CITY OF MANITOWOC

WISCONSIN, USA

www.manitowoc.org

TO: Personnel Committee
FROM: Jessie Lillibridge, Human Resources Director
RE: Human Resources Office Update
DATE: March 4, 2019

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

Recruiting

- Hired: CSW Intern
- Advertising: Police Officer (continuous)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Seasonals
- Advertising: Transit Driver (continuous)
- Advertising: DPI Laborer
- Advertising: Transit Division Manager
- Interviewing: DPI Laborer
- Accepted offer: Associate Planner – Business & Housing Development
- Accepted offer: Admin Support Specialist (Eng-part-time)
- Accepted offer: Police Officer (2)

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. Our attorney filed a declaratory ruling on the permissive subjects that we feel are contained in the contract.
- In discussion with the Police union on several potential MOUs.

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. We plan to continue this program in 2019.
- Meeting quarterly with each department head to identify training needs, performance issues, succession planning, and feedback for HR.
- Finalizing an employee satisfaction survey after receiving feedback that employees are unhappy with their work/life balance. The hope is that we can use the survey results to focus on improving the workplace culture and the relationship between employees and supervisors.
- Working on performance evaluation training for supervisors in 2019.
- Beginning the performance management implementation process.
- Performance evaluations for 2018 and goal setting for 2019 still in progress. Still waiting for evals to be returned from several supervisors.

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 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 2019 events are under way, including Lunchtime Yoga, step challenges, incentives for using the City Hall fitness facility, and incorporating Go365 into the initiatives.
- Our broker will reevaluate our dental plan and may recommend switching plans this year due to the costs and some restrictions of the current plan.
- Our broker has made a recommendation of a new short-term disability provider, and also, recommended considering offering a long-term disability option for employees.
- ACA reporting for 2018 was completed.
- Waiting to hear from IRS on any more information necessary to resolve the reporting errors from 2016.
- Annual planning meeting with our broker is scheduled for March 6.

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.
- Distributed the new city-wide Drug & Alcohol Policy for all employees, along with a separate policy for DOT-regulated employees.
- Active Shooter Drills have been done at Maritime Metro, Rahr-West, City Hall, and the Library so far. Drills have been scheduled at DPI buildings and WWTF.
- Working with Building & Grounds to develop a key/access control policy and procedure.
- The 2018 WC self-insurer report was filed with the state of Wisconsin.
- Working to develop a City vehicle usage policy.
- Reasonable Suspicion Training for supervisors is scheduled for March 19.
- 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.

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. A decision was made not to move forward with the timekeeping and accruals portion of Kronos due to some Springbrook limitations. During this process, it was discovered that Springbrook was capable of doing a lot more as a payroll system (automatically calculate overtime rules, holidays, etc.) so we plan to look into this with Finance in 2019. The Kronos HR module is built. We are spot-checking and in training.
- Working with IT to streamline the process of onboarding new employees and ensuring they have access to all appropriate technology. This item has been placed on hold as the MPU employee involved is on extended leave.
- Working with Finance to provide Springbrook training for supervisors, who will be responsible for approval of time sheets beginning on March 18.
- The updated Employee Policy Manual has been distributed to all employees.

Separations

- None

Attachment

Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc
YTD January, 2019

Aurora BayCare Medical Center

Aurora Health Care® BayCare Clinic

City of Manitowoc - Overall Summary

City of Manitowoc Services	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	JanuaryYTD 2019
Monthly Eligible Member Clinic Fee	$ 4,004.00												$ 4,004.00
Pharmacy	$ 431.59												$ 431.59
Clinic Vaccine	$ 116.00												$ 116.00
Labs	$ 205.70												$ 205.70
Health Coaching Deposit	$ -												$ -
Health Coaching	$ -												$ -
													$ -
Aurora Employer Clinic Charges Invoiced	**$ 4,757.29**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ 4,757.29**

Charges Avoided	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	JanuaryYTD 2019
Customary Charges	$ 7,974.81	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 7,974.81
Additional Charges	$ 17.52	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 17.52
Total Charges Avoided	**$ 7,992.33**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ 7,992.33**

Total Savings	**$ 3,235.04**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ 3,235.04**

City of Manitowoc Visits	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	JanuaryYTD 2019
Provider Visit	38												38
Nurse Visit	2												2
Lab Visit	35												35
Vaccine	4												4
Total Patient Visits	**79**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**79**

Total Provider Visit Types	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	JanuaryYTD 2019
OFFICE/OUTPT VISIT,NEW,LEVL II	1												1
OFFICE/OUTPT VISIT,NEW,LEVL III	9												9
OFFICE/OUTPT VISIT EST LEVEL III	24												24
OFFICE/OUTPT VISIT EST LEVEL IV	4												4
Grand Total	**38**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**38**

