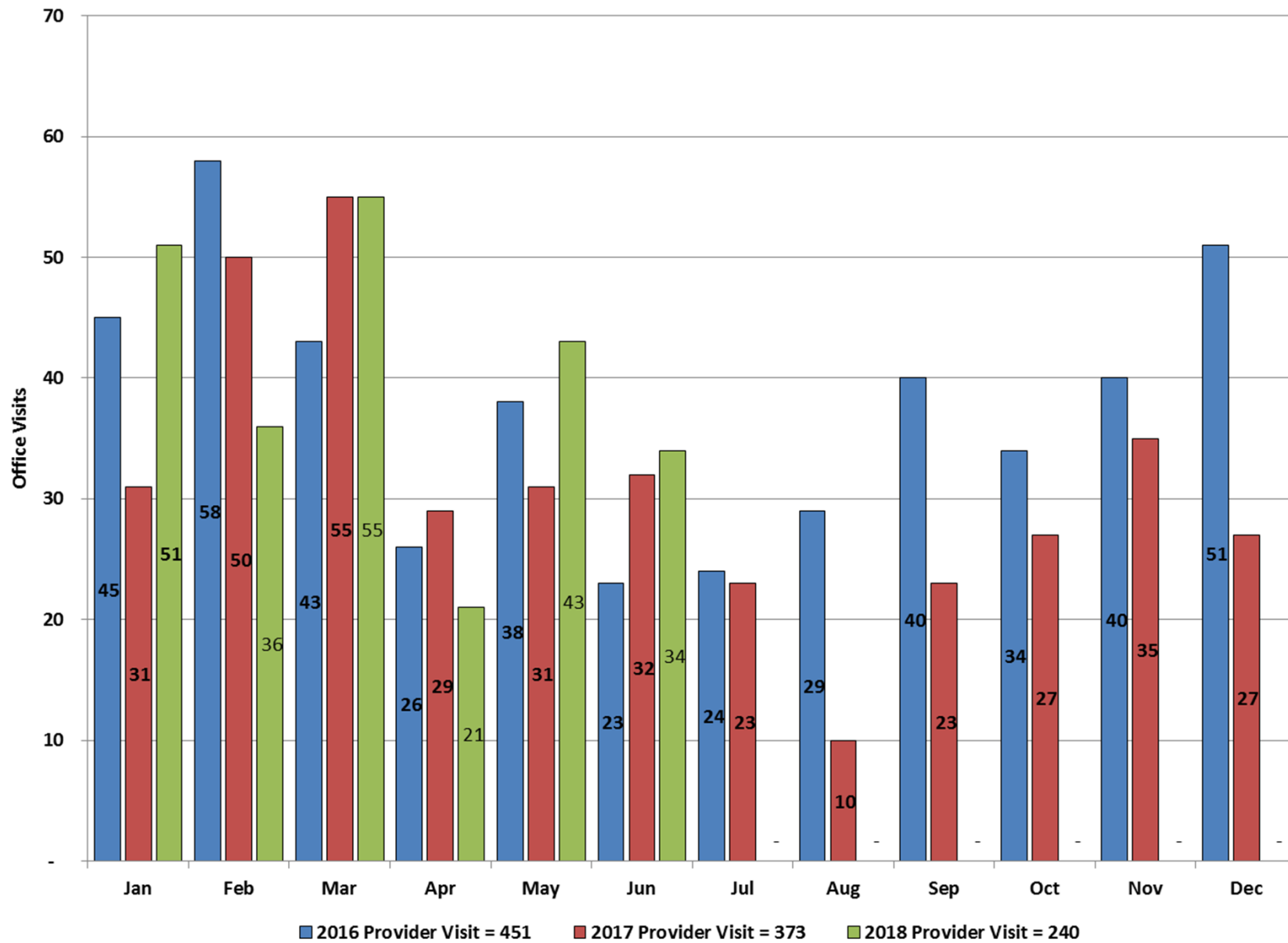
**City of Manitowoc - Invoice Summary**  
**Patient Services/Vaccine/Clinic Labs**  
**Service Month: June 2018**

Patient Services					
Company		Description	Monthly Rate	Quantity/Participants	Total Monthly Fee
CITY		Clinic Nurse Practitioner Services (Hours)	\$ 29.45	168	\$ 4,947.60
CITY		Facility Rent	\$ 172.05	1	\$ 172.05
CITY		Pharmacy	\$ 440.92	1	\$ 440.92
Vaccine					
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY	90471	IMMUNIZATION ADMIN SINGLE OR FIRST	Not Cost	2	\$ -
CITY	90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	2	\$ 78.00
					\$ -
Total Clinic Vaccine					\$ 78.00
Clinic Labs					
Company	CPT Code	Test Name	Contract Rate	Sum of Quantity	Total Lab Fee
CITY	80048	BASIC METABOLIC PNL	\$ 3.62	1	\$ 3.62
CITY	80053	COMP METABOLIC PNL	\$ 4.50	1	\$ 4.50
CITY	80061	LIPID PANEL W/REFLEX + REFLEX TEST SENT TO MAIN	\$ 4.01	1	\$ 4.01
CITY	80076	HEPATIC FUNCTION PNL	\$ 3.46	1	\$ 3.46
CITY	81001	COMP.UA, C/S IF IND.	\$ 5.32	1	\$ 5.32
CITY	82043	MICROALBUMIN,RANDOM	\$ 11.42	1	\$ 11.42
CITY	82150	AMYLASE	\$ 3.59	1	\$ 3.59
CITY	83036	HEMOGLOBIN A1C	\$ 4.95	1	\$ 4.95
CITY	83690	LIPASE	\$ 4.83	1	\$ 4.83
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	2	\$ 4.76
CITY	87086	URINE CULTURE	\$ 15.24	1	\$ 15.24
CITY	87186	SUSCEPTIBILITY	\$ 11.19	1	\$ 11.19
Total Lab					\$ 96.64
TOTAL INVOICED					\$ 5,735.21

