



# 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: May 7, 2018

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

### **Recruiting**

- Hired: Payroll Administrator
- Hired: Bridgetender
- Advertising: Police Officer (continuous)
- Advertising: Transit Driver – Part-time (continuous)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Seasonal positions
- Advertising: Associate Planner
- Advertising: Crossing Guard
- Advertising: Library Page
- Interviewing: Associate Planner
- Interviewing: Administrative Support Specialist
- Interviewing: Firefighter
- Extended offer: RWAM Assistant Director/Curator
- Extended offer: Police Officer (2)

### **Employee Relations**

- Continuing to respond to employee concerns/questions.
- Investigation and discipline for employees continues as necessary.
- The firefighter collective bargaining agreement will expire at the end of 2018. Several dates have been scheduled for negotiation meetings
- Received two grievances on behalf of Transit employees.

### **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.

- The People Development Committee has developed a years of service and retiree recognition program. The program was rolled out in March. The feedback received on this program has been positive. Employees appreciate the recognition.
- CVMIC was onsite on May 2 to give a supervisory training on Coaching and Empowering Employees.
- 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 operations continue to go well. Positive feedback from employees. Attached is the monthly report. The contract expires at the end of 2018, so meetings will be held beginning in July to discuss a new agreement.
- 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 meeting and actions – continuing 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. Letters were sent to Central States last week.
- Held our annual planning meeting with our brokers and discussed strategies for next year's benefits plan. We meet in June and will go over the recommendations for 2019 based on the proposal requests that ABRC is working on. ABRC will attend the Personnel Committee meeting to give an overview of our discussions.
- Working with Finance/Payroll to implement the new compensation structure 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.
- Workers Compensation review and addressing concerns. Safety Committee recently discussed how to mitigate some of the preventable injuries (muscle strains, slipping on ice, etc.). Working with CVMIC on closing out some of our open cases.
- 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 is completed and will be brought forward for approval.
- The Safety Committee worked with Fire and Rescue to hold weather drills the second week of April and will hold Fire Drills the second week of October. The statewide tornado drill was held on April 12 at 1:45 p.m. Several safety concerns were brought up during the drill, which we are working to resolve.
- We continue to work with the CVMIC legal team to respond to a discrimination complaint that an employee made to the DWD.
- 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.

- Worked with IT to allow functionality on City Hall phones to allow for paging over the intercom and also paging through each phone. The second option will be available for employees to use for emergency situations.
- Working with Aurora to roll out a six month Back & Spine Health program.
- Developing a city-wide Drug & Alcohol Policy for non-DOL 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.
- Completed working with the Manitowoc Public Library to merge the Library's Employee Policy Manual into the City of Manitowoc Employee Policy Manual. The final document will be implemented on July 1, 2018 to correspond with the implementation of our new comp plan.
- Working with Kronos to get an updated quote on an HRIS for implementation this year.
- Planning for the annual picnic has begun. It will be held on July 18 at Citizens Park/Aquatic Center. More information will follow.
- The Sunshine Club has proposed that the People Development Committee take over the tasks currently taken on by the Sunshine Club. A special People Committee Meeting has been scheduled for May 24 to discuss.

#### **Separations**

- Library Page
- Transit Driver
- Police Officer
- Fire Captain (retirement)
- Completed exit interviews with voluntary separations/retirements

