



# 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: October 7, 2019

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

### **Recruiting**

- Hired: DPI Laborer (2)
- Hired: Library Page (2)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Transit Driver (continuous)
- Advertising: Seasonals
- Advertising: Library IT Technician
- Advertising: Recreation Team Leader
- Advertising: Parks & Recreation Division Manager
- Advertising: Security Guard - RWAM
- Accepted Offer: Director of Community Development

### **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 a declaratory ruling on the permissive subjects that we feel are contained in the contract.
- Making progress in bargaining with the Transit union for the upcoming contract. Hoping to have a tentative agreement in the next few weeks.
- Working with PD and City Attorney on leave requests for pregnant officers. Received draft MOUs from the Union.
- Received a notice from the state that a former firefighter had filed an application for duty disability. Working with our outside legal counsel to respond.
- Received a discrimination complaint from a current police officer. Working with outside legal to respond.

### **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.
- 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.
- Provided information sessions on the Performance Management and Compensation Structure changes for employees last week. All four sessions were well-attended.
- Annual evaluations are in process and due to HR on November 15. These evaluations are for the modified 9-month year. We are implementing the new system slowly and for this year, we are requiring supervisors to go through the vetting process for any evaluations that are below expectations/inconsistent or above expectations/exceptional.
- We have scheduled three dates in 2020 for CVMIC to bring the Leadership Certification Program onsite.

### **Compensation, Benefits & Wellness**

- Manty Health & Wellness Center operations continue to go well. Positive feedback from employees. Attached is the monthly report.
- Onsite nurse visits occur twice a month.
- Wellness Committee – monthly health topics and lunch and learn programs. Our 2019 events are under way, including Lunchtime Yoga, step challenges, incentives for using the City Hall fitness facility, and incorporating Go365 into the initiatives.
- Rolled out a benefits information app (Elly) for employees and their families. Working to hold an initiative to increase employee participation.
- Working to develop a new performance management and pay structure model.
- Employees received biometrics screening results.
- The new Go365 plan year began on October 1.
- Working with Robin and Delta on prepping for open enrollment and getting new plan rolled out.
- Planning informational meetings on October 10 to help employees understand the new HSA-eligible plan design.
- Working to get Kronos set up for open enrollment, scheduled for November.
- Annual market increase from compensation analyst is as follows:
  - Exempt: 2.35%
  - Non-exempt: 2.16%
  - The compensation structure will be updated with this information in preparation for the April 2020 increases.

### **Safety & Risk Management**

- Safety committee meeting and discussion, continuing monthly topics.
- 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 develop a City vehicle usage policy.

- A focus for 2019 will be working toward reducing lifting injuries. We are working with Aurora to develop some programs that will help us achieve this goal (pre-shift stretching program). We rolled out this program out in July and we've gotten good feedback. We plan to implement this in the administrative areas of the City as we move forward.
- Mandatory Anti-Harassment Training will be held in October. Working with CVMIC to determine if any revisions are needed to our current policy.
- Working on informing employees of multiple ways to access our MSDS Online binder.
- Ergonomic assessments have been scheduled for November. CVMIC will perform the assessments.
- Working with Aurora to schedule annual audiograms at the PD.

#### **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. Rolled out to employees last week. Working out issues so that employees are ready to go for open enrollment.
- Working on 2020 budget.

#### **Separations**

- Transit Driver
- Police Officer
- Completed exit interviews with voluntary separations/retirements

*Attachment*

# Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc  
YTD August, 2019



*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 2019</i>
Monthly Eligible Member Clinic Fee	\$ 4,004.00	\$ 3,885.00	\$ 3,941.00	\$ 3,934.00	\$ 3,941.00	\$ 3,927.00	\$ 4,025.00	\$ 4,032.00					\$ 31,689.00
Pharmacy	\$ 431.59	\$ 220.89	\$ 311.83	\$ 512.90	\$ 100.56	\$ 254.41	\$ 106.04	\$ 61.84					\$ 2,000.06
Clinic Vaccine	\$ 116.00	\$ 19.00	\$ -	\$ 64.00	\$ 196.00	\$ 516.00	\$ 396.00	\$ 242.00					\$ 1,549.00
Labs	\$ 205.70	\$ 95.27	\$ 408.54	\$ 324.82	\$ 392.32	\$ 180.36	\$ 323.07	\$ 193.59					\$ 2,123.67
Health Coaching Deposit	\$ -				\$ (450.00)								\$ (450.00)
Health Coaching	\$ -				\$ 450.00								\$ 450.00
													\$ -
<b>Aurora Employer Clinic Charges Invoiced</b>	<b>\$ 4,757.29</b>	<b>\$ 4,220.16</b>	<b>\$ 4,661.37</b>	<b>\$ 4,835.72</b>	<b>\$ 4,629.88</b>	<b>\$ 4,877.77</b>	<b>\$ 4,850.11</b>	<b>\$ 4,529.43</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 37,361.73</b>
<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 2019</i>
Customary Charges	\$ 7,974.81	\$ 2,594.36	\$ 10,137.89	\$ 8,106.94	\$ 9,097.74	\$ 8,364.76	\$ 8,133.10	\$ 6,997.84	\$ -	\$ -	\$ -	\$ -	\$ 61,407.44
Additional Charges	\$ 137.52	\$ 115.97	\$ 173.95	\$ 16.63	\$ 168.93	\$ 169.64	\$ 143.06	\$ 103.78	\$ -	\$ -	\$ -	\$ -	\$ 1,029.48
<b>Total Charges Avoided</b>	<b>\$ 8,112.33</b>	<b>\$ 2,710.33</b>	<b>\$ 10,311.84</b>	<b>\$ 8,123.57</b>	<b>\$ 9,266.67</b>	<b>\$ 8,534.40</b>	<b>\$ 8,276.16</b>	<b>\$ 7,101.62</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 62,436.92</b>
<b>Total Savings</b>	<b>\$ 3,355.04</b>	<b>\$ (1,509.83)</b>	<b>\$ 5,650.47</b>	<b>\$ 3,287.85</b>	<b>\$ 4,636.79</b>	<b>\$ 3,656.63</b>	<b>\$ 3,426.05</b>	<b>\$ 2,572.19</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 25,075.19</b>
<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 2019</i>
Provider Visit	38	12	53	40	41	38	39	34					295
Nurse Visit	2	3	2	-	2	3	3	5					20
Lab Visit	35	12	44	34	40	20	39	22					246
Vaccine	4	1	-	3	2	5	3	4					22
<b>Total Patient Visits</b>	<b>79</b>	<b>28</b>	<b>99</b>	<b>77</b>	<b>85</b>	<b>66</b>	<b>84</b>	<b>65</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>583</b>
<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 2019</i>
OFFICE/OUTPT VISIT,NEW,LEVEL II	1		1		-		1						3
OFFICE/OUTPT VISIT,NEW,LEVEL III	9	2	8	6	4	13	2	3					47
OFFICE/OUTPT VISIT,NEW,LEVEL IV				1	1								2
OFFICE/OUTPT VISIT EST LEVEL II			3	1	-	2	1	3					10
OFFICE/OUTPT VISIT EST LEVEL III	24	9	36	28	26	20	29	22					194
OFFICE/OUTPT VISIT EST LEVEL IV	4	1	5	3	8		3	2					26
PREV NEW AGE 05-11						1		2					3
PREV EST AGE 05-11						1							1
PREV EST AGE 12-17				1			2	2					5
PREV EST AGE 40-64					2	1	1						4
<b>Grand Total</b>	<b>38</b>	<b>12</b>	<b>53</b>	<b>40</b>	<b>41</b>	<b>38</b>	<b>39</b>	<b>34</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>295</b>
<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 2019</i>
OFFICE/OUTPT VISIT EST LEVEL I	2	3	2	-	2	3	3	5					20
<b>Grand Total</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>-</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>20</b>

