



CITY OF MANITOWOC

WISCONSIN, USA
www.manitowoc.org



TO: Personnel Committee
FROM: Jessie Lillibridge, Human Resources Director
RE: Human Resources Office Update
DATE: September 6, 2018

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

Recruiting

- Hired: RWAM Guard
- Hired: Library Associate – Literacy Coordinator
- Hired: DPI Laborer
- Hired: Police Officer
- Advertising: Police Officer (continuous)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Housing Enforcement Inspector
- Advertising: Seasonals
- Advertising: Transit Driver
- Interviewing: Housing Enforcement Inspector
- Interviewing: Library Page
- Interviewing: Library Clerk
- Extended offer: Transit Driver
- Accepted offer: Community Development Director

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.
- Received a grievance from the Transit Union regarding a member's use of short-term disability.
- Received a request to sign an MOU by the Police Union. This will be brought to the Committee at a future date.

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. 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.
- The employee work day at Schuette Park was a success. There were 20 volunteers from the City and numerous volunteers from several environmental and conservation groups.

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 moved to the Dewey Street location on August 9th. Please feel free to attend the open house at the new location, scheduled on September 19 from 3:30 – 6:00 p.m.
- 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 complete. Results will be mailed to participants' homes mid-September.
- Our Go365 plan year begins in October.

Safety & Risk Management

- Safety committee meeting and discussion, continuing monthly topics.
- Continuing the lost time injury program, employees 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 current employee filed an appeal with the state after her WC claim was denied. Our attorney has reached a settlement in this case.
- Working to settle a WC accident case with a former employee.
- 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. We are spending a good portion of our time on the discovery phase of the timekeeping piece of Kronos.
- The 2019 budget was submitted to the Mayor and the Finance Department. A request was made to include Performance Management software in next year's budget.
- Working with IT to streamline the process of onboarding new employees and ensuring they have access to all appropriate technology.

Separations

- Transit Driver
- Library Clerk
- Completed exit interviews with voluntary separations/retirements

Attachment

Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc
YTD July, 2018



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>July YTD 2018</i>
Clinic Nurse Practitioner Services (Hour)	\$ 5,183.20	\$ 4,712.00	\$ 5,183.20	\$ 4,947.60	\$ 5,418.80	\$ 4,947.60	\$ 5,183.20						\$ 35,575.60
Facility Rent	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05	\$ 172.05						\$ 1,204.35
Pharmacy	\$ 650.61	\$ 438.71	\$ 576.30	\$ 369.16	\$ 567.77	\$ 440.92	\$ 490.11						\$ 3,533.58
Clinic Vaccine	\$ 79.00	\$ 57.00	\$ 221.00	\$ 60.00	\$ 142.00	\$ 78.00	\$ -						\$ 637.00
Labs	\$ 80.63	\$ 102.19	\$ 114.88	\$ 149.70	\$ 199.09	\$ 96.64	\$ 177.25						\$ 920.38
Aurora Employer Clinic Charges Invoiced	\$ 6,165.49	\$ 5,481.95	\$ 6,267.43	\$ 5,698.51	\$ 6,499.71	\$ 5,735.21	\$ 6,022.61	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 41,870.91

<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>July YTD 2018</i>
Customary Charges	\$ 9,477.88	\$ 6,540.66	\$10,864.36	\$ 5,239.37	\$10,733.55	\$ 7,598.51	\$ 3,455.39	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 53,909.72
Additional Charges	\$ 111.59	\$ 42.32	\$ 229.40	\$ 274.01	\$ 159.70	\$ -	\$ 23.92	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 840.94
Total Charges Avoided	\$ 9,589.47	\$ 6,582.98	\$11,093.76	\$ 5,513.38	\$10,893.25	\$ 7,598.51	\$ 3,479.31	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 54,750.66

Total Savings	\$ 3,423.98	\$ 1,101.03	\$ 4,826.33	\$ (185.13)	\$ 4,393.54	\$ 1,863.30	\$ (2,543.30)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 12,879.75
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<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>July YTD 2018</i>
Provider Visit	51	36	55	21	43	36	19						261
Nurse Visit	5	7	8	35	75	16	6						152
Lab Visit	20	15	19	42	85	23	4						208
Vaccine	2	3	6	1	4	2	-						18
Total Patient Visits	78	61	88	99	207	77	29	-	-	-	-	-	639

