



# 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: July 1, 2019

---

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

## **Recruiting**

- Hired: Transit Driver (2)
- Hired: School Crossing Guard
- Hired: Library Clerk
- Hired: Administrative Assistant - Fire
- Advertising: Police Officer (continuous)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Seasonals
- Advertising: Transit Driver (continuous)
- Advertising: Administrative Support Specialist (PT)
- Advertising: Director of Community Development
- Advertising: Library Page
- Accepted offer: Police Officer (2)
- Accepted offer: Transit Driver (2)
- Accepted offer: Firefighter (2)
- Accepted offer: Library Assistant

## **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.
- An employee satisfaction survey was done. Currently working to address some of the issues and concerns that were brought up in the survey.
- Began bargaining with the Transit union for the upcoming contract.

### **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.
- Working on developing a new Performance Management process along with implementing a software program to support it.
- The new college partnerships have been finalized and we have started informing employees about it.

### **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 a scheduled 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.
- Rolled out a benefits information app (Elly) for employees and their families. Working to hold an initiative to increase employee participation.
- Held our mid-year meeting with our broker to evaluate new options for our 2020 benefits plan. Our current plan has not been well-received by participants and has not been ideal from an administrative perspective. ABRC is pricing out our options and we hope to bring that information to the August meeting.
- Working to develop a new performance management and pay structure model.
- Biometrics screenings scheduled for July/August.

### **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 are rolling this program out in July.
- Scheduled Anti-Harassment Training for 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.

### **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 finalizing work flows and will then begin on adding our forms and setting up our direct feeds to our benefits providers.
- 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.
- The Appreciation Picnic is scheduled for July 17.
- Employee Work Day is scheduled at Silver Creek Park on August 13.

### **Separations**

- Police Lieutenant (retirement)
- Library Clerk
- CSW Intern
- School Crossing Guard
- Community Development Director (July 19)
- Completed exit interviews with voluntary separations/retirements

*Attachment*

# Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc  
YTD May, 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	May YTD 2019
Monthly Eligible Member Clinic Fee	\$ 4,004.00	\$ 3,885.00	\$ 3,941.00	\$ 3,934.00	\$ 3,941.00								\$ 19,705.00
Pharmacy	\$ 431.59	\$ 220.89	\$ 311.83	\$ 512.90	\$ 100.56								\$ 1,577.77
Clinic Vaccine	\$ 116.00	\$ 19.00	\$ -	\$ 64.00	\$ 196.00								\$ 395.00
Labs	\$ 205.70	\$ 95.27	\$ 408.54	\$ 324.82	\$ 392.32								\$ 1,426.65
Health Coaching Deposit	\$ -				\$ (450.00)								\$ (450.00)
Health Coaching	\$ -				\$ 450.00								\$ 450.00
													\$ -
Aurora Employer Clinic Charges Invoiced	\$ 4,757.29	\$ 4,220.16	\$ 4,661.37	\$ 4,835.72	\$ 4,629.88	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 23,104.42
Charges Avoided	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	May YTD 2019
Customary Charges	\$ 7,974.81	\$ 2,594.36	\$ 10,137.89	\$ 8,106.94	\$ 9,097.74	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 37,911.74
Additional Charges	\$ 137.52	\$ 115.97	\$ 173.95	\$ 16.63	\$ 168.93	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 613.00
Total Charges Avoided	\$ 8,112.33	\$ 2,710.33	\$ 10,311.84	\$ 8,123.57	\$ 9,266.67	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 38,524.74
Total Savings	\$ 3,355.04	\$ (1,509.83)	\$ 5,650.47	\$ 3,287.85	\$ 4,636.79	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 15,420.32
City of Manitowoc Visits	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	May YTD 2019
Provider Visit	38	12	53	40	41								184
Nurse Visit	2	3	2	-	2								9
Lab Visit	35	12	44	34	40								165
Vaccine	4	1	-	3	2								10
Total Patient Visits	79	28	99	77	85	-	-	-	-	-	-	-	368
Total Provider Visit Types	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	May YTD 2019
OFFICE/OUTPT VISIT,NEW,LEVL II	1		1		-								2
OFFICE/OUTPT VISIT,NEW,LEVL III	9	2	8	6	4								29
OFFICE/OUTPT VISIT,NEW,LEVL IV				1	1								2
OFFICE/OUTPT VISIT EST LEVEL II			3	1	-								4
OFFICE/OUTPT VISIT EST LEVEL III	24	9	36	28	26								123
OFFICE/OUTPT VISIT EST LEVEL IV	4	1	5	3	8								21
PREV EST AGE 12-17				1									1
PREV EST AGE 40-64					2								2
Grand Total	38	12	53	40	41	-	-	-	-	-	-	-	184
Total Nurse Visit Types	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	May YTD 2019
OFFICE/OUTPT VISIT EST LEVEL I	2	3	2	-	2								9
Grand Total	2	3	2	-	2	-	-	-	-	-	-	-	