**City of Manitowoc - Invoice Summary**  
**Patient Services/Vaccine/Clinic Labs**  
**Service Month: August 2019**

Patient Services					
Company		Description	Monthly Rate	Quantity/Participants	Total Monthly Fee
CITY		Monthly eligible member clinic fee	\$ 7.00	576	\$ 4,032.00
CITY		Pharmacy	\$ 61.84	1	\$ 61.84
CITY		Health Coaching	\$ -	0	\$ -
CITY		Health Coaching (Credit)	\$ -	0	\$ -

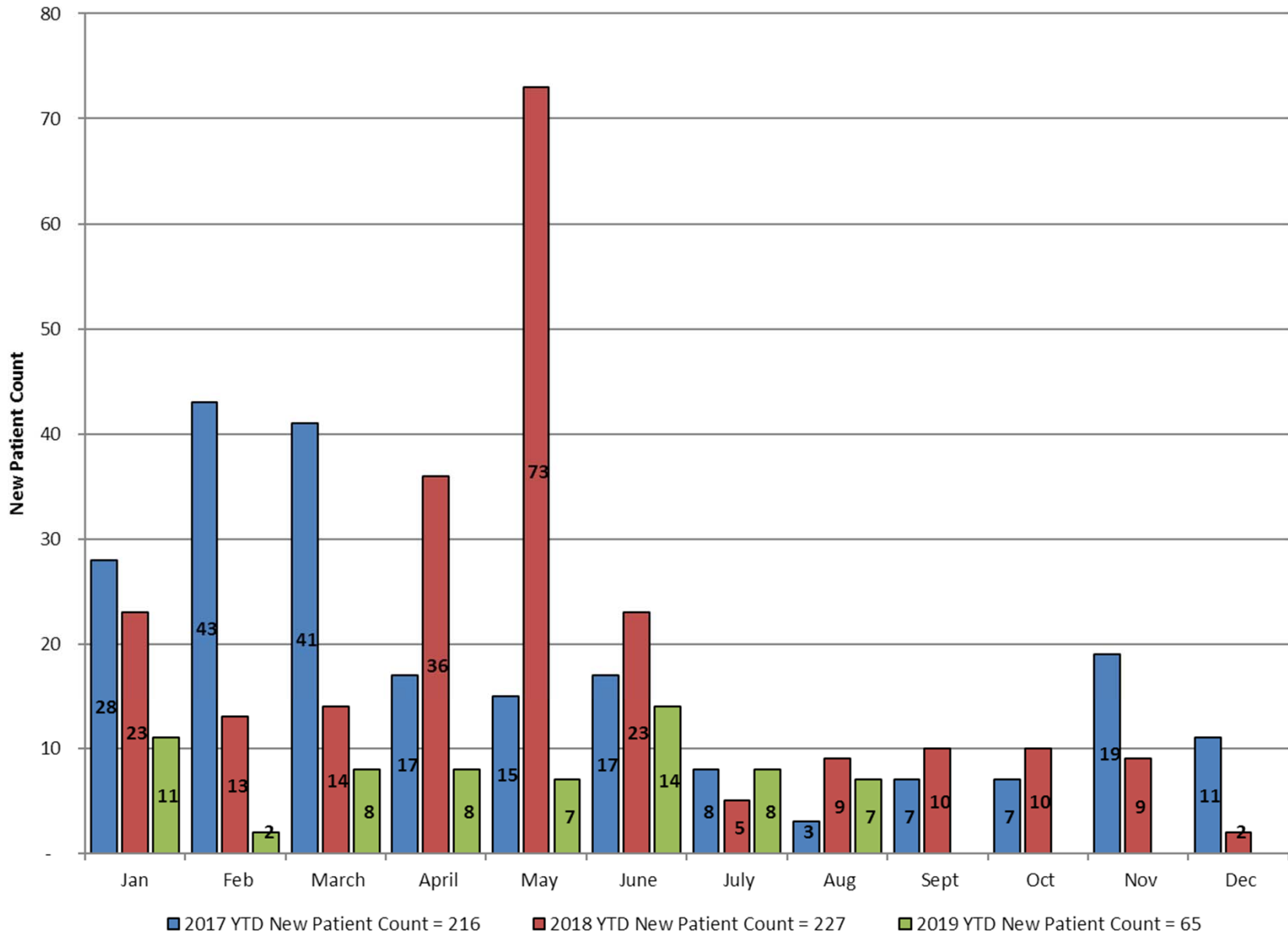
Vaccine					
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY	90471	IMMUNIZATION ADMIN SINGLE OR FIRST	No Charge	4	\$ -
CITY	90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 25.00	2	\$ 50.00
CITY	90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	\$ 60.00	1	\$ 60.00
CITY	90750	ZOSTER RECOMBINANT ADJUVANTED VACC 50 MCG IM (AKA SH	\$ 132.00	1	\$ 132.00
<b>Total Clinic Vaccine</b>					<b>\$ 242.00</b>

Clinic Labs					
Company	CPT Code	Test Name	Contract Rate	Sum of Quantity	Total Lab Fee
CITY	80076	LIVPNL HEPATIC FUNCTION PNL	\$ 3.46	1	\$ 3.46
CITY	81001	UCOM URINE COMPLETE	\$ 5.32	1	\$ 5.32
CITY	84439	FT4 FREE T4	\$ 4.83	1	\$ 4.83
CITY	84443	TSH TSH	\$ 4.83	1	\$ 4.83
CITY	84702	HCGQT HCG QUANTITATIVE + FOR PREGNANCY ONLY	\$ 4.05	3	\$ 12.15
CITY	85004	DIFA DIFFERENTIAL	Not on Contract	2	\$ -
CITY	85027	CBCNO HEME PROFILE	\$ 4.92	2	\$ 9.84
CITY	86480	QUANTP QUANTIFERON TB PLUS	Not on Contract	1	\$ -
CITY	86762	RUBEL RUBELLA ANTIBODY IGG	\$ 2.50	1	\$ 2.50
CITY	86780	SYPT T. PALLIDUM TOTAL AB	Not on Contract	1	\$ -
CITY	86803	HCV HEP C AB	\$ 19.75	2	\$ 39.50
CITY	86850	ABRHSN GROUP, RH AND SCREEN +NOT FOR TRANSFUSION, use code	Not on Contract	1	\$ -
CITY	86900	ABRHSN GROUP, RH AND SCREEN +NOT FOR TRANSFUSION, use code	Not on Contract	1	\$ -
CITY	86901	ABRHSN GROUP, RH AND SCREEN +NOT FOR TRANSFUSION, use code	Not on Contract	1	\$ -
CITY	87077	AI1 AEROBIC IDENTIFICATION	\$ 21.16	1	\$ 21.16
CITY	87086	URC URINE CULTURE	\$ 15.24	3	\$ 45.72
CITY	87340	HBAG HEP B SURFACE AG	\$ 19.75	1	\$ 19.75
CITY	87389	HIVSCR HIV AG/AB COMBO SCR	\$ 24.53	1	\$ 24.53
<b>Total Lab</b>					<b>\$ 193.59</b>

