



CITY OF MANITOWOC

WISCONSIN, USA
www.manitowoc.org



TO: Personnel Committee
FROM: Jessie Lillibridge, Human Resources Director
RE: Human Resources Office Update
DATE: May 4, 2020

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

Recruiting

- Hired: Bridgetender
- Hired: RWAM Security Guard
- Hired: Library IT Technician
- Hired: CSW Intern
- Hired: Custodian
- Hired: PD Office Manager
- Hired: DPI Laborer
- Hired: Community Service Worker
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Police Officer (continuous)
- Advertising: Seasonals
- Advertising: Transit Driver (continuous)
- Advertising: Lead Inspector
- Advertising/Vetting Applications: Operations Division Manager
- Interviewing: WWTF Mechanic

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 for a declaratory ruling on the permissive subjects that we feel are contained in the contract.
- The Transit union will be voting by mail on the contract.
- Received a discrimination complaint from a current police officer. Working with outside legal to respond to the employee's request for a settlement.
- Working with county health nurse to be deemed as a certified breastfeeding friendly workplace.

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.
- 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.

Compensation, Benefits & Wellness

- Manty Health & Wellness Center appointments are being handled mostly virtually. Staff has been deployed to a larger clinic in Green Bay temporarily.
- 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.
- The transition to the new Robin HP's HDHP has gone well. We get minimal questions from employees and most questions seem to be answered by Robin HP's customer service team.

Safety & Risk Management

- 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 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.

COVID-19

- Developed a policy to implement the new federal requirements of the Families First Coronavirus Response Act.
- Navigating recruitment via Zoom and onboarding employees via Kronos.
- Noticing an increase in unemployment claims.
- Receiving increased requests from financial institutions and lenders for employee verifications and wage information due to low refinancing rates.
- Assisting other departments in transitioning employees to remote work, answering questions about employees experiencing COVID symptoms, and employees whose family members have symptoms.
- Participating in roundtable discussions with other municipalities to learn how others are handling the unprecedented times.
- Directing employees to proper channels when seeking medical services or benefits information.
- Working with benefits vendors to determine if COVID-19 affects any of the benefit offerings.

Separations

- DPI Laborer (2)
- Transit Driver
- Operations Division Manager
- Police Officer
- Library Assistant
- Police Sergeant
- Library Page
- Bridgetender
- Completed exit interviews with voluntary separations/retirements

Attachment

Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc
YTD February, 2020



  AdvocateAuroraHealth[™]

 Advocate Health Care  Aurora Health Care[®]

City of Manitowoc - Invoice Summary
Patient Services/Vaccine/Clinic Labs
Service Month: February 2020

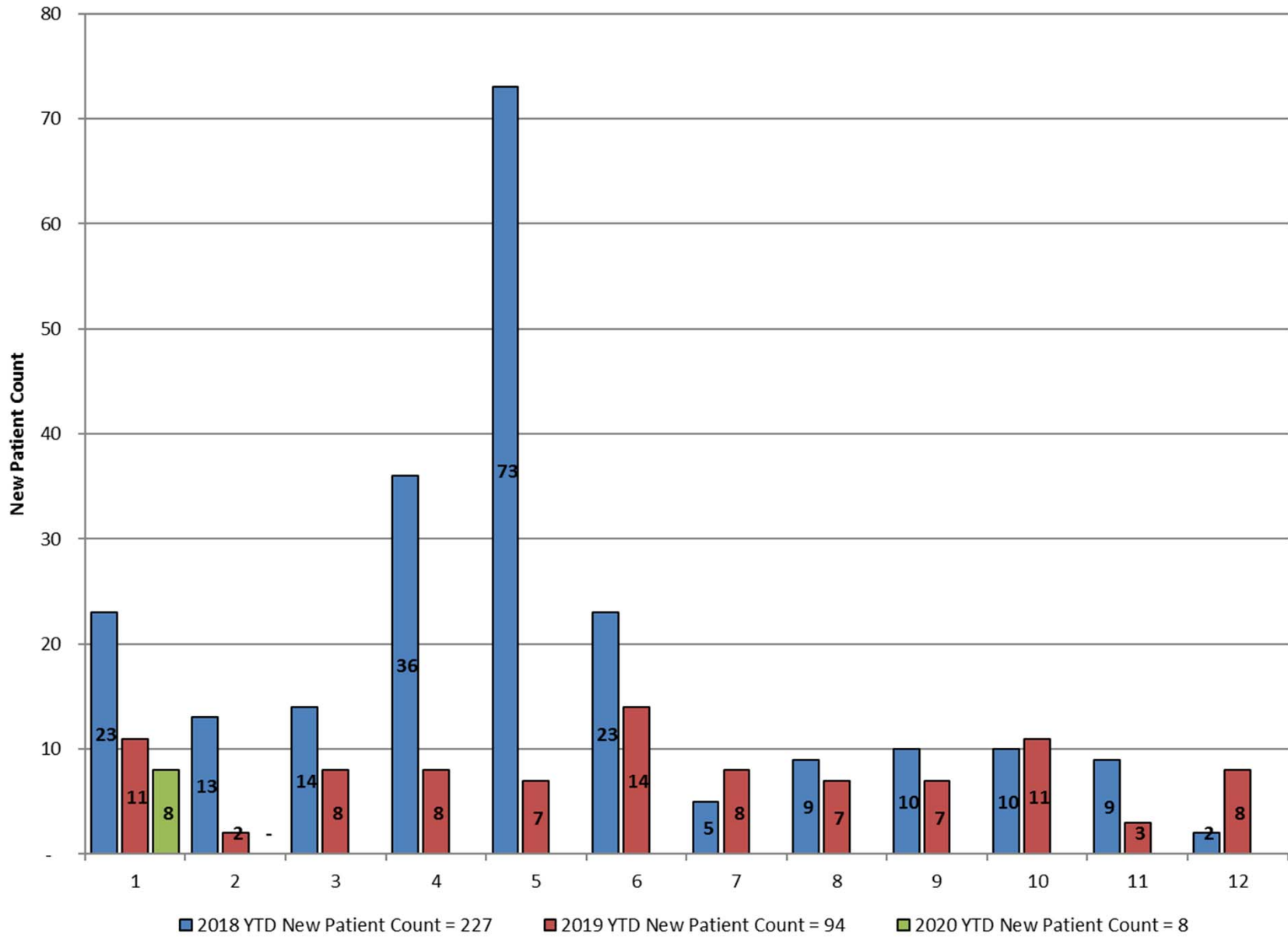
Patient Services					
Company		Description	Monthly Rate	Quantity/Participants	Total Monthly Fee
CITY		Monthly eligible member clinic fee	\$ 7.00	526	\$ 3,682.00
CITY		Pharmacy	\$ 134.26	1	\$ 134.26
CITY		Health Coaching	\$ 35.00	0	\$ -
CITY		Health Coaching (Credit)	\$ 35.00	0	\$ -

Vaccine					
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY	90471	IMMUNIZATION ADMIN SINGLE OR FIRST	No Charge		\$ -
CITY	90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	\$ 19.00		\$ -
CITY	90714.02	TD PRES FREE VACC, 7+ YRS	\$ 25.00		\$ -
CITY	90175	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00		\$ -
CITY	90750	ZOSTER RECOMBINANT ADJUVANTED VACC 50 MCG IM (AKA SHINGRIX)	\$ 132.00		\$ -
Total Clinic Vaccine					\$ -