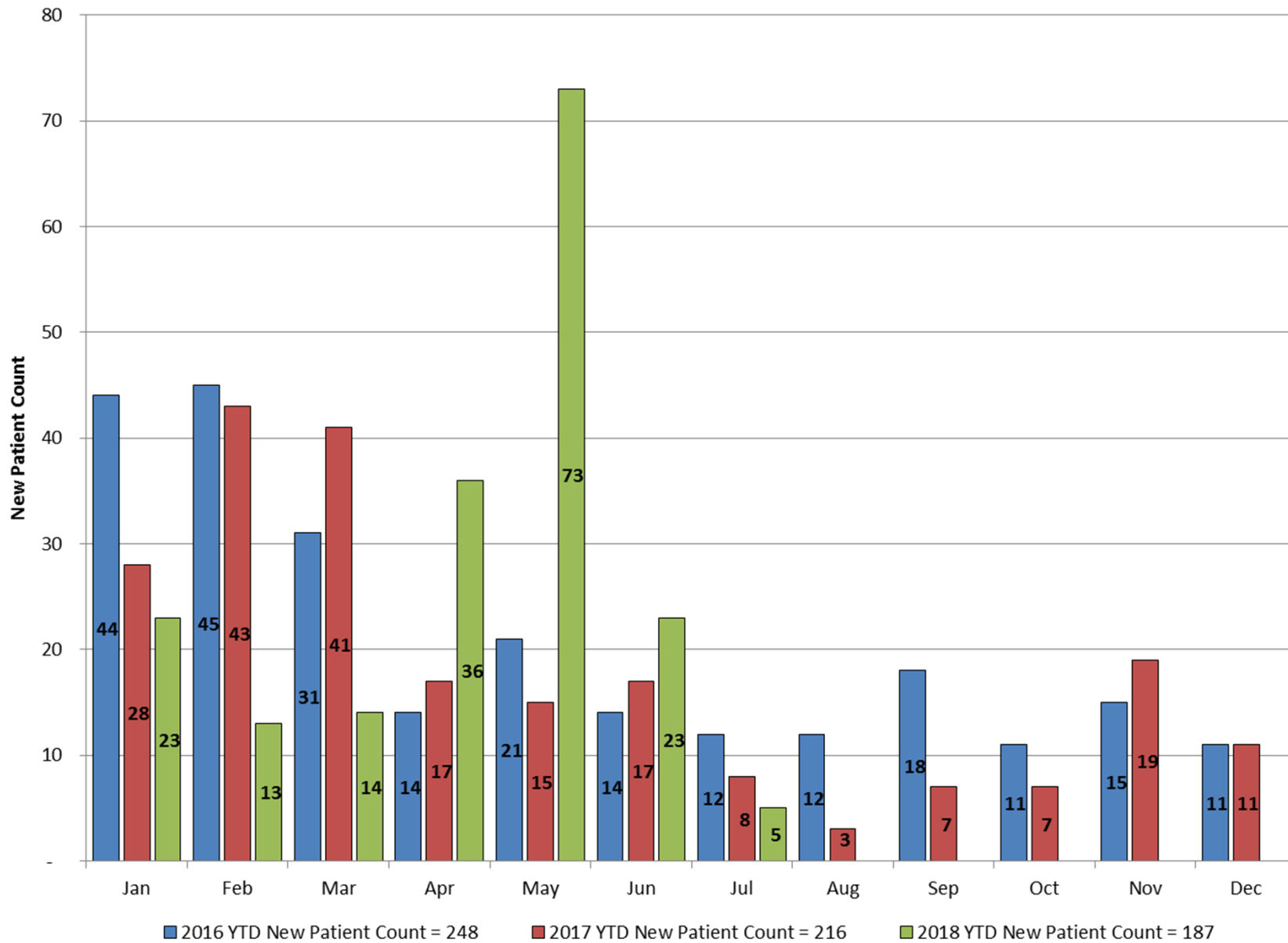
<i>Total Provider Visit Types</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>July YTD 2018</i>
OFFICE/OUTPT VISIT,NEW,LEVL II	1	1	4	1	-	-							7
OFFICE/OUTPT VISIT,NEW,LEVL III	9	5	6	6	5	5	1						37
OFFICE/OUTPT VISIT,NEW,LEVL IV	1	-	-	-	-	-							1
OFFICE/OUTPT VISIT EST LEVEL II	1	2	1	2	2	1	3						12
OFFICE/OUTPT VISIT EST LEVEL III	34	24	25	11	31	19	10						154
OFFICE/OUTPT VISIT EST LEVEL IV	3	2	18	-	3	6	4						36
PREV NEW AGE 12-17						2							2
PREV NEW AGE 18-39	1	-	-	-	1	-							2
PREV EST AGE 05-11			1	-	-	-							1
PREV EST AGE 12-17	-	1	-	1	1	3							6
PREV EST AGE 18-39	1	1	-	-		-							2
PREV EST AGE 40-64							1						1
Grand Total	51	36	55	21	43	36	19	-	-	-	-	-	261

<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>July YTD 2018</i>
OFFICE/OUTPT VISIT EST LEVEL I	5	7	8	35	75	39	6						175
Grand Total	5	7	8	35	75	39	6	-	-	-	-	-	175

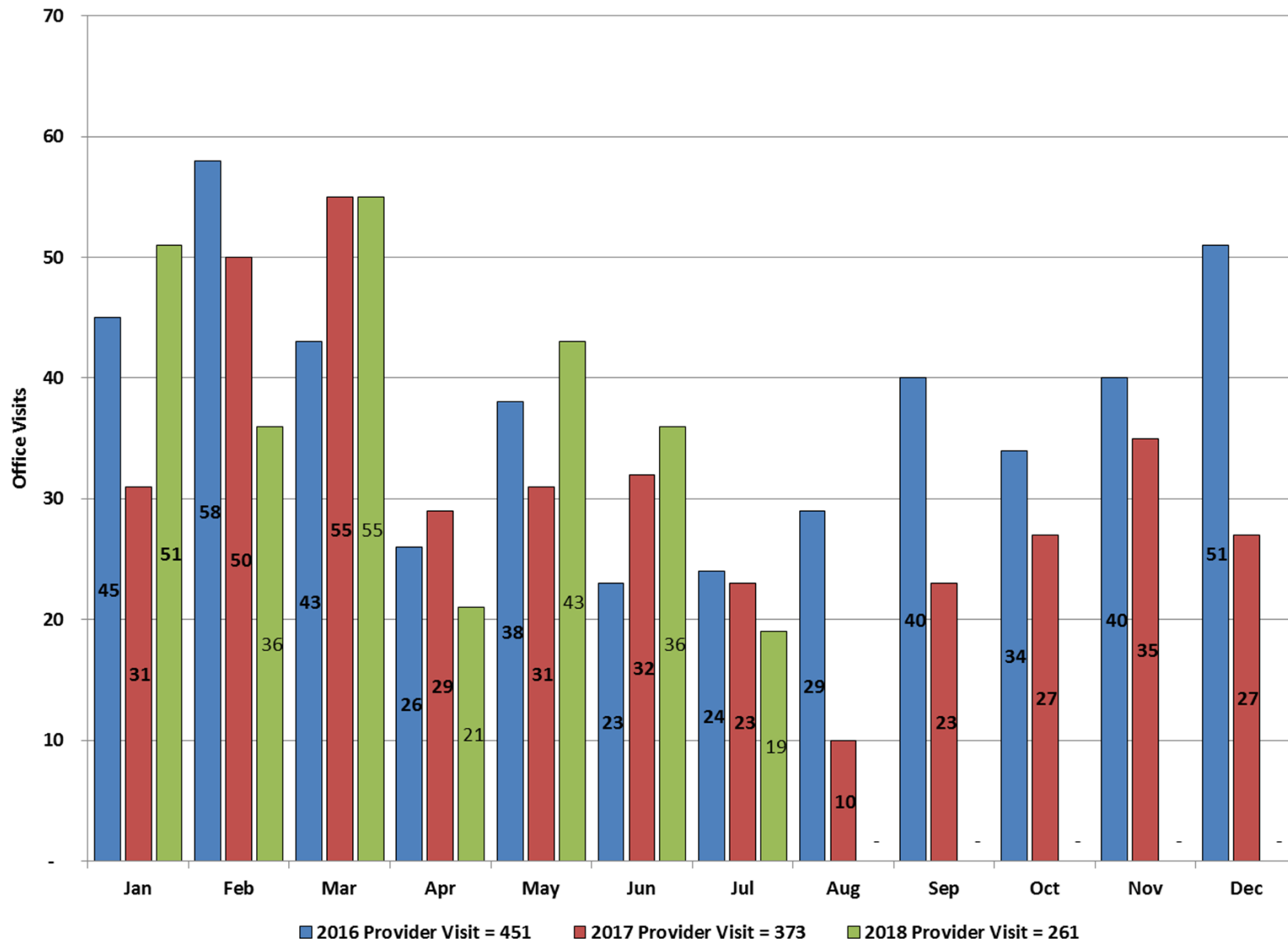
City of Manitowoc - Invoice Summary
Patient Services/Vaccine/Clinic Labs
Service Month: July 2018