Total Nurse Visit Types	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	JanuaryYTD 2019
OFFICE/OUTPT VISIT EST LEVEL I	2												2
Grand Total	**2**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**2**

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

Patient Services

Company			Description	Monthly Rate	Quantity/Participants	Total Monthly Fee
CITY			Monthly eligible member clinic fee	$ 7.00	572	$ 4,004.00
CITY			Pharmacy	$ 431.59	1	$ 431.59
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	4	$ -
CITY	90686		INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	$ 19.00	2	$ 38.00
CITY	90715		TETANUS/DIPTHERIA/ACELLULAR PERTUSSIS	$ 39.00	2	$ 78.00
CITY						$ -
Total Clinic Vaccine						**$ 116.00**

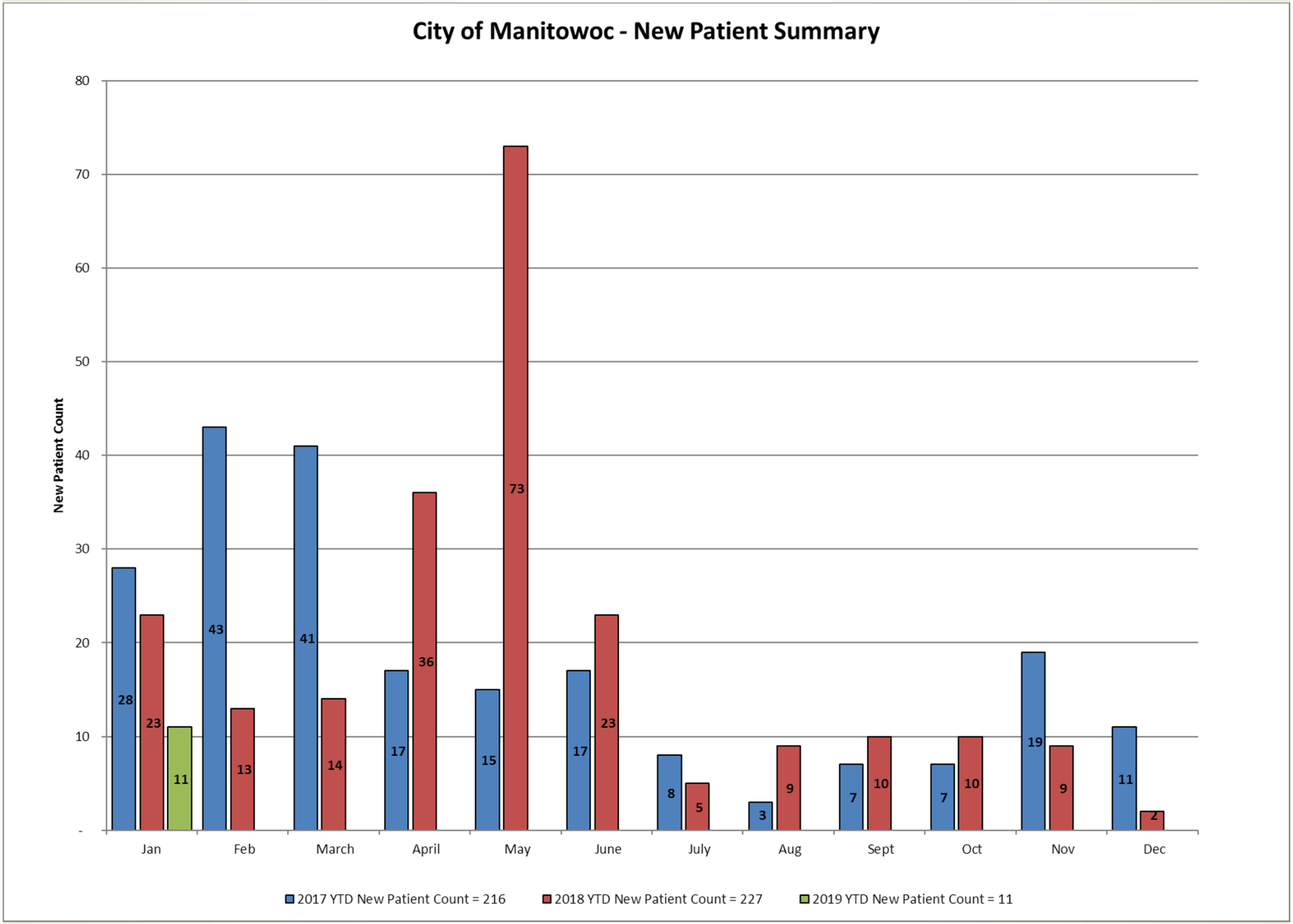
Clinic Labs