*Attachment*

# Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc  
YTD March, 2018



*Aurora BayCare Medical Center*



Aurora Health Care®



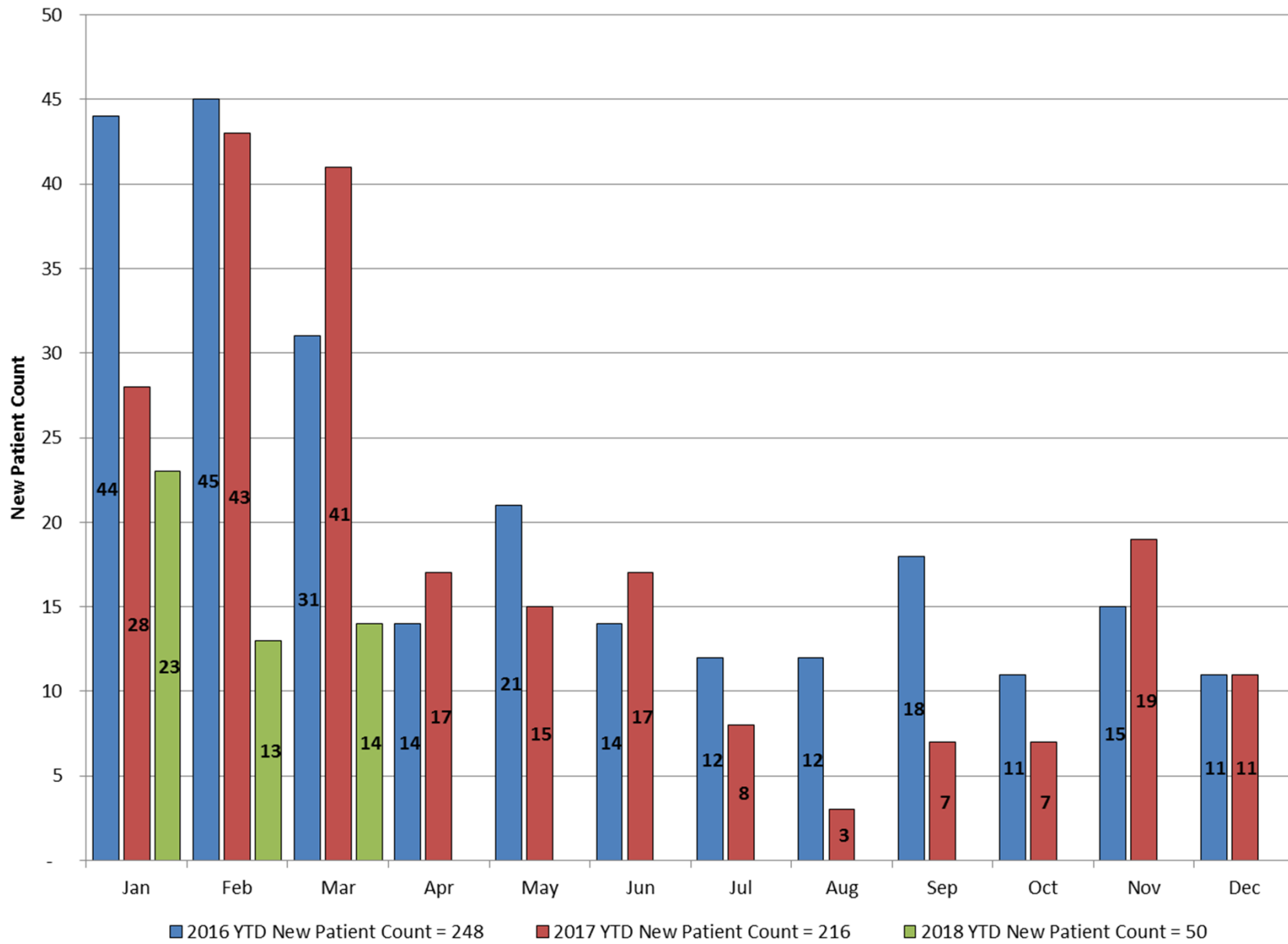
BAYCARE CLINIC



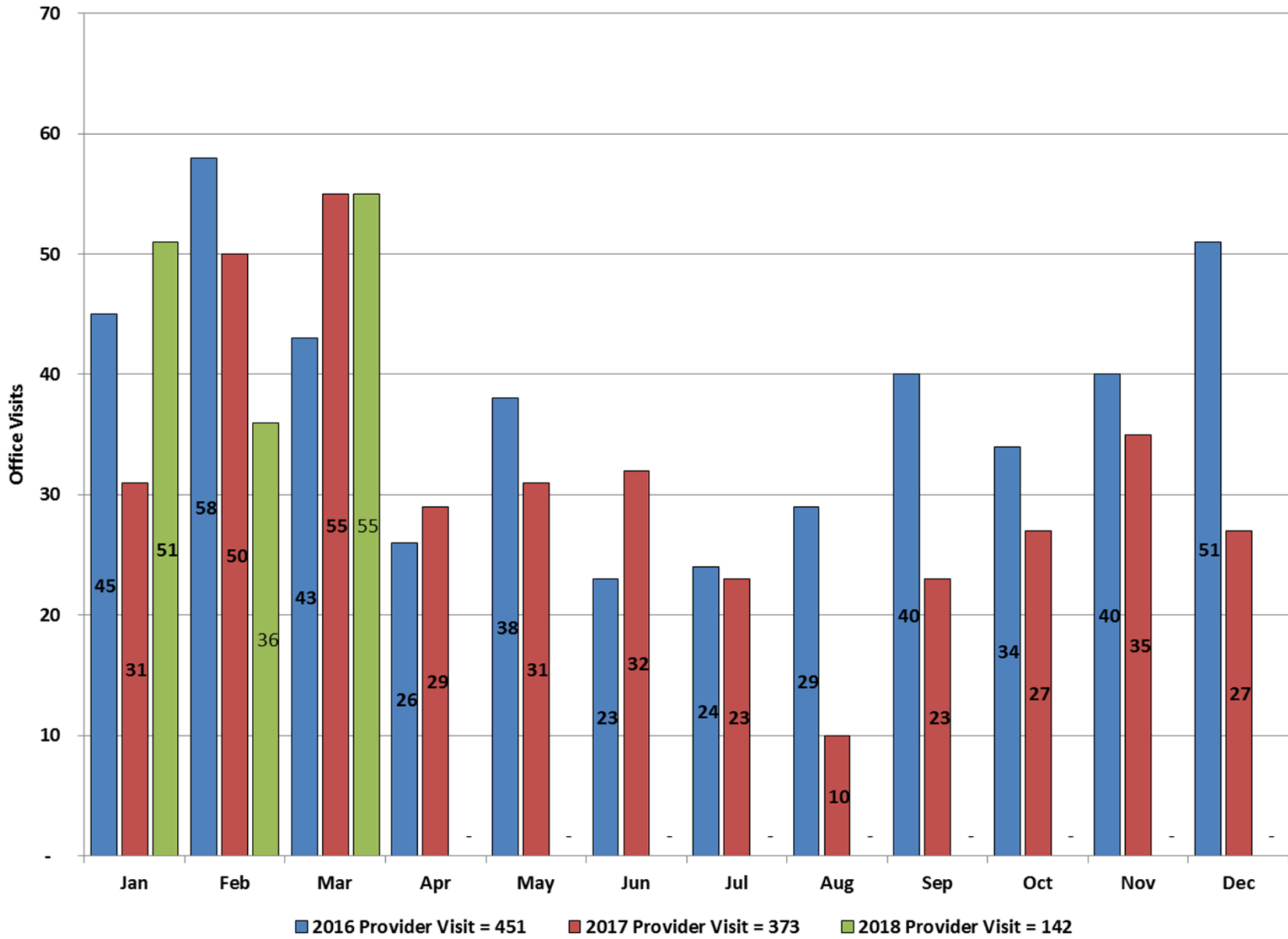
**City of Manitowoc - Invoice Summary**  
**Patient Services/Vaccine/Clinic Labs**  
**Service Month: March 2018**