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	\$ 490.11	1	\$ 490.11
Vaccine					
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY					\$ -
CITY					\$ -
					\$ -
Total Clinic Vaccine					\$ -
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	4	\$ 16.04
CITY	80076	HEPATIC FUNCTION PNL	\$ 3.46	1	\$ 3.46
CITY	81001	COMP. UA, C/S IF IND.	\$ 5.32	2	\$ 10.64
CITY	81003	URINALYSIS SCREEN	\$ 3.81	1	\$ 3.81
CITY	83036	HEMOGLOBIN A1C	\$ 4.95	1	\$ 4.95
CITY	84439	FREE T4	\$ 4.83	1	\$ 4.83
CITY	84439	FREE T4 + REFLEX TEST ONLY	\$ 4.83	1	\$ 4.83
CITY	84443	TSH	\$ 4.83	1	\$ 4.83
CITY	84443	TSH WITH REFLEX	\$ 4.83	1	\$ 4.83
CITY	84481	FREE T3	\$ 11.31	1	\$ 11.31
CITY	84481	FREE T3 + REFLEX TEST ONLY	\$ 11.31	1	\$ 11.31
CITY	85004	DIFFERENTIAL	Not on Contract	2	\$ -
CITY	85027	HEME PROFILE	Not on Contract	1	\$ -
CITY	85048	WBC	Not on Contract	1	\$ -
CITY	86038	ANA W REF AB AND IFA	\$ 22.38	1	\$ 22.38
CITY	86431	RHEUMATOID FACTOR	\$ 11.07	1	\$ 11.07
CITY	87081	CULTURE STREP GRP A	\$ 2.38	2	\$ 4.76
CITY	87086	URINE CULTURE	\$ 15.24	1	\$ 15.24
CITY	87088	URINE PRESUMPTIVE ID	\$ 13.77	1	\$ 13.77
CITY	87186	SUSCEPTIBILITY	\$ 11.19	1	\$ 11.19
CITY	XXXXX	BILL MICRO URINE	Not on Contract	1	\$ -
CITY	(blank)	NRBC	Not on Contract	1	\$ -
Total Lab					\$ 177.25
TOTAL INVOICED					\$ 6,022.61