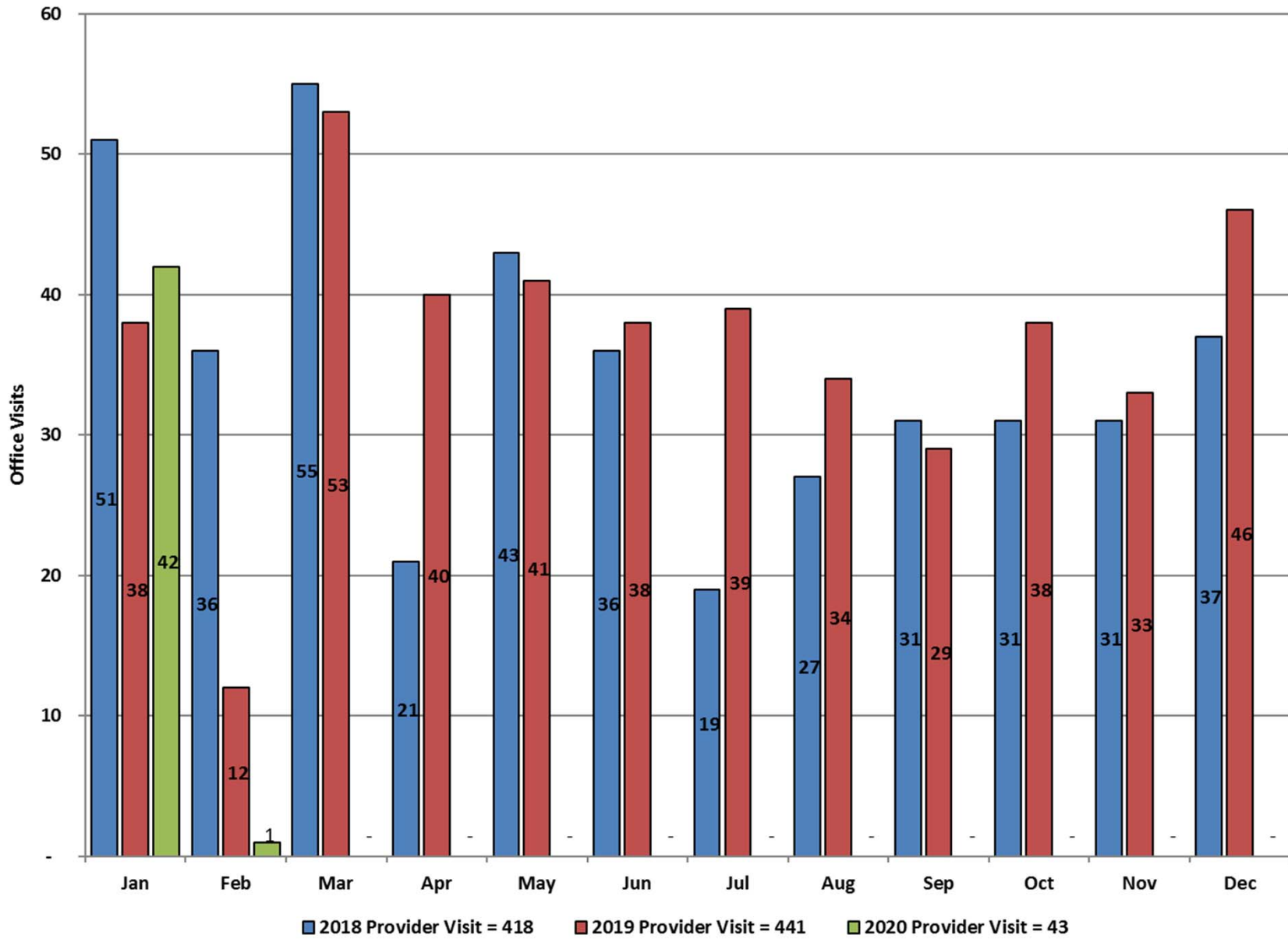
Clinic Labs						
Company	CPT Code	Test Code	Test Name	Contract Rate	Sum of Quantity	Total Lab Fee
CITY	80048	BPNL	Basic Metabolic Panel	\$ 3.62	1	\$ 3.62
CITY	80053	CPNL	Comprehensive Metabolic Panel	\$ 4.50	4	\$ 18.00
CITY	80061	LIPPNL	Lipid Panel With Reflex	\$ 5.58	1	\$ 5.58
CITY	80076	LIVPNL	Hepatic Function Panel	\$ 3.46	3	\$ 10.38
CITY	82525	CU	Copper, Blood	Not on Contract	1	\$ -
CITY	82565	CREATG	Blood Urea NitrogenCreatinine	Not on Contract	2	\$ -
CITY	83615	LDH	C Reactive ProteinLactate DehydrogenaseMagnesium	\$ 2.58	1	\$ 2.58
CITY	83735	MG	C Reactive ProteinLactate DehydrogenaseMagnesium	\$ 3.59	1	\$ 3.59
CITY	84100	PHOS	Phosphorus	\$ 2.58	1	\$ 2.58
CITY	84153	PSA	PSA	\$ 11.95	1	\$ 11.95
CITY	84439	FT4	Free T4	\$ 4.83	1	\$ 4.83
CITY	84439	FT4	Thyroid Stimulating Hormone ReflexFree T4Free T3	\$ 4.83	1	\$ 4.83
CITY	84443	TSH	Thyroid Stimulating Hormone	\$ 4.83	2	\$ 9.66
CITY	84443	TSH	Thyroid Stimulating Hormone ReflexFree T4Free T3	\$ 4.83	1	\$ 4.83
CITY	84481	FT3	Thyroid Stimulating Hormone ReflexFree T4Free T3	\$ 11.31	1	\$ 11.31
CITY	84520	BUN	Blood Urea NitrogenCreatinine	\$ 11.55	2	\$ 23.10
CITY	84702	HCGQT	Beta HCG Quantitative Pregnancy	\$ 4.05	1	\$ 4.05
CITY	85004	DIFA	CBC with Automated Differential	Not on Contract	4	\$ -
CITY	85004	DIFA	CBC with Automated DifferentialDifferential, WAM	Not on Contract	1	\$ -
CITY	85027	CBCNO	Cbc No Differential	\$ 4.92	1	\$ 4.92
CITY	85027	CBCNO	CBC with Automated Differential	\$ 4.92	4	\$ 19.68
CITY	85027	CBCNO	CBC with Automated DifferentialDifferential, WAM	\$ 4.92	1	\$ 4.92
CITY	85046	RETIC	Reticulocyte Count AutomatedSedimentation Rate Westergren	Not on Contract	1	\$ -
CITY	85060	SMR	Pathology Smear Review	\$ 39.59	1	\$ 39.59
CITY	85652	RESR	Reticulocyte Count AutomatedSedimentation Rate Westergren	\$ 8.68	1	\$ 8.68
CITY	85652	RESR	Sedimentation Rate Westergren	\$ 8.68	1	\$ 8.68
CITY	86140	CRP	C Reactive Protein	\$ 4.83	2	\$ 9.66
CITY	86140	CRP	C Reactive ProteinLactate DehydrogenaseMagnesium	\$ 4.83	1	\$ 4.83
CITY	87081	STTH	Streptococcus Group A (Streptococcus Pyogenes), Bacterial Culture	\$ 16.33	1	\$ 16.33
CITY	87086	URC	Urine, Bacterial Culture	\$ 15.24	1	\$ 15.24
CITY	286334	SIFEMX	Immunofixation Electrophoresis With IgG, IgA, IgM And Kappa/Lambda Free Light	Not on Contract	1	\$ -
CITY	82746	B12FOL	Protein ElectrophoresisVitamin B12 And Folate	Not on Contract	1	\$ -
CITY	82746	SPEMX	Protein ElectrophoresisVitamin B12 And Folate	Not on Contract	1	\$ -
Total Lab					\$ 253.42	

