



# 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: September 11, 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
- Hired: Library Page (2)
- Advertising: Firefighter/Paramedic (continuous)
- Advertising: Transit Driver (continuous)
- Advertising: Seasonals
- Advertising: RWAM Guard
- Interviewing: Director of Community Development
- Interviewing: Transit Driver
- Accepted Offer: DPI Laborer (2)
- Accepted Offer: Library Page (3)

## **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.
- 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.

## **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.
- Planning a soft rollout of the Kronos system mid-October, with brief training provided during open enrollment sessions.
- 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.
- 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.
- Working to develop a new performance management and pay structure model.
- Employees will receive biometrics screening results in mid-September.
- Started receiving questions from employees currently on Central States Team Care benefits (DPW employees) due to the rising premium costs. Employees are wondering what their options are and we are researching this with our brokers.
- Working with our broker on options for 2020 plan year. Potential changes to plan design and vendors.

#### **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. 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. Plan to rollout in October
- 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 on 2020 budget.

### **Separations**

- Library Page (5)
- DPI Laborer
- Streets Laborer
- Transit Driver
- Library IT Technician
- Library Materials Manager (retirement)
- Completed exit interviews with voluntary separations/retirements

### ***Attachment***

# Aurora BayCare Manty Health and Wellness Clinic Summary

City of Manitowoc  
YTD July, 2019



*Aurora BayCare Medical Center*



Aurora Health Care®



BAYCARE CLINIC®

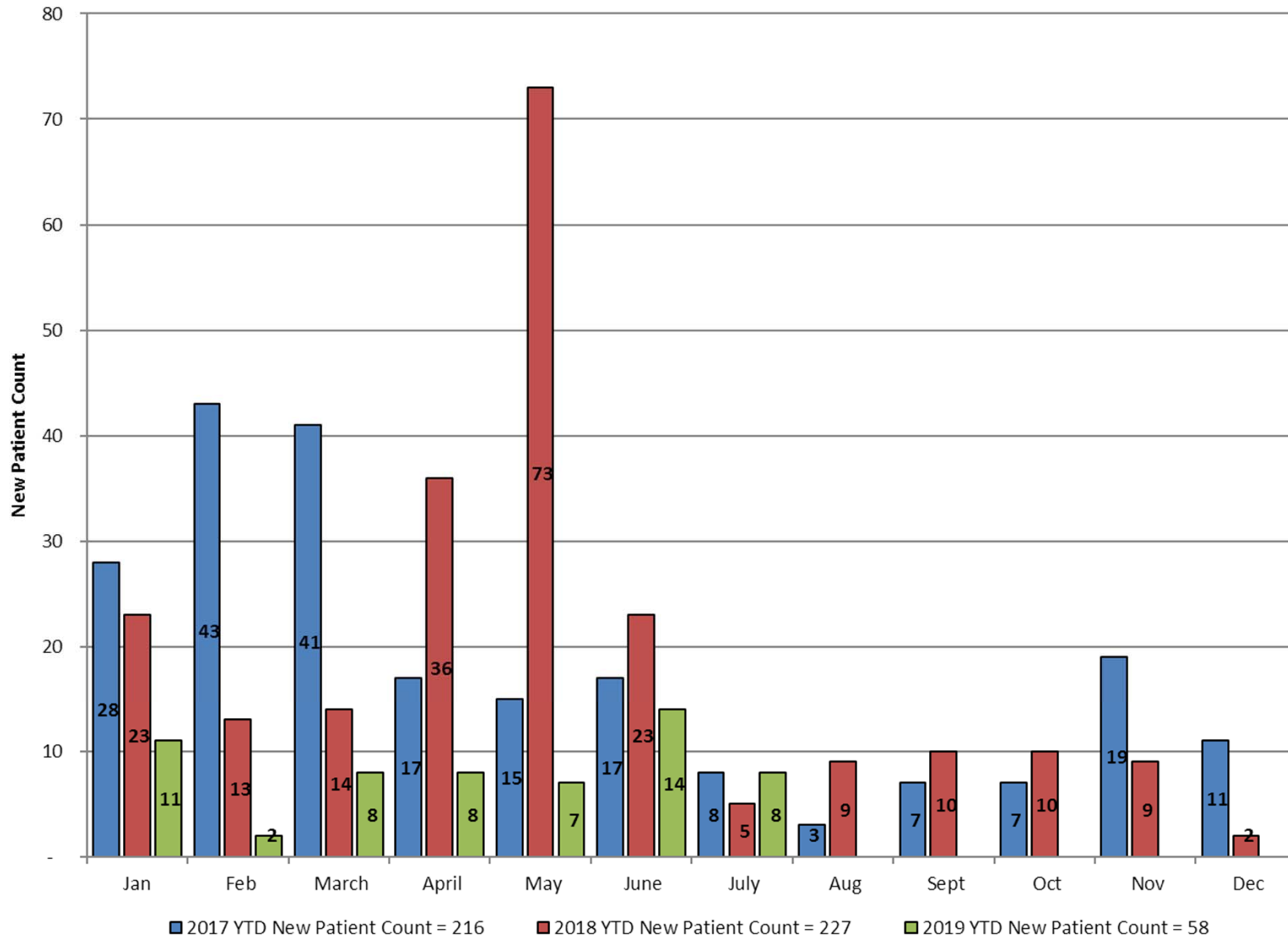
# City of Manitowoc - Overall Summary

<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>July 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						\$ 27,657.00