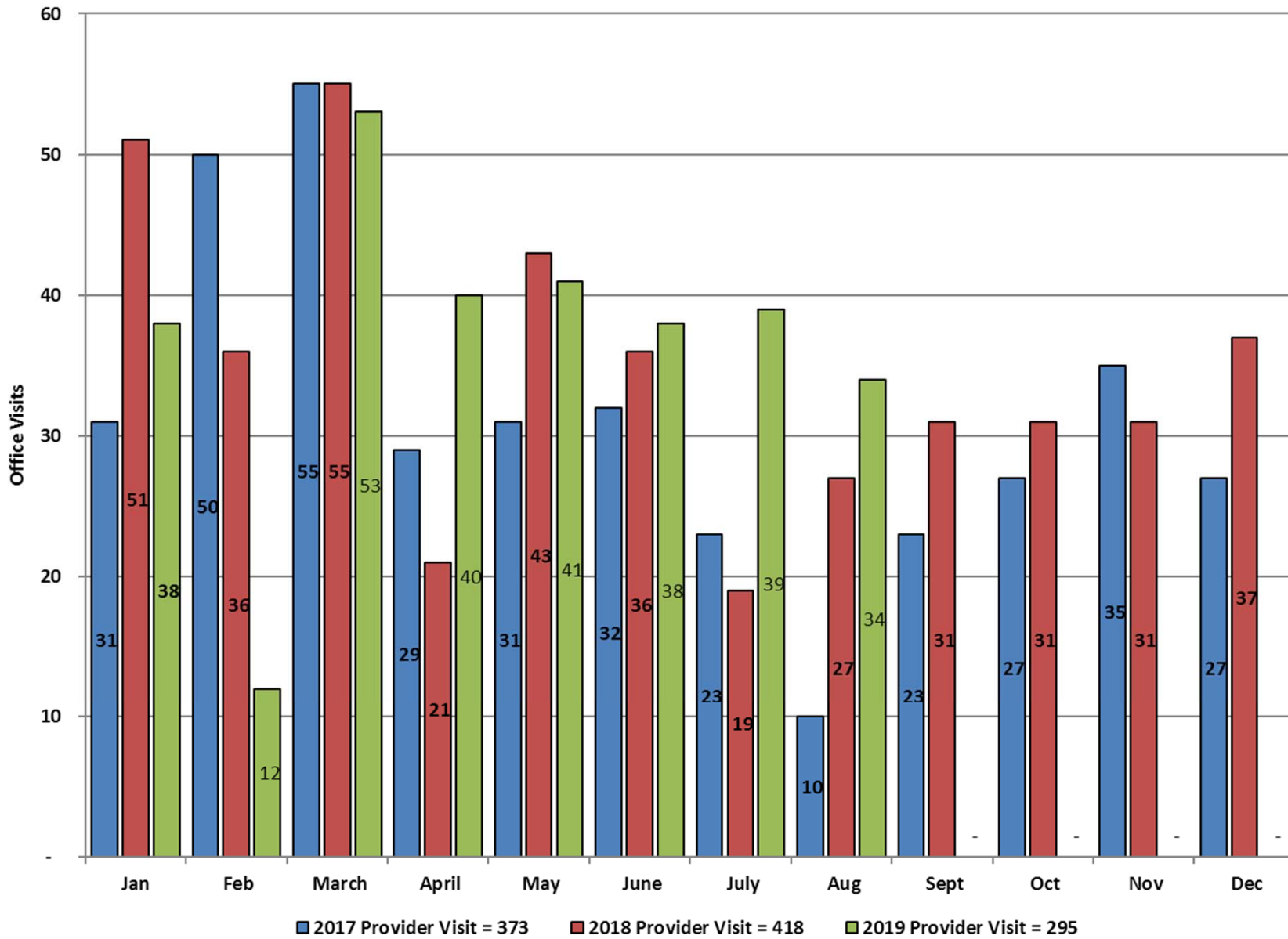
**TOTAL INVOICED \$ 4,529.43**

Health Coaching Credit					
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY		Health Coaching Credit	\$ 1,000.00	1	\$ 1,000.00
CITY		Health Coaching December	\$ 35.00	-0.5	\$ (17.50)
CITY		Health Coaching January	\$ 35.00	0	\$ -
CITY		Health Coaching February	\$ 35.00	0	\$ -
CITY		Health Coaching March	\$ 35.00	0	\$ -
CITY		Relax and Recharge Workshop 4/11/19 - 5/16/19	\$ 450.00	-1	\$ (450.00)
<b>Total Clinic Health Coaching Credit</b>					<b>\$ 532.50</b>

## City of Manitowoc - New Patient Summary

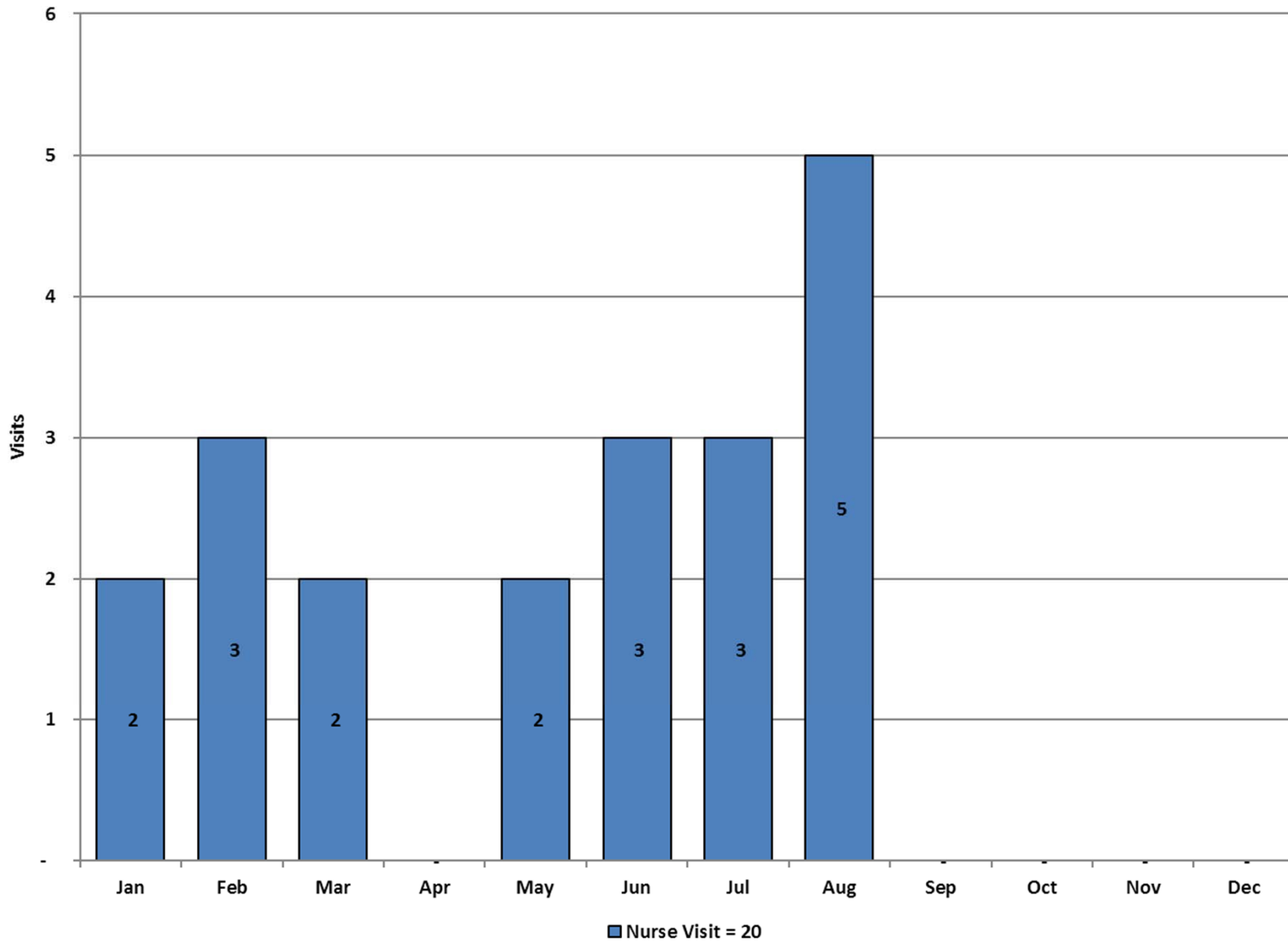


## City of Manitowoc - Provider Visits YTD Summary





## City of Manitowoc - Nurse Visits YTD Summary



# City of Manitowoc - Visits By Day Summary

Provider Visits - August 2019						
Appointment Time	Monday	Tuesday	Wednesday	Thursday	Friday	Grand Total
<b>8 AM</b>		1	1	1	1	4
<b>9 AM</b>		2			1	4
<b>10 AM</b>	2		1	1	3	7
<b>11 AM</b>	1	3		2		6
<b>1 PM</b>					2	2
<b>2 PM</b>	2			1	1	4
<b>3 PM</b>	2	1		1		4
<b>4 PM</b>	1		1	1		3
<b>Grand Total</b>	8	7	3	8	8	34