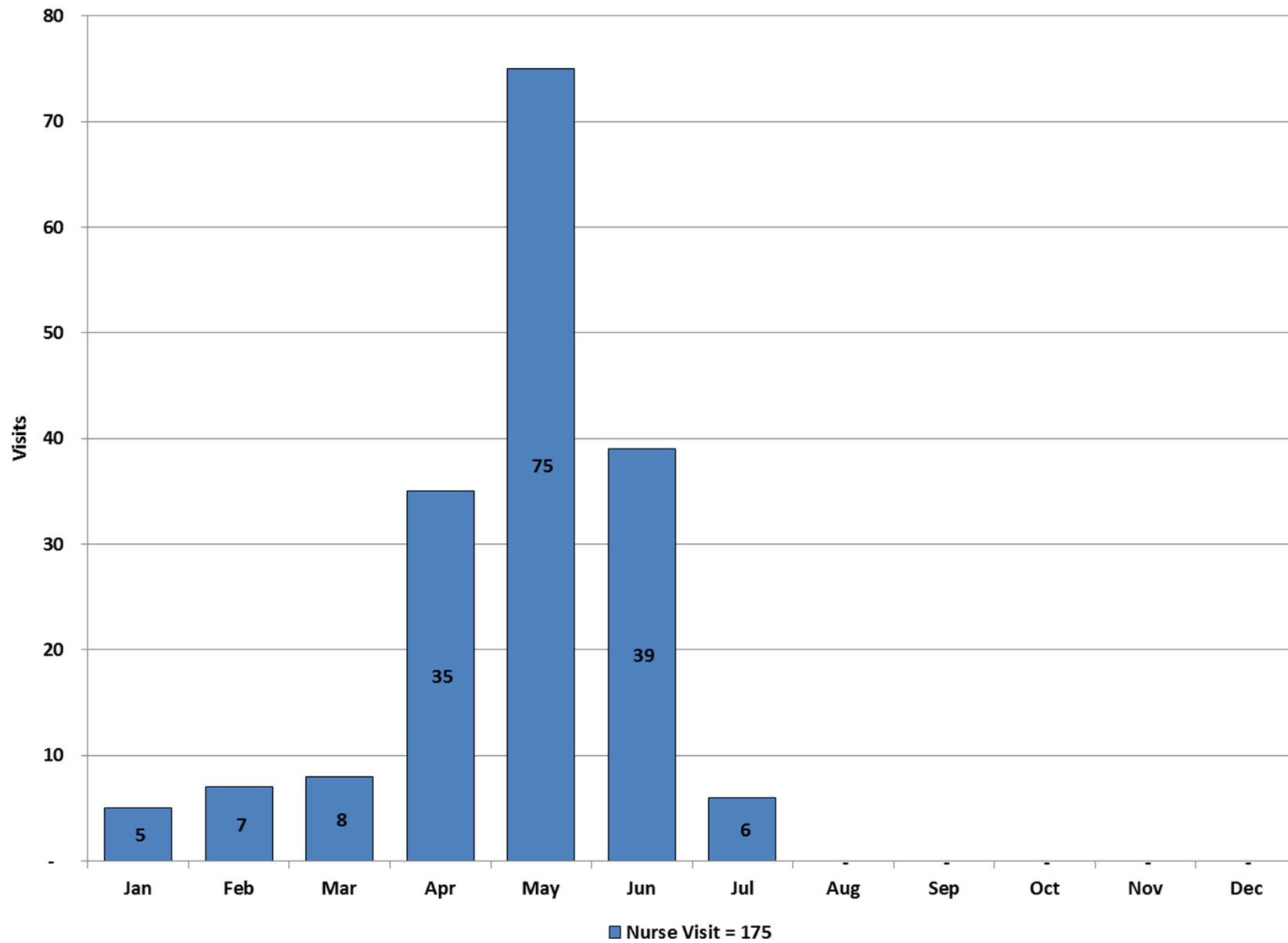
City of Manitowoc - New Patient Summary



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 - July 2018									
Visit Type	Appointment Time	Appointment Date	Appointment Length (Minutes)	Monday	Tuesday	Wednesday	Thursday	Friday	Total
Provider Visit	7:30:00 AM	7/9/2018	15	1					1
Provider Visit	9:00:00 AM	7/30/2018	15	1					1
Provider Visit	10:00:00 AM	7/11/2018	15			1			1
Provider Visit	10:00:00 AM	7/19/2018	15				1		1
Provider Visit	10:30:00 AM	7/13/2018	15					1	1
Provider Visit	10:30:00 AM	7/26/2018	15				1		1
Provider Visit	11:30:00 AM	7/10/2018	15		1				1
Provider Visit	12:00:00 PM	7/2/2018	15	1					1
Provider Visit	12:00:00 PM	7/30/2018	15	1					1
Provider Visit	12:30:00 PM	7/16/2018	15	1					1
Provider Visit	2:15:00 PM	7/16/2018	15	1					1
Provider Visit	3:00:00 PM	7/19/2018	15				1		1
Provider Visit	3:00:00 PM	7/25/2018	15			1			1
Provider Visit	3:30:00 PM	7/3/2018	15		1				1
Provider Visit	4:00:00 PM	7/3/2018	15		1				1
Provider Visit	4:30:00 PM	7/11/2018	15			1			1
Provider Visit	4:30:00 PM	7/26/2018	30				1		1
Provider Visit	5:00:00 PM	7/3/2018	15		1				1
Provider Visit	12:15:00 PM	7/6/2018	15					1	1
									-
									-
									-
									-
									-
									-
									-
									-
									-
Grand Total			300	6	4	3	4	2	19

City of Manitowoc - Visits By Day Summary Pg 2

<i>Number of Cancelled/No Show Visits - July 2018</i>			
<i>Date</i>	<i>Cancellation</i>	<i>No Show</i>	<i>Total</i>
7/24/2018	1		1
			-
			-
			-
			-
Grand Total	1	-	1
	<i>Nurse Visits - July 2018</i>		
	<i>Visit Type</i>	<i>Total</i>	
	Nurse Visit	6	
	Grand Total	6	

City of Manitowoc - Vaccine Summary

YTD Quantity

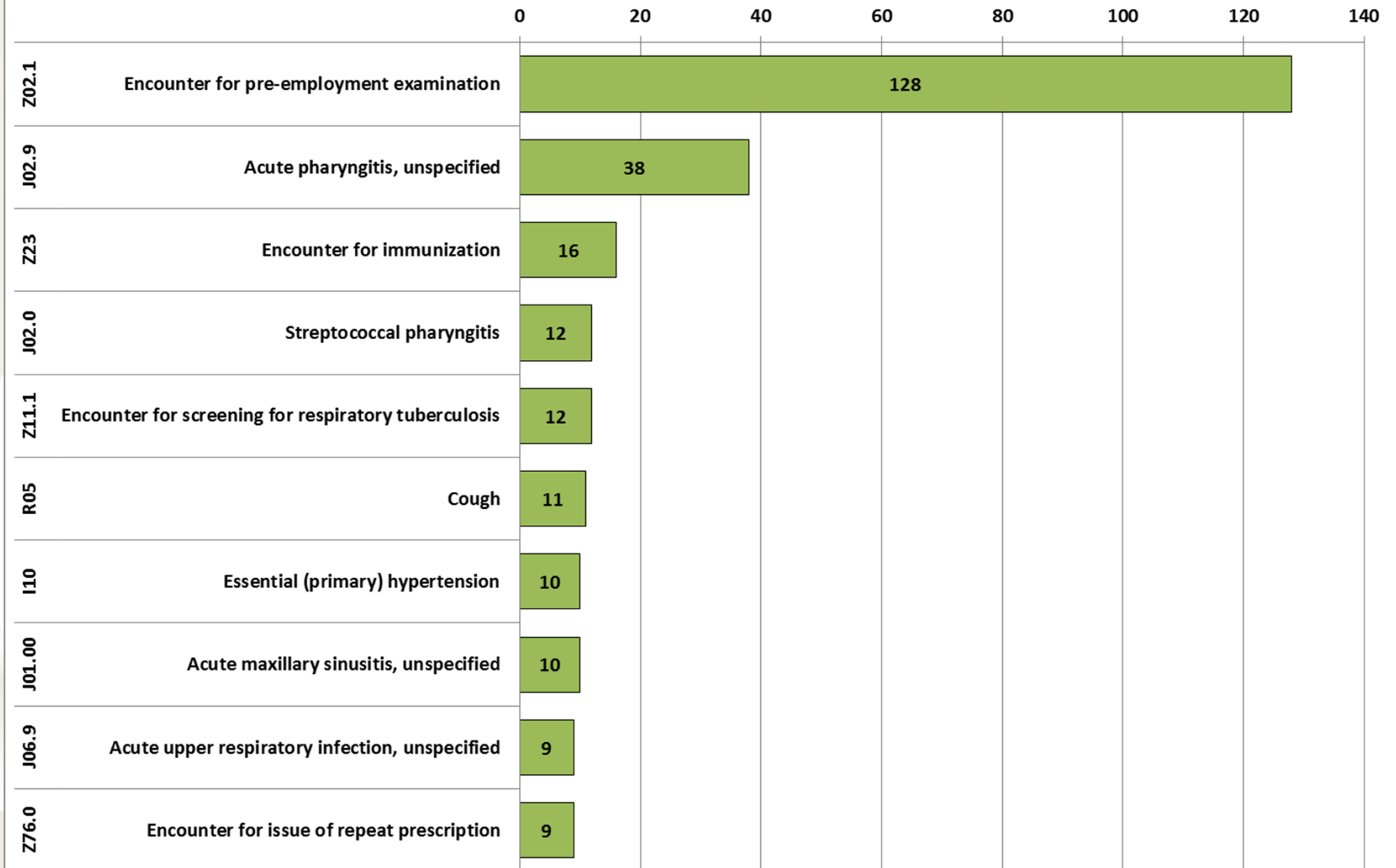
CPT Code	Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Qty
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	1	3	1	-	-	-							5
90714.02	TD 7 YRS+ PRESERVATIVE FREE	-	-	1	-	1	-							2
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	-	-	3	-	3	2							8
90736	Shingles (Zostavax)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