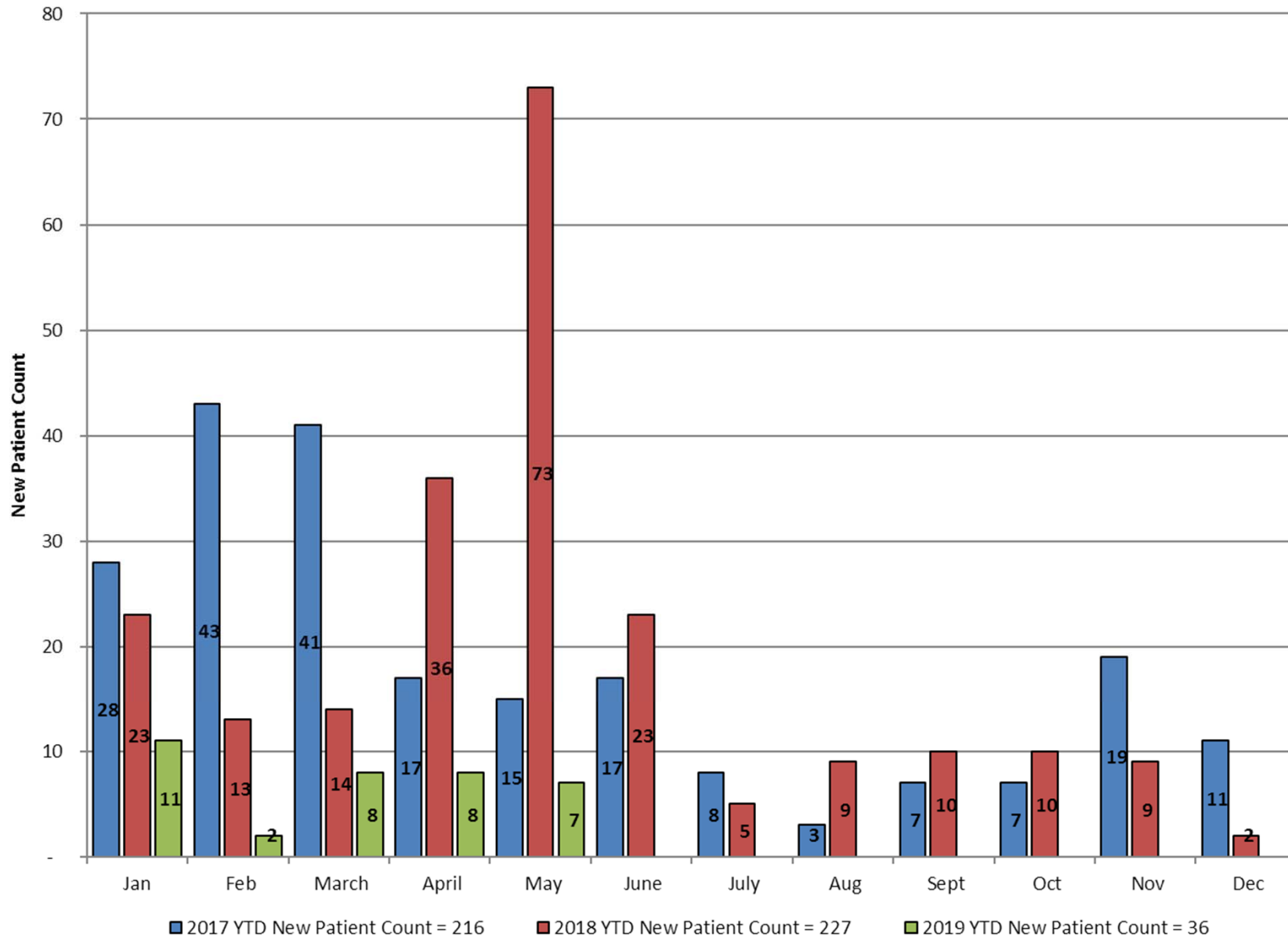
# City of Manitowoc - Invoice Summary

## Patient Services/Vaccine/Clinic Labs

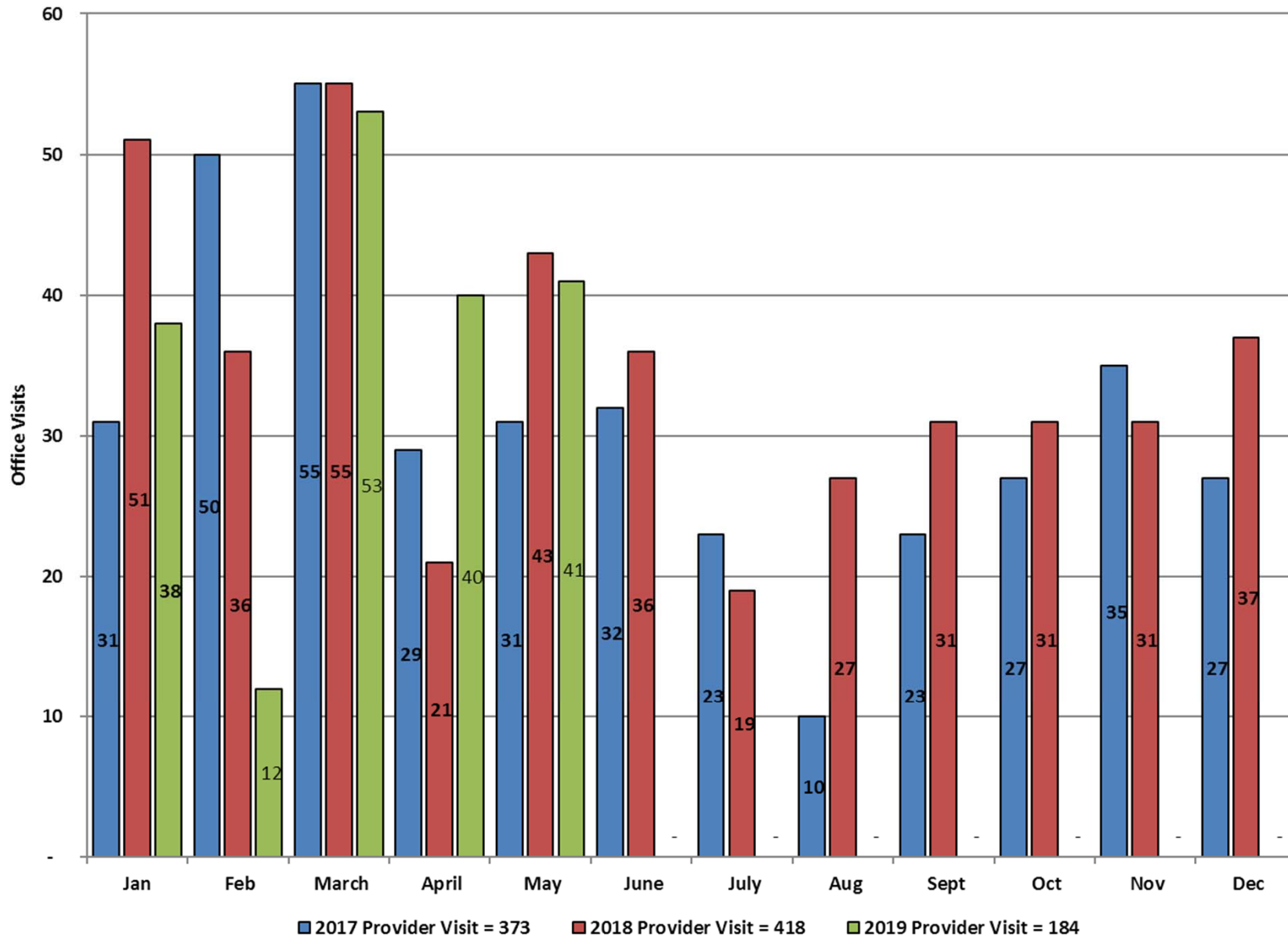
Service Month: May 2019

Patient Services					
Company		Description	Monthly Rate	Quantity/Participants	Total Monthly Fee
CITY		Monthly eligible member clinic fee	\$ 7.00	563	\$ 3,941.00
CITY		Pharmacy	\$ 100.56	1	\$ 100.56
CITY		Health Coaching	\$ 450.00	1	\$ 450.00
CITY		Health Coaching (Credit)	\$ (450.00)	1	\$ (450.00)
Vaccine					
Company	CPT code	Description	Contract Rate	Total Quantity	Total Cost
CITY	90471	IMMUNIZATION ADMIN SINGLE OR FIRST	No Charge	3	\$ -
CITY	90750	ZOSTER RECOMBINANT ADJUVANTED VACC 50 MCG IM (AKA SH	\$ 132.00	1	\$ 132.00
CITY	90714.02	TD PRES FREE VACC, 7+ YRS	\$ 25.00	1	\$ 25.00
CITY	90746	HEP B VACC ADULT 3 DOSE, IM	\$ 39.00	1	\$ 39.00
Total Clinic Vaccine					\$ 196.00
Clinic Labs					
Company	CPT Code	Test Name	Contract Rate	Sum of Quantity	Total Lab Fee
CITY	36415	OVD VENIPUNCTURE	\$ 7.82	1	\$ 7.82
CITY	80048	BPNL BASIC METABOLIC PNL	\$ 3.62	1	\$ 3.62
CITY	80053	CPNL COMP METABOLIC PNL	\$ 4.50	5	\$ 22.50
CITY	80061	LIPDPL LIPID PNL W/O REFLEX	\$ 4.01	1	\$ 4.01
CITY	80061	LIPPNL LIPID PANEL W/REFLEX + REFLEX TEST SENT TO MAIN	\$ 5.58	3	\$ 16.74
CITY	80076	LIVPNL HEPATIC FUNCTION PNL	\$ 3.46	1	\$ 3.46
CITY	82306	25VDR VIT D, 25-HYDROXY	\$ 5.73	1	\$ 5.73
CITY	82607	VB12 VITAMIN B12	\$ 5.58	1	\$ 5.58
CITY	82728	FERR FERRITIN	\$ 4.83	1	\$ 4.83
CITY	82746	FOLA FOLATE	\$ 5.58	1	\$ 5.58
CITY	82784	CELSCR Celiac SCR Over 2yr	Not on Contract	1	\$ -
CITY	83036	GLYH HEMOGLOBIN A1C	\$ 4.95	1	\$ 4.95
CITY	83516	CELSCR Celiac SCR Over 2yr	Not on Contract	1	\$ -
CITY	83540	IRONP IRON and TIBC	\$ 8.48	1	\$ 8.48
CITY	83550	IRONP IRON and TIBC	\$ 8.48	1	\$ 8.48
CITY	84443	TSHR TSH WITH REFLEX	\$ 7.75	1	\$ 7.75
CITY	85004	DIFA DIFFERENTIAL	Not on Contract	6	\$ -
CITY	85007	BMD BILL MANUAL DIFF	Not on Contract	1	\$ -
CITY	85027	CBCNO HEME PROFILE	\$ 4.92	6	\$ 29.52
CITY	86592	RPR RPR	Not on Contract	2	\$ -
CITY	86704	HCAB HEP B CORE TOTAL AB	Not on Contract	2	\$ -
CITY	86803	HCV HEP C AB	\$ 19.75	1	\$ 19.75
CITY	86900	ABRH ABO/RH(D)	Not on Contract	2	\$ -
CITY	86901	ABRH ABO/RH(D)	Not on Contract	2	\$ -
CITY	87077	AI1 AEROBIC IDENTIFICATION	\$ 21.16	1	\$ 21.16
CITY	87081	STTH CULTURE STREP GRP A	\$ 16.33	10	\$ 163.30
CITY	87389	HIVSCR HIV AG/AB COMBO SCR	\$ 24.53	2	\$ 49.06
Total Lab					\$ 392.32
					TOTAL INVOICED \$ 4,629.88
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)
Total Clinic Health Coaching Credit					\$ 532.50