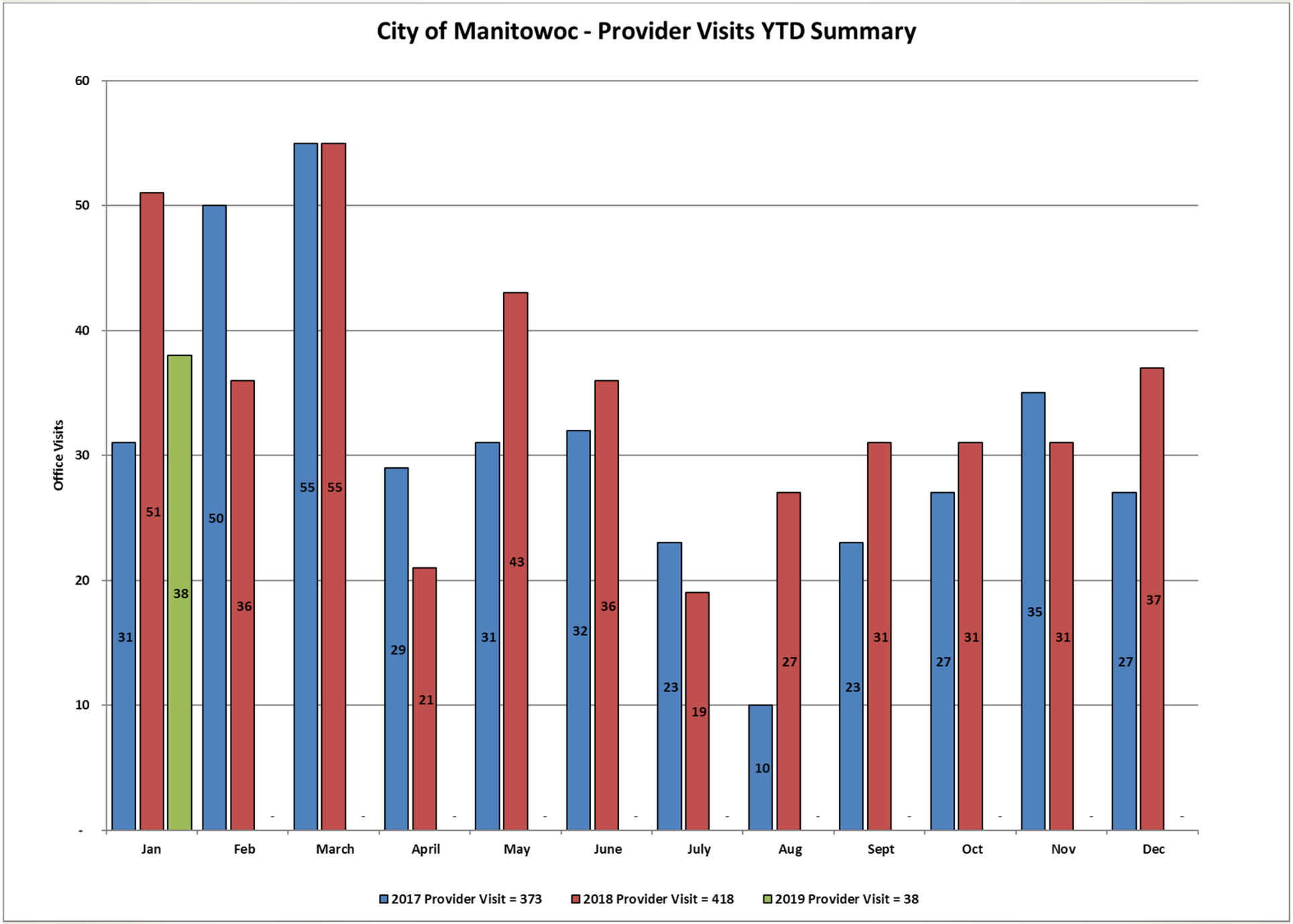
Company	CPT Code		Test Name	Contract Rate	Sum of Quantity	Total Lab Fee
CITY	80048	BPNL	BASIC METABOLIC PNL	$ 3.62	1	$ 3.62
CITY	80053	CPNL	COMP METABOLIC PNL	$ 4.50	2	$ 9.00
CITY	80076	LIVPNL	HEPATIC FUNCTION PNL	$ 3.46	1	$ 3.46
CITY	81003	UACS	UA,C/S IF IND.	$ 3.81	1	$ 3.81
CITY	82150	AMY	AMYLASE	$ 11.18	1	$ 11.18
CITY	83690	LIPA	LIPASE	$ 4.83	1	$ 4.83
CITY	84702	HCGQT	HCG QUANTITATIVE + FOR PREGNANCY ONLY	$ 4.05	1	$ 4.05
CITY	85004	DIFA	DIFFERENTIAL	Not on Contract	3	$ -
CITY	85027	CBCNO	HEME PROFILE	$ 4.92	3	$ 14.76
CITY	85652	RESR	RBC SED RATE	$ 8.68	2	$ 17.36
CITY	86140	CRP	C-REACTIVE PROTEIN	$ 4.83	2	$ 9.66
CITY	87077	AI1	AEROBIC IDENTIFICATION	$ 21.16	2	$ 42.32
CITY	87081	STTH	CULTURE STREP GRP A	$ 16.33	5	$ 81.65
						$ -
Total Lab						**$ 205.70**