YTD Cost

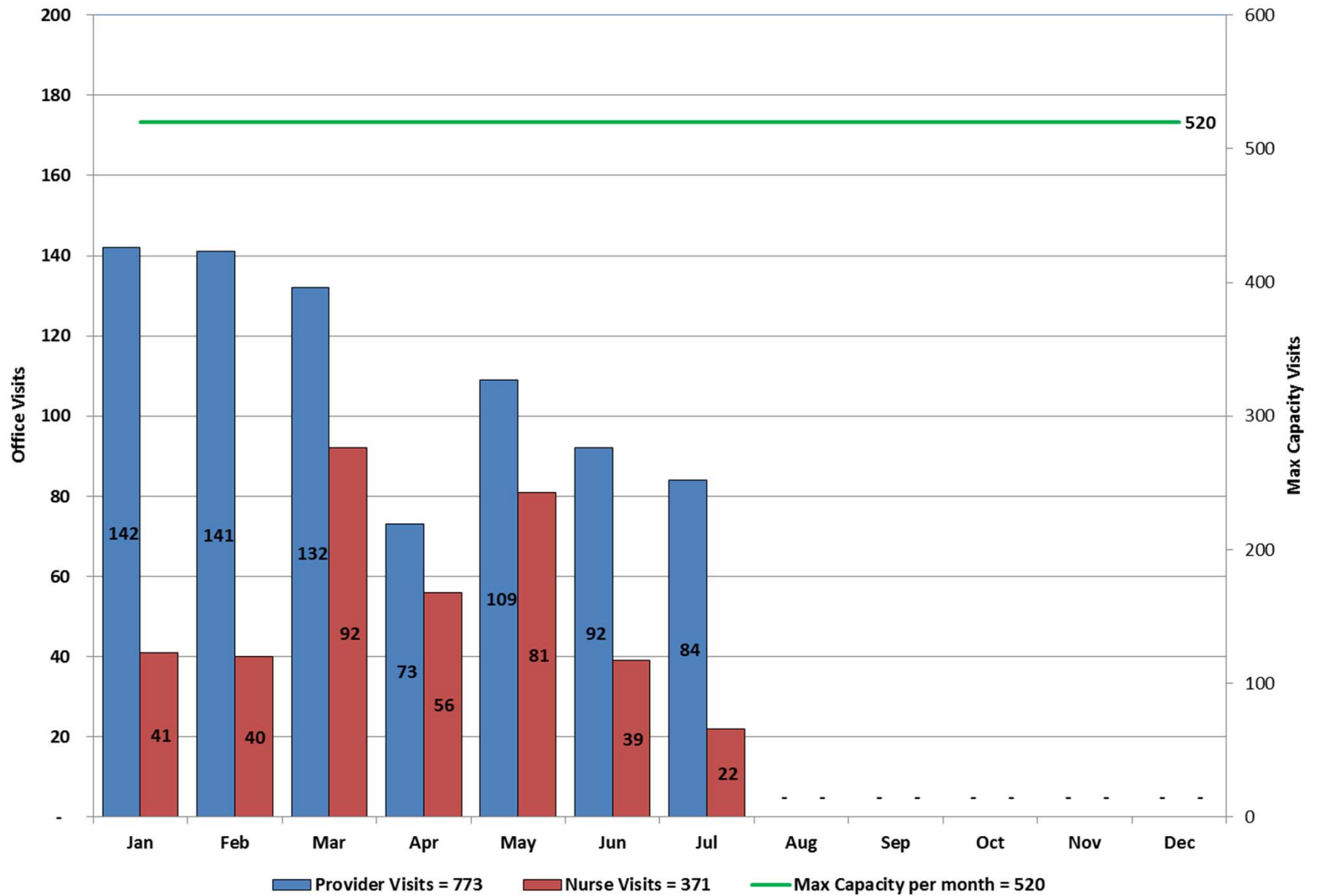
CPT Code	Description	Cost	YTD Qty	Total YTD Cost
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	\$ 19.00	5	\$ 95.00
90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 25.00	2	\$ 50.00
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	8	\$ 312.00
90736	Shingles (Zostavax) Vaccine	\$ -	-	\$ -
90746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