## City of Manitowoc - New Patient Summary

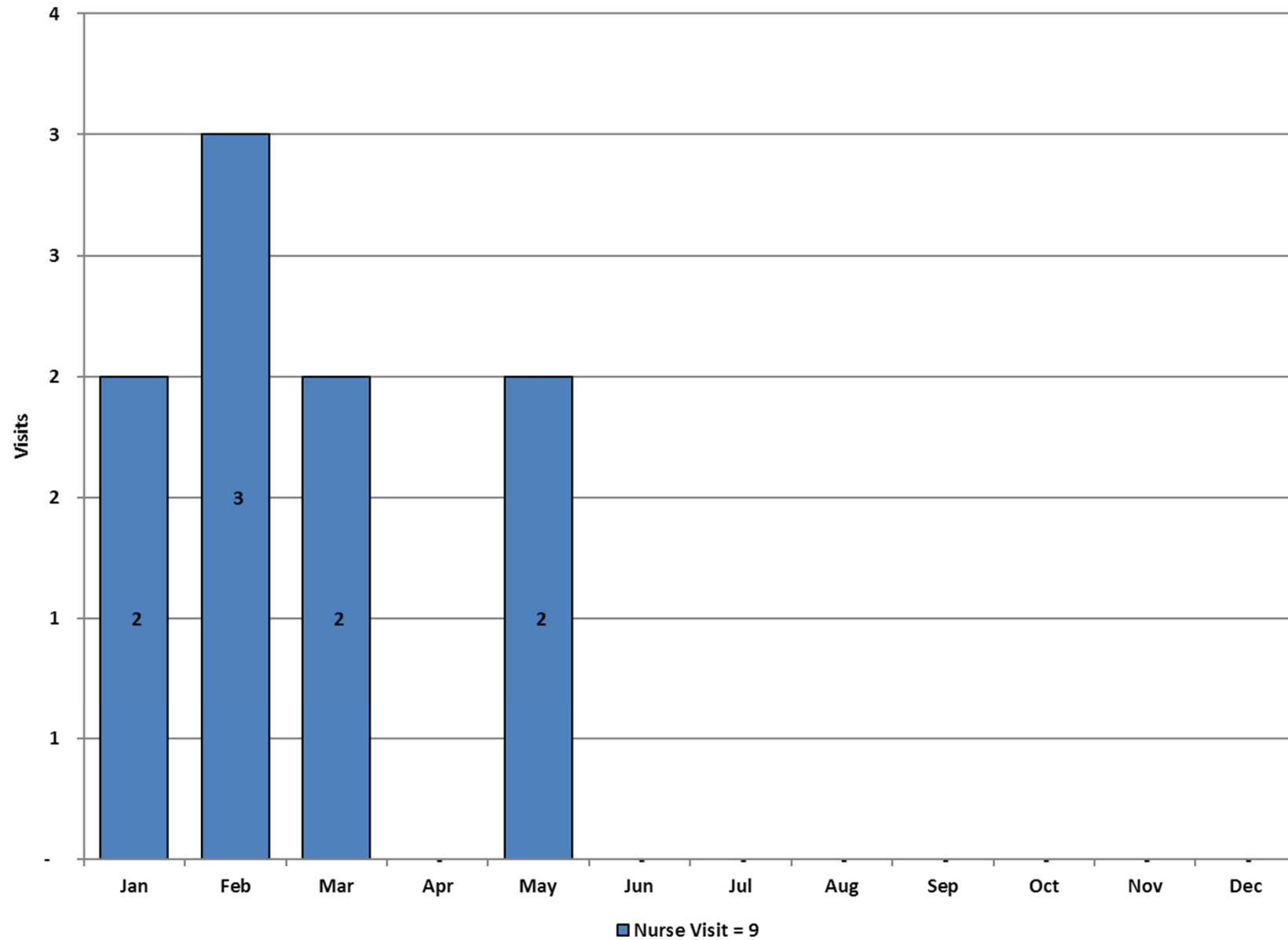


## City of Manitowoc - Provider Visits YTD Summary





## City of Manitowoc - Nurse Visits YTD Summary



# City of Manitowoc - Visits By Day Summary

Provider Visits - May 2019						
Appointment Time	Monday	Tuesday	Wednesday	Thursday	Friday	Grand Total
8 AM	1			3	3	7
9 AM		3	1	3	2	9
10 AM	2	2	1	1	1	7
11 AM			2		1	3
12 PM			1			1
1 PM					2	2
2 PM			1		1	2
3 PM		1	2			3
4 PM	1	3	1		2	7
Grand Total	4	9	9	7	12	41
		Nurse Visits - May 2019				
		Visit Type	Total			
		Nurse Visits	2			
		Grand Total	2			
		Number of Cancelled/No Show Visits - May 2019				
	Date	Cancellation	No Show	Total		
				0		
				0		
	Grand Total	0	0	0		