## City of Manitowoc - New Patient Summary

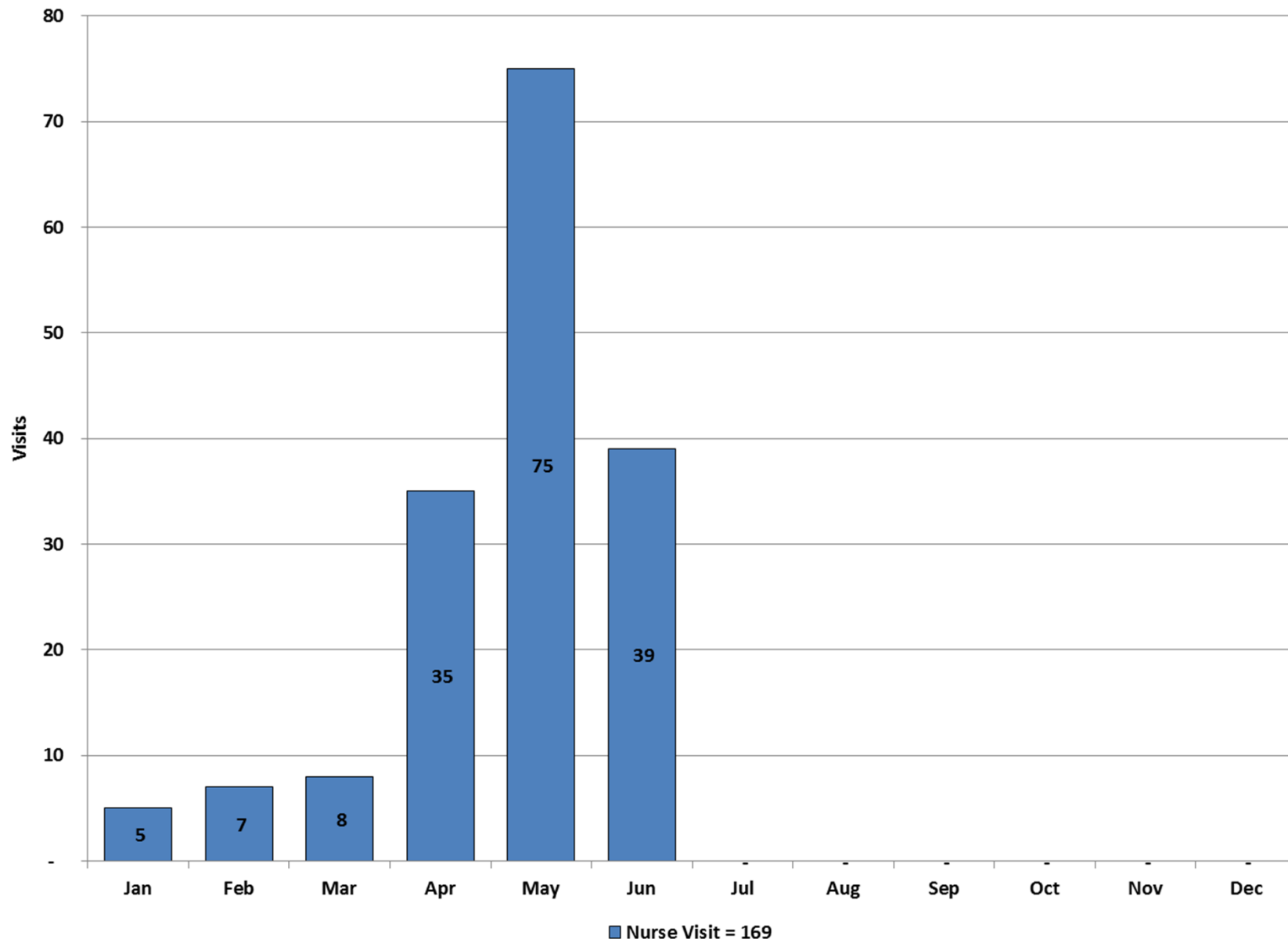


## City of Manitowoc - Provider Visits YTD Summary





## City of Manitowoc - Nurse Visits YTD Summary



# City of Manitowoc - Visits By Day Summary Pg 1

## Provider Visits - June 2018

Visit Type	Appointment Time	Appointment Date	Appointment Length (Minutes)	Monday	Tuesday	Wednesday	Thursday	Friday	Total
Provider Visit	7:00:00 AM	6/25/2018	15	1					1
Provider Visit	7:45:00 AM	6/8/2018	15					1	1
Provider Visit	8:00:00 AM	6/11/2018	15	1					1
Provider Visit	8:00:00 AM	6/15/2018	15					1	1
Provider Visit	8:15:00 AM	6/29/2018	15					1	1
Provider Visit	8:30:00 AM	6/15/2018	15					1	1
Provider Visit	9:30:00 AM	6/18/2018	15	1					1
Provider Visit	10:00:00 AM	6/8/2018	15					1	1
Provider Visit	10:15:00 AM	6/13/2018	15			1			1
Provider Visit	10:15:00 AM	6/18/2018	15	1					1
Provider Visit	10:15:00 AM	6/29/2018	15					1	1
Provider Visit	10:30:00 AM	6/8/2018	15					1	1
Provider Visit	10:30:00 AM	6/14/2018	15				1		1
Provider Visit	10:30:00 AM	6/27/2018	15			1			1
Provider Visit	10:45:00 AM	6/5/2018	15		1				1
Provider Visit	11:30:00 AM	6/7/2018	15				1		1
Provider Visit	11:30:00 AM	6/13/2018	15			1			1
Provider Visit	12:00:00 PM	6/7/2018	15				1		1
Provider Visit	12:00:00 PM	6/15/2018	30					1	1
Provider Visit	12:30:00 PM	6/15/2018	15					1	1
Provider Visit	12:45:00 PM	6/26/2018	15		1				1
Provider Visit	1:00:00 PM	6/5/2018	30		1				1
Provider Visit	1:00:00 PM	6/11/2018	15	1					1
Provider Visit	1:00:00 PM	6/15/2018	15					1	1
Provider Visit	1:30:00 PM	6/22/2018	15					1	1
Provider Visit	1:45:00 PM	6/22/2018	15					1	1
Provider Visit	2:00:00 PM	6/6/2018	15			1			1
Provider Visit	2:30:00 PM	6/28/2018	15				1		1
Provider Visit	2:30:00 PM	6/28/2018	30				1		1
Provider Visit	3:00:00 PM	6/14/2018	15				1		1

# City of Manitowoc - Visits By Day Summary Pg 2

## Provider Visits - May 2018

Visit Type	Appointment	Appointment	Appointment	Monday	Tuesday	Wednesday	Thursday	Friday	Total
Provider Visit	3:00:00 PM	6/19/2018	15		1				1
Provider Visit	3:30:00 PM	6/7/2018	15				1		1
Provider Visit	3:30:00 PM	6/12/2018	15		1				1
Provider Visit	4:45:00 PM	6/6/2018	15			1			1
Provider Visit	4:45:00 PM	6/7/2018	15				1		1
Provider Visit	5:00:00 PM	6/27/2018	15			1			1
									-
									-
									-
									-
									-
									-
<b>Grand Total</b>			<b>585</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>12</b>	<b>36</b>

## Number of Cancelled/No Show Visits - June 2018

Date	Cancellation	No Show	Total
6/6/2018	2		2
6/20/2018	1		1
6/22/2018	1		1
6/27/2018	1		1
			-
<b>Grand Total</b>	<b>5</b>	<b>-</b>	<b>5</b>