TOTAL INVOICED \$ 4,069.68

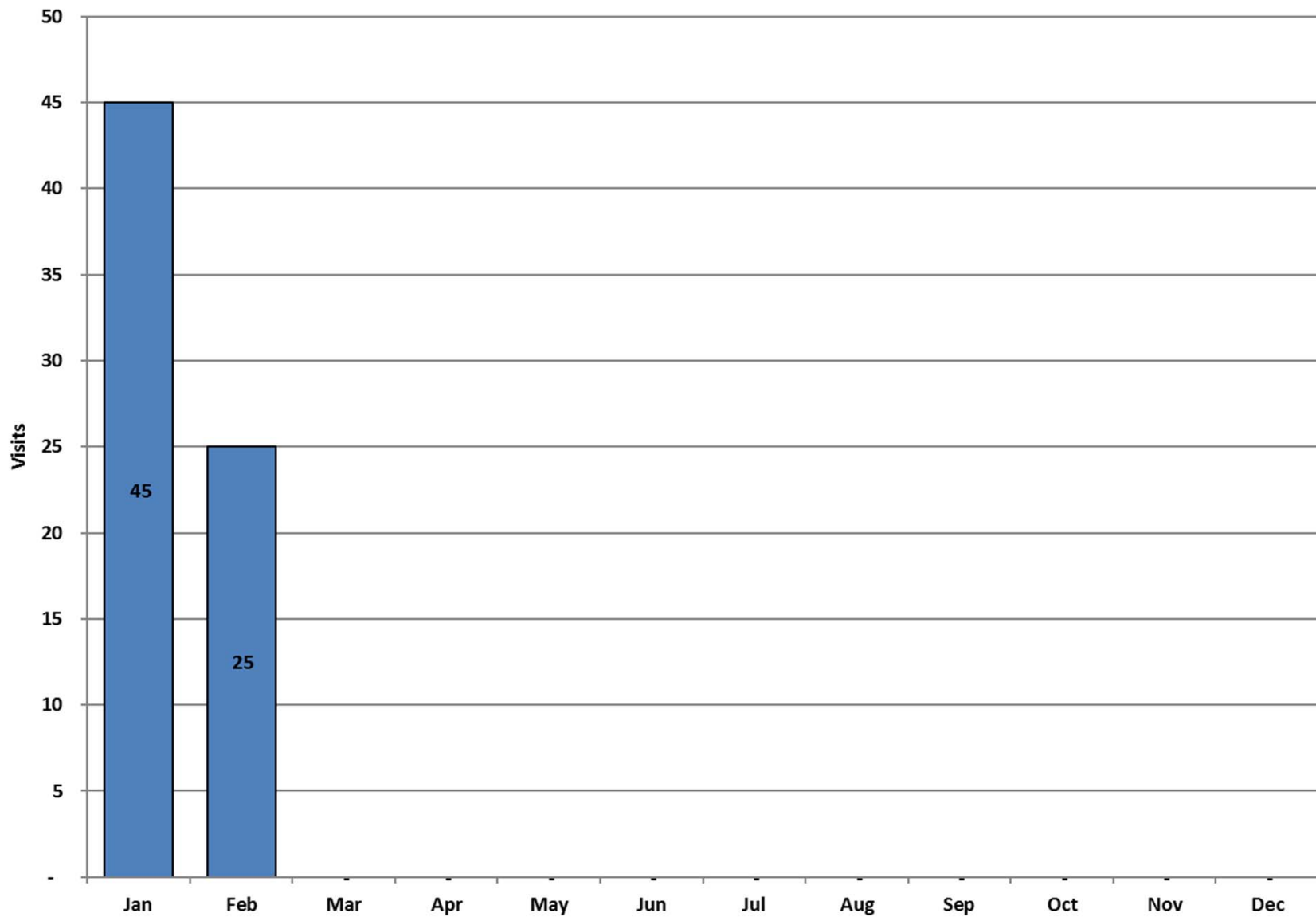
City of Manitowoc - New Patient Summary



City of Manitowoc - Provider Visits YTD Summary



City of Manitowoc - Nurse Visits YTD Summary



■ Nurse Visit = 70

City of Manitowoc - Visits By Day Summary

Provider Visits - February 2020

Appointment Time	Monday	Tuesday	Wednesday	Thursday	Friday	Grand Total
8 AM						0
9 AM					1	1
10 AM						0
11 AM						0
1 PM						0
2 PM						0
3 PM						0
Grand Total	0	0	0	1	0	1