# City of Manitowoc - Vaccine Summary

## YTD Quantity

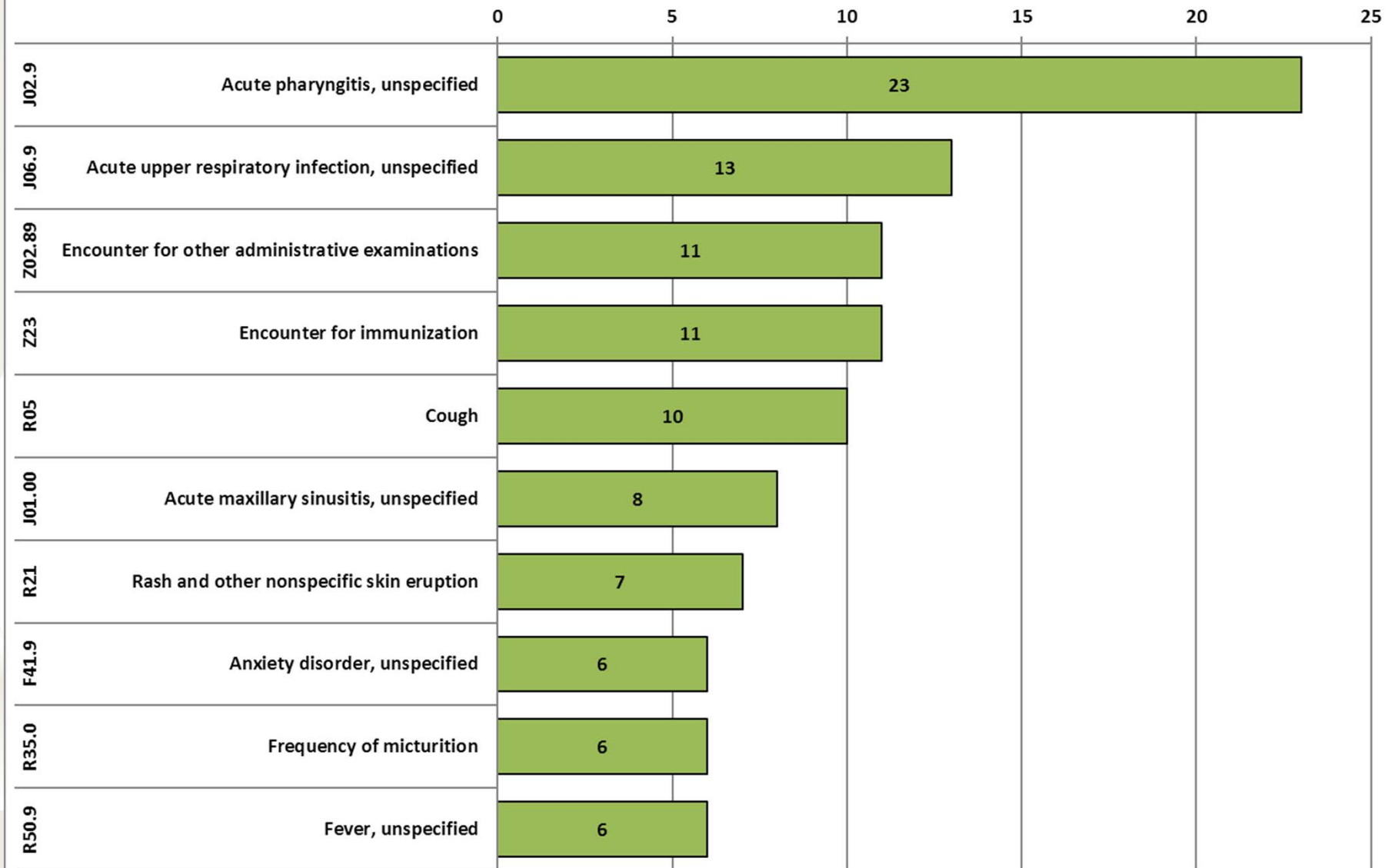
CPT Code	Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Qty
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	2	1	-		-								3
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM			-		-								-
90714.02	TD PRES FREE VACC, 7+ YRS			-	1	1								2
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	2		-	1	-								3
90750	Shingles (Zoster) Vaccine				1	-								1
90746	HEP B VACC ADULT 3 DOSE, IM			-		1								1
<b>Total</b>		<b>4</b>	<b>1</b>	<b>-</b>	<b>3</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>10</b>

## YTD Cost

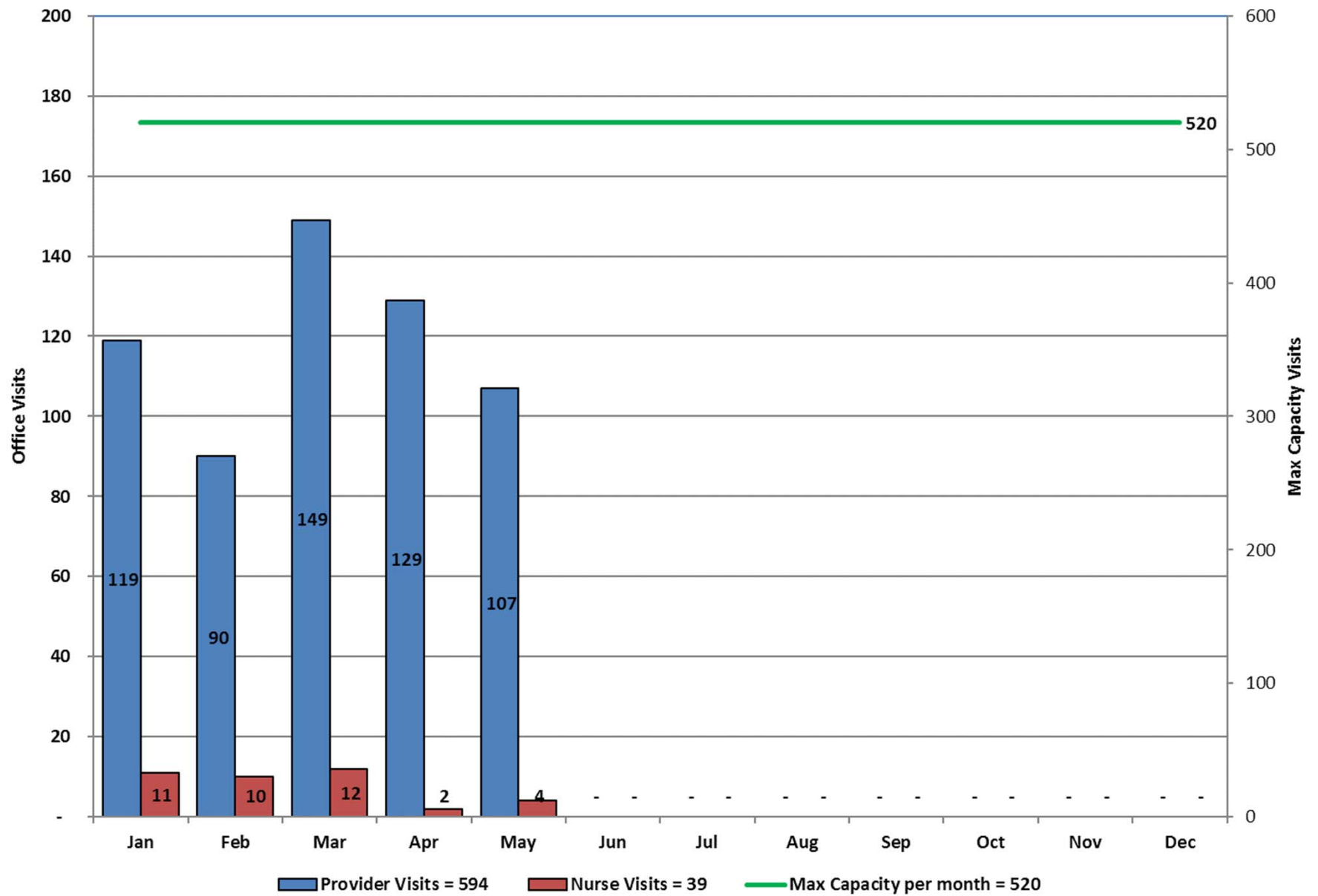
CPT Code	Description	Cost	YTD Qty	Total YTD Cost
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	\$ 19.00	3	\$ 57.00
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM	\$ 17.00	-	\$ -
90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 25.00	2	\$ 50.00
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	3	\$ 117.00
90736	Shingles (Zostavax) Vaccine	\$ 223.07	-	\$ -
90750	Shingles (Zoster) Vaccine	\$ 132.00	1	\$ 132.00
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	\$ 60.00	1	\$ 60.00
<b>Total</b>			<b>10</b>	<b>\$ 416.00</b>