## Nurse Visits - June 2018

Visit Type	Total
Nurse Visit	39
<b>Grand Total</b>	<b>39</b>

# City of Manitowoc - Vaccine Summary

## YTD Quantity

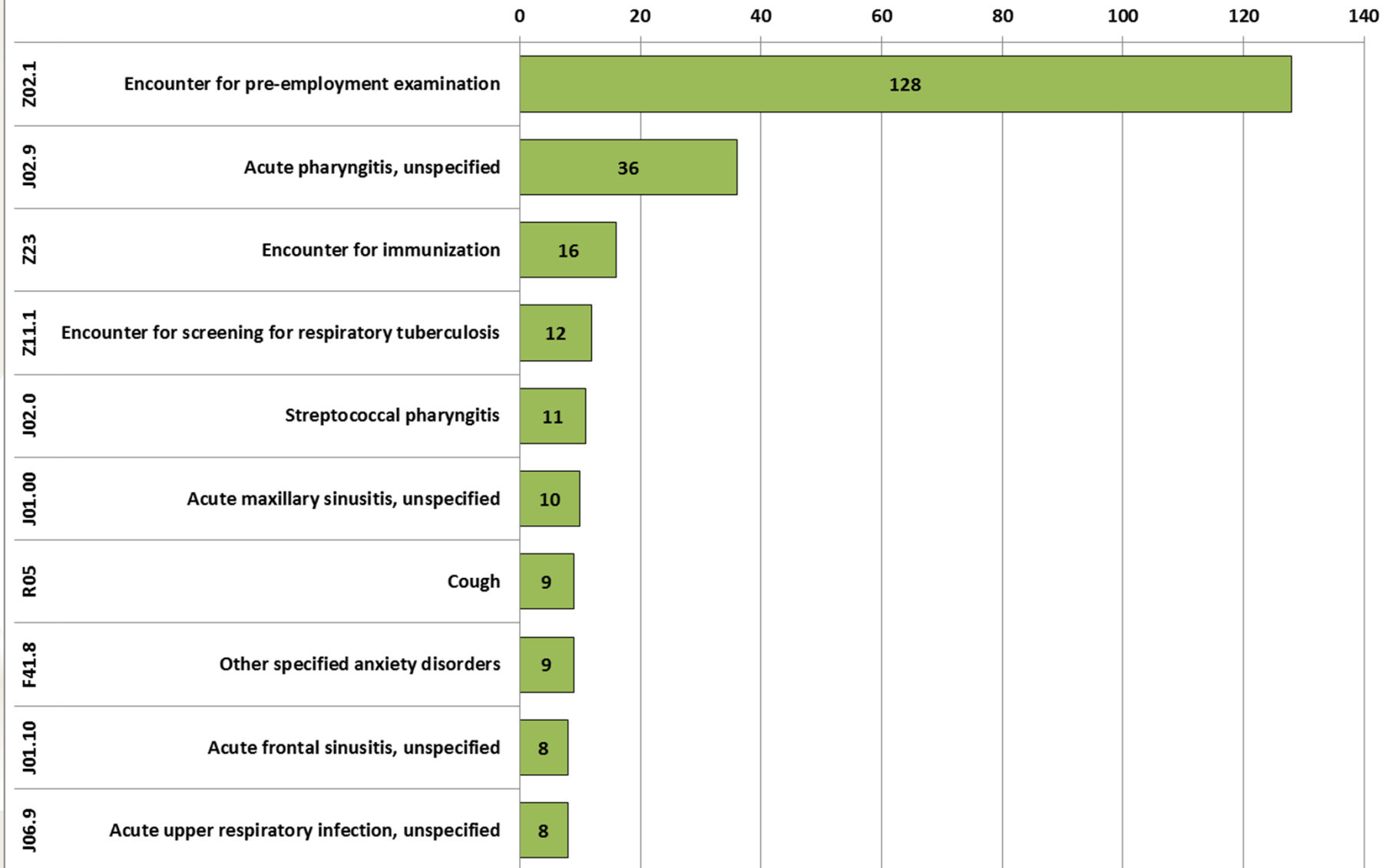
CPT Code	Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Qty
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	1	3	1	-	-	-							5
90714.02	TD 7 YRS+ PRESERVATIVE FREE	-	-	1	-	1	-							2
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	-	-	3	-	3	2							8
90736	Shingles (Zostavax) Vaccine	-	-	-	-	-	-							-
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	1	-	1	1	-	-							3