City of Manitowoc - Top Ten Diagnosis

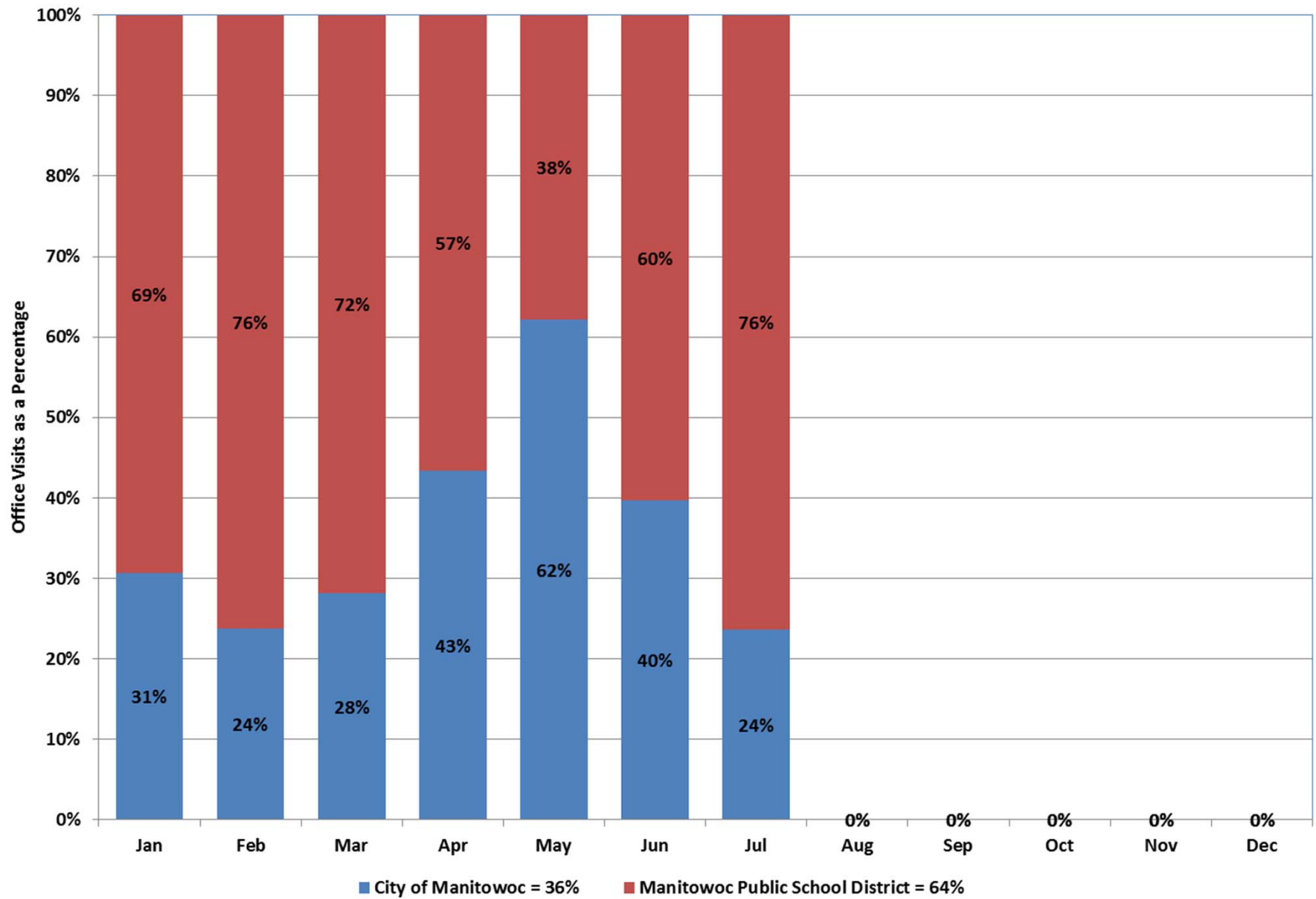
■ YTD Diagnosis



Total Manty Health & Wellness Clinic Visits YTD



Total Manty Health & Wellness Clinic Visits YTD Comparison

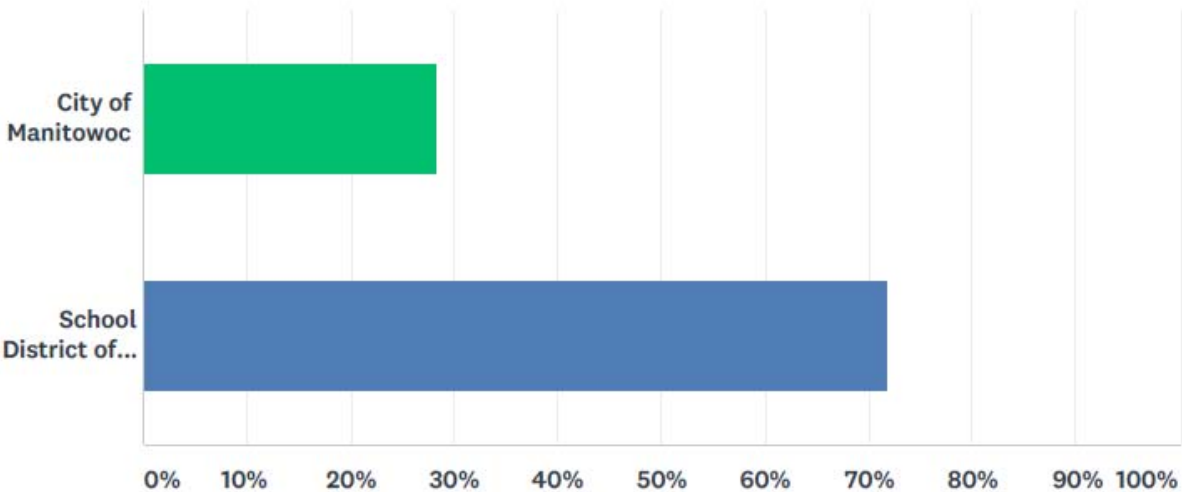


Manty Clinic Patient Survey YTD

Manty Health and Wellness Center

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

Answered: 220 Skipped: 2



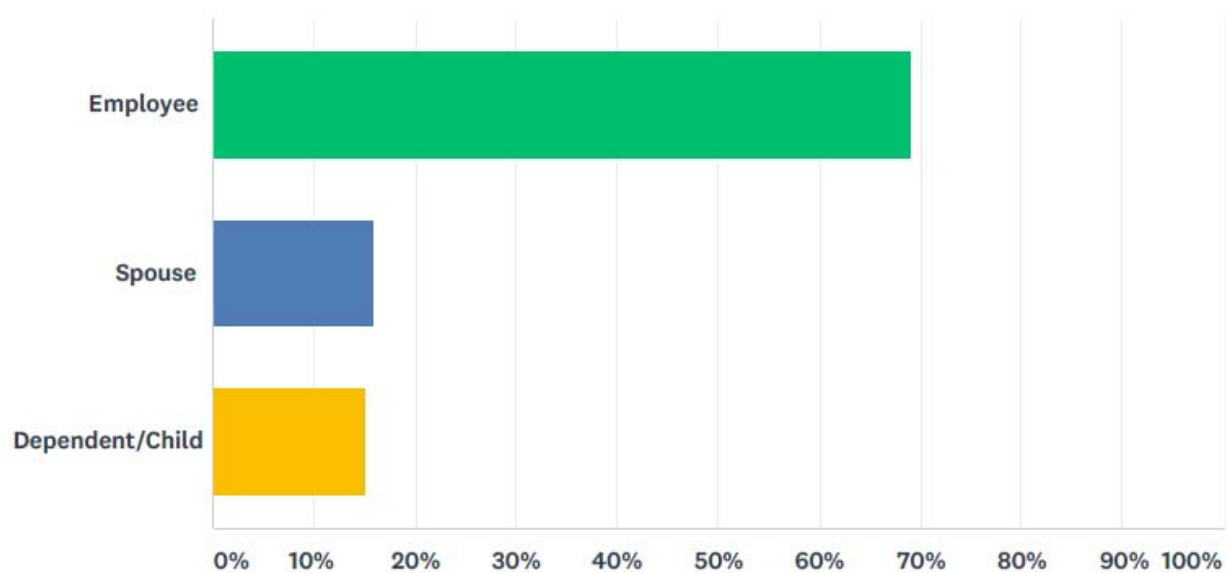
ANSWER CHOICES	RESPONSES	
City of Manitowoc	28.18%	62
School District of Manitowoc	71.82%	158
TOTAL		220