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	\$ 576.30	1	\$ 576.30
Vaccine					
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY	90471	IMMUNIZATION ADMIN SINGLE OR FIRST	Not Cost	3	\$ -
	90472	IMMUNIZATION ADMIN 2+	Not Cost	1	\$ -
	90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	\$ 19.00	1	\$ 19.00
	90714.02	TD PRES FREE VACC, 7+ YRS	\$ 25.00	1	\$ 25.00
	90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	3	\$ 117.00
	90746	HEP B VACC ADULT 3 DOSE, IM	\$ 60.00	1	\$ 60.00
					\$ -
<b>Total Clinic Vaccine</b>					<b>\$ 221.00</b>
Clinic Labs					
Company	CPT Code	Test Name	Contract Rate	Sum of Quantity	Total Lab Fee
CITY	80053	COMP METABOLIC PNL	\$ 4.50	4	\$ 18.00
CITY	80061	LIPID PANEL W/REFLEX + REFLEX TEST SENT TO MAIN	\$ 4.01	3	\$ 12.03
CITY	80076	HEPATIC FUNCTION PNL	\$ 3.46	2	\$ 6.92
CITY	82728	FERRITIN	\$ 4.83	1	\$ 4.83
CITY	82947	GLUCOSE	\$ 3.39	1	\$ 3.39
CITY	83036	HEMOGLOBIN A1C	\$ 4.95	2	\$ 9.90
CITY	83540	IRON and TIBC	\$ 4.83	1	\$ 4.83
CITY	83550	IRON and TIBC	\$ 6.60	1	\$ 6.60
CITY	84443	TSH WITH REFLEX	\$ 4.83	1	\$ 4.83
CITY	85004	DIFFERENTIAL	Not on Contract	4	\$ -
CITY	85027	HEME PROFILE	Not on Contract	4	\$ -
CITY	86803	HEP C AB	\$ 19.75	1	\$ 19.75
CITY	87077	AEROBIC IDENTIFICATION	Not on Contract	2	\$ -
CITY	87081	CULTURE STREP GRP A	\$ 2.38	10	\$ 23.80
CITY	XXXXX	COLLECTION WORKLOAD	Not on Contract	1	\$ -
<b>Total Lab</b>					<b>\$ 114.88</b>
<b>TOTAL INVOICED</b>					<b>\$ 6,267.43</b>