<b>Total</b>		<b>2</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>18</b>

## YTD Cost

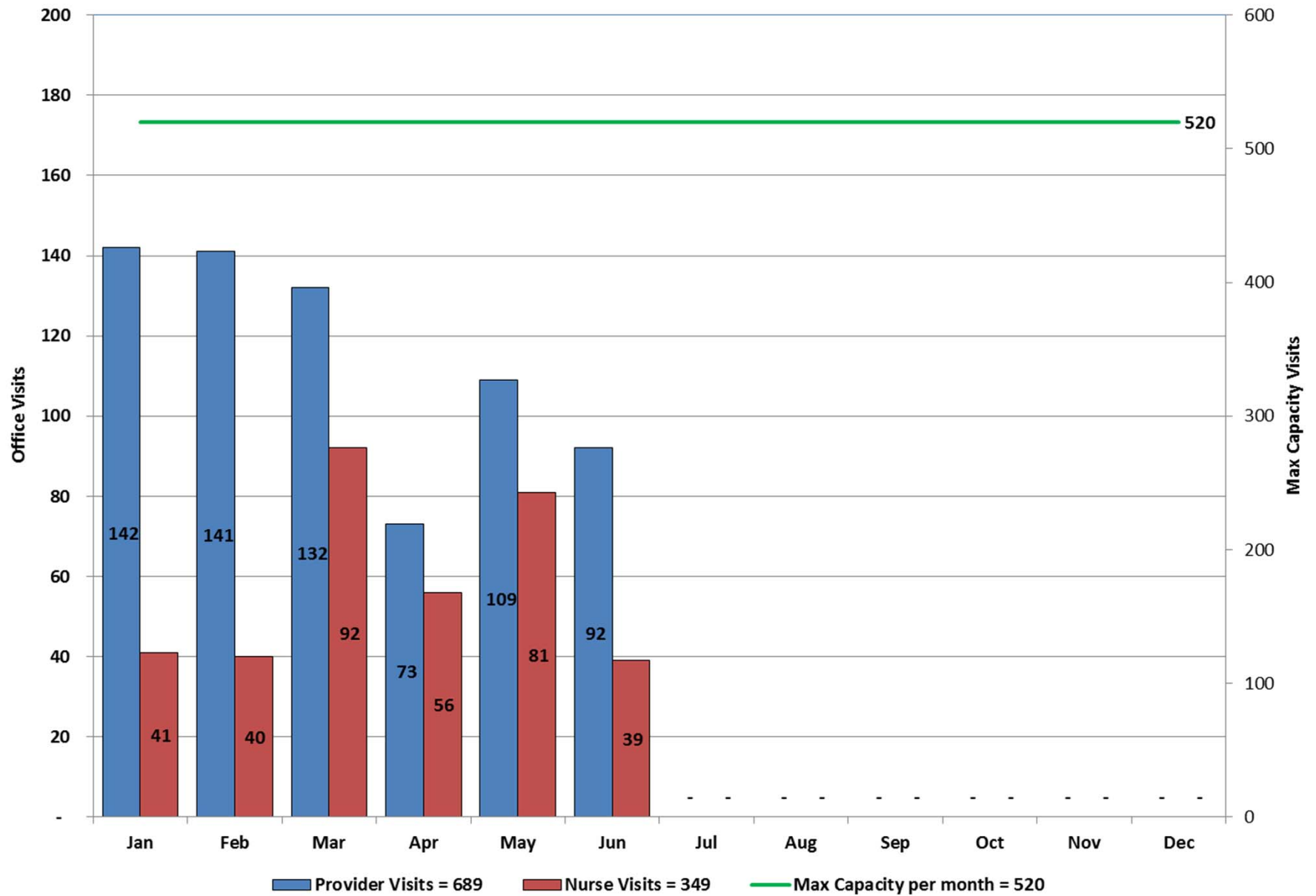
CPT Code	Description	Cost	YTD Qty	Total YTD Cost
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	\$ 19.00	5	\$ 95.00
90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 25.00	2	\$ 50.00
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	8	\$ 312.00
90736	Shingles (Zostavax) Vaccine	\$ -	-	\$ -
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	\$ 60.00	3	\$ 180.00
<b>Total</b>			<b>18</b>	<b>\$ 637.00</b>

