



CITY OF MANITOWOC

WISCONSIN, USA
www.manitowoc.org



TO: Personnel Committee
FROM: Jessie Lillibridge, Human Resources Director
RE: Human Resources Office Update
DATE: April 2, 2018

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

Recruiting

- Hired: CSW Intern
- Hired: DPI Laborer
- Hired: Library Page
- Hired: Library Clerk
- Hired: Library Associate
- Hired: Housing Inspector
- Advertising: Police Officer (continuous)
- Advertising: Transit Driver – Part-time (continuous)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Seasonal positions
- Advertising: Associate Planner
- Advertising: Bridgetender
- Advertising: Administrative Support Specialist
- Advertising: Library Assistant
- Advertising: Library Guard/Custodian
- Advertising: RWAM Assistant Director
- Advertising: RWAM Guard
- Interviewing: Associate Planner
- Interviewing: Bridgetender
- Extended offer: Payroll Administrator

Employee Relations

- Continuing to respond to employee concerns/questions.
- Investigation and discipline for employees continues as necessary.
- The firefighter collective bargaining agreement will expire in 2018. A letter was received requesting that we begin negotiations. Working on gathering comparables.

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.
- 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.
- Our second New Employee Orientation session was held on March 14th for all new employees hired in the past quarter. Nine new employees were in attendance.
- Planning with CVMIC for 2018 supervisory training on May 2. Two sessions on conflict resolution will be held.

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. 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.
- 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.
- 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.)
- 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 is working with Fire and Rescue to hold weather drills the second week of April and Fire Drills the second week of October. The statewide tornado drill is scheduled for April 12 at 1:45 p.m. City employees will be participating in drills at this time.
- 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.
- Working 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.

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 Library Board approved the merged document. We are hoping to have Council approve the final document for implementation 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.

Separations

- Library Assistant
- Administrative Support Specialist
- WWTF Electrician
- Assistant RWAM Director
- Library Literacy Coordinator
- Library Guard/Custodian
- RWAM Guard
- Completed exit interviews with voluntary separations/retirements