## City of Manitowoc - New Patient Summary

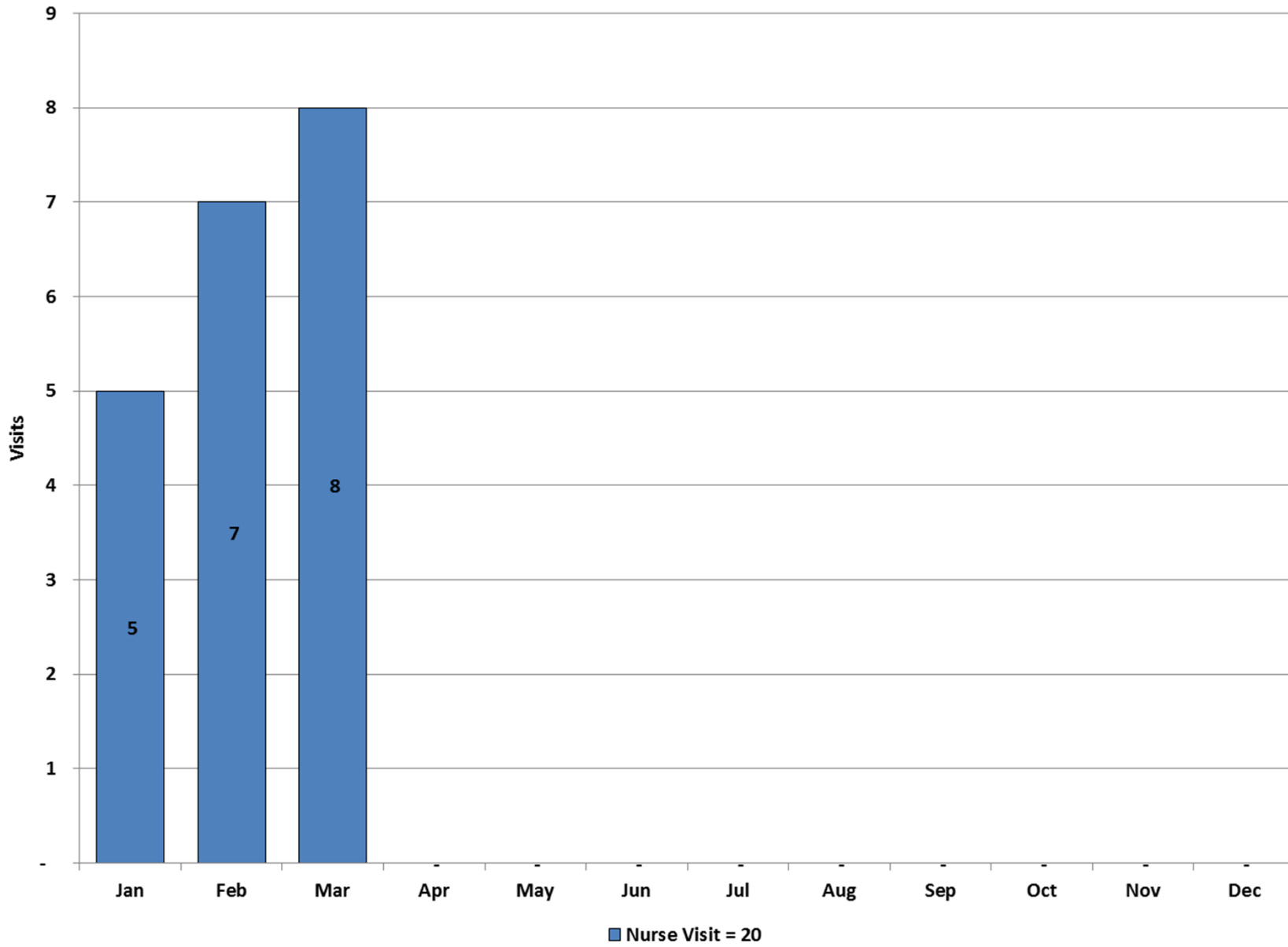


## City of Manitowoc - Provider Visits YTD Summary





## City of Manitowoc - Nurse Visits YTD Summary



# City of Manitowoc - Visits By Day Summary Pg1

Provider Visits - March 2018									
Visit Type	Appointment Time	Appointment Date	Appointment Length (Minutes)	Monday	Tuesday	Wednesday	Thursday	Friday	Total
Provider Visit	7:00:00 AM	3/12/2018	15	1					1
Provider Visit	7:30:00 AM	3/30/2018	15					1	1
Provider Visit	7:45:00 AM	3/19/2018	15	1					1
Provider Visit	8:00:00 AM	3/12/2018	15	1					1
Provider Visit	8:00:00 AM	3/16/2018	15					1	1
Provider Visit	8:00:00 AM	3/30/2018	15					1	1
Provider Visit	8:15:00 AM	3/9/2018	15					1	1
Provider Visit	9:00:00 AM	3/16/2018	30					1	1
Provider Visit	9:00:00 AM	3/26/2018	15	1					1
Provider Visit	9:30:00 AM	3/12/2018	15	1					1
Provider Visit	9:30:00 AM	3/26/2018	15	1					1
Provider Visit	10:00:00 AM	3/7/2018	15			1			1
Provider Visit	10:00:00 AM	3/13/2018	15		1				1
Provider Visit	10:00:00 AM	3/19/2018	30	1					1
Provider Visit	10:00:00 AM	3/22/2018	15				1		1
Provider Visit	10:15:00 AM	3/9/2018	15					1	1
Provider Visit	10:15:00 AM	3/29/2018	15				1		1
Provider Visit	10:30:00 AM	3/12/2018	15	1					1
Provider Visit	10:30:00 AM	3/19/2018	15	1					1
Provider Visit	11:00:00 AM	3/21/2018	15			1			1
Provider Visit	11:00:00 AM	3/22/2018	15				1		1
Provider Visit	11:15:00 AM	3/6/2018	15		1				1
Provider Visit	11:45:00 AM	3/6/2018	15		1				1
Provider Visit	12:00:00 PM	3/6/2018	15		1				1
Provider Visit	12:00:00 PM	3/23/2018	15					1	1
Provider Visit	12:30:00 PM	3/13/2018	30		1				1
Provider Visit	12:30:00 PM	3/26/2018	15	1					1
Provider Visit	1:00:00 PM	3/21/2018	15			1			1
Provider Visit	1:00:00 PM	3/30/2018	15					1	1
Provider Visit	1:15:00 PM	3/30/2018	15					1	1

# City of Manitowoc - Visits By Day Summary Pg 2

Provider Visits - March 2018									
Visit Type	Appointment Time	Appointment Date	Appointment Length (Minutes)	Monday	Tuesday	Wednesday	Thursday	Friday	Total
Provider Visit	1:30:00 PM	3/13/2018	15		1				1
Provider Visit	1:45:00 PM	3/19/2018	30	1					1
Provider Visit	2:00:00 PM	3/12/2018	15	1					1
Provider Visit	2:15:00 PM	3/19/2018	30	1					1
Provider Visit	3:00:00 PM	3/15/2018	30				1		1
Provider Visit	3:00:00 PM	3/20/2018	15		1				1
Provider Visit	3:00:00 PM	3/21/2018	15			1			1
Provider Visit	3:00:00 PM	3/22/2018	15				1		1
Provider Visit	3:15:00 PM	3/13/2018	30		1				1
Provider Visit	3:30:00 PM	3/14/2018	30			1			1
Provider Visit	3:30:00 PM	3/15/2018	30				1		1
Provider Visit	4:00:00 PM	3/21/2018	15			1			1
Provider Visit	4:30:00 PM	3/7/2018	15			1			1
Provider Visit	4:30:00 PM	3/13/2018	30		1				1
Provider Visit	4:30:00 PM	3/29/2018	15				1		1
Provider Visit	4:45:00 PM	3/14/2018	15			1			1
Provider Visit	5:00:00 PM	3/7/2018	30			1			1
Provider Visit	5:00:00 PM	3/21/2018	15			1			1
Provider Visit	5:00:00 PM	3/29/2018	15				1		1
Provider Visit	5:15:00 PM	3/14/2018	15			1			1
Provider Visit	5:30:00 PM	3/1/2018	15				1		1
Provider Visit	8:45:00 AM	3/12/2018	15	1					1
Provider Visit	12:15:00 PM	3/6/2018	15		1				1
Provider Visit	9:15:00 AM	3/30/2018	15					1	1
Provider Visit	9:45:00 AM	3/16/2018	30					1	1
<b>Grand Total</b>			<b>1,005</b>	<b>14</b>	<b>10</b>	<b>11</b>	<b>9</b>	<b>11</b>	<b>55</b>
<b>Number of Cancelled/No Show Visits - March 2018</b>									
	<b>Date</b>	<b>Cancellation</b>	<b>No Show</b>	<b>Total</b>					
	3/9/2018	1		1					
	3/12/2018	1		1					
	3/20/2018	2		2					
	3/13/2018		1	1					
	<b>Grand Total</b>	<b>4</b>	<b>1</b>	<b>5</b>					
<b>Nurse Visits - March 2018</b>									
	<b>Visit Type</b>	<b>Total</b>							
	Nurse Visit	8							
	<b>Grand Total</b>	<b>8</b>							