Nurse Visits - February 2020

Visit Type	Total
Nurse Visits	25
Grand Total	25

Number of Cancelled/No Show Visits - February 2020

Date	Cancellation	No Show	Total
			0
			0
			0
Grand Total	0	0	0

City of Manitowoc - Vaccine Summary

YTD Quantity

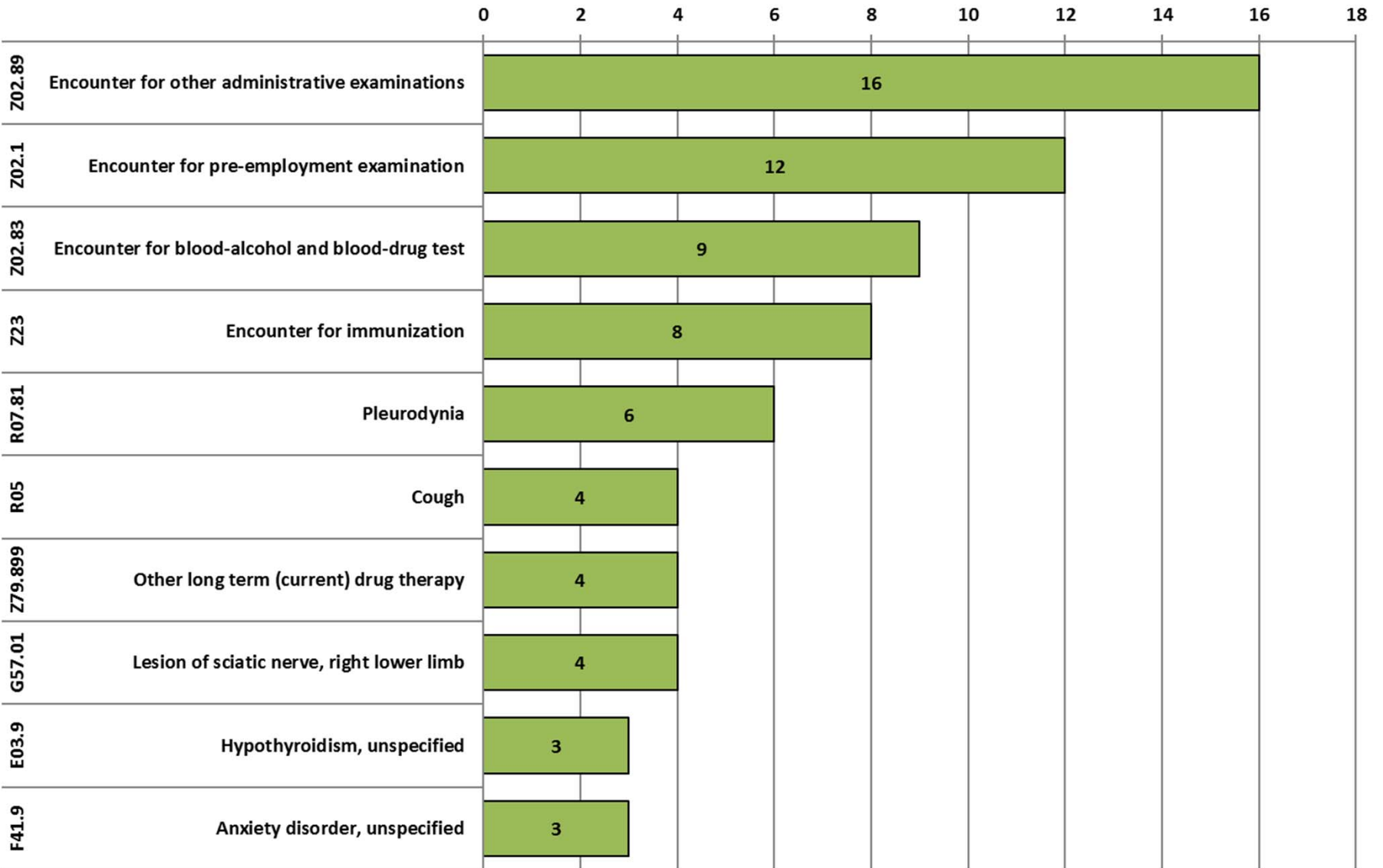
CPT Code	Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Qty
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	5	-											5
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM	-	-											-
90714.02	TD PRES FREE VACC, 7+ YRS	1	-											1
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	1	-											1
90750	Shingles (Zoster) Vaccine	2	-											2
90746	HEP B VACC ADULT 3 DOSE, IM		-											-
Total		9	-	-	-	-	-	-	-	-	-	-	-	9

YTD Cost

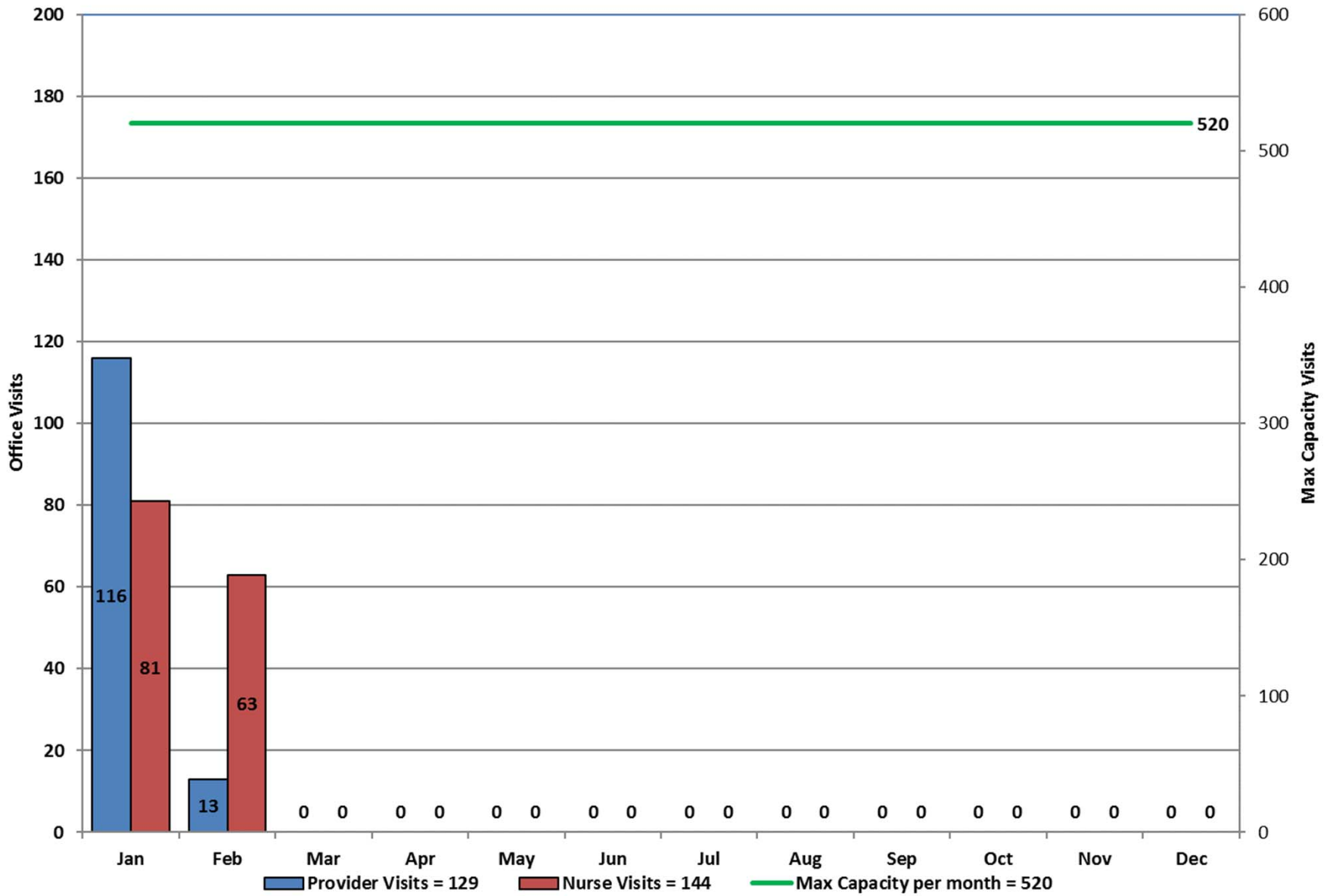
CPT Code	Description	Cost	YTD Qty	Total YTD Cost
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	\$ 12.50	5	\$ 62.50
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM	\$ 12.50	-	\$ -
90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 29.50	1	\$ 29.50
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 42.00	1	\$ 42.00
90736	Shingles (Zostavax) Vaccine	\$ 223.07	-	\$ -
90750	Shingles (Zoster) Vaccine	\$ 139.00	2	\$ 278.00
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	\$ 95.00	-	\$ -
Total			9	\$ 412.00