## City of Manitowoc - Top Ten Diagnosis

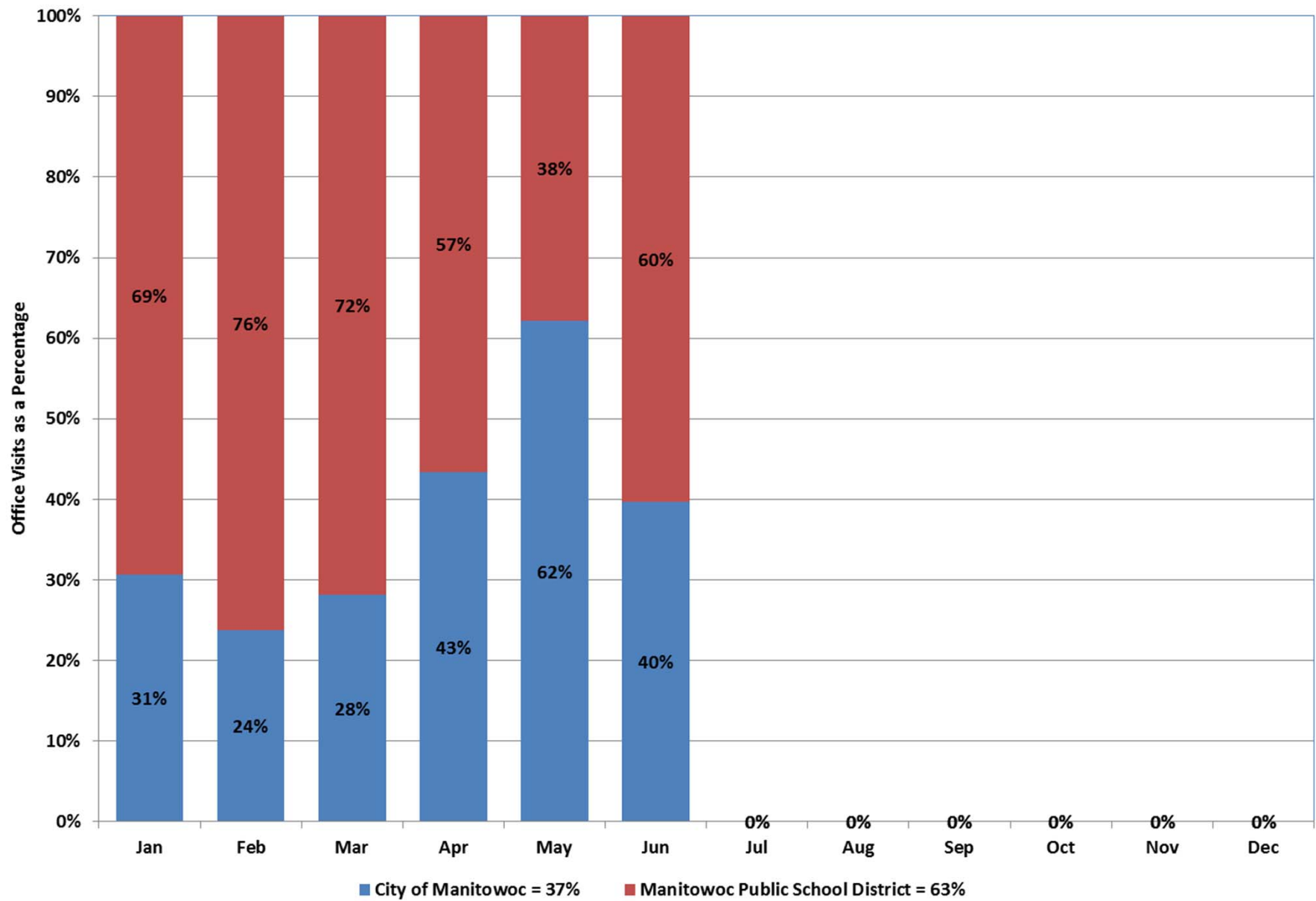
■ YTD Diagnosis



## Total Manty Health & Wellness Clinic Visits YTD



## Total Manty Health & Wellness Clinic Visits YTD Comparison

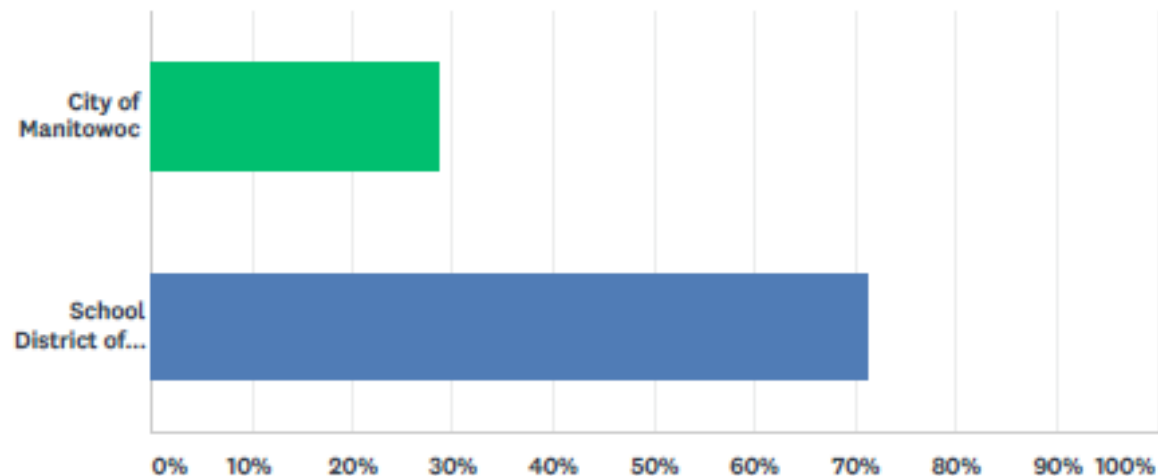


# Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