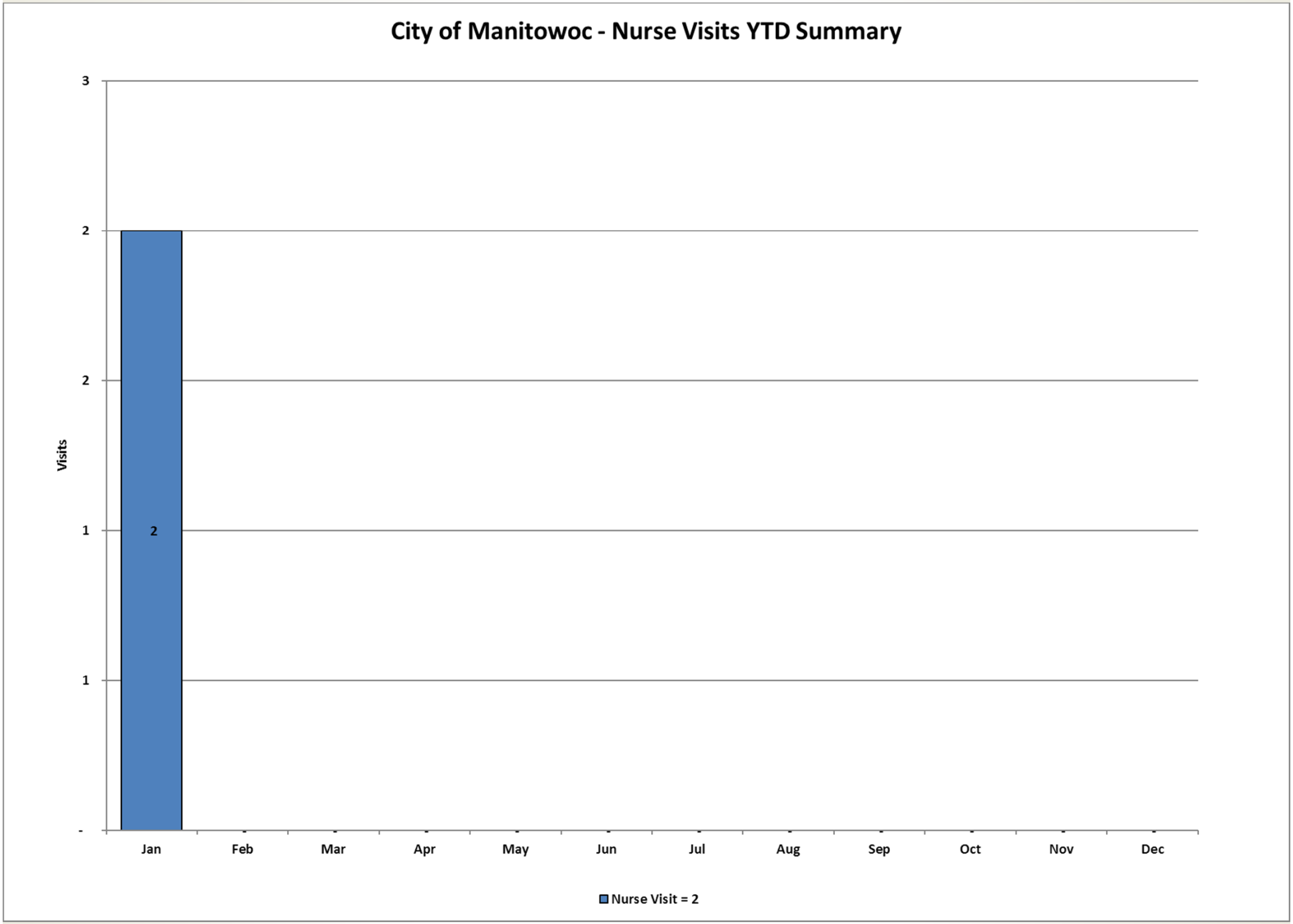
TOTAL INVOICED	**$ 4,757.29**

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						$ -
CITY						$ -
CITY						$ -
Total Clinic Vaccine						**$ 982.50**