Attachment

Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc
YTD February, 2018



Aurora BayCare Medical Center



Aurora Health Care®

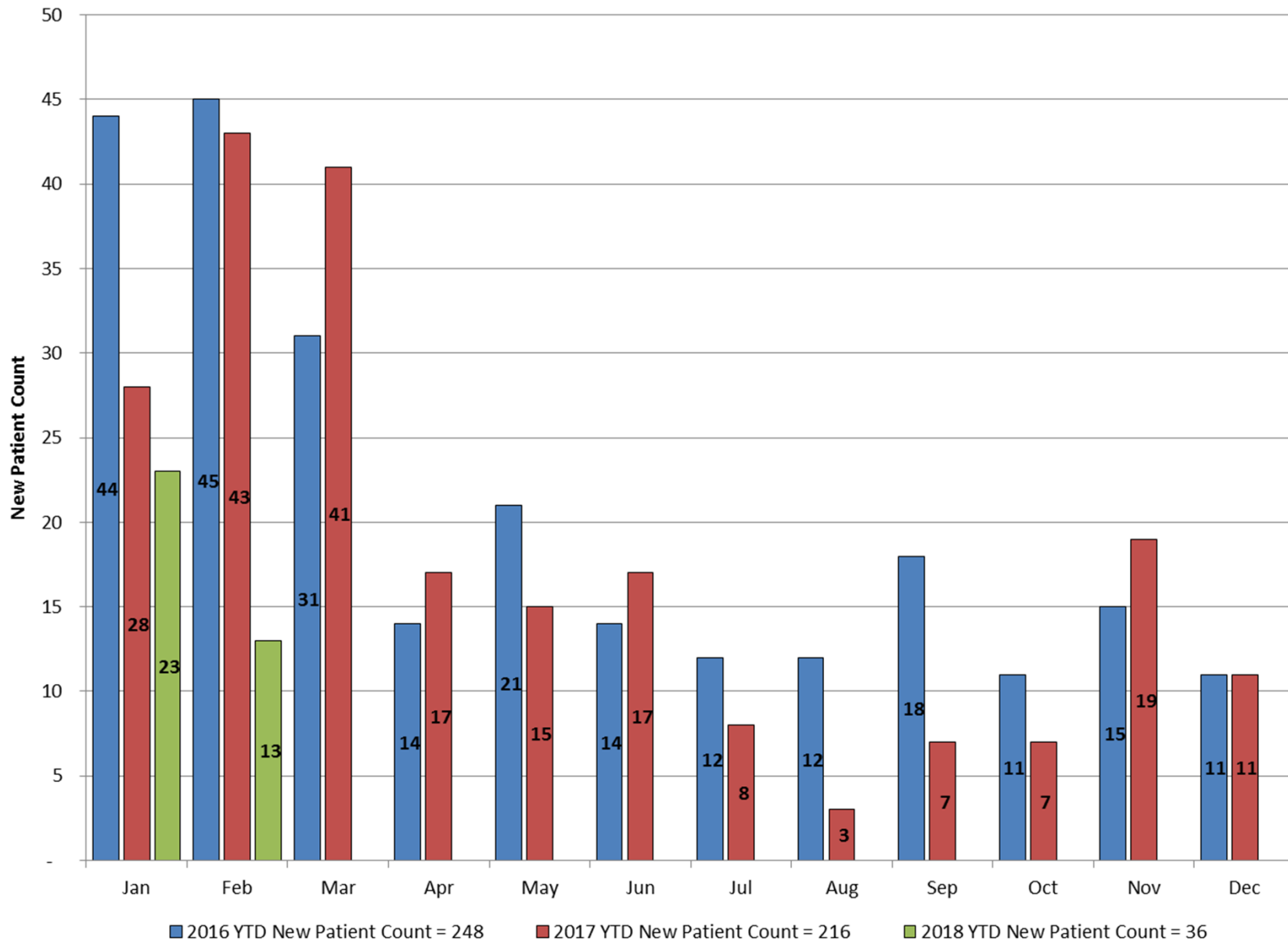


BAYCARE CLINIC

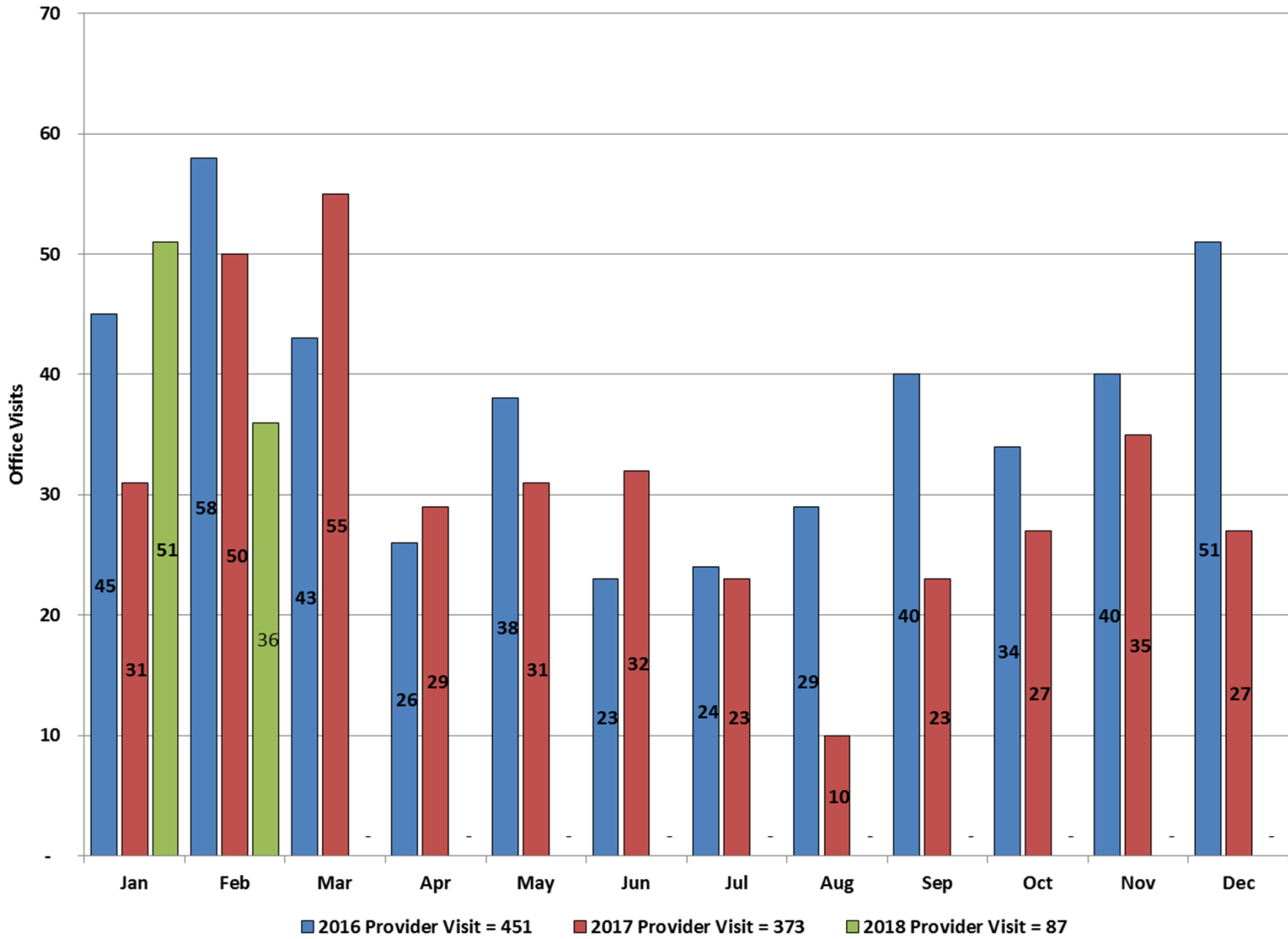
City of Manitowoc - Invoice Summary
Patient Services/Vaccine/Clinic Labs
Service Month: February 2018

Patient Services					
Company		Description	Monthly Rate	Quantity/Participants	Total Monthly Fee
CITY		Clinic Nurse Practitioner Services (Hours)	\$ 29.45	160	\$ 4,712.00
CITY		Facility Rent	\$ 172.05	1	\$ 172.05
CITY		Pharmacy	\$ 438.71	1	\$ 438.71
Vaccine					
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY	90471	IMMUNIZATION ADMIN SINGLE OR FIRST	Not Cost	3	\$ -
CITY	90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	\$ 19.00	3	\$ 57.00
					\$ -
Total Clinic Vaccine					\$ 57.00
Clinic Labs					
Company	CPT Code	Test Name	Contract Rate	Sum of Quantity	Total Lab Fee
CITY	80053	COMP METABOLIC PNL	\$ 4.50	2	\$ 9.00
CITY	80061	LIPID PANEL W/REFLEX + REFLEX TEST SENT TO MAIN	\$ 4.01	1	\$ 4.01
CITY	80061	LIPID PNL W/O REFLEX	\$ 4.01	1	\$ 4.01
CITY	81001	COMP.UA, C/S IF IND.	\$ 5.32	1	\$ 5.32
CITY	83036	HEMOGLOBIN A1C	\$ 4.95	1	\$ 4.95
CITY	84443	TSH WITH REFLEX	\$ 4.83	2	\$ 9.66
CITY	87077	AEROBIC IDENTIFICATION	Not on Contract	2	\$ -
CITY	87081	CULTURE STREP GRP A	\$ 2.38	6	\$ 14.28
CITY	87086	URINE CULTURE	\$ 15.24	1	\$ 15.24
CITY	87491	CHLAM/GC, NAA	\$ 17.86	1	\$ 17.86
CITY	87591	CHLAM/GC, NAA	\$ 17.86	1	\$ 17.86
					\$ -
					\$ -
					\$ -
Total Lab					\$ 102.19
TOTAL INVOICED					\$ 5,481.95