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

Answered: 216 Skipped: 2



ANSWER CHOICES	RESPONSES	
City of Manitowoc	28.70%	62
School District of Manitowoc	71.30%	154
TOTAL		216

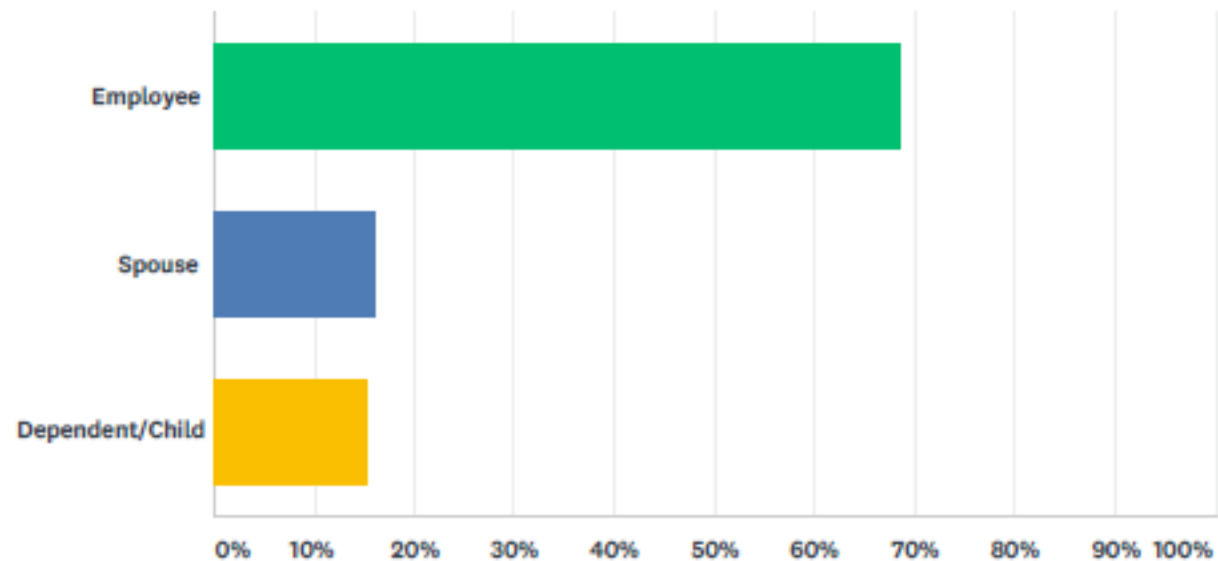


# Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

Q2 Please select the option that best describes the patient.