City of Manitowoc - New Patient Summary
New Patient Count
80
70
60
50
40
30
20
10
-
28
23
11
43
13
41
14
17
36
15
73
17
23
8
5
3
9
7
10
7
10
19
9
11
2
Jan
Feb
March
April
May
June
July
Aug
Sept
Oct
Nov
Dec
2017 YTD New Patient Count = 216
2018 YTD New Patient Count = 227
2019 YTD New Patient Count = 11


City of Manitowoc - Provider Visits YTD Summary
Office Visits
60
50
40
30
20
10
-
Jan
Feb
March
April
May
June
July
Aug
Sept
Oct
Nov
Dec
31
51
38
50
36
-
55
55
-
29
21
-
31
43
-
32
36
-
23
19
-
10
27
-
23
31
-
27
31
-
35
31
-
27
37
-
2017 Provider Visit = 373
2018 Provider Visit = 418
2019 Provider Visit = 38


City of Manitowoc - Nurse Visits YTD Summary
Visits
3
2
2
1
1
-
2
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
Nurse Visit = 2

City of Manitowoc - Visits By Day Summary Pg 1

Provider Visits - January 2019									
Visit Type	***Appointment Time***	***Appointment Date***	***Appointment Length (Minutes)***	***Monday***	***Tuesday***	***Wednesday***	***Thursday***	***Friday***	***Total***
Provider Visit	8:00:00 AM	1/21/2019	30	1					1
Provider Visit	8:00:00 AM	1/25/2019	30					1	1
Provider Visit	8:00:00 AM	1/29/2019	30		1				1
Provider Visit	8:30:00 AM	1/8/2019	30		1				1
Provider Visit	8:30:00 AM	1/21/2019	30	1					1
Provider Visit	9:30:00 AM	1/4/2019	30					1	1
Provider Visit	9:30:00 AM	1/17/2019	15				1		1
Provider Visit	10:00:00 AM	1/3/2019	30				1		1
Provider Visit	10:00:00 AM	1/14/2019	15	1					1
Provider Visit	1:00:00 PM	1/15/2019	30		1				1
Provider Visit	4:00:00 PM	1/4/2019	30					1	1
Provider Visit	4:00:00 PM	1/14/2019	30	1					1
Provider Visit	4:00:00 PM	1/21/2019	30	1					1
Provider Visit	4:00:00 PM	1/22/2019	30		1				1
Provider Visit	4:00:00 PM	1/23/2019	15			1			1
Provider Visit	9:00:00 AM	1/21/2019	30	1					1
Provider Visit	9:00:00 AM	1/23/2019	30			1			1
Provider Visit	9:00:00 AM	1/24/2019	30				1		1
Provider Visit	9:15:00 AM	1/15/2019	30		1				1
Provider Visit	11:00:00 AM	1/4/2019	30					1	1
Provider Visit	11:00:00 AM	1/11/2019	30					1	1
Provider Visit	11:00:00 AM	1/15/2019	30		1				1
Provider Visit	1:30:00 PM	1/2/2019	30			1			1
Provider Visit	1:30:00 PM	1/7/2019	30	1					1
Provider Visit	1:30:00 PM	1/8/2019	30		1				1
Provider Visit	2:00:00 PM	1/2/2019	30			1			1
Provider Visit	2:00:00 PM	1/4/2019	30					1	1
Provider Visit	2:00:00 PM	1/10/2019	30				1		1
Provider Visit	2:00:00 PM	1/15/2019	30		1				1
Provider Visit	2:30:00 PM	1/25/2019	30					1	1

City of Manitowoc - Visits By Day Summary Pg 2

Provider Visits - January 2019									
Visit Type	***Time***	***Date***	***Length (Minutes)***	***Monday***	***Tuesday***	***Wednesday***	***Thursday***	***Friday***	***Total***
Provider Visit	3:00:00 PM	1/4/2019	30					1	1
Provider Visit	3:00:00 PM	1/16/2019	30			1			1
Provider Visit	4:15:00 PM	1/2/2019	30			1			1
Provider Visit	4:15:00 PM	1/16/2019	30			1			1
Provider Visit	4:30:00 PM	1/25/2019	30					1	1
Provider Visit	11:45:00 AM	1/18/2019	30					1	1
Provider Visit	8:15:00 AM	1/3/2019	30				1		1
Provider Visit	12:00:00 PM	1/18/2019	30					1	1
									-
Grand Total			**1,095**	**7**	**8**	**7**	**5**	**11**	**38**