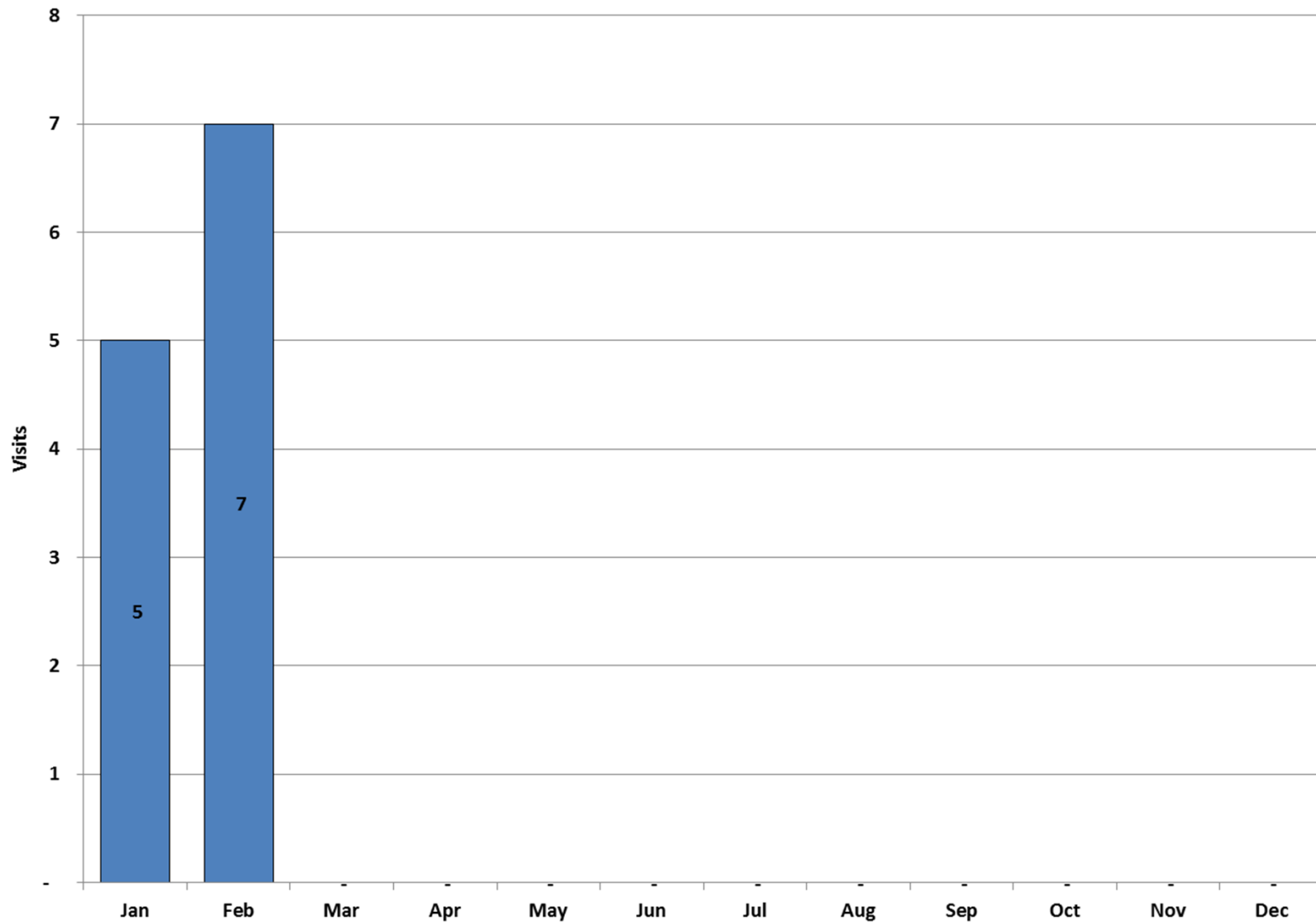
City of Manitowoc - New Patient Summary



City of Manitowoc - Provider Visits YTD Summary



City of Manitowoc - Nurse Visits YTD Summary



■ Nurse Visit = 12

City of Manitowoc - Visits By Day Summary Pg1

<i>Provider Visits - February 2018</i>									
<i>Visit Type</i>	<i>Appointment Time</i>	<i>Appointment Date</i>	<i>Appointment Length (Minutes)</i>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>	<i>Total</i>
Provider Visit	7:00:00 AM	2/2/2018	15					1	1
Provider Visit	7:30:00 AM	2/12/2018	15	1					1
Provider Visit	7:45:00 AM	2/12/2018	15	1					1
Provider Visit	8:15:00 AM	2/23/2018	30					1	1
Provider Visit	10:00:00 AM	2/2/2018	15					1	1
Provider Visit	10:00:00 AM	2/9/2018	15					1	1
Provider Visit	10:00:00 AM	2/16/2018	15					1	1
Provider Visit	10:30:00 AM	2/14/2018	30			1			1
Provider Visit	10:30:00 AM	2/23/2018	15					1	1
Provider Visit	11:15:00 AM	2/1/2018	15				1		1
Provider Visit	11:15:00 AM	2/13/2018	15		1				1
Provider Visit	12:00:00 PM	2/2/2018	15					1	1
Provider Visit	12:00:00 PM	2/12/2018	15	1					1
Provider Visit	12:00:00 PM	2/16/2018	15					1	1
Provider Visit	12:00:00 PM	2/21/2018	15			1			1
Provider Visit	12:00:00 PM	2/23/2018	30					1	1
Provider Visit	12:30:00 PM	2/19/2018	30	1					1
Provider Visit	12:45:00 PM	2/28/2018	15			1			1
Provider Visit	1:15:00 PM	2/28/2018	15			1			1
Provider Visit	1:45:00 PM	2/5/2018	15	1					1
Provider Visit	1:45:00 PM	2/13/2018	15		1				1
Provider Visit	2:00:00 PM	2/12/2018	45	1					1