# City of Manitowoc - Vaccine Summary

## YTD Quantity

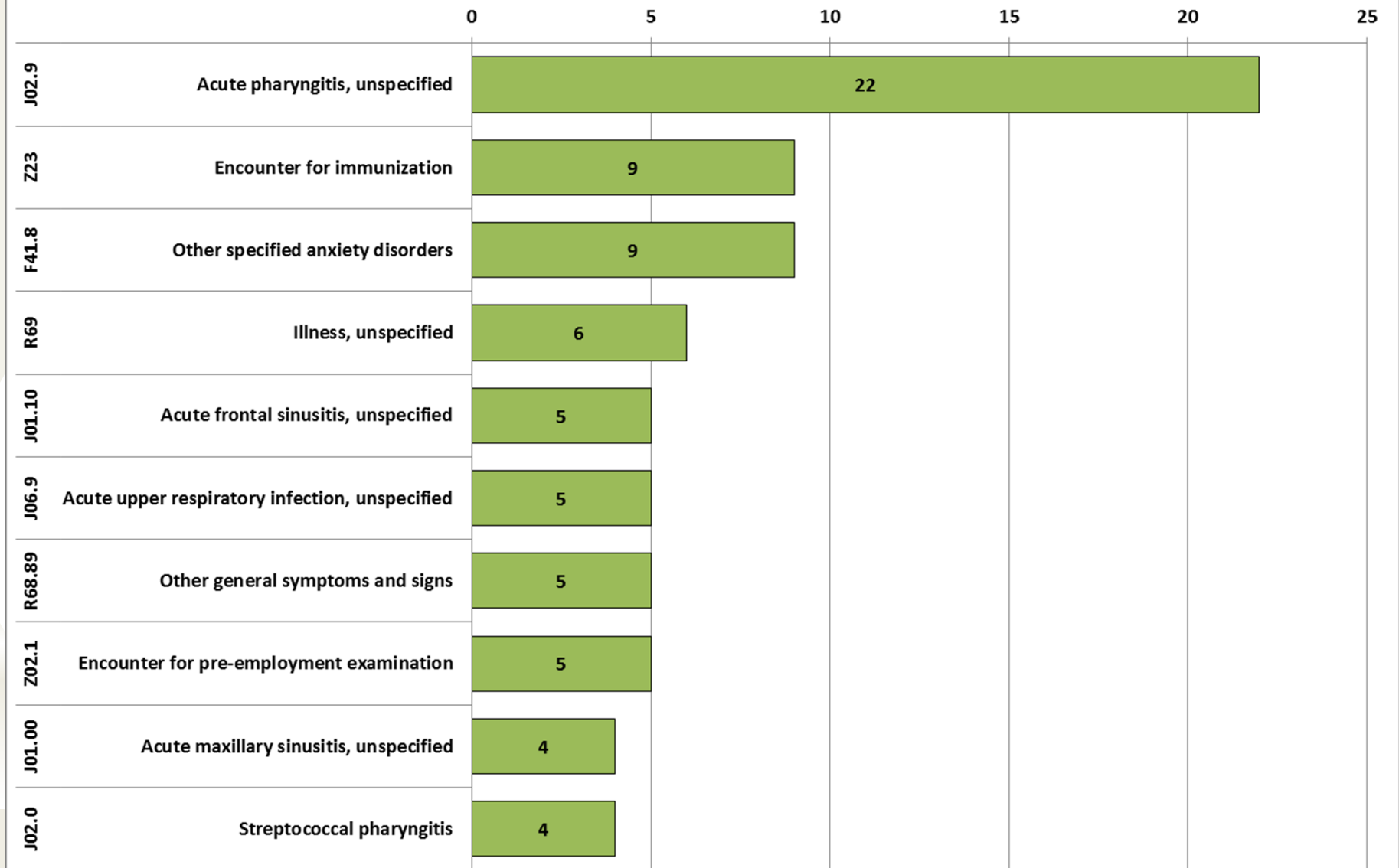
CPT Code	Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Qty
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	1	3	1										5
90714.02	TD 7 YRS+ PRESERVATIVE FREE	-	-	1										1
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	-	-	3										3
90736	Shingles (Zostavax) Vaccine	-	-	-										-
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	1	-	1										2
<b>Total</b>		<b>2</b>	<b>3</b>	<b>6</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>11</b>

## YTD Cost

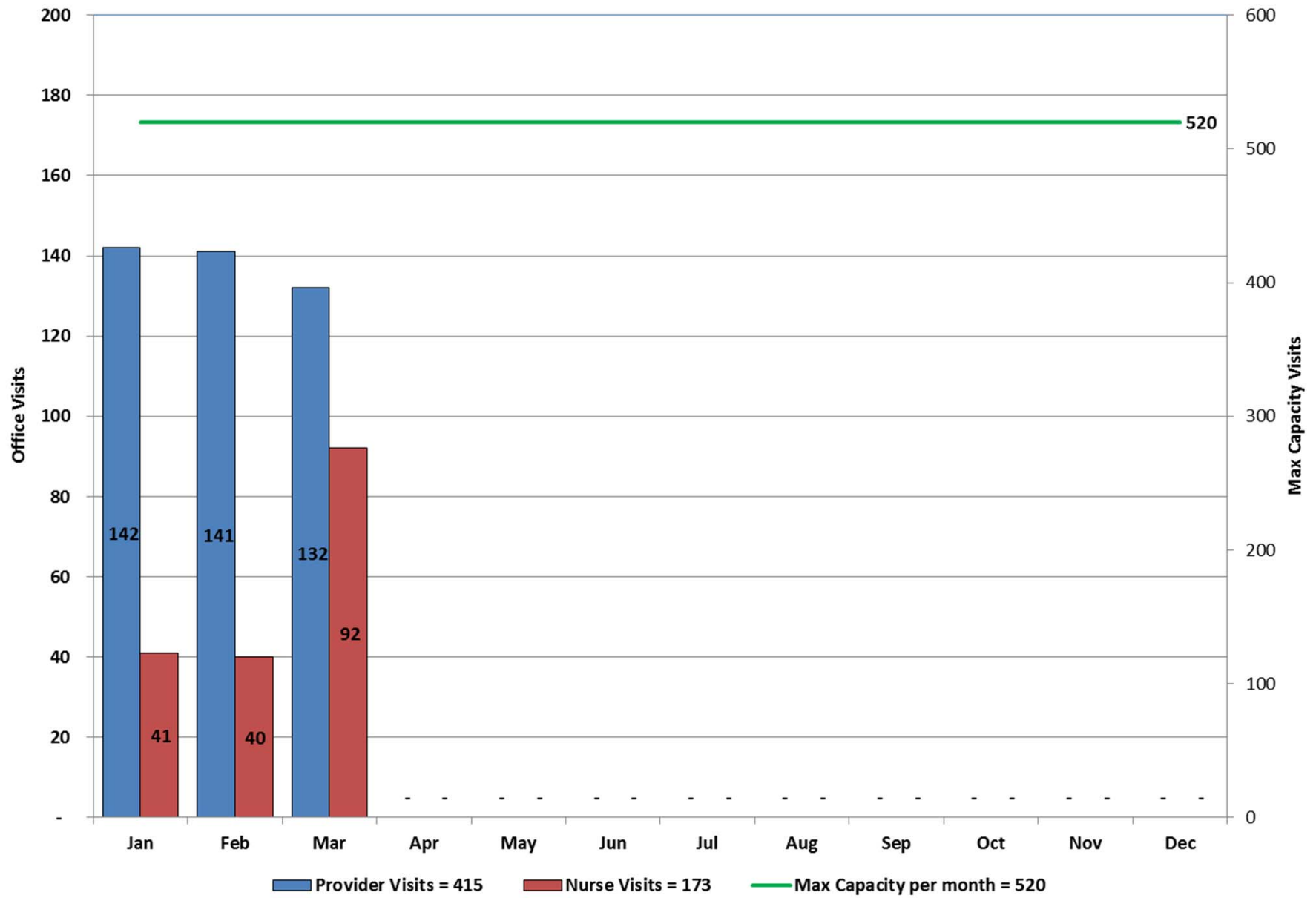
CPT Code	Description	Cost	YTD Qty	Total YTD Cost
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	\$ 19.00	5	\$ 95.00
90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 25.00	1	\$ 25.00
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	3	\$ 117.00
90736	Shingles (Zostavax) Vaccine	\$ -	-	\$ -
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	\$ 60.00	2	\$ 120.00
<b>Total</b>			<b>11</b>	<b>\$ 357.00</b>