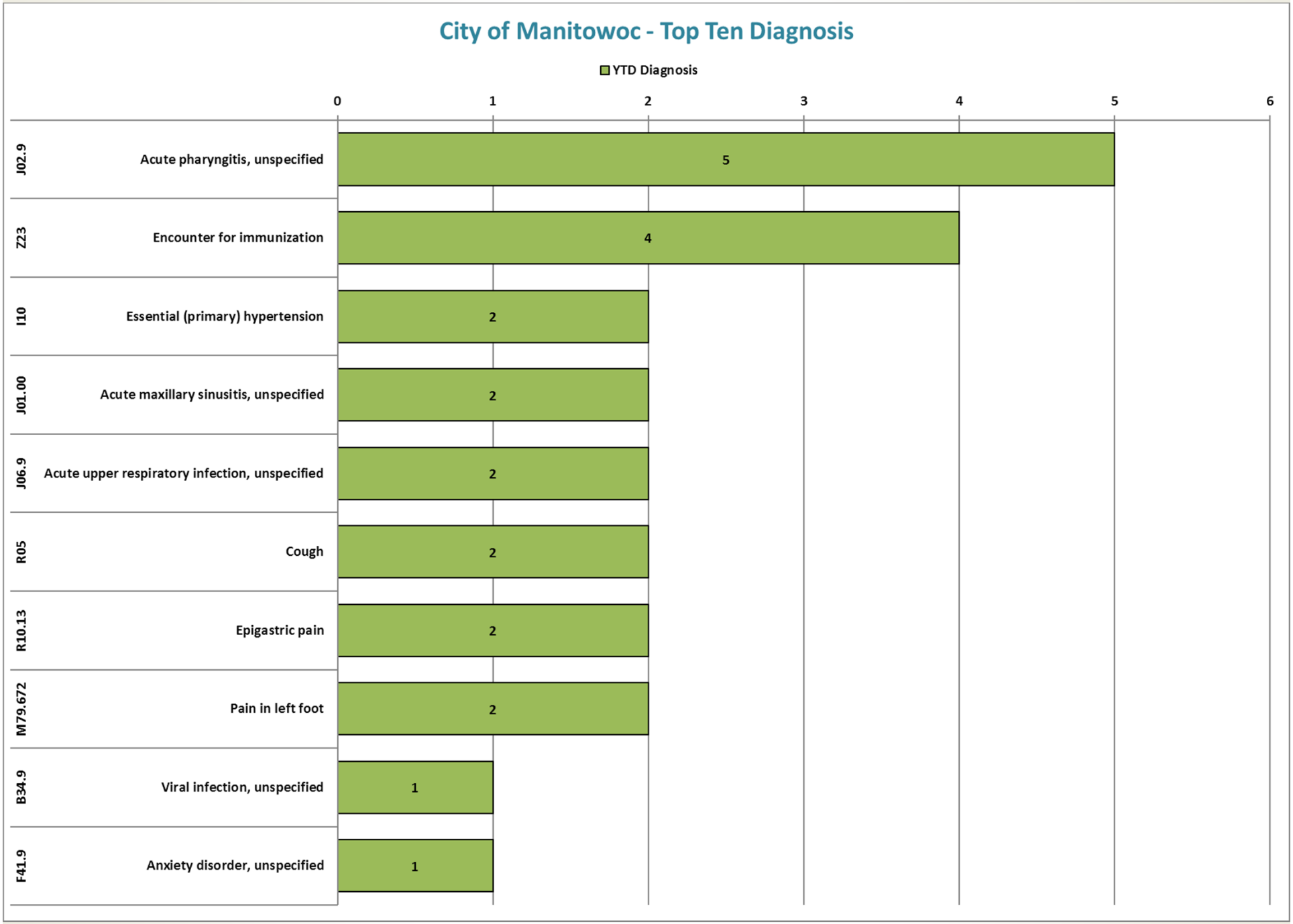
Number of Cancelled/No Show Visits - January 2019			
Date	***Cancellation***	***No Show***	***Total***
1/16/2019	1		1
1/21/2019	1		1
1/28/2019	1		1
1/25/2019	1	1	2
			-
Grand Total	**4**	**1**	**5**