Provider Visit	2:00:00 PM	2/26/2018	15	1					1
Provider Visit	2:30:00 PM	2/9/2018	30					1	1
Provider Visit	3:00:00 PM	2/13/2018	15		1				1
Provider Visit	3:30:00 PM	2/15/2018	15				1		1
Provider Visit	3:30:00 PM	2/21/2018	15			1			1
Provider Visit	4:00:00 PM	2/13/2018	15		1				1
Provider Visit	4:00:00 PM	2/21/2018	15			1			1
Provider Visit	4:00:00 PM	2/22/2018	30				1		1

City of Manitowoc - Visits By Day Summary Pg 2

Provider Visits - February 2018									
Visit Type	Appointment Time	Appointment Date	Appointment Length (Minutes)	Monday	Tuesday	Wednesday	Thursday	Friday	Total
Provider Visit	4:30:00 PM	2/1/2018	15				1		1
Provider Visit	4:30:00 PM	2/7/2018	30			1			1
Provider Visit	4:30:00 PM	2/15/2018	15				1		1
Provider Visit	8:45:00 AM	2/5/2018	15	1					1
Provider Visit	12:15:00 PM	2/16/2018	15					1	1
Provider Visit	12:15:00 PM	2/21/2018	15			1			1
Grand Total			675	8	4	8	5	11	36

Number of Cancelled/No Show Visits - February 2018			
Date	Cancellation	No Show	Total
2/8/2018	1		1
2/12/2018		1	1
2/13/2018	1		1
2/15/2018	1		1
2/21/2018	3		3
Grand Total	6	1	7

Nurse Visits - February 2018	
Visit Type	Total
Nurse Visit	7
Grand Total	7

City of Manitowoc - Vaccine Summary

YTD Quantity

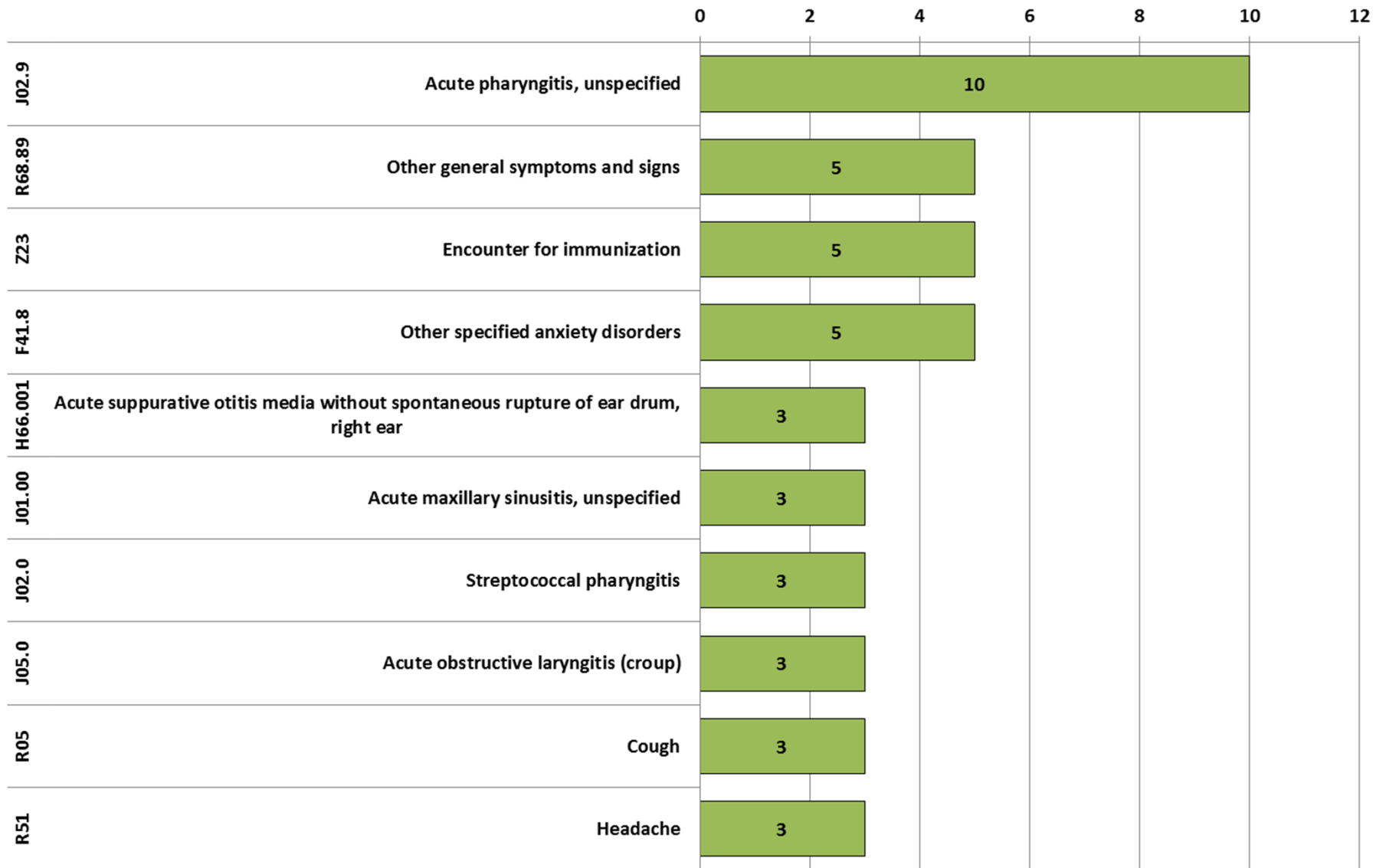
<i>CPT Code</i>	<i>Description</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>YTD Qty</i>
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	1	3											4
90714.02	TD 7 YRS+ PRESERVATIVE FREE	-	-		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