Pharmacy	\$ 431.59	\$ 220.89	\$ 311.83	\$ 512.90	\$ 100.56	\$ 254.41	\$ 106.04						\$ 1,938.22
Clinic Vaccine	\$ 116.00	\$ 19.00	\$ -	\$ 64.00	\$ 196.00	\$ 516.00	\$ 396.00						\$ 1,307.00
Labs	\$ 205.70	\$ 95.27	\$ 408.54	\$ 324.82	\$ 392.32	\$ 180.36	\$ 323.07						\$ 1,930.08
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>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 32,832.30</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>July 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	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 54,409.60
Additional Charges	\$ 137.52	\$ 115.97	\$ 173.95	\$ 16.63	\$ 168.93	\$ 169.64	\$ 143.06	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 925.70
<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>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 55,335.30</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>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 22,503.00</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>July YTD 2019</i>
Provider Visit	38	12	53	40	41	38	39						261
Nurse Visit	2	3	2	-	2	3	3						15
Lab Visit	35	12	44	34	40	20	39						224
Vaccine	4	1	-	3	2	5	3						18
<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>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>518</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>July YTD 2019</i>
OFFICE/OUTPT VISIT,NEW,LEVL II	1		1		-		1						3
OFFICE/OUTPT VISIT,NEW,LEVL III	9	2	8	6	4	13	2						44
OFFICE/OUTPT VISIT,NEW,LEVL IV				1	1								2
OFFICE/OUTPT VISIT EST LEVEL II			3	1	-	2	1						7
OFFICE/OUTPT VISIT EST LEVEL III	24	9	36	28	26	20	29						172
OFFICE/OUTPT VISIT EST LEVEL IV	4	1	5	3	8		3						24
PREV NEW AGE 05-11						1							1
PREV EST AGE 05-11						1							1
PREV EST AGE 12-17				1			2						3
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>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>261</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>July YTD 2019</i>
OFFICE/OUTPT VISIT EST LEVEL I	2	3	2	-	2	3	3						15
<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>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>15</b>