Nurse Visits - August 2019	
Visit Type	Total
Nurse Visits	5
<b>Grand Total</b>	5

Number of Cancelled/No Show Visits - August 2019			
Date	Cancellation	No Show	Total
8/5/2019	1	1	2
8/6/2019	2		2
8/9/2019		1	1
8/21/2019	1	1	2
8/22/2019	1		1
8/23/2019	2		2
8/26/2019		1	1
8/28/2019	1		1
8/29/2019	2		2
8/30/2019		1	1
8/19/2019	1		1
<b>Grand Total</b>	11	5	16

# City of Manitowoc - Vaccine Summary

## YTD Quantity

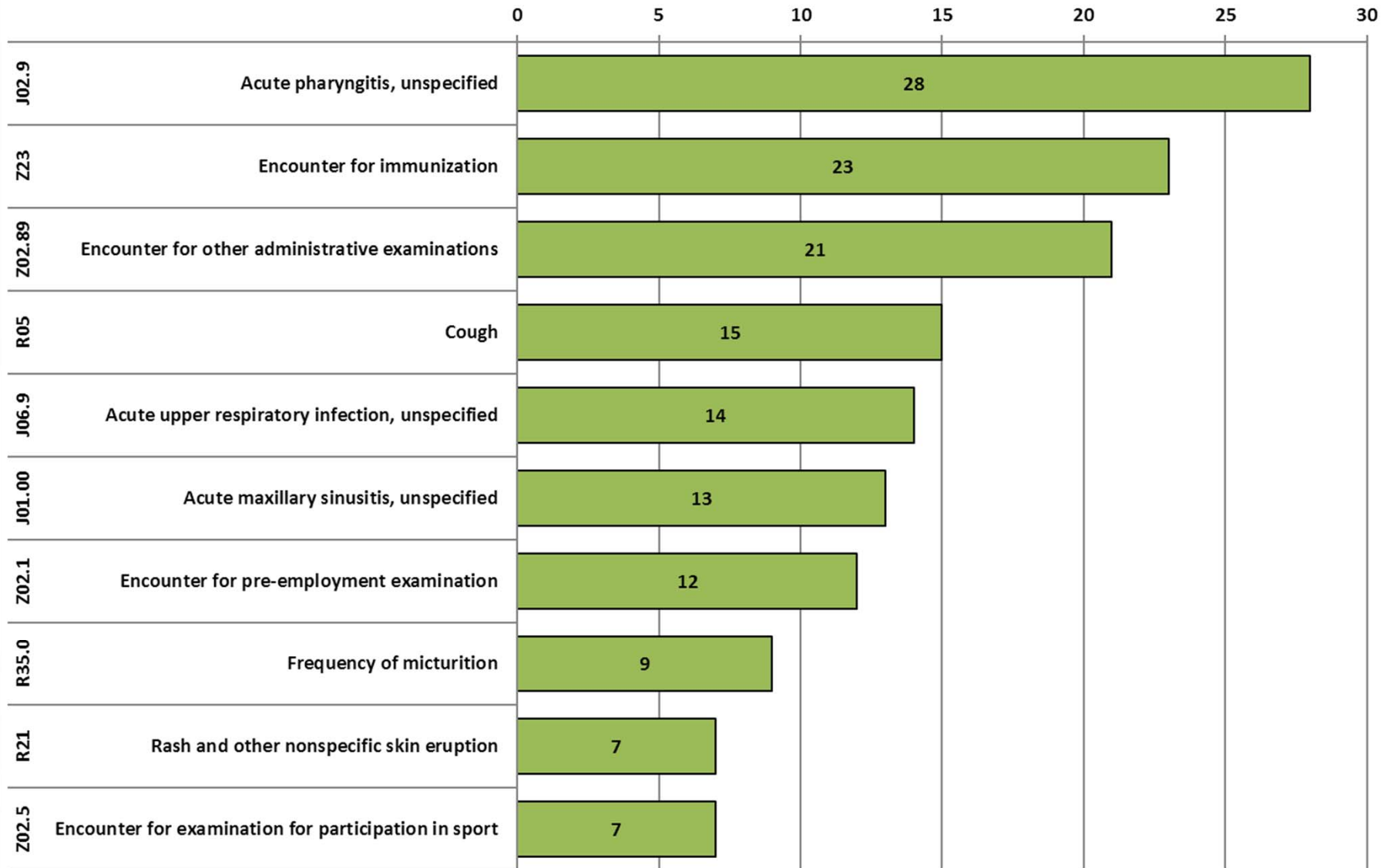
CPT Code	Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Qty
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	2	1	-		-								3
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM			-		-								-
90714.02	TD PRES FREE VACC, 7+ YRS			-	1	1			2					4
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	2		-	1	-	1							4
90750	Shingles (Zoster) Vaccine				1	-	3	3	1					8
90746	HEP B VACC ADULT 3 DOSE, IM			-		1	1		1					3
<b>Total</b>		<b>4</b>	<b>1</b>	<b>-</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>22</b>

## YTD Cost

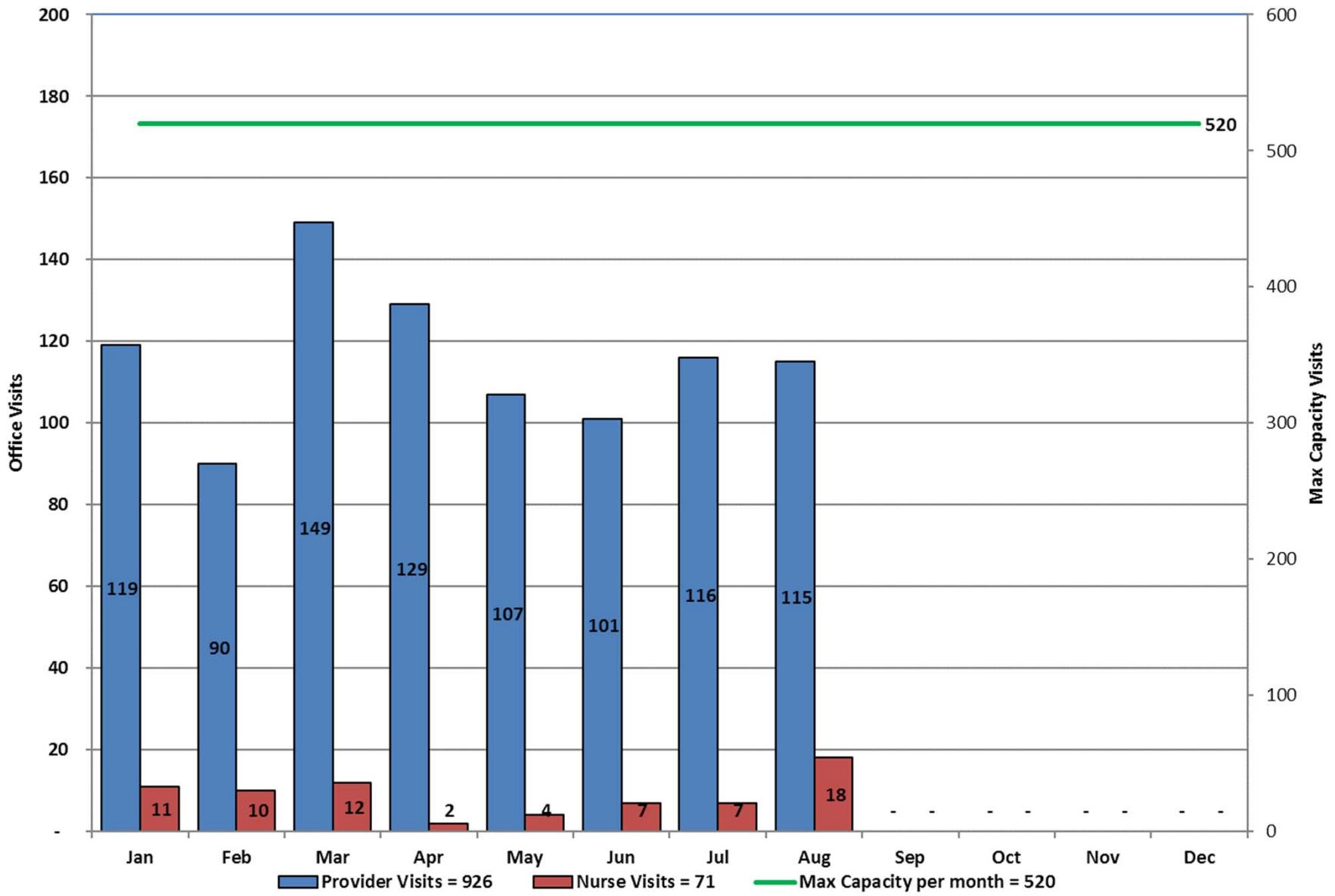
CPT Code	Description	Cost	YTD Qty	Total YTD Cost
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	\$ 19.00	3	\$ 57.00
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM	\$ 17.00	-	\$ -
90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 25.00	4	\$ 100.00
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	4	\$ 156.00
90736	Shingles (Zostavax) Vaccine	\$ 223.07	-	\$ -
90750	Shingles (Zoster) Vaccine	\$ 132.00	8	\$ 1,056.00
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	\$ 60.00	3	\$ 180.00
<b>Total</b>			<b>22</b>	<b>\$ 1,549.00</b>