YTD Cost

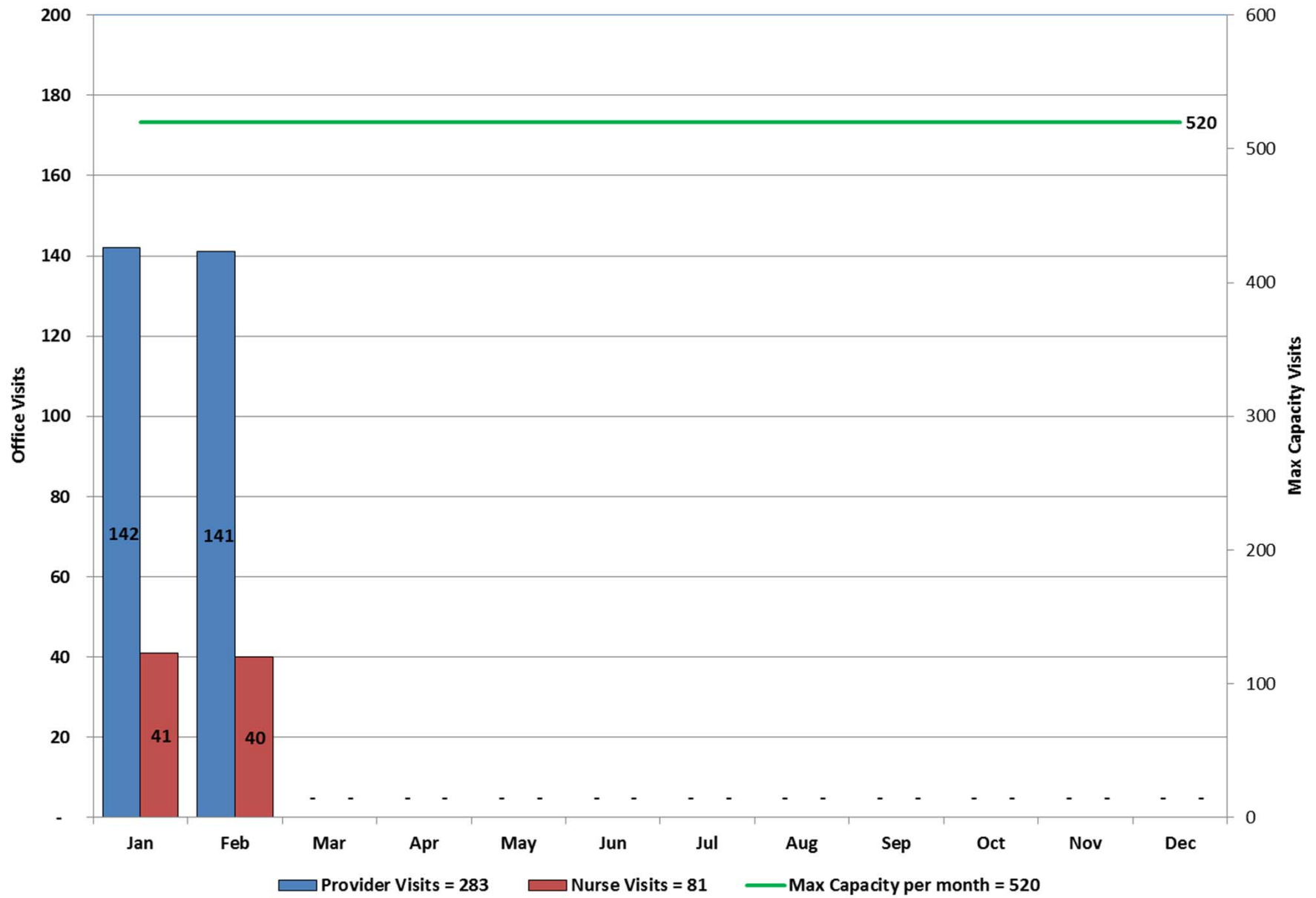
<i>CPT Code</i>	<i>Description</i>	<i>Cost</i>	<i>YTD Qty</i>	<i>Total YTD Cost</i>
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	\$ 19.00	4	\$ 76.00
90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 25.00	-	\$ -
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	-	\$ -
90736	Shingles (Zostavax) Vaccine	\$ -	-	\$ -
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	\$ 60.00	1	\$ 60.00
Total			5	\$ 136.00