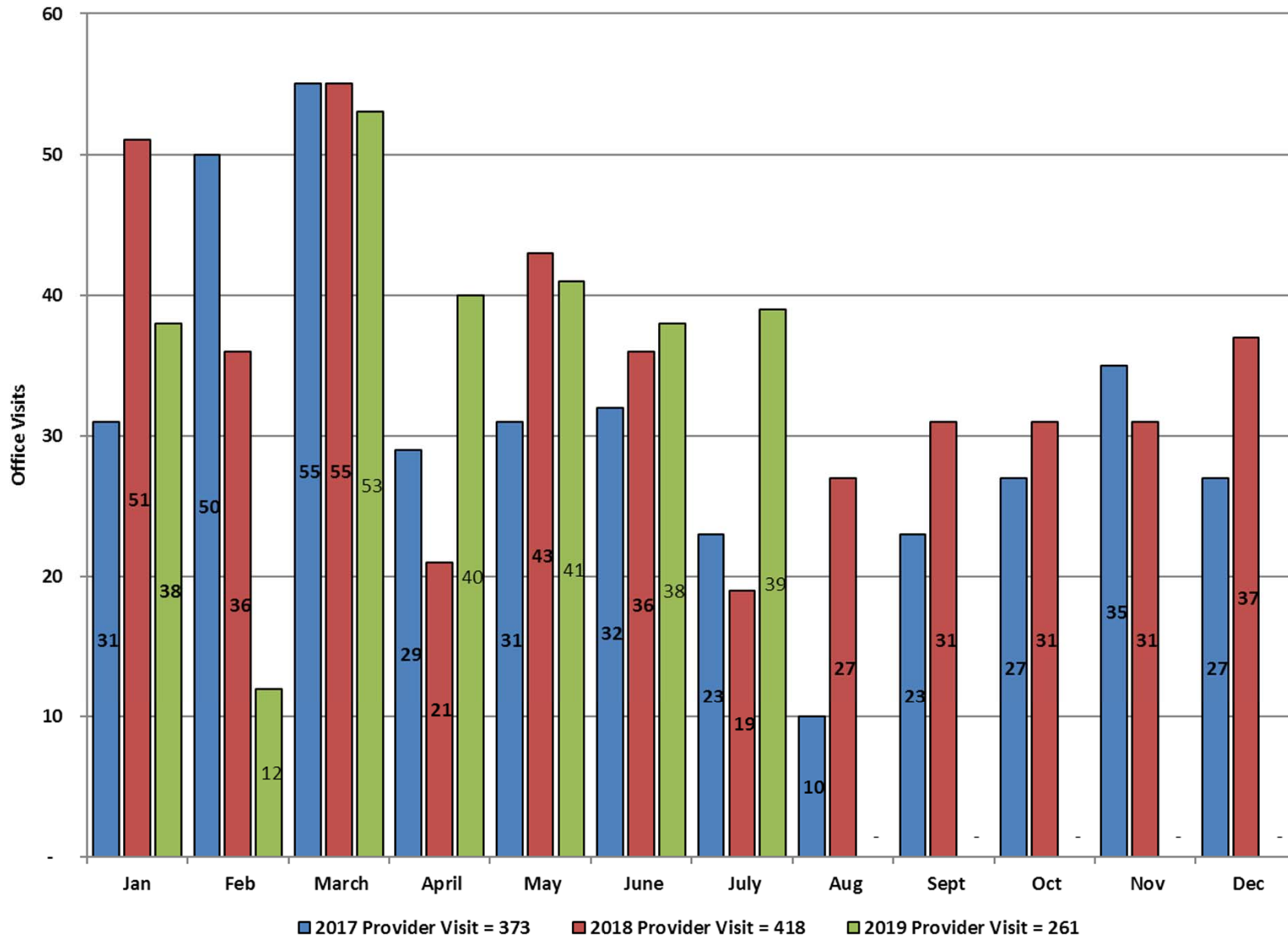
**City of Manitowoc - Invoice Summary**  
**Patient Services/Vaccine/Clinic Labs**  
**Service Month: July 2019**