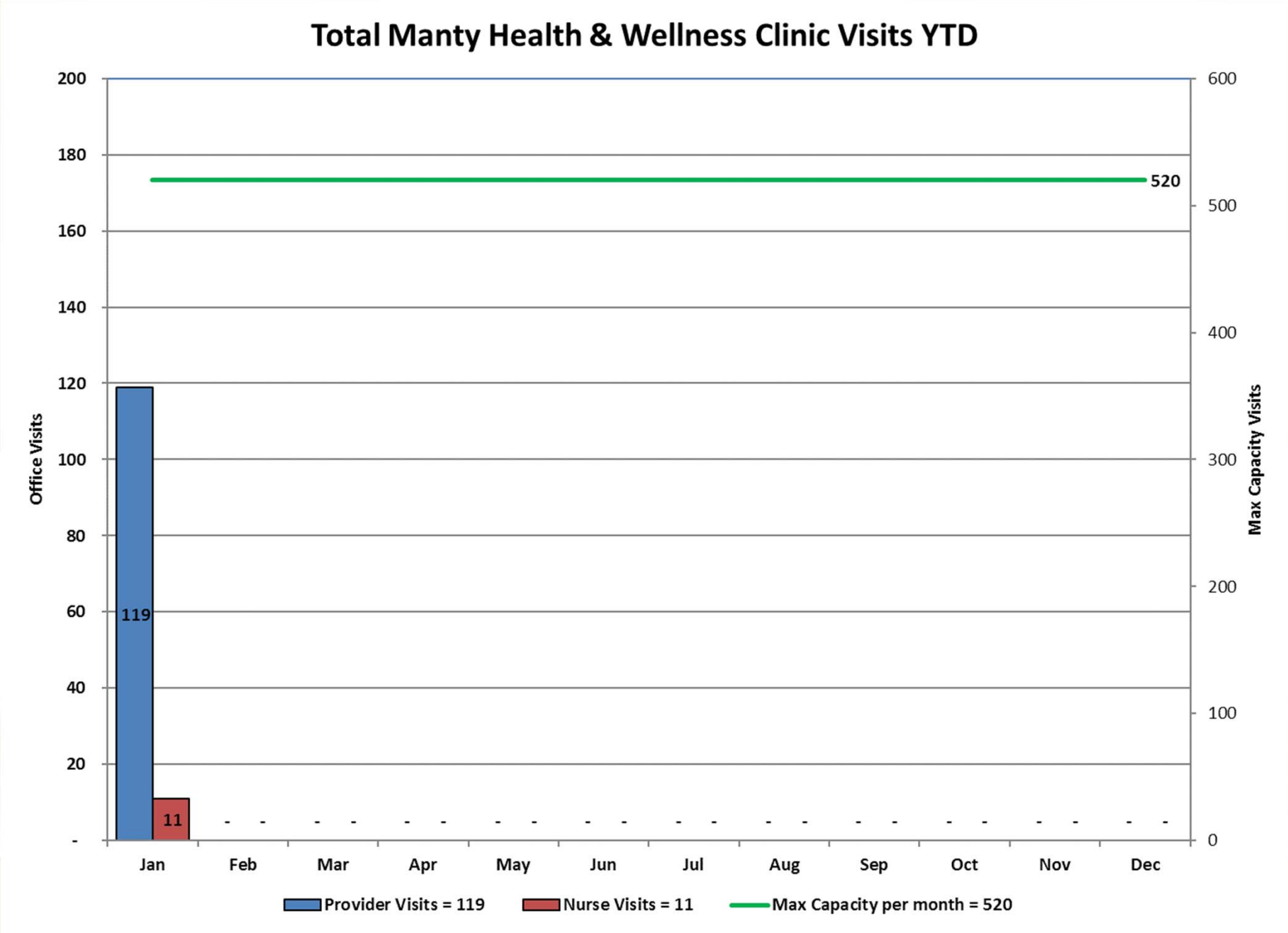
Nurse Visits - January 2019	
Visit Type	***Total***
Nurse Visit	2
Grand Total	**2**