City of Manitowoc - Top Ten Diagnosis

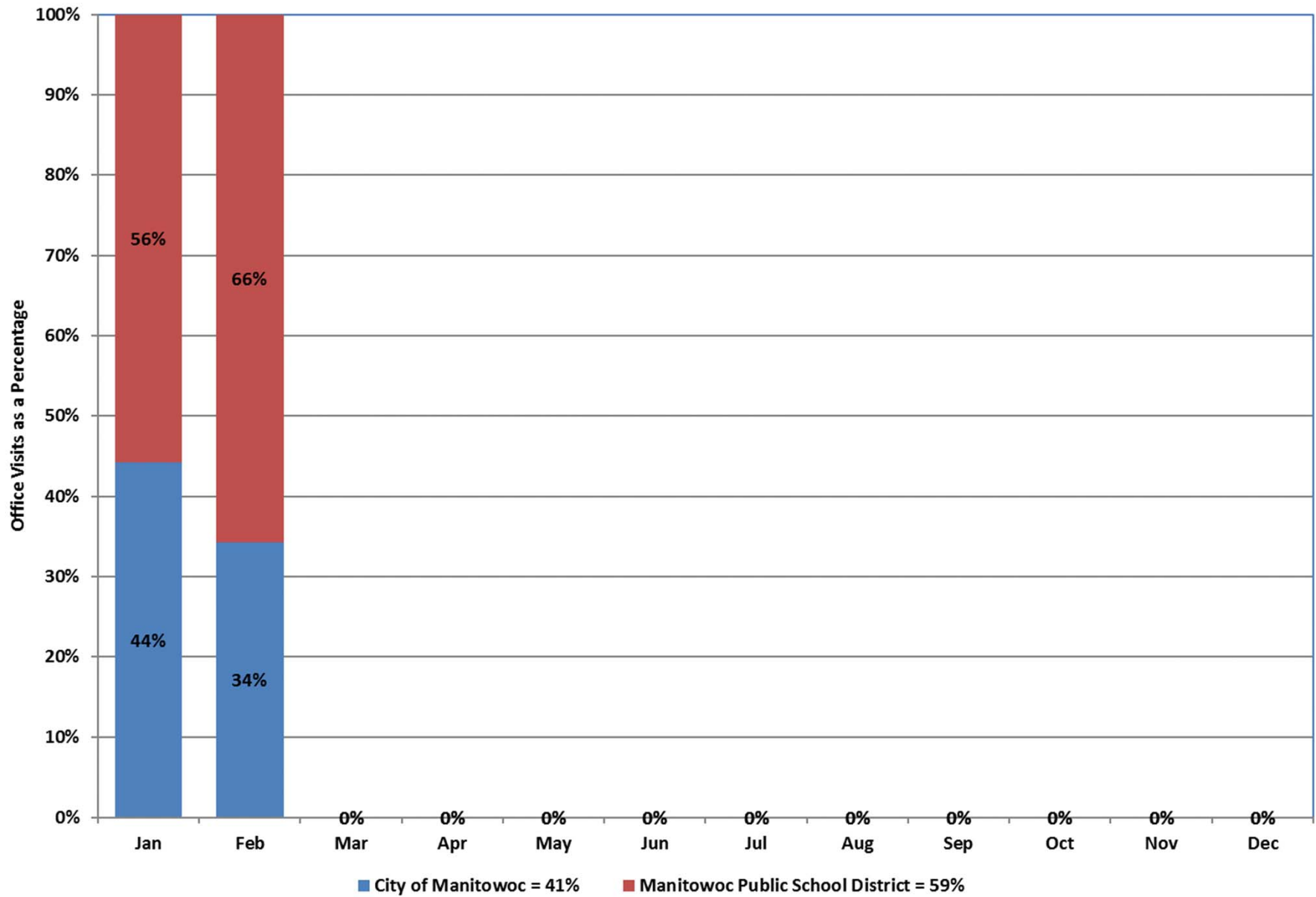
■ YTD Diagnosis



Total Manty Health & Wellness Clinic Visits YTD



Total Manty Health & Wellness Clinic Visits YTD Comparison

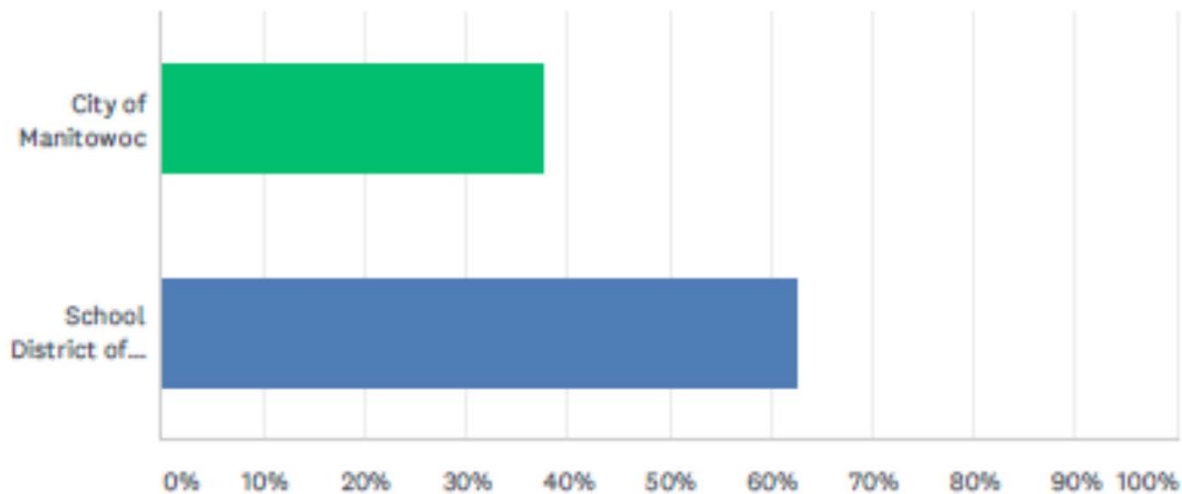


Manty Clinic Patient Survey YTD

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: 107 Skipped: 1



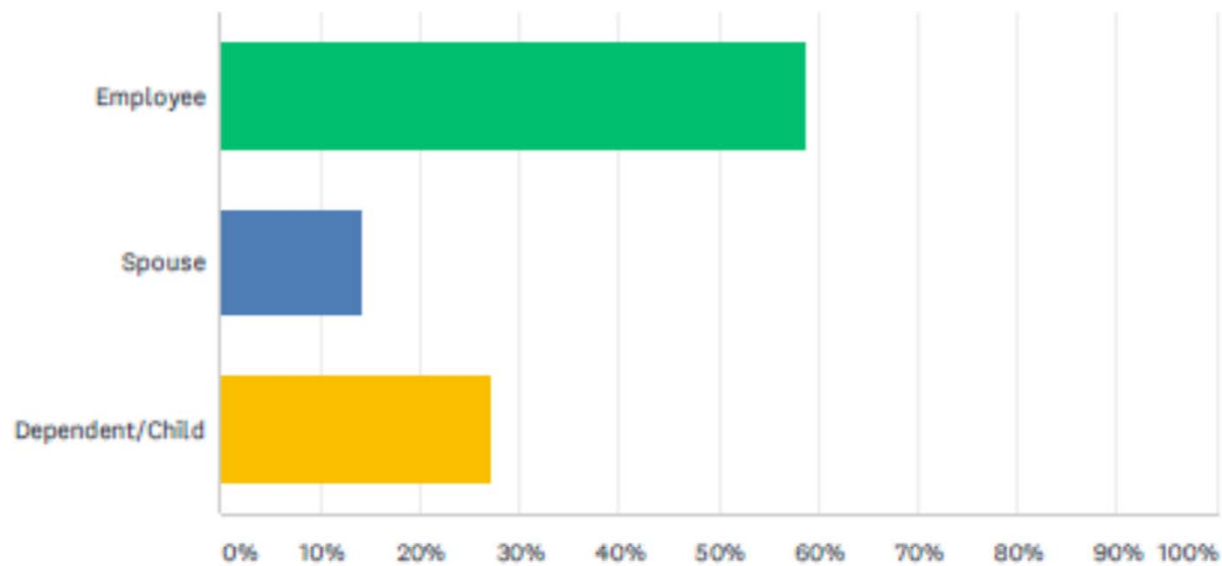
ANSWER CHOICES	RESPONSES
City of Manitowoc	37.38% 40
School District of Manitowoc	62.62% 67
TOTAL	107