## City of Manitowoc - Top Ten Diagnosis

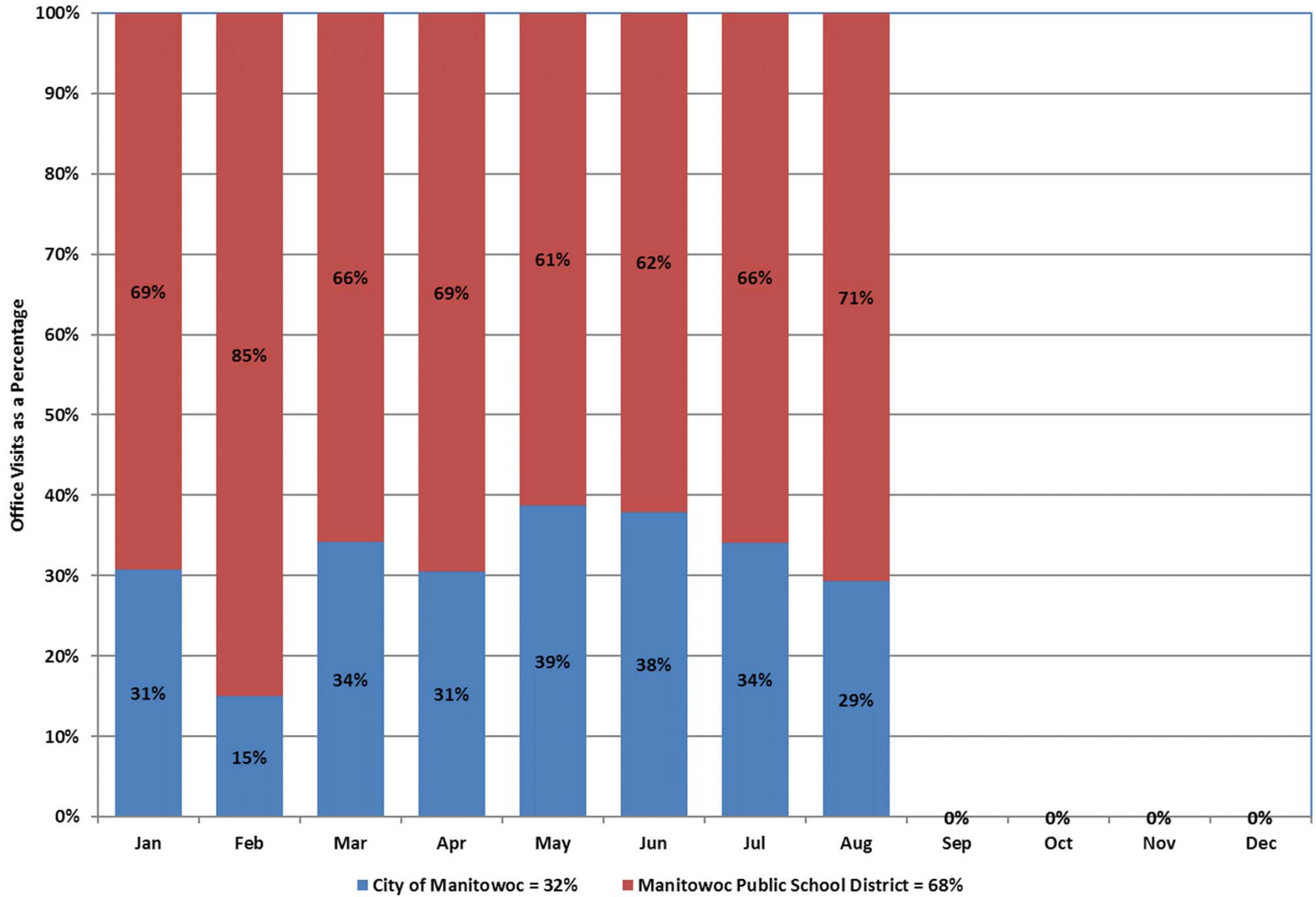
■ YTD Diagnosis



# Total Manty Health & Wellness Clinic Visits YTD



## Total Manty Health & Wellness Clinic Visits YTD Comparison

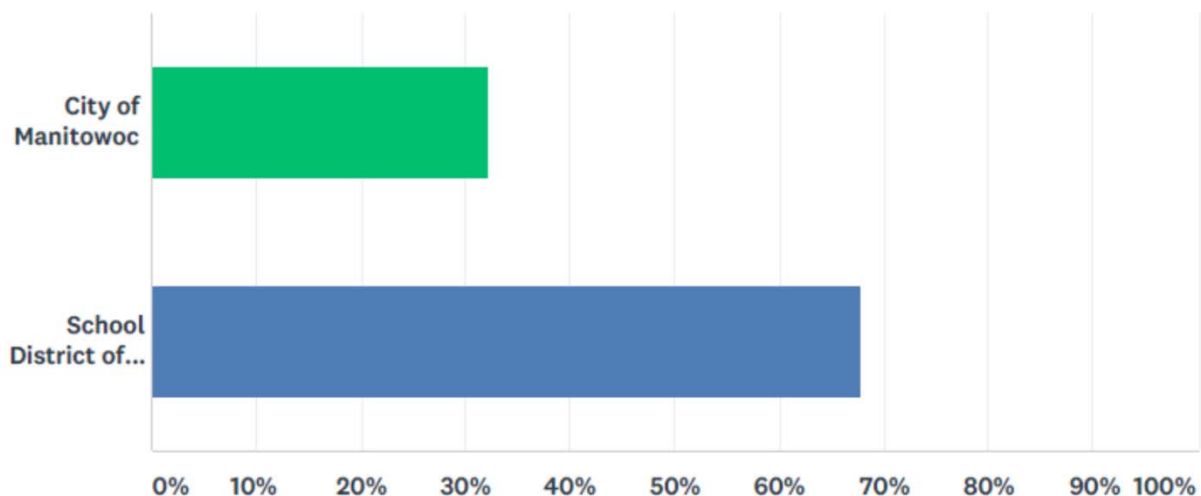


# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

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

Answered: 65 Skipped: 1



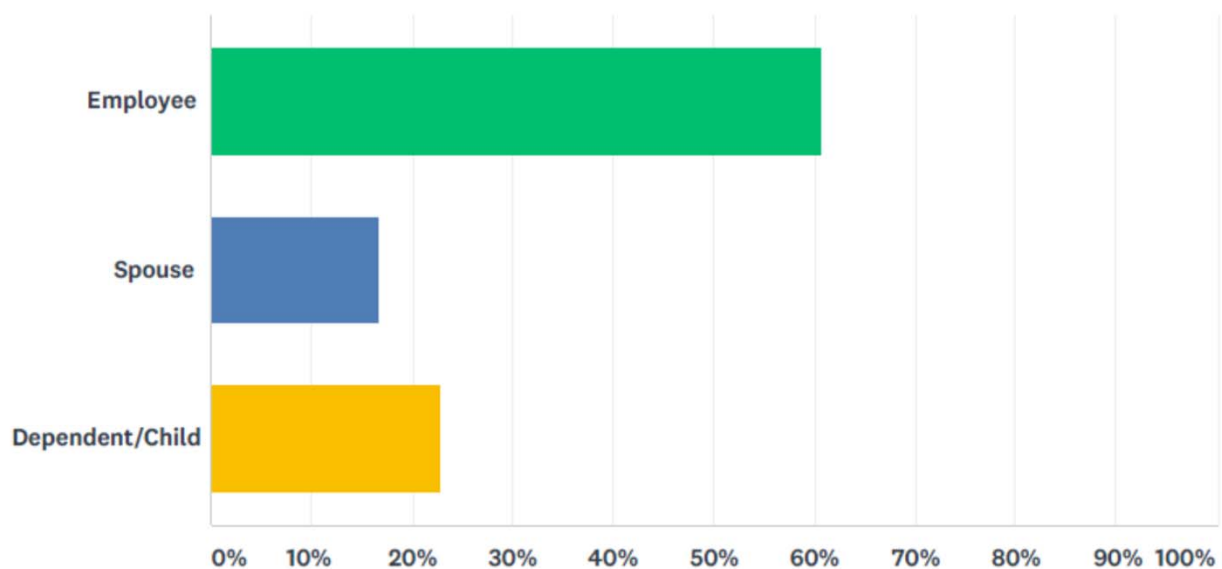
ANSWER CHOICES	RESPONSES
City of Manitowoc	32.31% 21
School District of Manitowoc	67.69% 44
TOTAL	65