City of Manitowoc - Top Ten Diagnosis

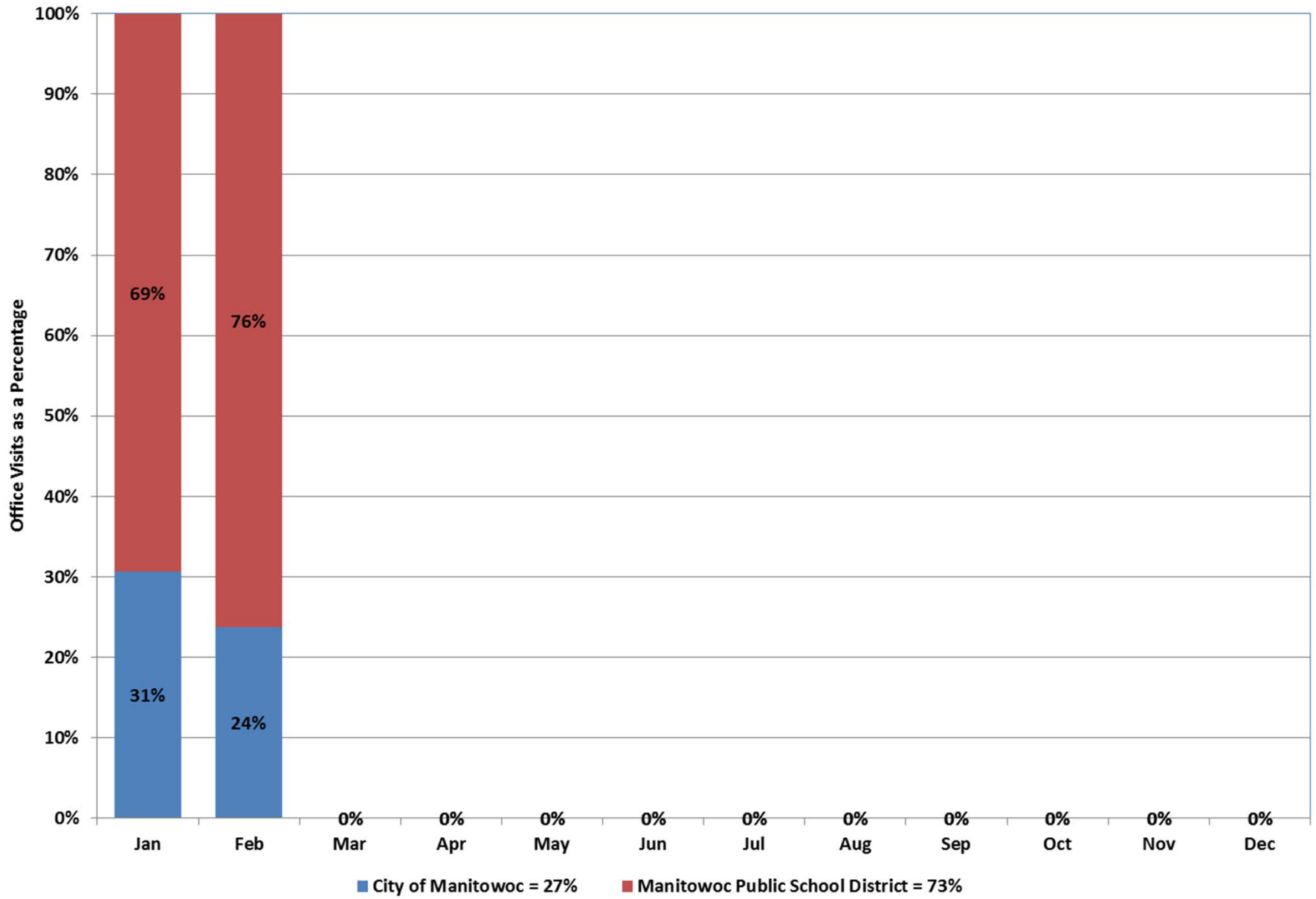
■ YTD Diagnosis



Total Manty Health & Wellness Clinic Visits YTD



Total Manty Health & Wellness Clinic Visits YTD Comparison

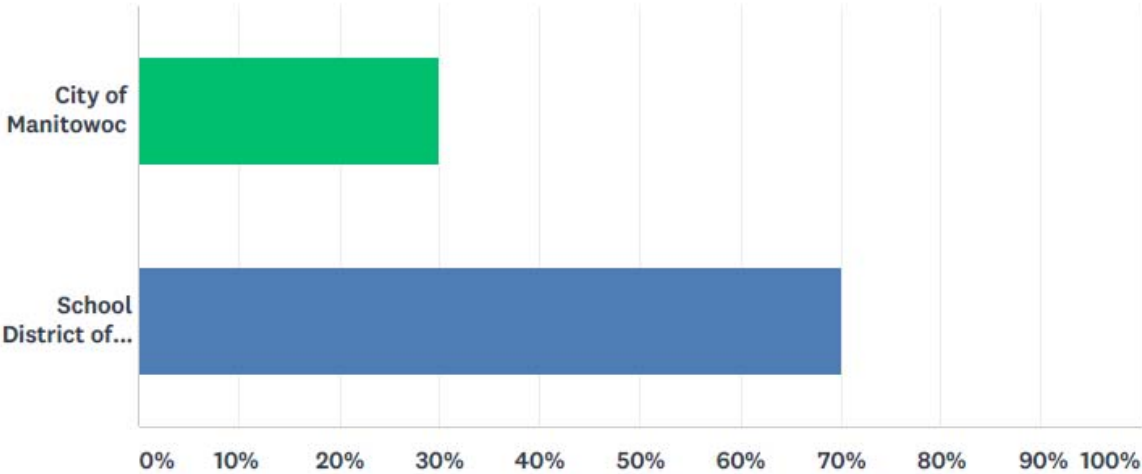


Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

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

Answered: 187 Skipped: 2



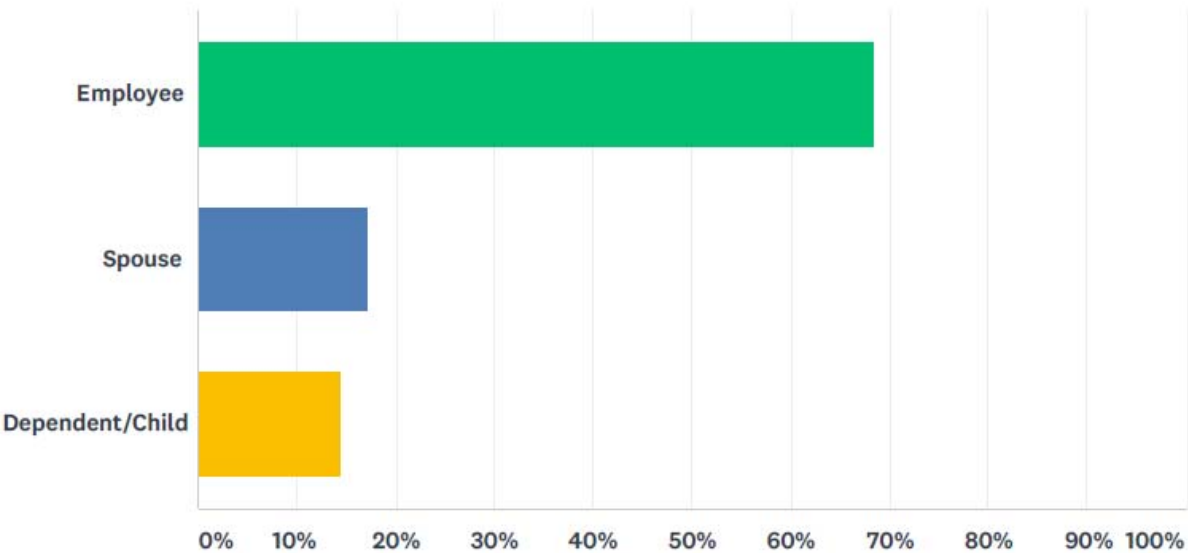
ANSWER CHOICES	RESPONSES	
City of Manitowoc	29.95%	56