## City of Manitowoc - Top Ten Diagnosis

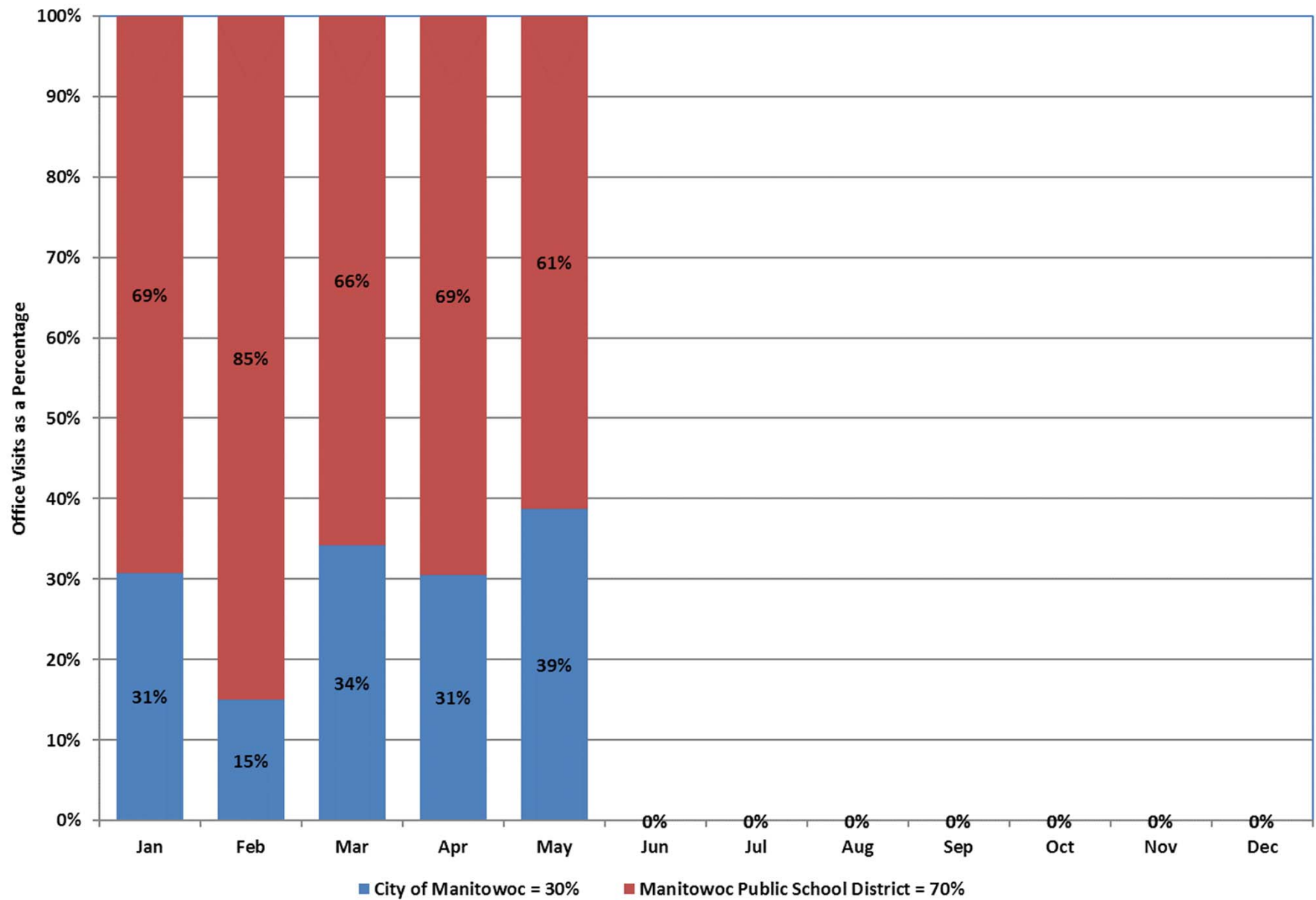
■ YTD Diagnosis



## Total Manty Health & Wellness Clinic Visits YTD



## Total Manty Health & Wellness Clinic Visits YTD Comparison

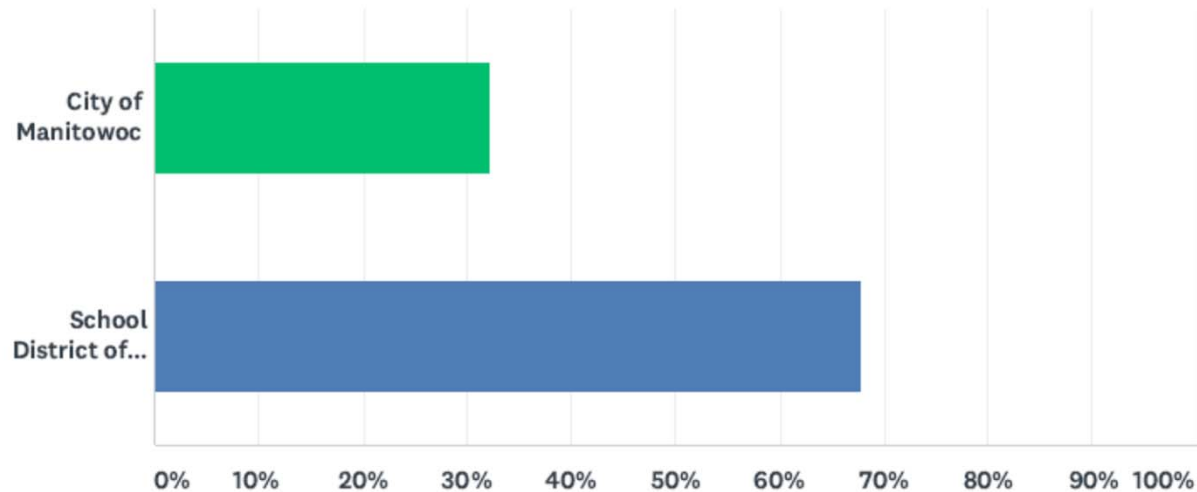


# Manty Clinic Patient Survey YTD

## 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



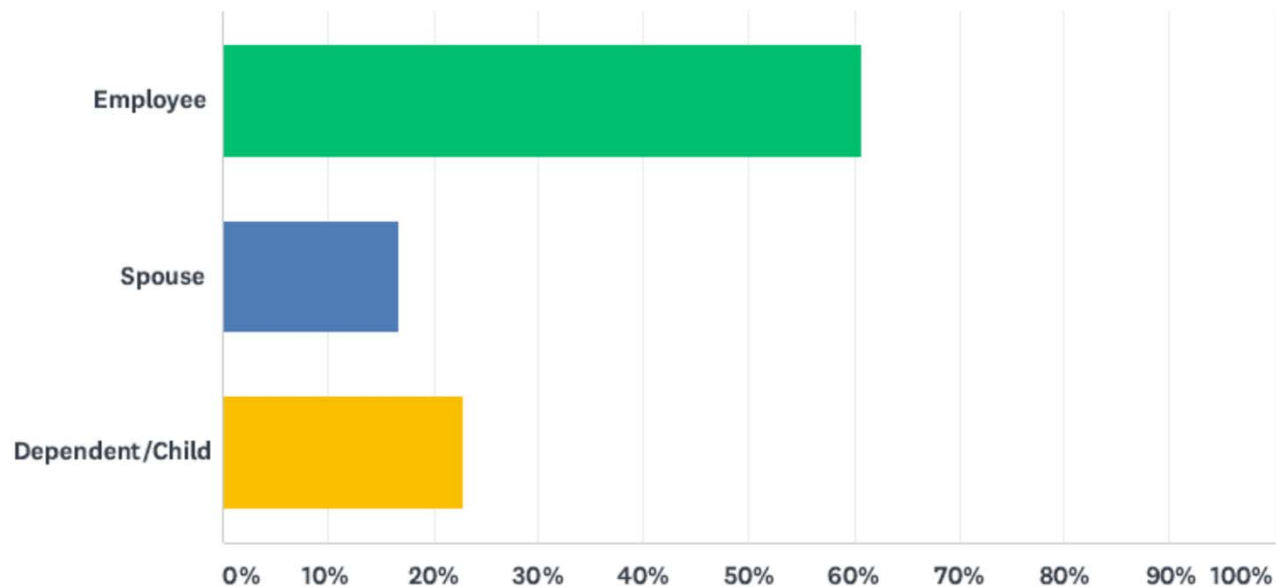
ANSWER CHOICES	RESPONSES	
City of Manitowoc	32.31%	21
School District of Manitowoc	67.69%	44
TOTAL		65