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center

Q2 Please select the option that best describes the patient.

Answered: 220 Skipped: 2



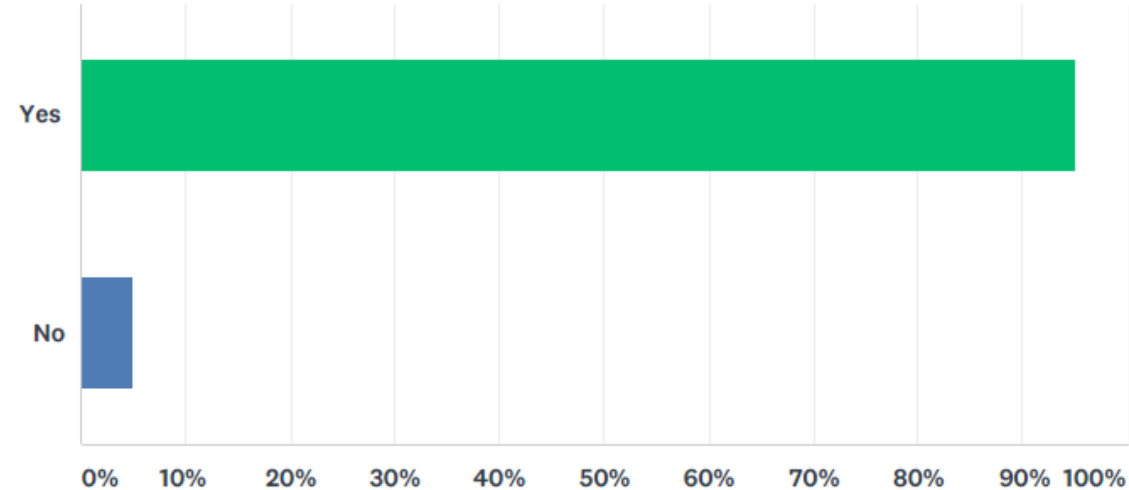
ANSWER CHOICES	RESPONSES	
Employee	69.09%	152
Spouse	15.91%	35
Dependent/Child	15.00%	33
TOTAL		220

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center

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

Answered: 219 Skipped: 3



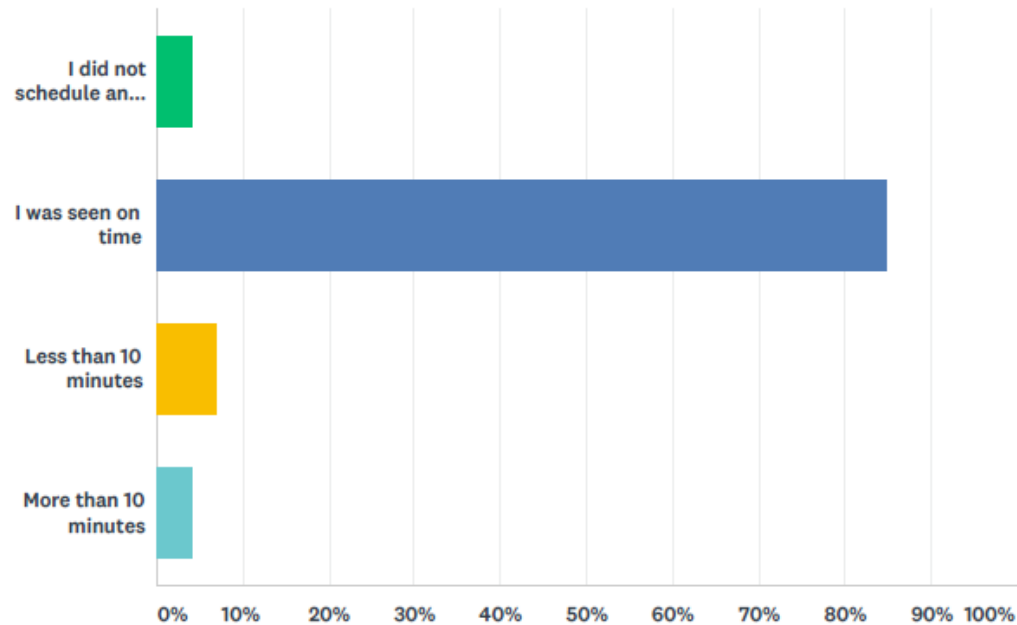
ANSWER CHOICES		RESPONSES	
Yes		94.98%	208
No		5.02%	11
TOTAL			219

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center

Q4 If you scheduled an appointment in advance, how long did you have to wait past your scheduled appointment time to be seen?