Patient Services					
Company		Description	Monthly Rate	Quantity/Participants	Total Monthly Fee
CITY		Monthly eligible member clinic fee	\$ 7.00	575	\$ 4,025.00
CITY		Pharmacy	\$ 106.04	1	\$ 106.04
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	3	\$ -
CITY	90750	ZOSTER RECOMBINANT ADJUVANTED VACC 50 MCG IM (AKA SH	\$ 132.00	3	\$ 396.00
Total Clinic Vaccine					\$ 396.00
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	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	4	\$ 22.32
CITY	81001	COMCS COMP.UA, C/S IF IND.	\$ 4.84	2	\$ 9.68
CITY	82150	AMY AMYLASE	\$ 11.18	1	\$ 11.18
CITY	83036	GLYH HEMOGLOBIN A1C	\$ 4.95	1	\$ 4.95
CITY	83690	LIPA LIPASE	\$ 4.83	1	\$ 4.83
CITY	84153	PSA PROSTATE SPECIFIC AG	\$ 11.95	1	\$ 11.95
CITY	84439	FT4 FREE T4	\$ 4.83	1	\$ 4.83
CITY	84443	TSH TSH	\$ 4.83	1	\$ 4.83
CITY	85004	DIFA DIFFERENTIAL	Not on Contract	4	\$ -
CITY	85027	CBCNO HEME PROFILE	\$ 4.92	4	\$ 19.68
CITY	85610	PTINR PROTHROMBIN TIME	\$ 3.93	1	\$ 3.93
CITY	85730	APTT PTT	Not on Contract	1	\$ -
CITY	86592	RPR RPR	Not on Contract	1	\$ -
CITY	86704	HCAB HEP B CORE TOTAL AB	Not on Contract	1	\$ -
CITY	86900	ABRH ABO/RH(D)	Not on Contract	1	\$ -
CITY	86901	ABRH ABO/RH(D)	Not on Contract	1	\$ -
CITY	87070	ROCS AEROBIC CULTURE/SMR	\$ 17.55	1	\$ 17.55
CITY	87077	AI1 AEROBIC IDENTIFICATION	\$ 21.16	1	\$ 21.16
CITY	87081	STTH CULTURE STREP GRP A	\$ 16.33	2	\$ 32.66
CITY	87086	URC URINE CULTURE	\$ 15.24	3	\$ 45.72
CITY	87088	UPI URINE PRESUMPTIVE ID	\$ 13.77	1	\$ 13.77
CITY	87186	ZZ00 SUSCEPTIBILITY	Not on Contract	1	\$ -
CITY	87205	ROCS AEROBIC CULTURE/SMR	\$ 17.55	1	\$ 17.55
CITY	87210	WM1 WET MOUNT	\$ 8.81	2	\$ 17.62
CITY	87389	HIVSCR HIV AG/AB COMBO SCR	\$ 24.53	1	\$ 24.53
CITY	87491	CTPT CHLAMYDIA NAA	Not on Contract	1	\$ -
CITY	87591	NGPT GC NAA	Not on Contract	1	\$ -
Total Lab					\$ 323.07
TOTAL INVOICED					\$ 4,850.11
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