Answered: 216 Skipped: 2



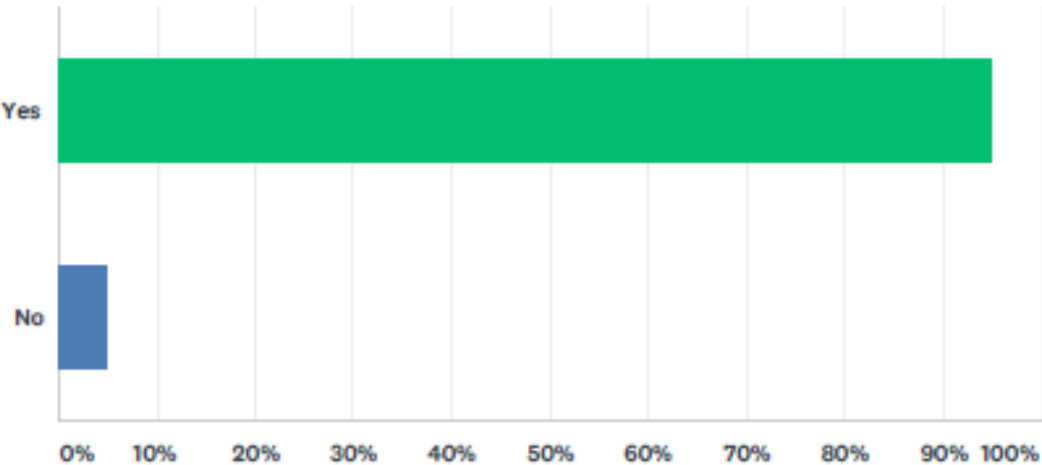
ANSWER CHOICES	RESPONSES	
Employee	68.52%	148
Spouse	16.20%	35
Dependent/Child	15.28%	33
TOTAL		216

# Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

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

Answered: 215 Skipped: 3



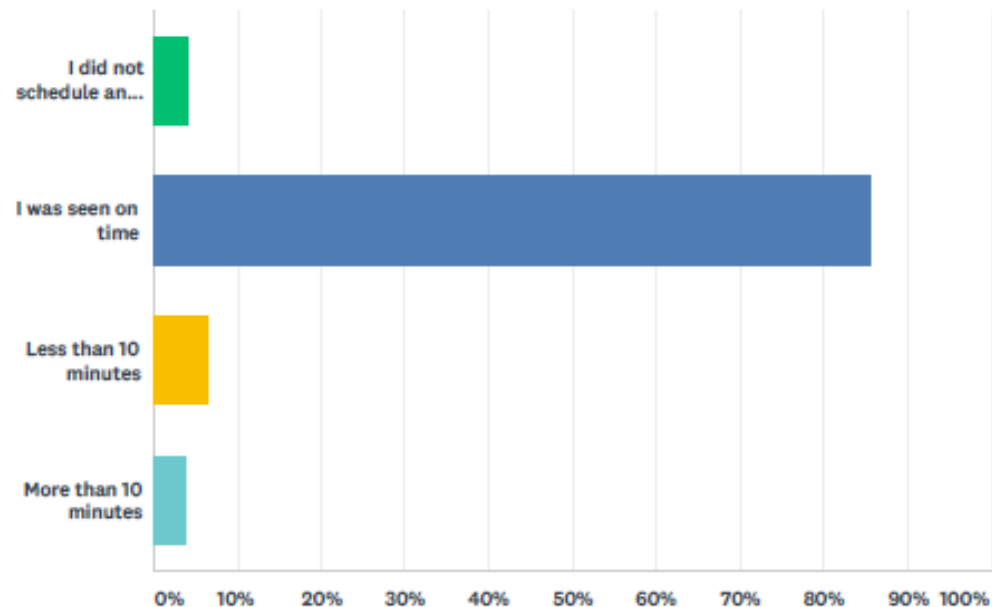
ANSWER CHOICES	RESPONSES	
Yes	94.88%	204
No	5.12%	11
TOTAL		215

# 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: 216 Skipped: 2



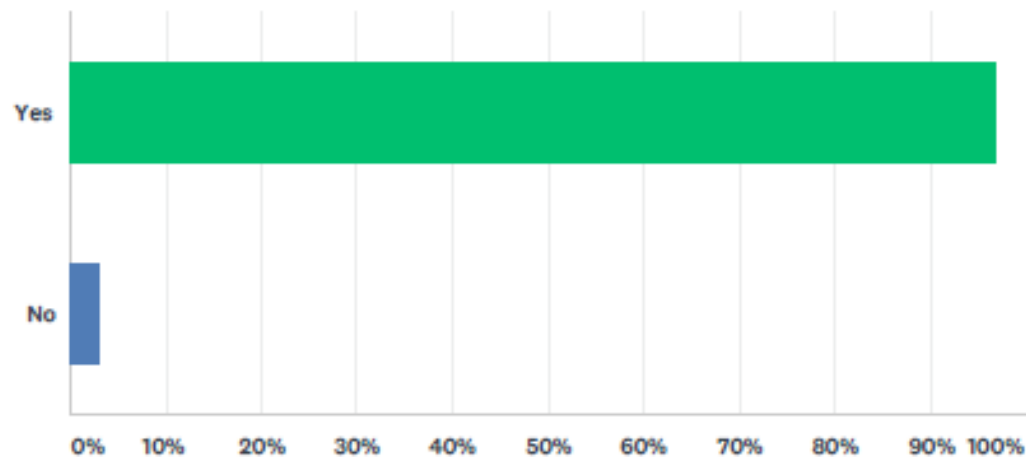
ANSWER CHOICES	RESPONSES	
I did not schedule an appointment in advance	4.17%	9
I was seen on time	85.65%	185
Less than 10 minutes	6.48%	14
More than 10 minutes	3.70%	8
TOTAL		216

# Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

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

Answered: 217 Skipped: 1



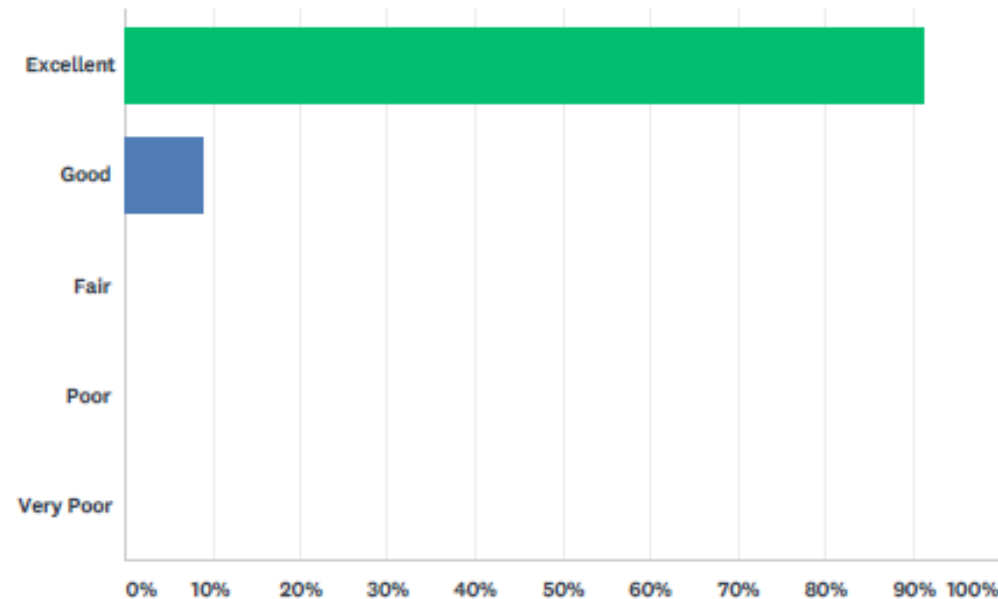
ANSWER CHOICES	RESPONSES	
Yes	96.77%	210
No	3.23%	7
TOTAL		217

# Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

## Q6 How would you rate the care that you received?

Answered: 218 Skipped: 0



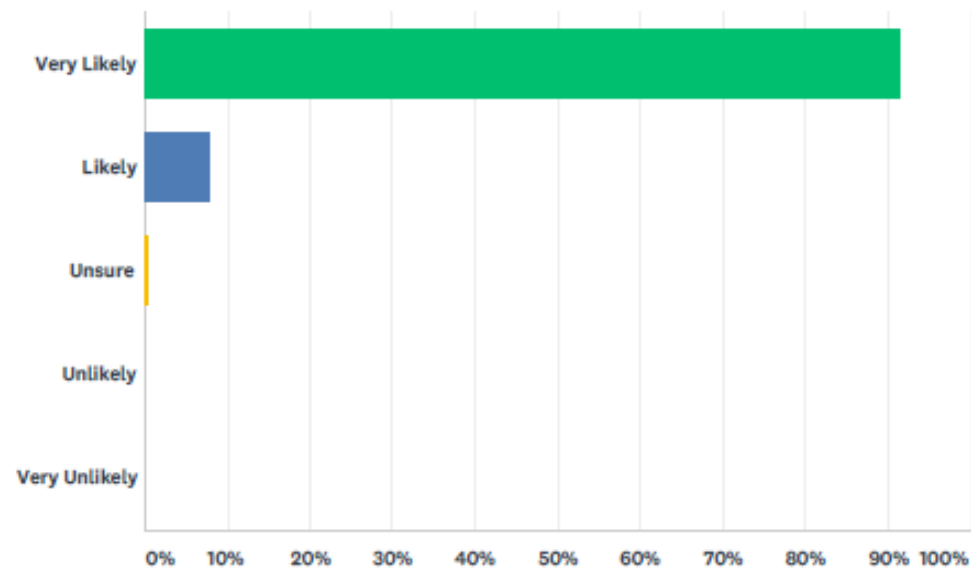
ANSWER CHOICES	RESPONSES	
Excellent	91.28%	199
Good	8.72%	19
Fair	0.00%	0
Poor	0.00%	0
Very Poor	0.00%	0
TOTAL		218

# 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: 217 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Likely	91.71%	199
Likely	7.83%	17
Unsure	0.46%	1
Unlikely	0.00%	0
Very Unlikely	0.00%	0
TOTAL		217