School District of Manitowoc	70.05%	131
TOTAL		187

Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

Q2 Please select the option that best describes the patient.

Answered: 187 Skipped: 2



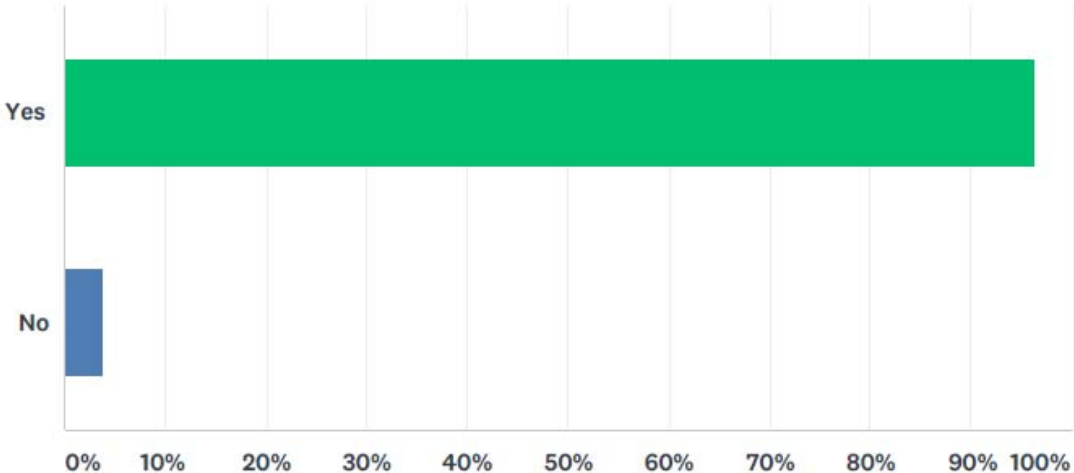
ANSWER CHOICES	RESPONSES	
Employee	68.45%	128
Spouse	17.11%	32
Dependent/Child	14.44%	27
TOTAL		187

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



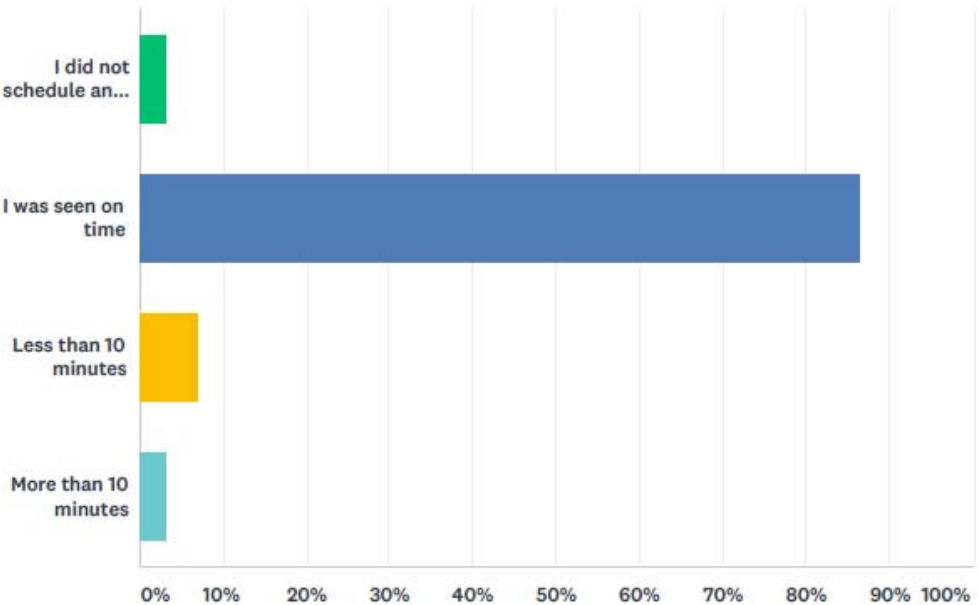
ANSWER CHOICES	RESPONSES	
Yes	96.24%	179
No	3.76%	7
TOTAL		186