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q2 Please select the option that best describes the patient.

Answered: 107 Skipped: 1



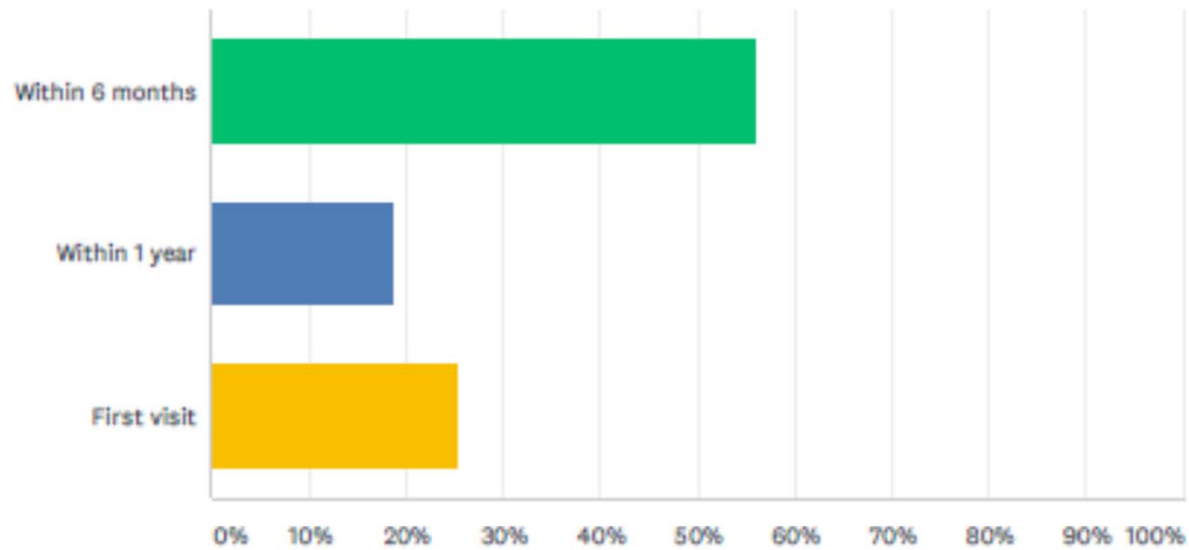
ANSWER CHOICES	RESPONSES	
Employee	58.88%	63
Spouse	14.02%	15
Dependent/Child	27.10%	29
TOTAL		107

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q3 When was your last visit to this clinic?

Answered: 107 Skipped: 1



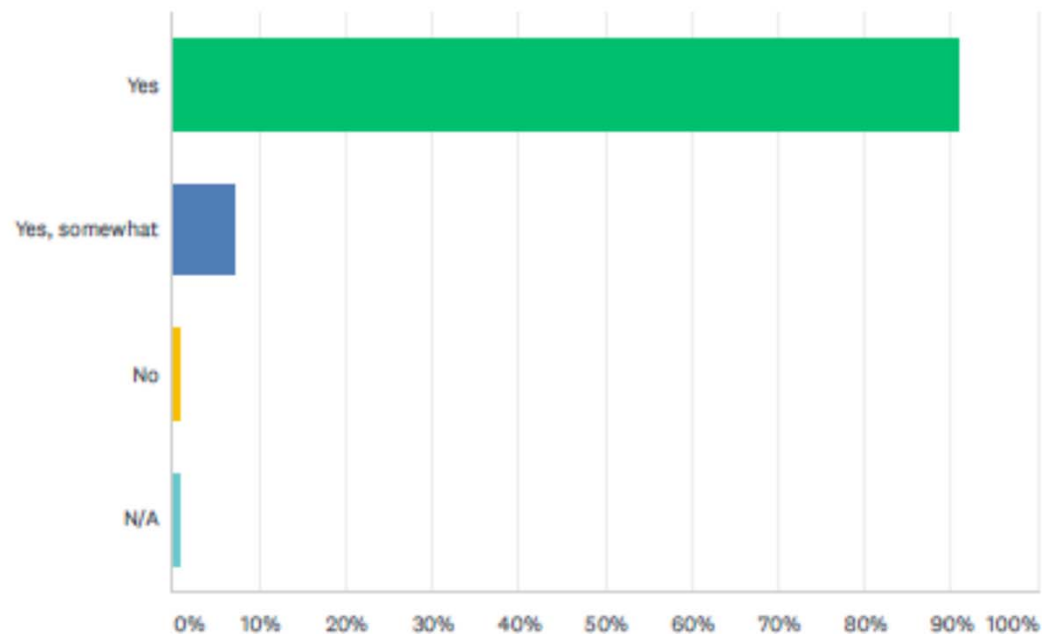
ANSWER CHOICES	RESPONSES	
Within 6 months	56.07%	60
Within 1 year	18.69%	20
First visit	25.23%	27
TOTAL		107