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

Q2 Please select the option that best describes the patient.

Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Employee	60.61%	40
Spouse	16.67%	11
Dependent/Child	22.73%	15
TOTAL		66

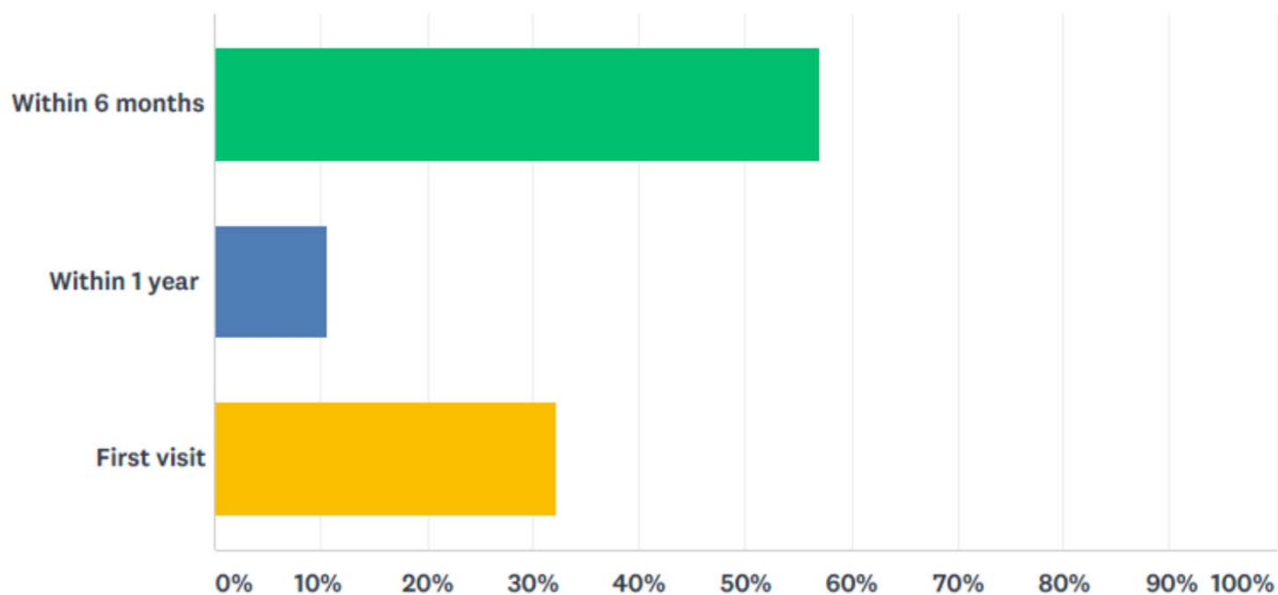


# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

### Q3 When was your last visit to this clinic?

Answered: 65 Skipped: 1



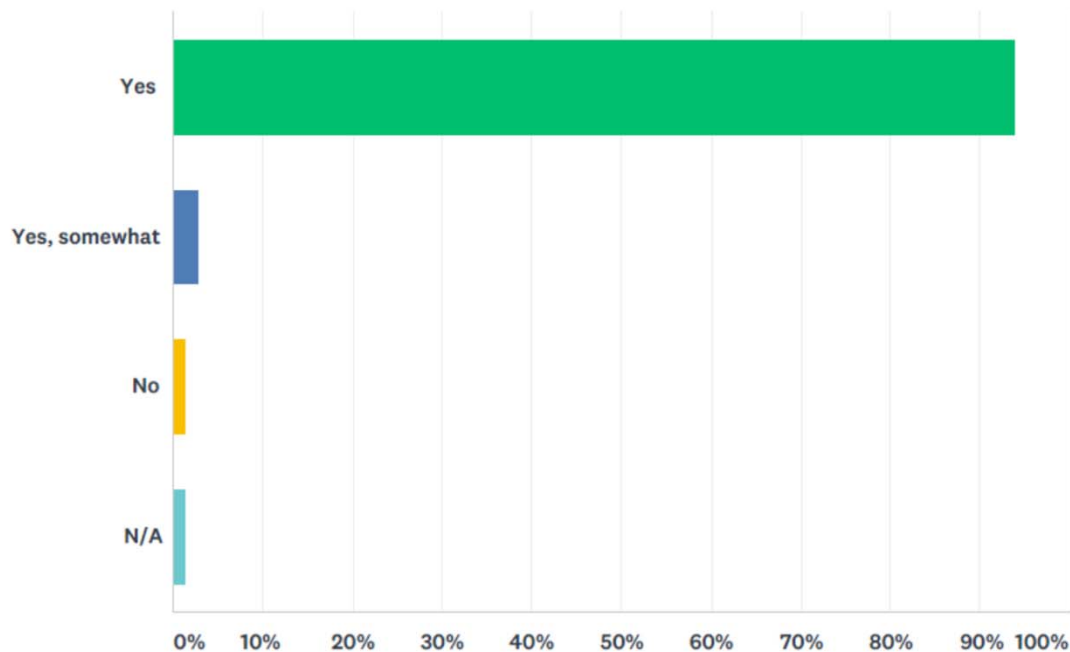
ANSWER CHOICES	RESPONSES	
Within 6 months	56.92%	37
Within 1 year	10.77%	7
First visit	32.31%	21
TOTAL		65