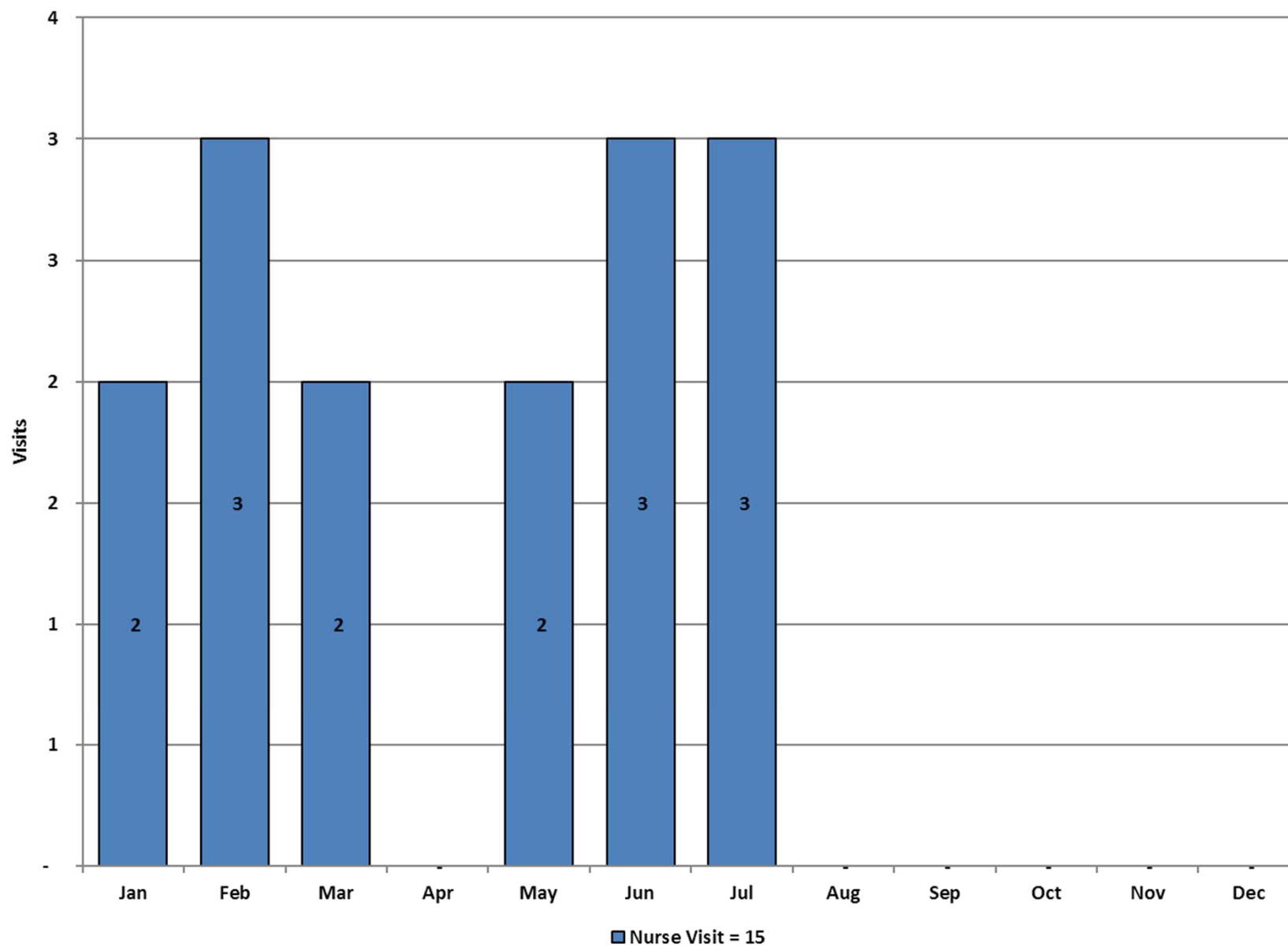


## City of Manitowoc - Provider Visits YTD Summary





## City of Manitowoc - Nurse Visits YTD Summary



Provider Visits - July 2019						
Appointment Time	Monday	Tuesday	Wednesday	Thursday	Friday	Grand Total
8 AM	3	1			1	5
9 AM	2	1				3
10 AM	1	2		1	1	5
11 AM		3	2	1		6
1 PM	5	1	3		1	10
2 PM		2	1	1	1	5
3 PM	1	1	2			4
4 PM			1			1
Grand Total	12	11	9	3	4	39
		Nurse Visits - July 2019				
		Visit Type	Total			
		Nurse Visits	3			
		Grand Total	3			
	Number of Cancelled/No Show Visits - July 2019					
	Date	Cancellation	No Show	Total		
	7/3/2019	2		2		
	7/11/2019		1	1		
	7/17/2019		1	1		
	7/18/2019	1		1		
	7/30/2019		1	1		
	7/31/2019	1	1	2		
	Grand Total	4	4	8		