# 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

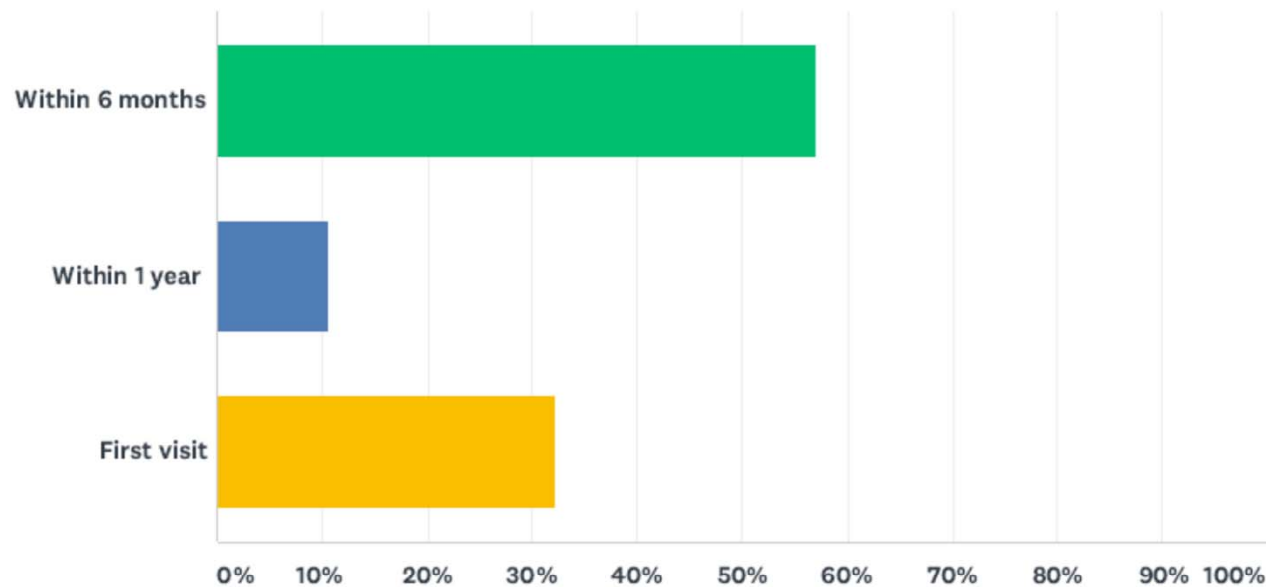


# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

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

Answered: 65 Skipped: 1



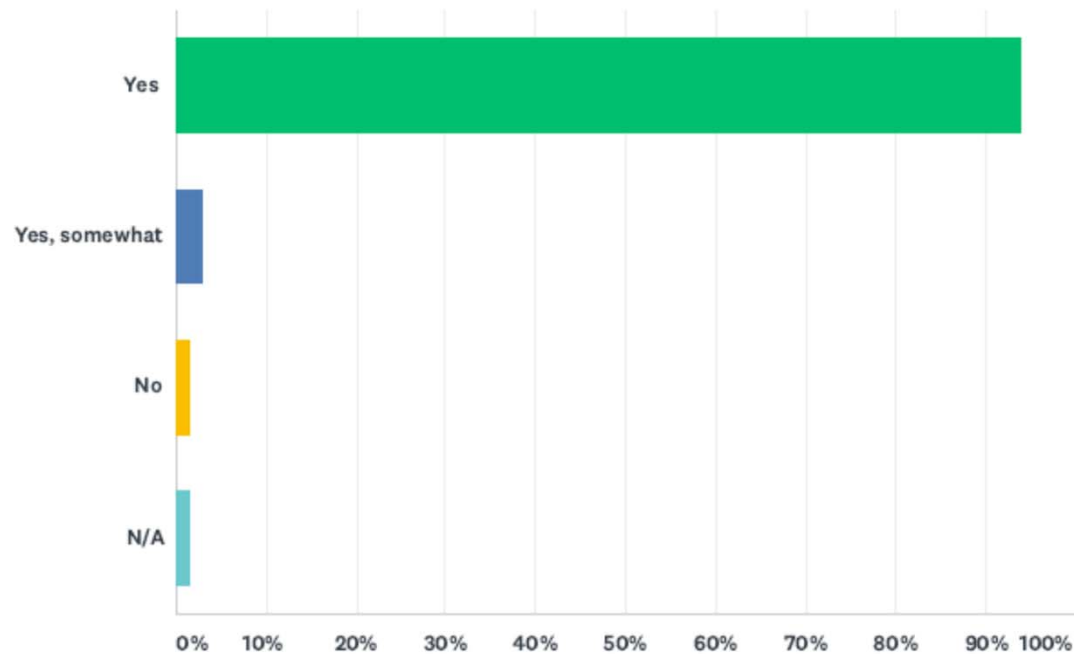
ANSWER CHOICES	RESPONSES	
Within 6 months	56.92%	37
Within 1 year	10.77%	7
First visit	32.31%	21
TOTAL		65

# 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



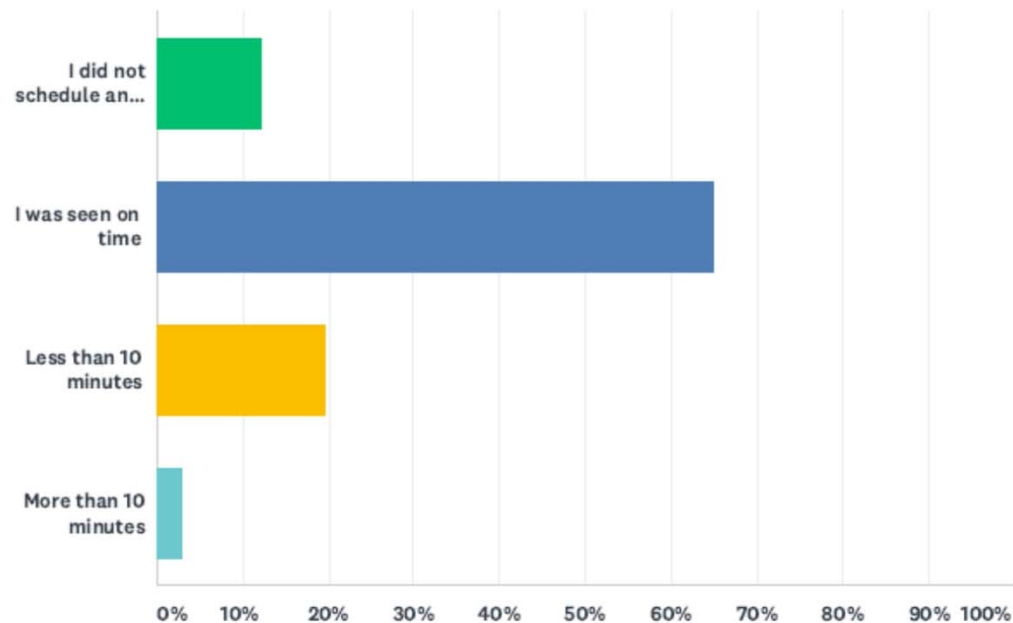
ANSWER CHOICES	RESPONSES	
Yes	93.94%	62
Yes, somewhat	3.03%	2
No	1.52%	1
N/A	1.52%	1
TOTAL		66