## City of Manitowoc - Top Ten Diagnosis

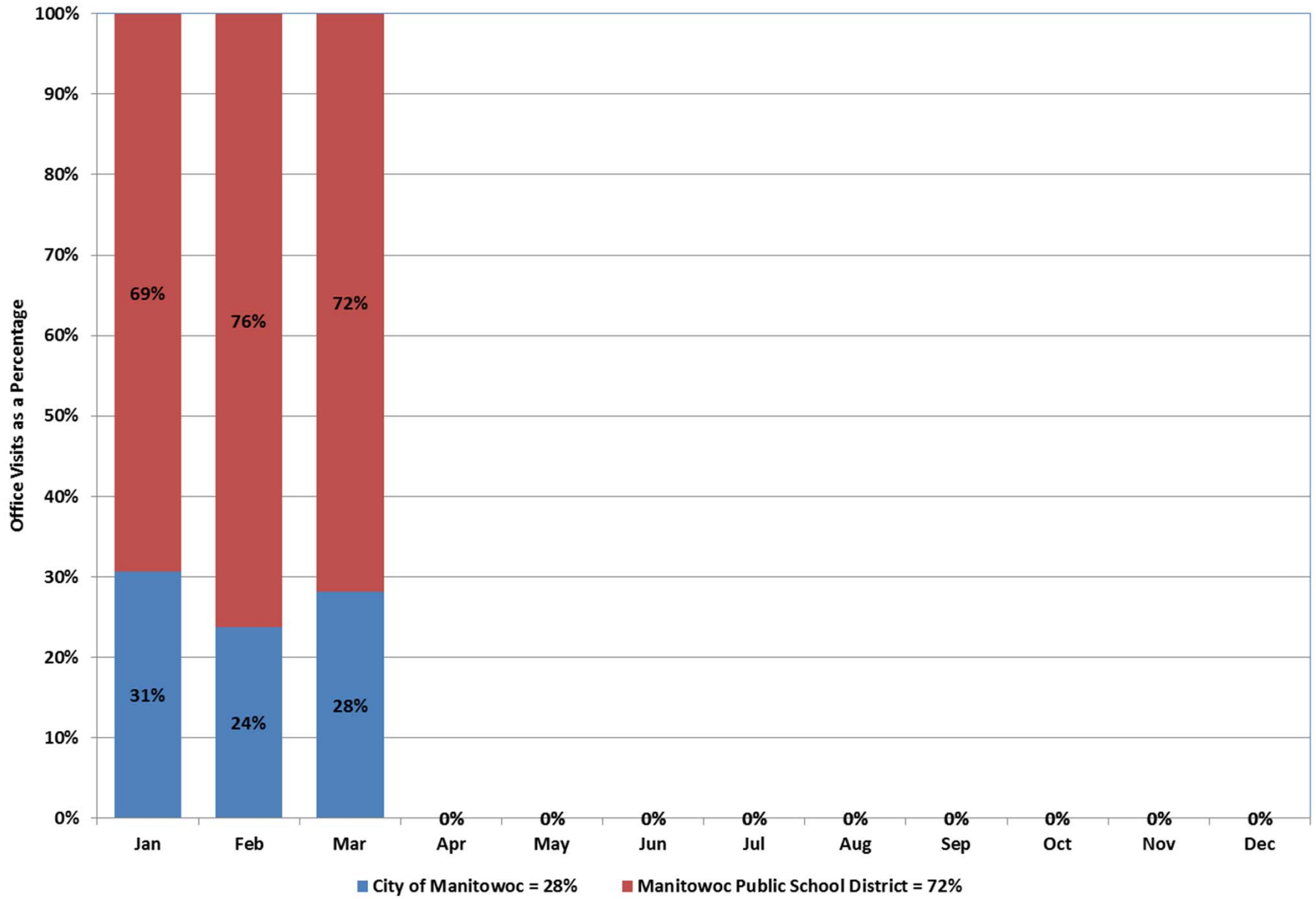
■ YTD Diagnosis



# Total Manty Health & Wellness Clinic Visits YTD



# Total Manty Health & Wellness Clinic Visits YTD Comparison

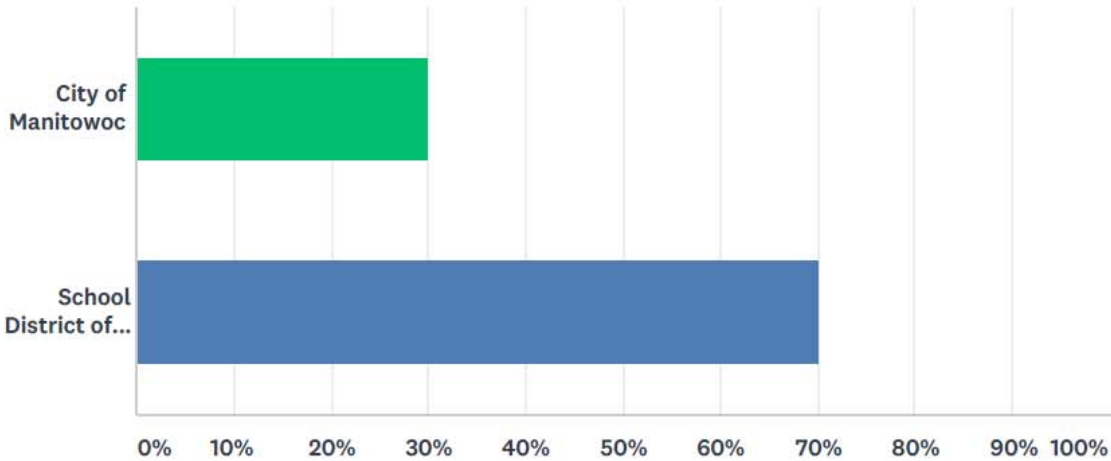


# Manty Clinic Patient Survey YTD

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: 187 Skipped: 2



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

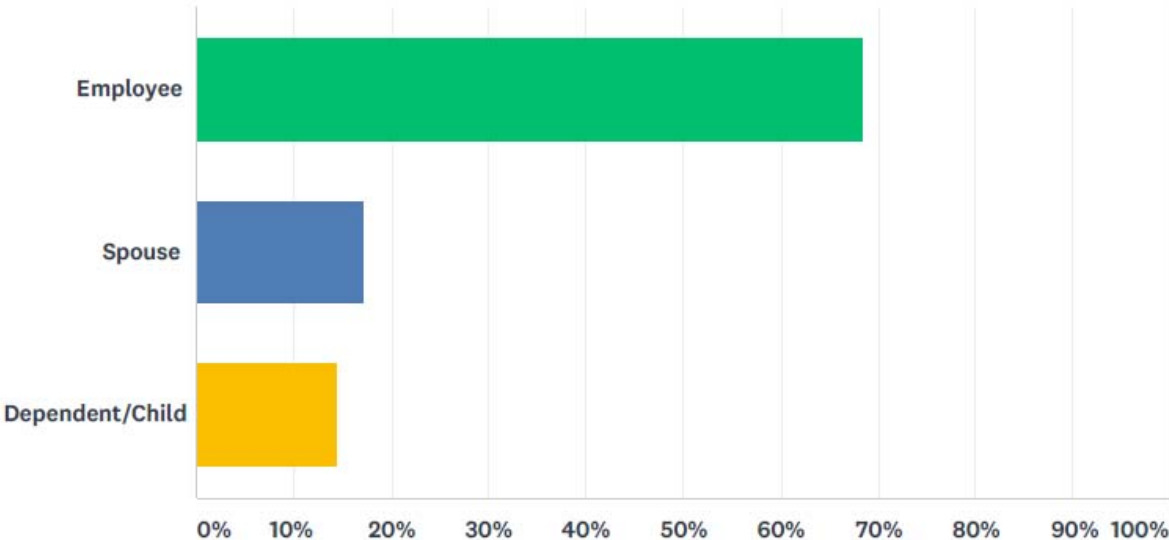


# Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

Q2 Please select the option that best describes the patient.

Answered: 187 Skipped: 2



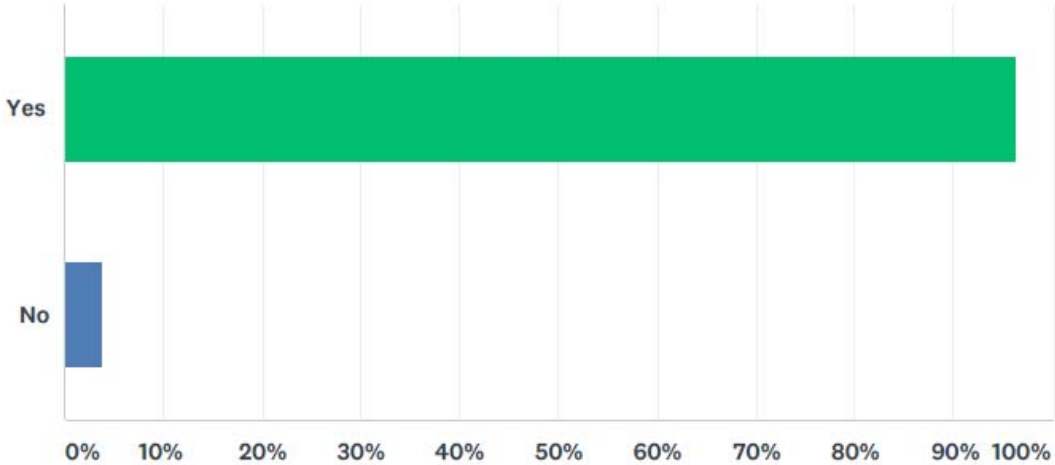
ANSWER CHOICES	RESPONSES	
Employee	68.45%	128
Spouse	17.11%	32
Dependent/Child	14.44%	27
TOTAL		187

# 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



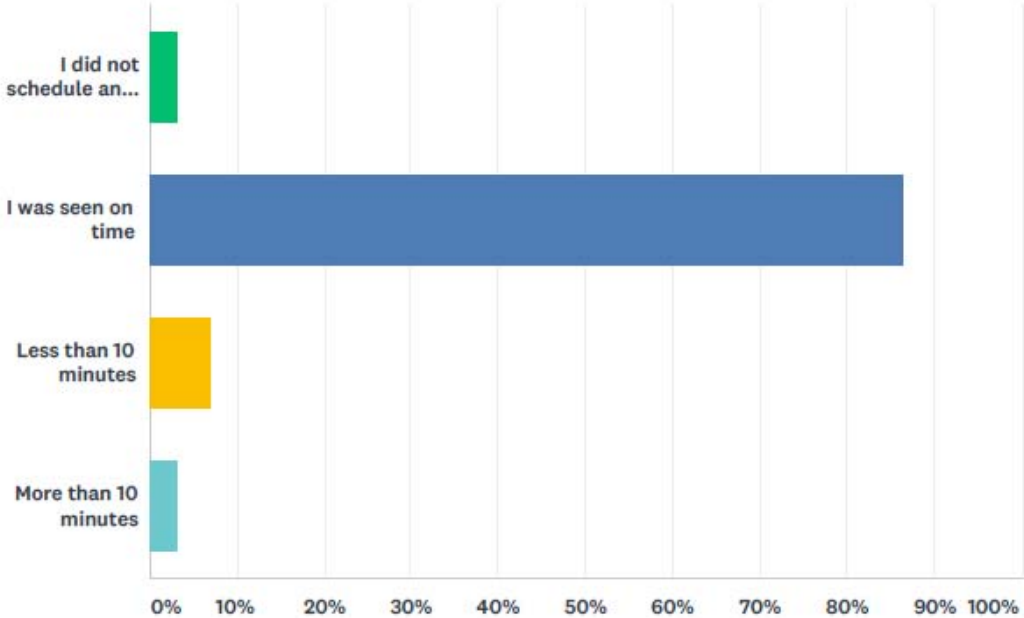
ANSWER CHOICES	RESPONSES	
Yes	96.24%	179
No	3.76%	7
TOTAL		186