# 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: 66 Skipped: 0



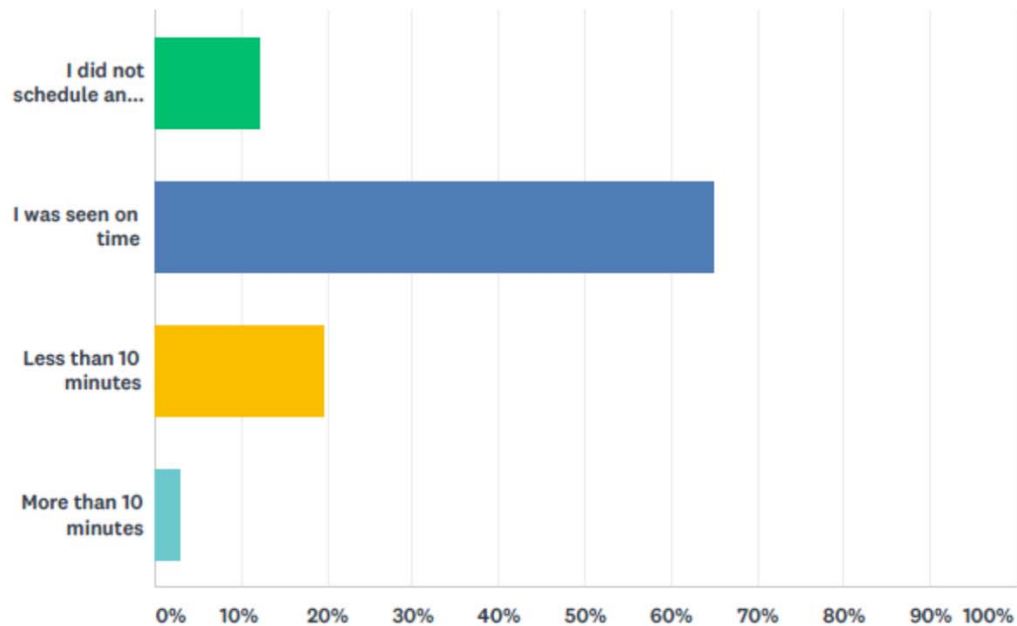
ANSWER CHOICES	RESPONSES	
Yes	93.94%	62
Yes, somewhat	3.03%	2
No	1.52%	1
N/A	1.52%	1
<b>TOTAL</b>		<b>66</b>

# 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: 66 Skipped: 0



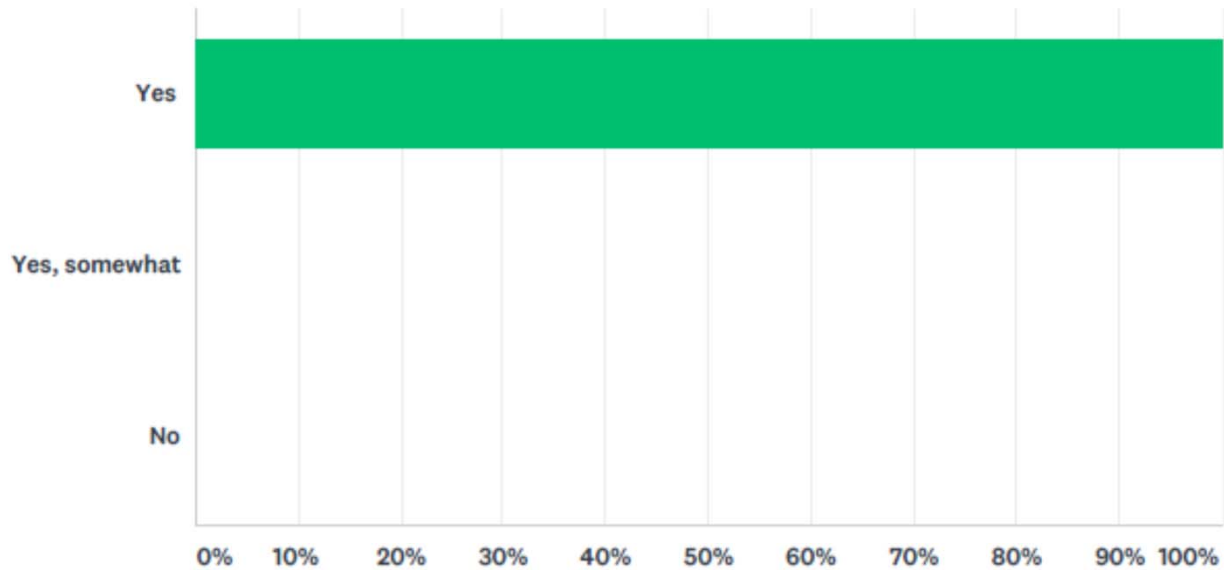
ANSWER CHOICES	RESPONSES	
I did not schedule an appointment in advance	12.12%	8
I was seen on time	65.15%	43
Less than 10 minutes	19.70%	13
More than 10 minutes	3.03%	2
TOTAL		66

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

### Q6 Was your provider friendly and courteous?

Answered: 66 Skipped: 0



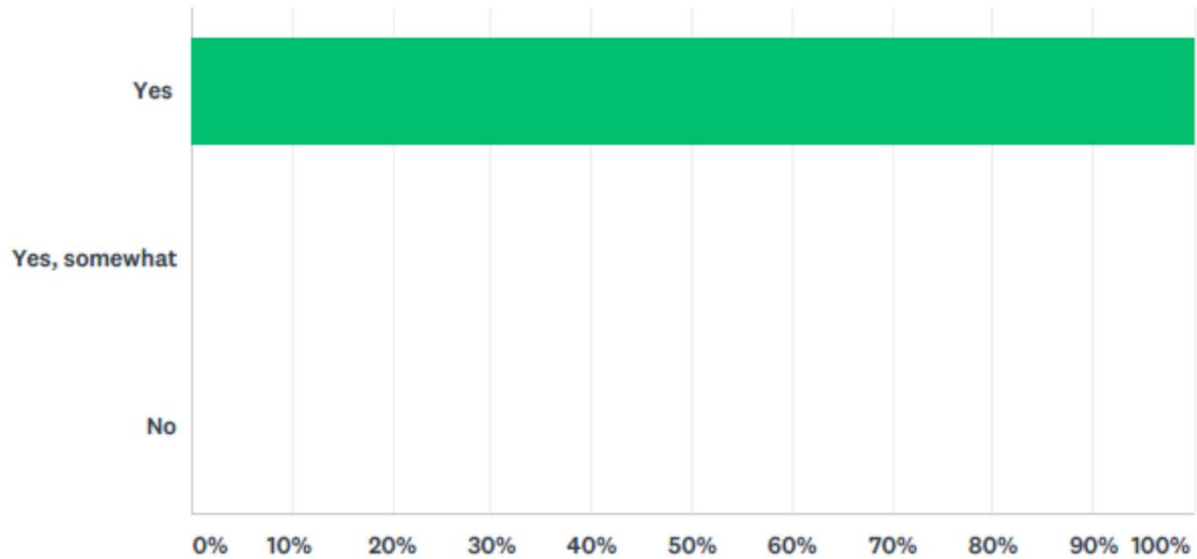
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
<b>TOTAL</b>		<b>66</b>

# 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: 66 Skipped: 0



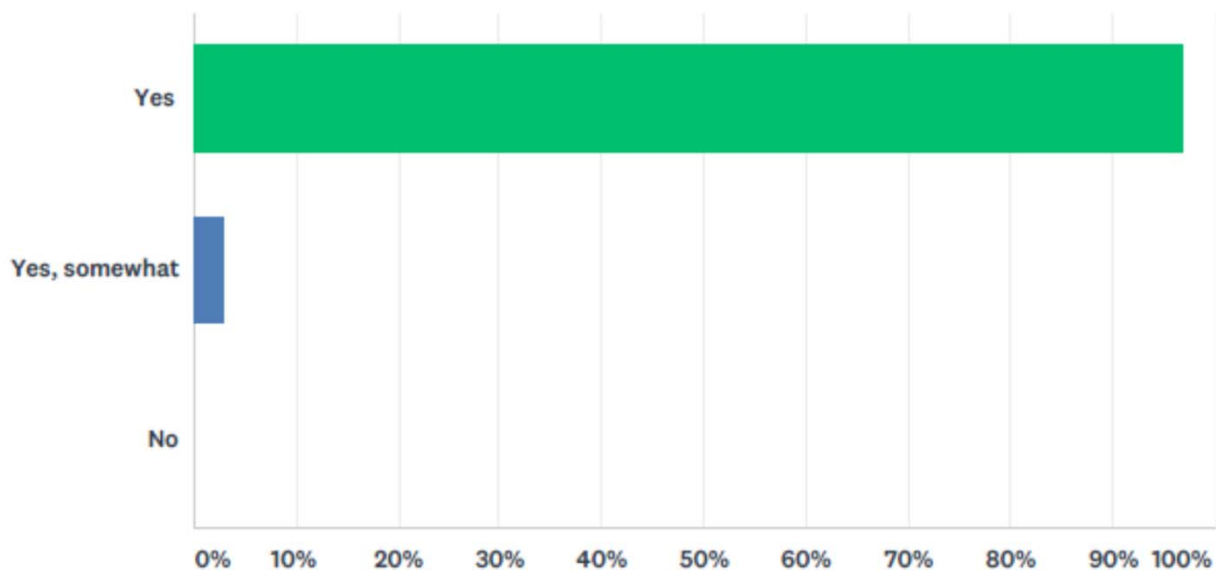
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		66