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



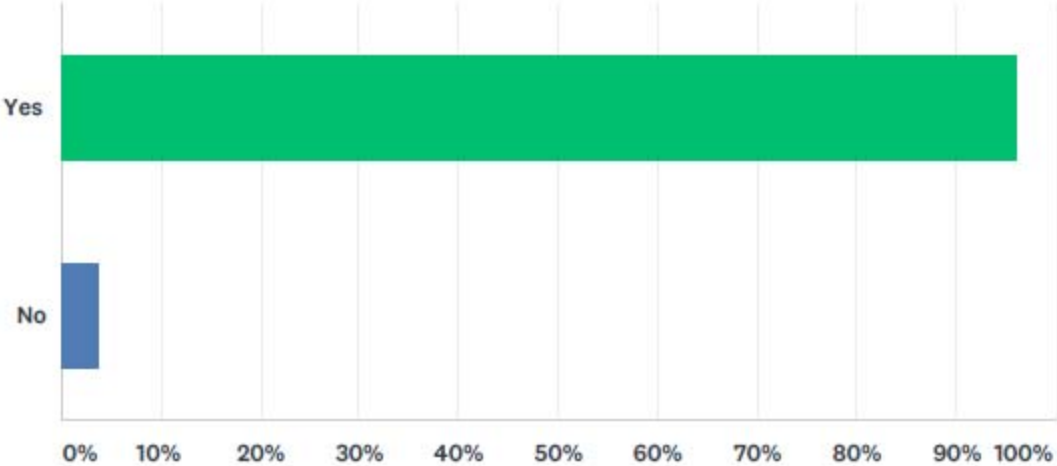
ANSWER CHOICES	RESPONSES	
I did not schedule an appointment in advance	3.21%	6
I was seen on time	86.63%	162
Less than 10 minutes	6.95%	13
More than 10 minutes	3.21%	6
TOTAL		187

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



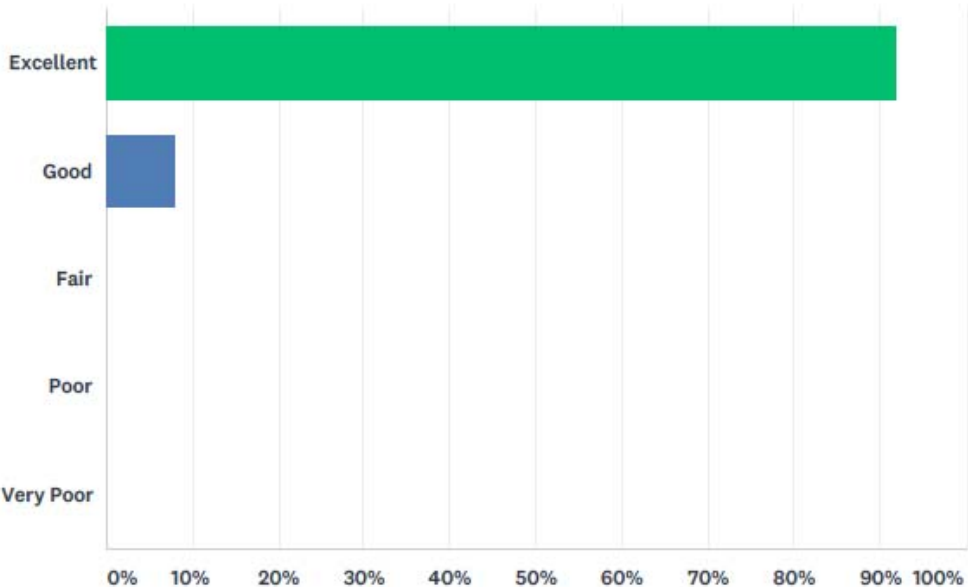
ANSWER CHOICES	RESPONSES	
Yes	96.28%	181
No	3.72%	7
TOTAL		188

Manty Clinic Patient Survey YTD

Manty Health and Wellness Clinic

Q6 How would you rate the care that you received?

Answered: 189 Skipped: 0



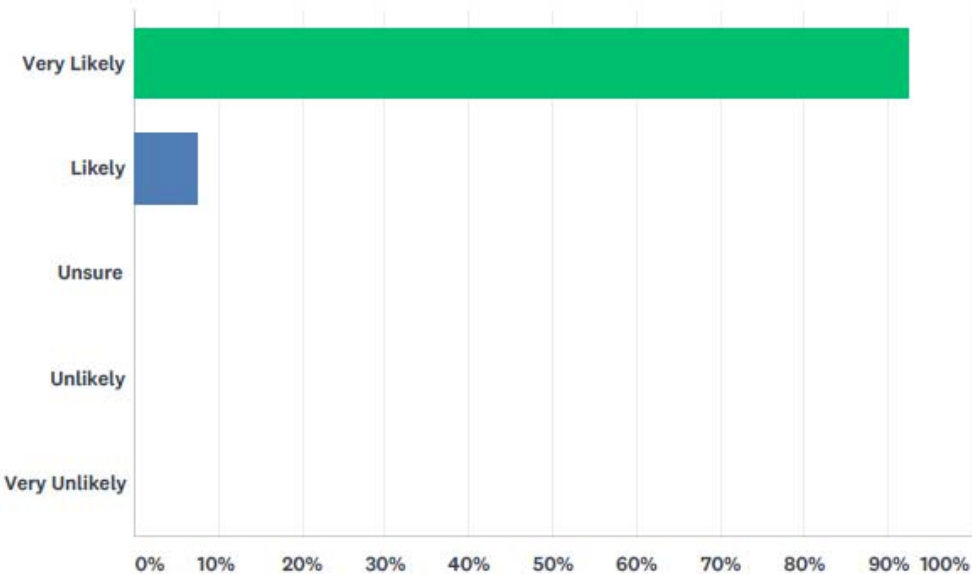
ANSWER CHOICES	RESPONSES	
Excellent	92.06%	174
Good	7.94%	15
Fair	0.00%	0
Poor	0.00%	0
Very Poor	0.00%	0
TOTAL		189

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
TOTAL		188