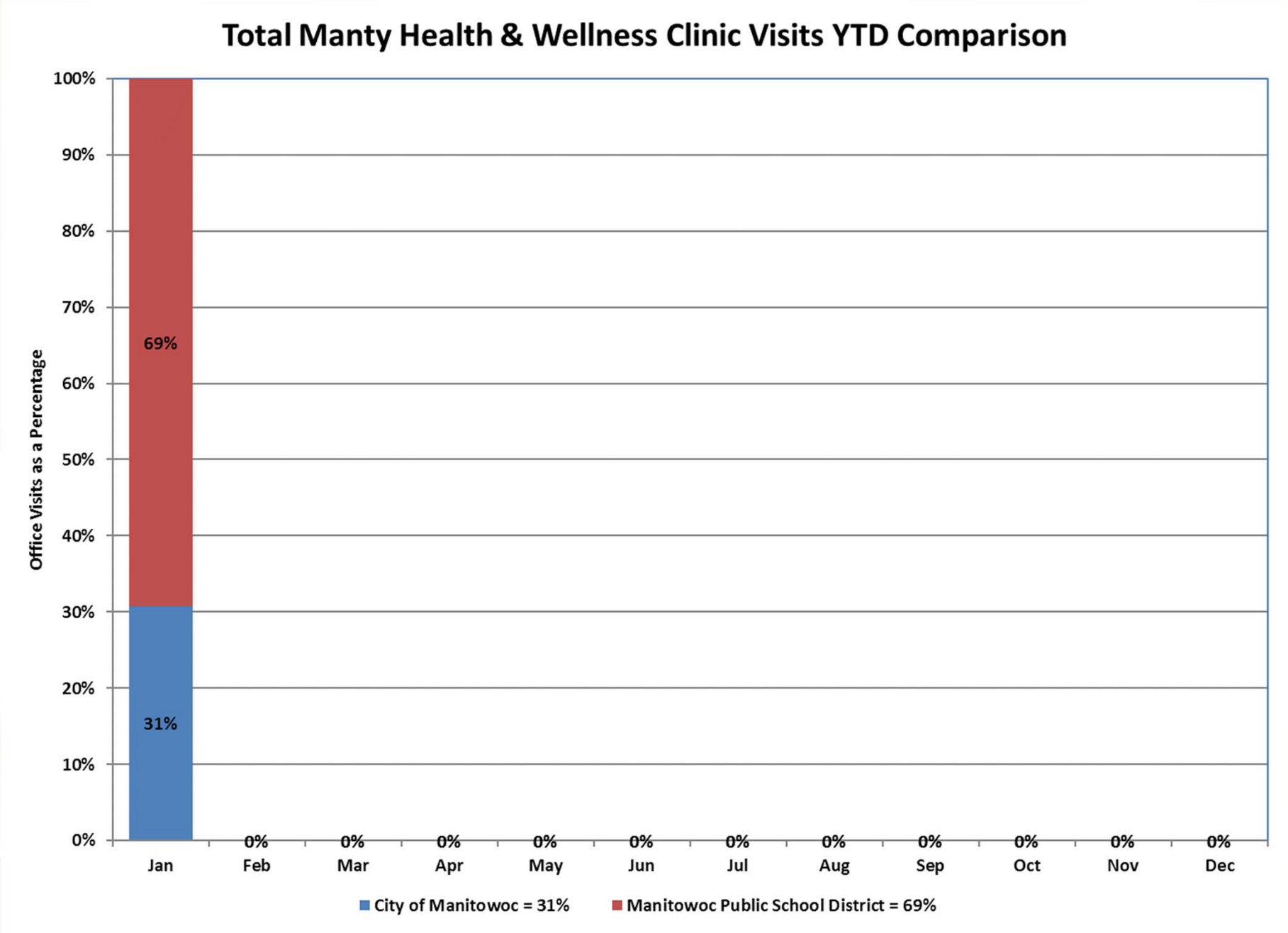
City of Manitowoc - Vaccine Summary

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												2
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM													-
90714.02	TD PRES FREE VACC, 7+ YRS													-
90715	TETANUS/DIPTHERIA/ACELLULAR PERTUSSIS	2												2
90746	HEP B VACC ADULT 3 DOSE, IM													-
Total		**4**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**4**

YTD Cost				
CPT Code	***Description***	***Cost***	***YTD Qty***	***Total YTD Cost***
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	***$ 19.00***	***2***	***$ 38.00***
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM	***$ 17.00***	***-***	***$ -***
90714.02	TD 7 YRS+ PRESERVATIVE FREE	***$ 25.00***	***-***	***$ -***
90715	TETANUS/DIPTHERIA/ACELLULAR PERTUSSIS	***$ 39.00***	***2***	***$ 78.00***
90736	Shingles (Zostavax) Vaccine	***$ -***	***-***	***$ -***
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	***$ 60.00***	***-***	***$ -***
Total			***4***	***$ 116.00***


City of Manitowoc - Top Ten Diagnosis
YTD Diagnosis
0
1
2
3
4
5
6
J02.9
Acute pharyngitis, unspecified
5
Z23
Encounter for immunization
4
I10
Essential (primary) hypertension
2
J01.00
Acute maxillary sinusitis, unspecified
2
J06.9
Acute upper respiratory infection, unspecified
2
R05
Cough
2
R10.13
Epigastric pain
2
M79.672
Pain in left foot
2
B34.9
Viral infection, unspecified
1
F41.9
Anxiety disorder, unspecified
1


Total Manty Health & Wellness Clinic Visits YTD
Office Visits
Max Capacity Visits
200
180
160
140
120
100
80
60
40
20
-
600
500
400
300
200
100
0
520
119
11
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
Provider Visits = 119
Nurse Visits = 11
Max Capacity per month = 520


Total Manty Health & Wellness Clinic Visits YTD Comparison
Office Visits as a Percentage
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
69%
31%
0%
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
City of Manitowoc = 31%
Manitowoc Public School District = 69%