# 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: 66 Skipped: 0



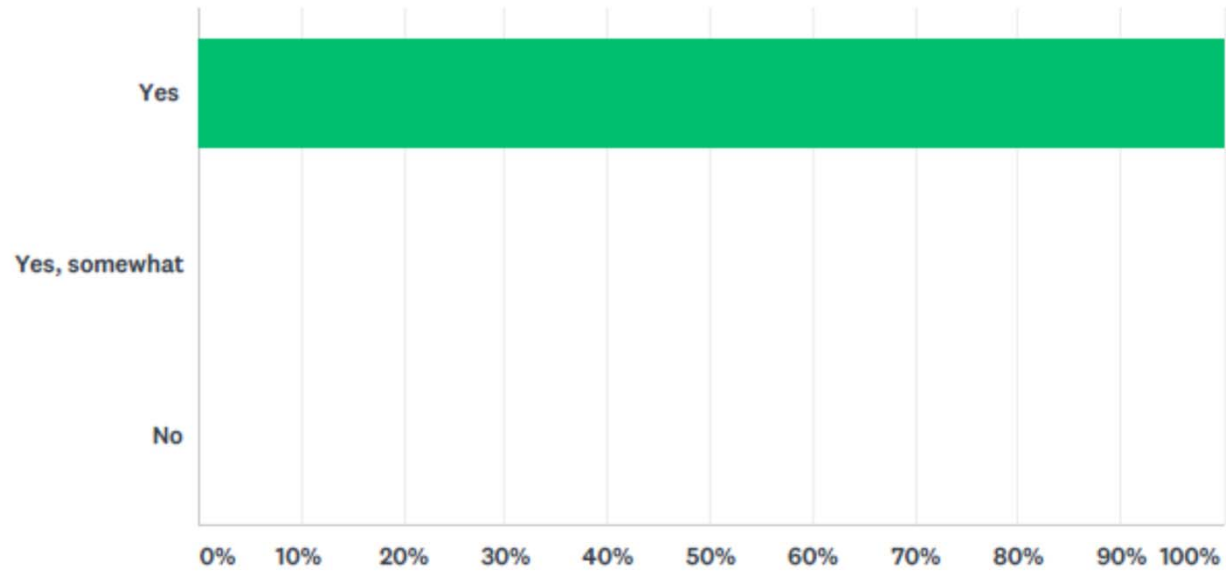
ANSWER CHOICES	RESPONSES	
Yes	96.97%	64
Yes, somewhat	3.03%	2
No	0.00%	0
<b>TOTAL</b>		<b>66</b>

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

### Q9 Was your care team friendly and courteous?

Answered: 66 Skipped: 0



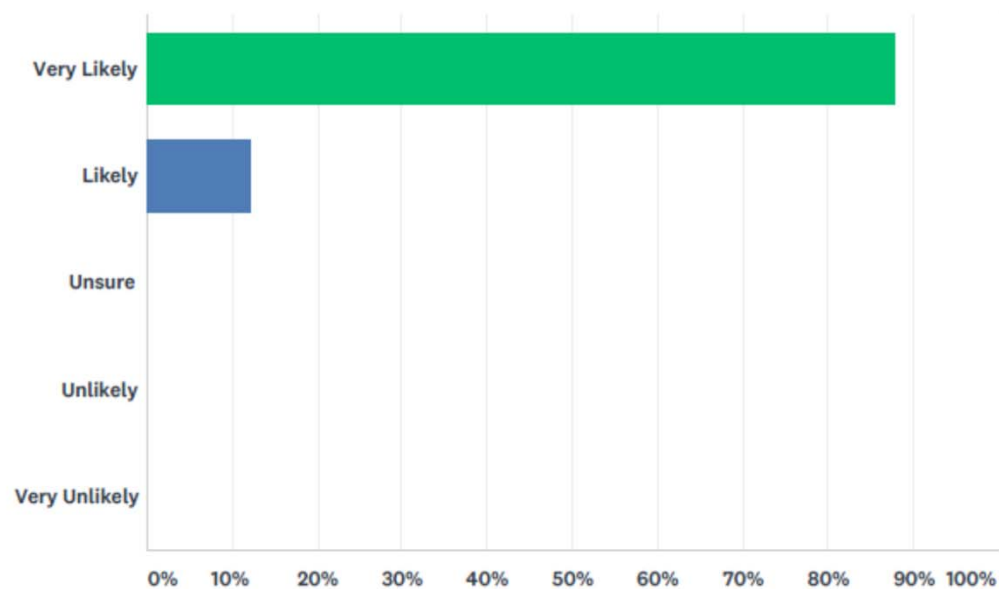
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
<b>TOTAL</b>		<b>66</b>

# 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: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Likely	87.88%	58
Likely	12.12%	8
Unsure	0.00%	0
Unlikely	0.00%	0
Very Unlikely	0.00%	0
<b>TOTAL</b>		<b>66</b>

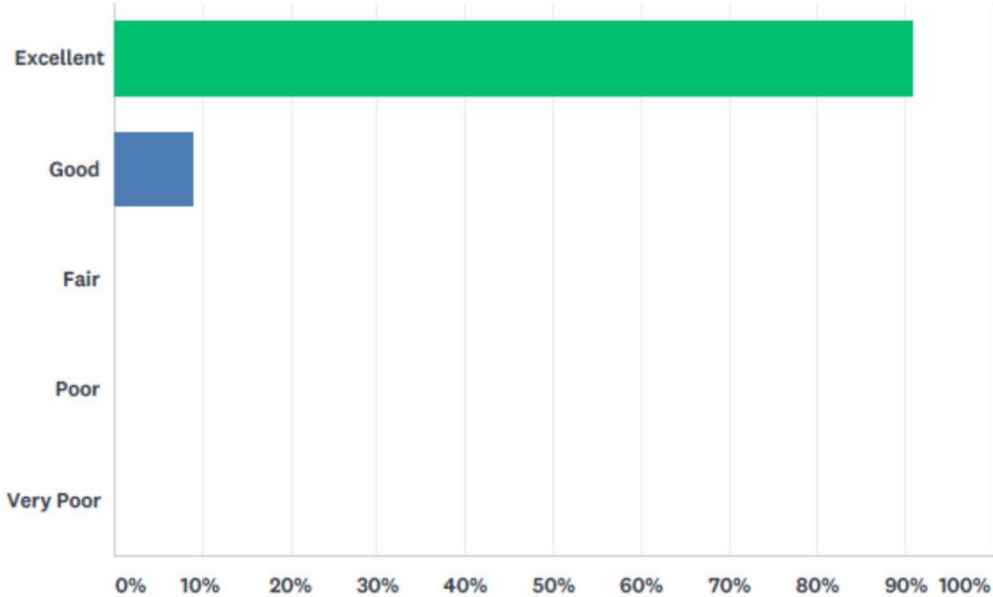


# Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

## Q11 How would you rate the care that you received?

Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	90.91%	60
Good	9.09%	6
Fair	0.00%	0
Poor	0.00%	0
Very Poor	0.00%	0
<b>TOTAL</b>		<b>66</b>

# Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

Q12 Please share any other comments you have below:

Answered: 0 Skipped: 58