# 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



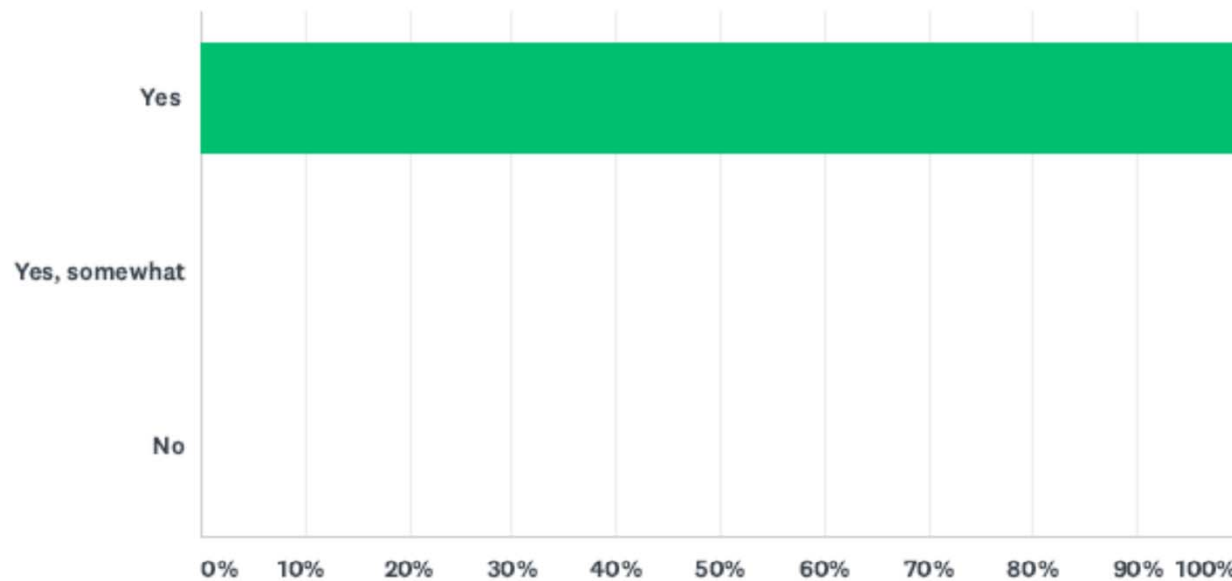
ANSWER CHOICES	RESPONSES	
I did not schedule an appointment in advance	12.12%	8
I was seen on time	65.15%	43
Less than 10 minutes	19.70%	13
More than 10 minutes	3.03%	2
TOTAL		66

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

### Q6 Was your provider friendly and courteous?

Answered: 66 Skipped: 0



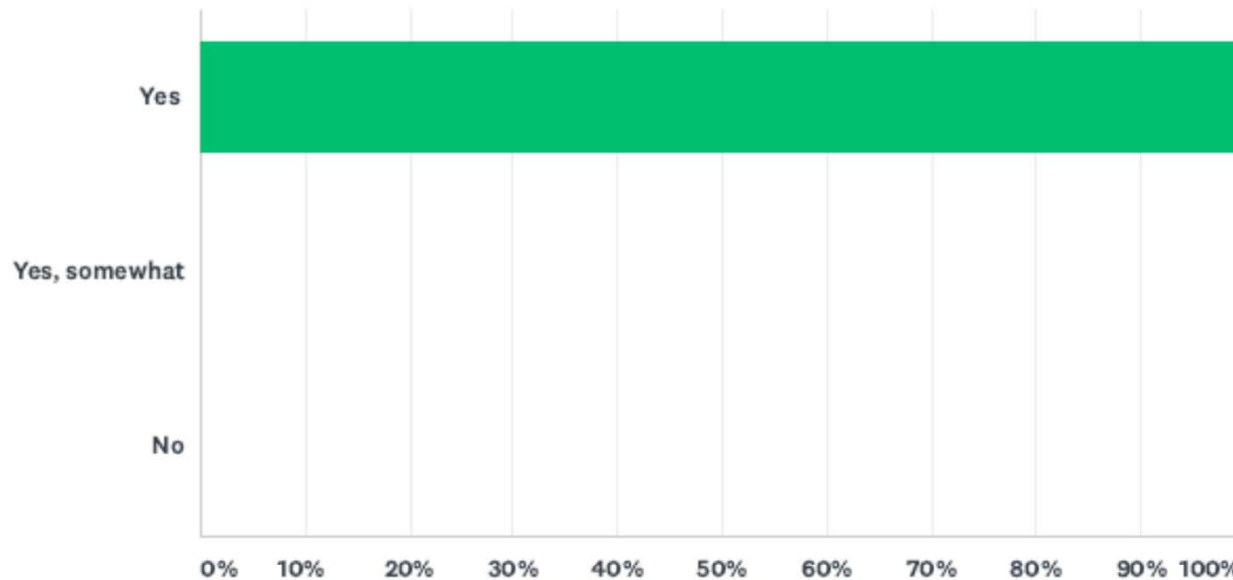
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		66

# 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



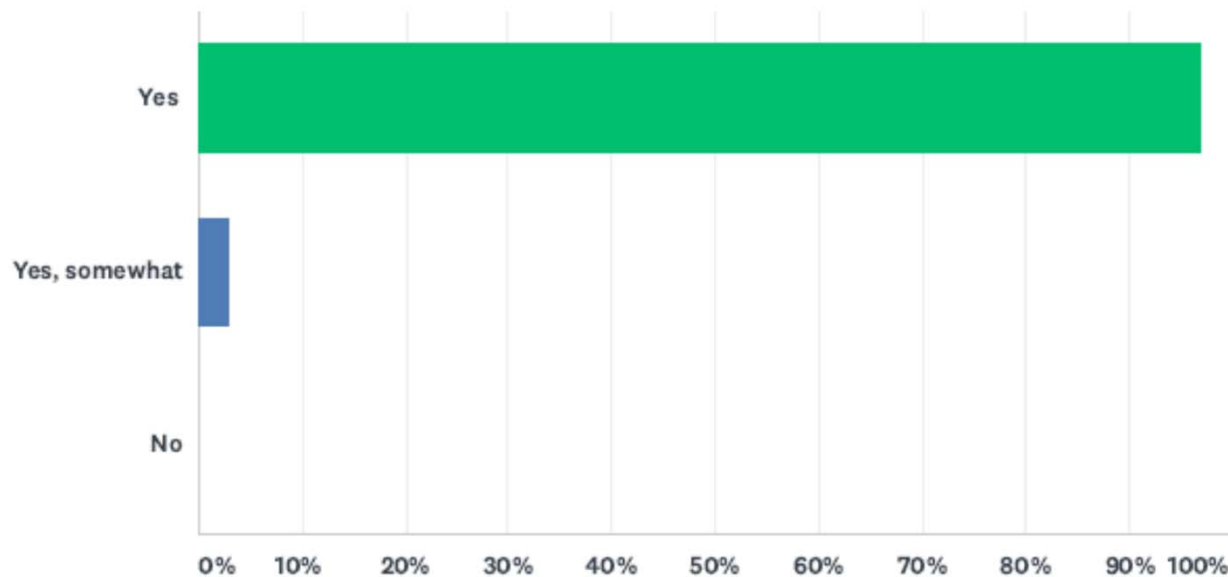
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		66