Answered: 220 Skipped: 2



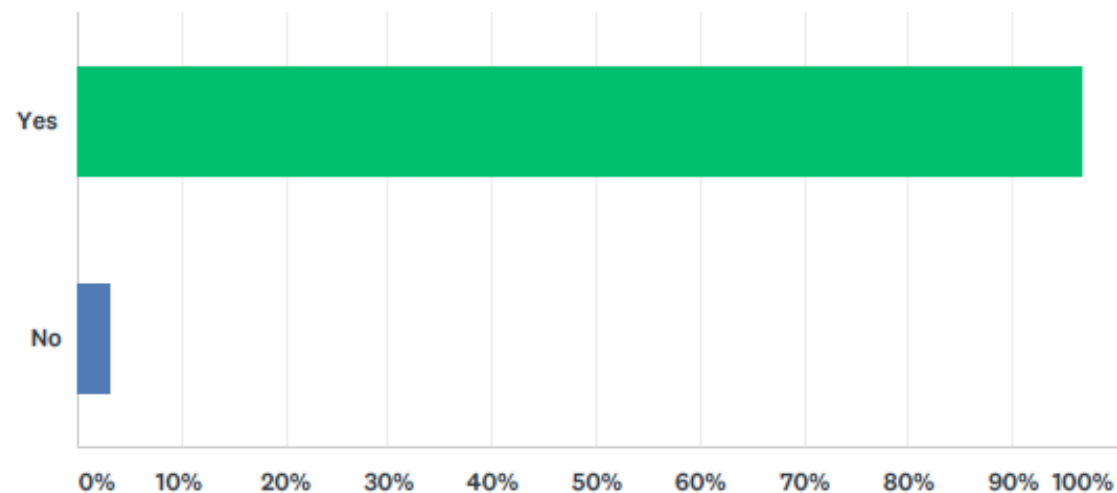
ANSWER CHOICES	RESPONSES	
I did not schedule an appointment in advance	4.09%	9
I was seen on time	85.00%	187
Less than 10 minutes	6.82%	15
More than 10 minutes	4.09%	9
TOTAL		220

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center

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

Answered: 221 Skipped: 1



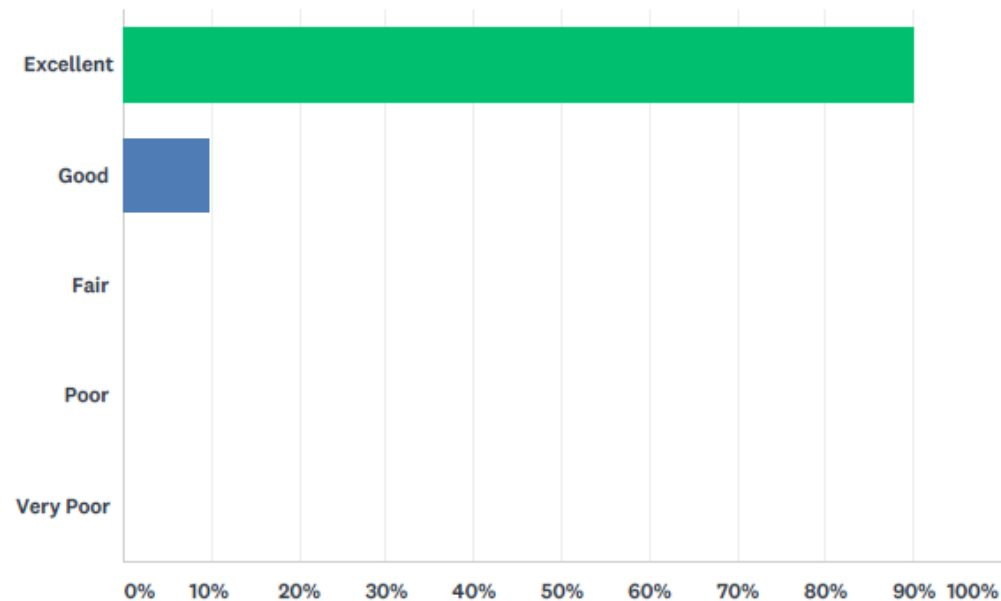
ANSWER CHOICES	RESPONSES	
Yes	96.83%	214
No	3.17%	7
TOTAL		221

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center

Q6 How would you rate the care that you received?

Answered: 222 Skipped: 0



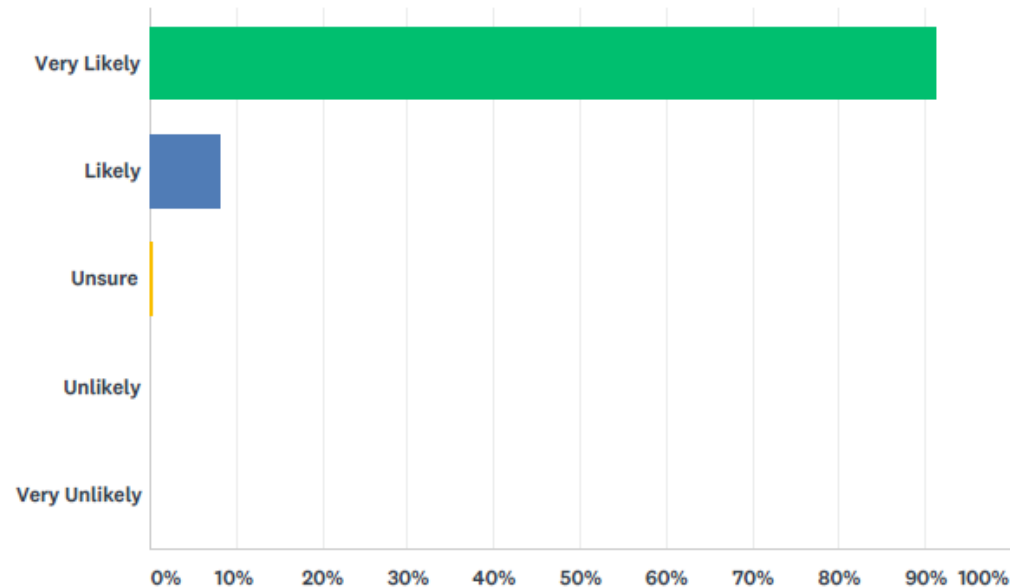
ANSWER CHOICES	RESPONSES	
Excellent	90.09%	200
Good	9.91%	22
Fair	0.00%	0
Poor	0.00%	0
Very Poor	0.00%	0
TOTAL		222

Manty Clinic Patient Survey YTD

Manty Health and Wellness Center

Q7 What is the likelihood that you will recommend the Manty Health and Wellness Clinic to other employees?

Answered: 221 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Likely	91.40%	202
Likely	8.14%	18
Unsure	0.45%	1
Unlikely	0.00%	0
Very Unlikely	0.00%	0
TOTAL		221