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: 108 Skipped: 0



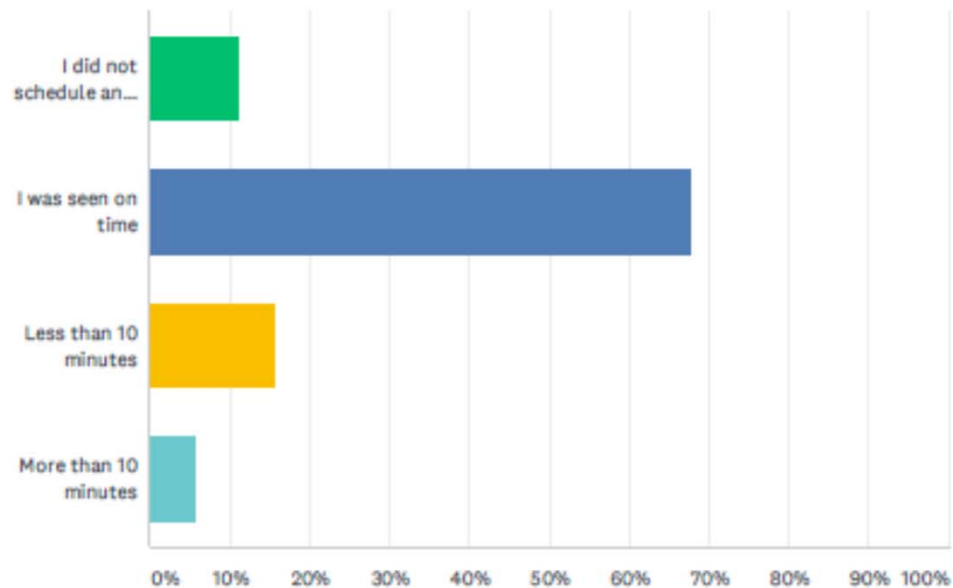
ANSWER CHOICES	RESPONSES	
Yes	90.74%	98
Yes, somewhat	7.41%	8
No	0.93%	1
N/A	0.93%	1
TOTAL		108

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: 108 Skipped: 0



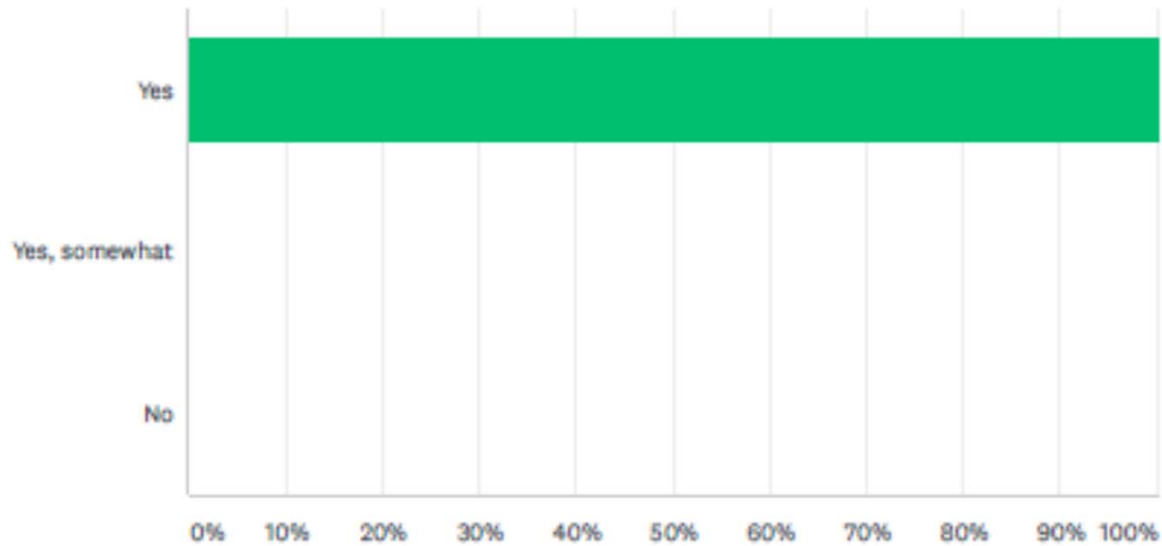
ANSWER CHOICES	RESPONSES	
I did not schedule an appointment in advance	11.11%	12
I was seen on time	67.59%	73
Less than 10 minutes	15.74%	17
More than 10 minutes	5.56%	6
TOTAL		108

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q6 Was your provider friendly and courteous?

Answered: 108 Skipped: 0



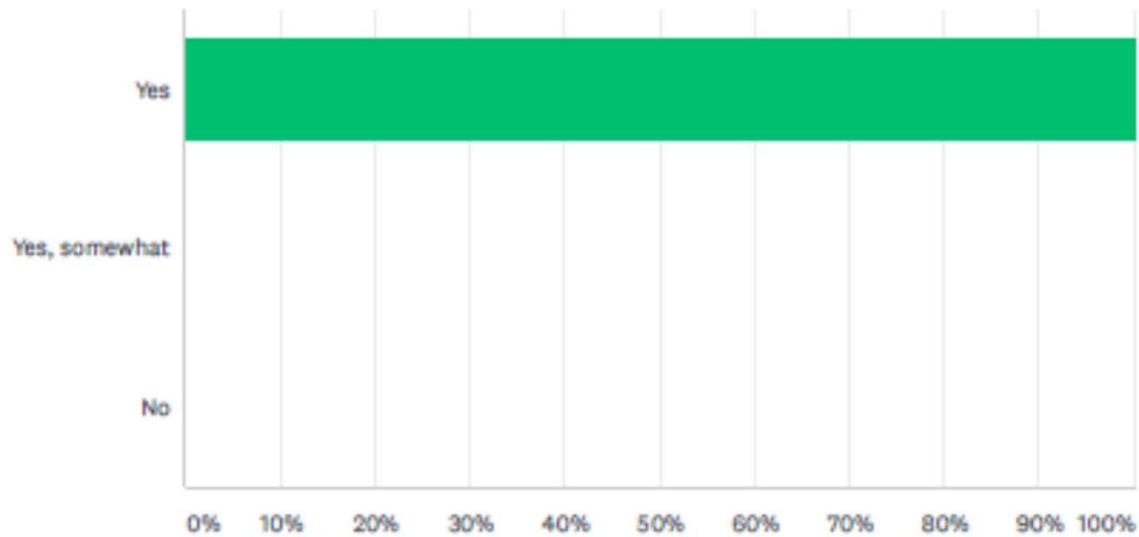
ANSWER CHOICES	RESPONSES	
Yes	100.00%	108
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		108

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: 108 Skipped: 0



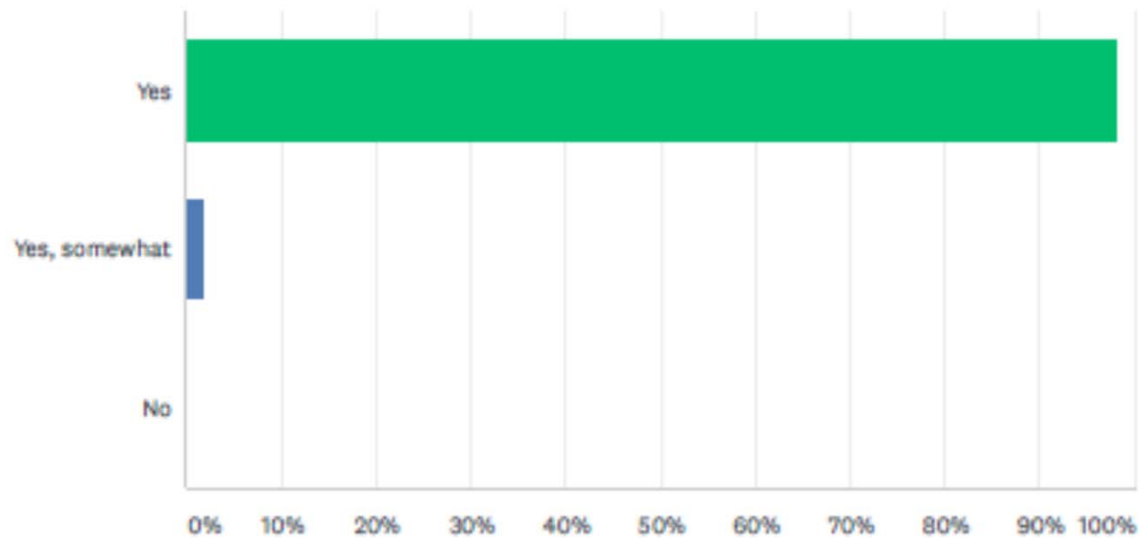
ANSWER CHOICES	RESPONSES
Yes	100.00% 108
Yes, somewhat	0.00% 0
No	0.00% 0
TOTAL	108