# 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



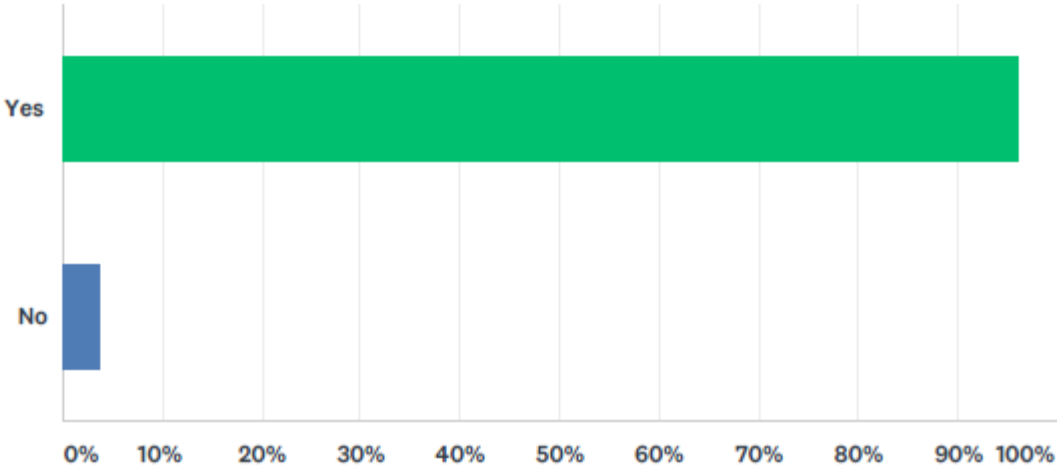
ANSWER CHOICES	RESPONSES	
I did not schedule an appointment in advance	3.21%	6
I was seen on time	86.63%	162
Less than 10 minutes	6.95%	13
More than 10 minutes	3.21%	6
TOTAL		187

# 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



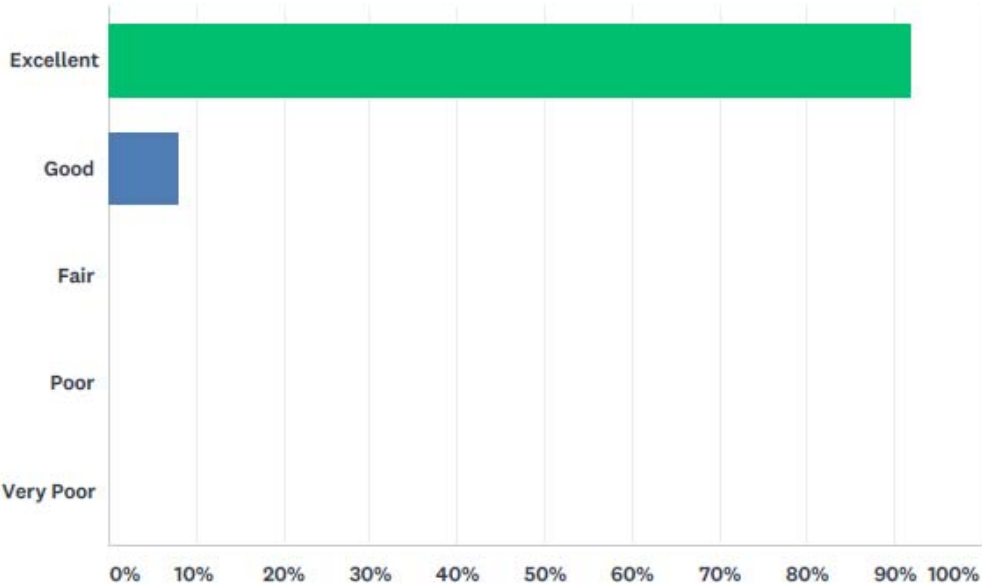
ANSWER CHOICES	RESPONSES	
Yes	96.28%	181
No	3.72%	7
TOTAL		188

# Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

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

Answered: 189 Skipped: 0



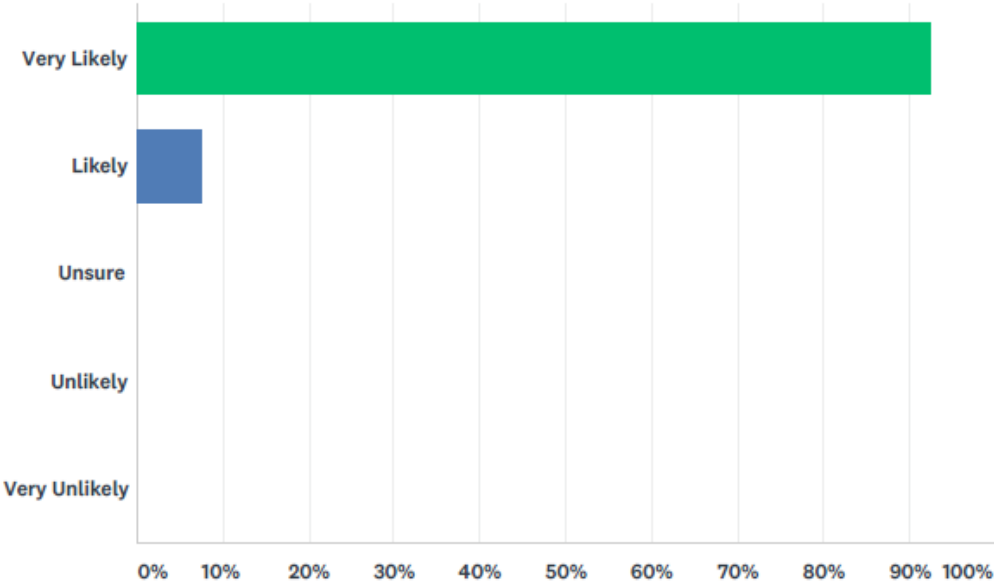
ANSWER CHOICES	RESPONSES	
Excellent	92.06%	174
Good	7.94%	15
Fair	0.00%	0
Poor	0.00%	0
Very Poor	0.00%	0
<b>TOTAL</b>		<b>189</b>

# 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
<b>TOTAL</b>		<b>188</b>