# 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



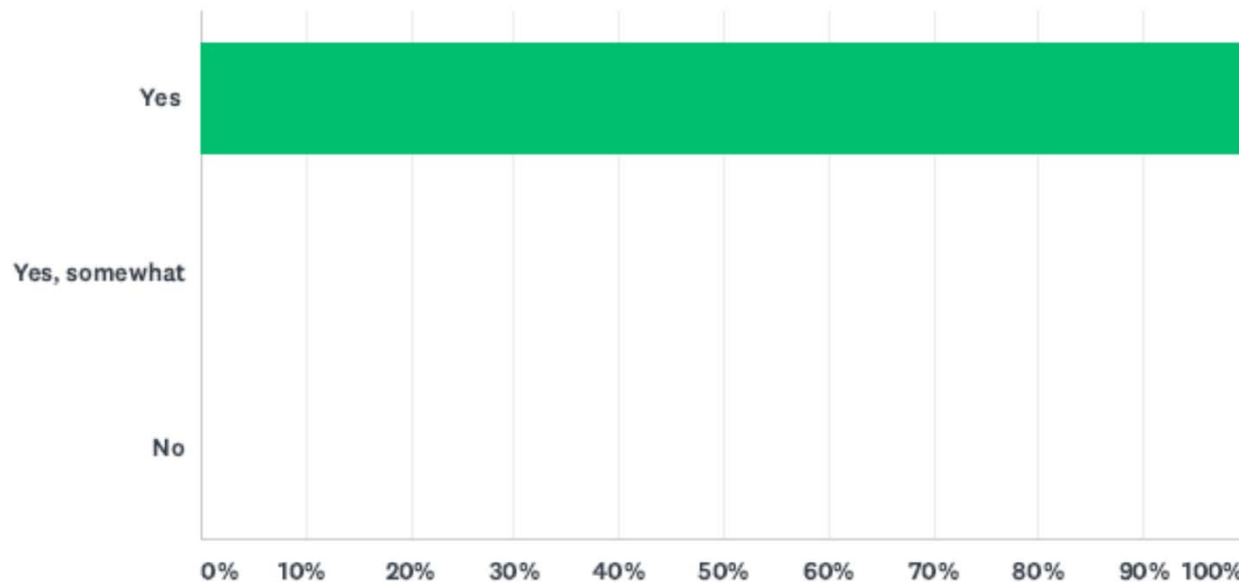
ANSWER CHOICES	RESPONSES	
Yes	96.97%	64
Yes, somewhat	3.03%	2
No	0.00%	0
TOTAL		66

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

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

Answered: 66 Skipped: 0



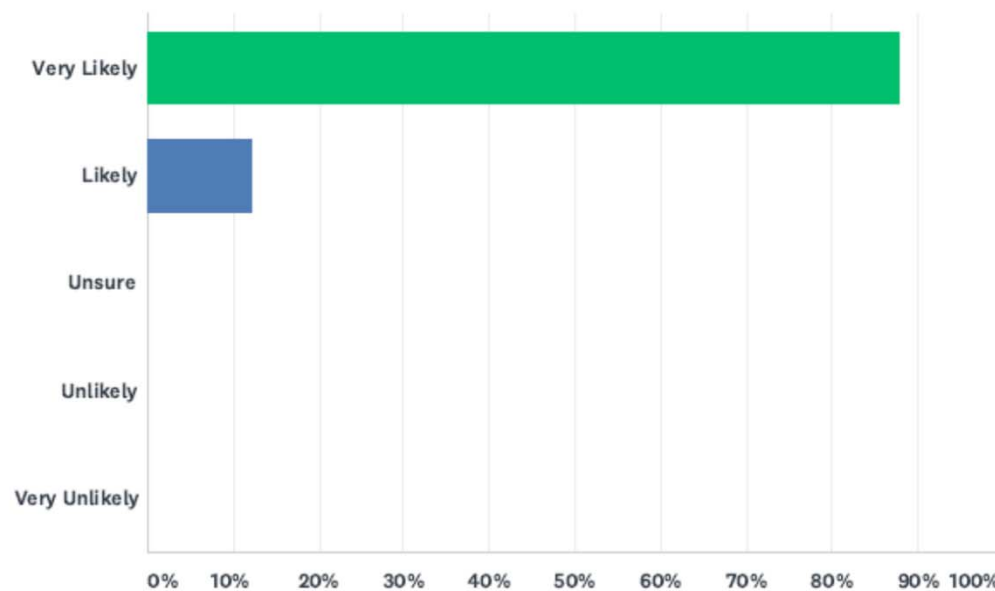
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		66

# 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
TOTAL		66

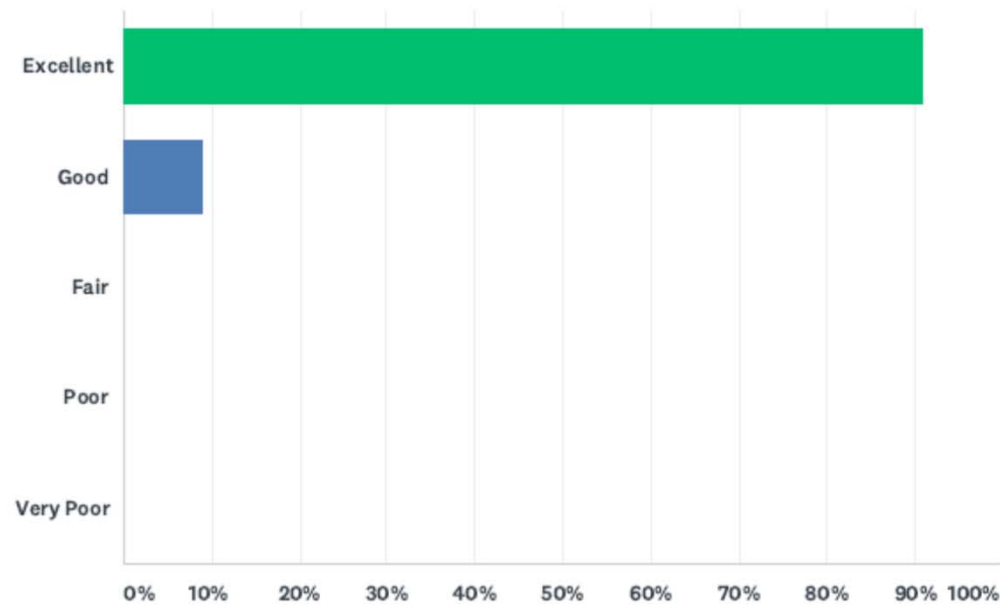


# Manty Clinic Patient Survey YTD

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
TOTAL		66

# Manty Clinic Patient Survey YTD

Manty Health and Wellness Center Experience Survey

**Q12 Please share any other comments you have below:**

Answered: 8   Skipped: 58