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: 108 Skipped: 0



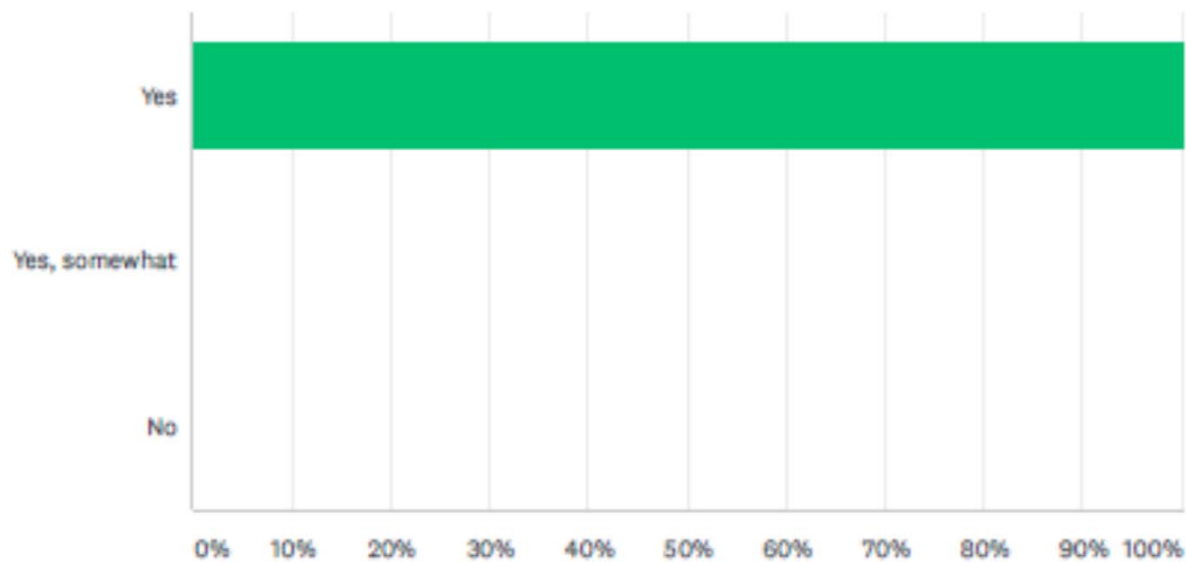
ANSWER CHOICES	RESPONSES	
Yes	98.15%	106
Yes, somewhat	1.85%	2
No	0.00%	0
TOTAL		108

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q9 Was your care team friendly and courteous?

Answered: 108 Skipped: 0



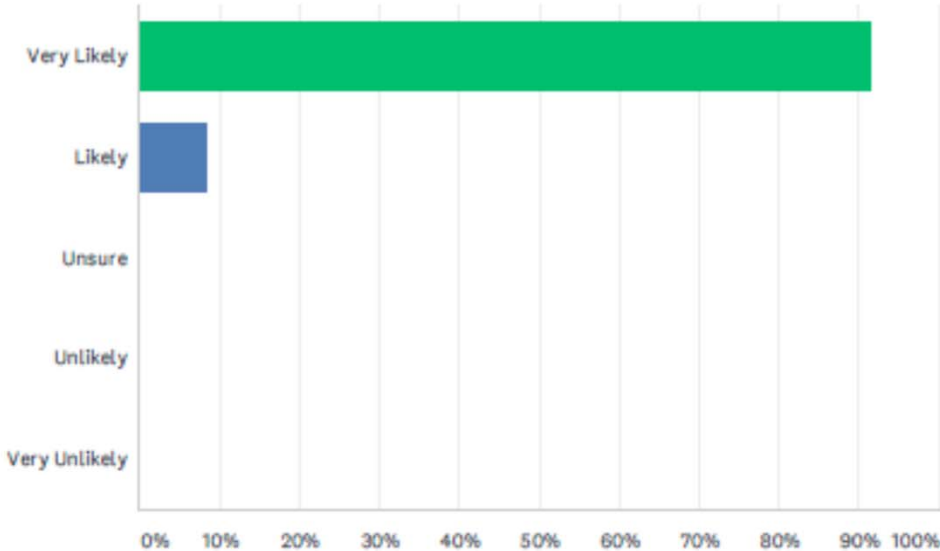
ANSWER CHOICES	RESPONSES	
Yes	100.00%	108
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		108

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: 108 Skipped: 0



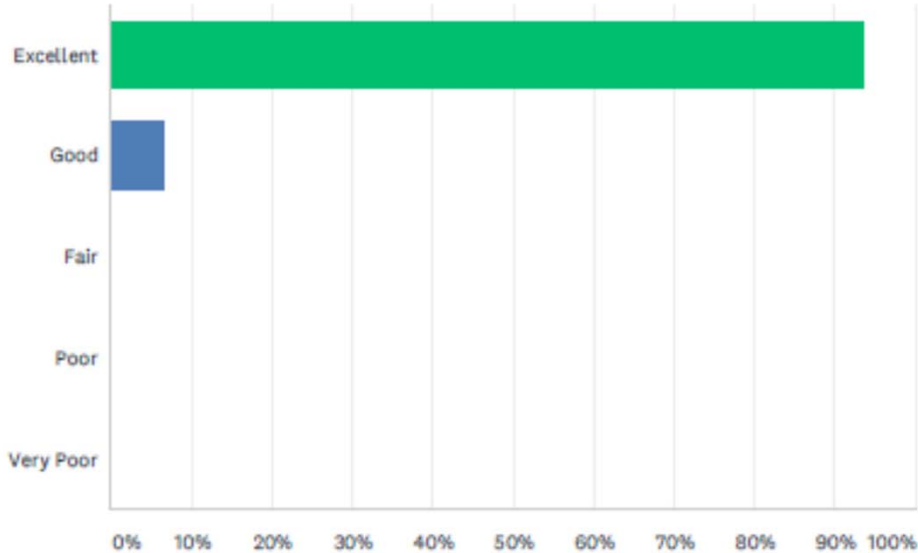
ANSWER CHOICES	RESPONSES	
Very Likely	91.67%	99
Likely	8.33%	9
Unsure	0.00%	0
Unlikely	0.00%	0
Very Unlikely	0.00%	0
TOTAL		108

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q11 How would you rate the care that you received?

Answered: 108 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	93.52%	101
Good	6.48%	7
Fair	0.00%	0
Poor	0.00%	0
Very Poor	0.00%	0
TOTAL		108

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q12 Please share any other comments you have below:

Answered: 14 Skipped: 94