# City of Manitowoc - Vaccine Summary

## YTD Quantity

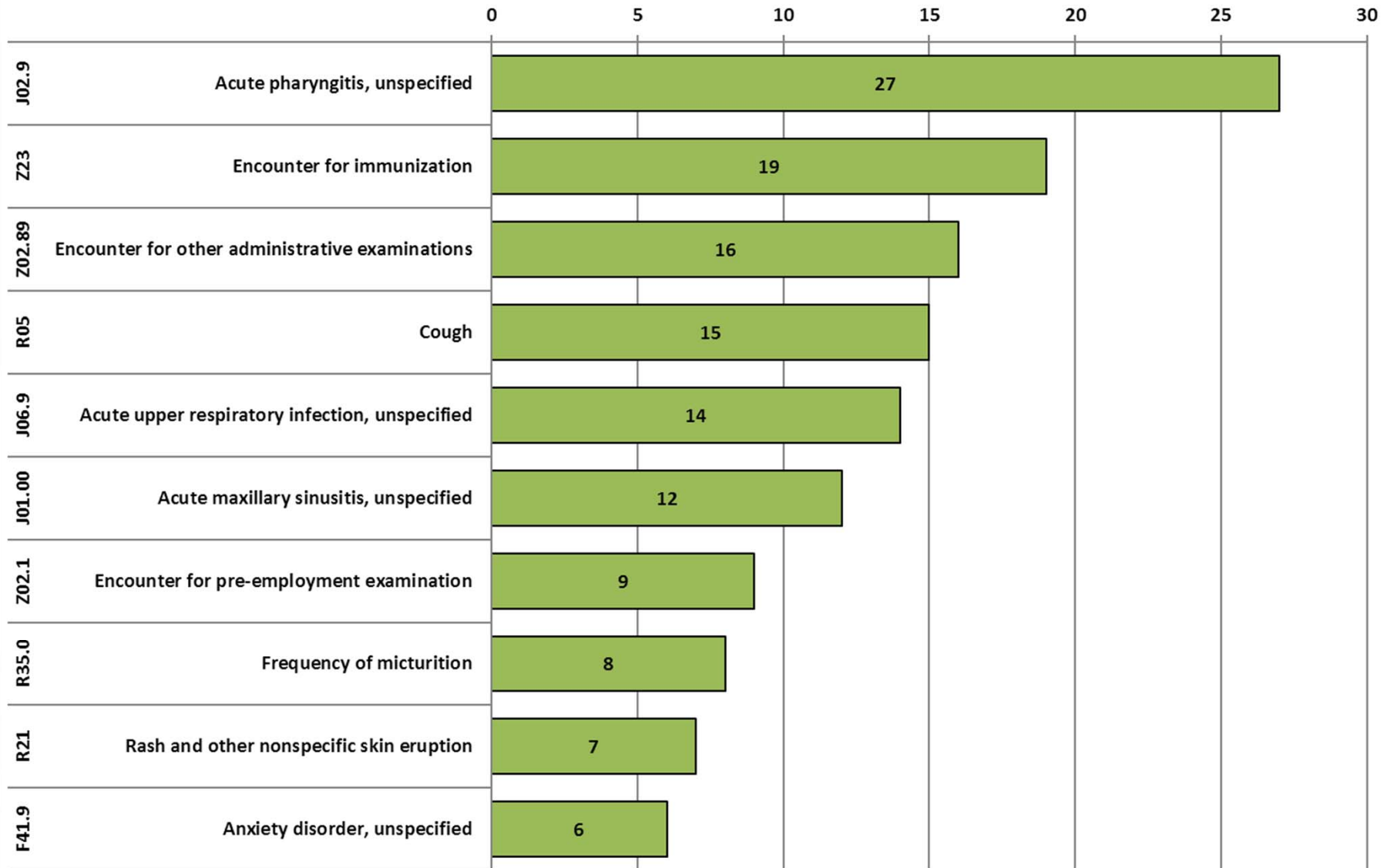
CPT Code	Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Qty
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACC, IM	2	1	-		-								3
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM			-		-								-
90714.02	TD PRES FREE VACC, 7+ YRS			-	1	1								2
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	2		-	1	-	1							4
90750	Shingles (Zoster) Vaccine				1	-	3	3						7
90746	HEP B VACC ADULT 3 DOSE, IM			-		1	1							2
<b>Total</b>		<b>4</b>	<b>1</b>	<b>-</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>18</b>

## YTD Cost

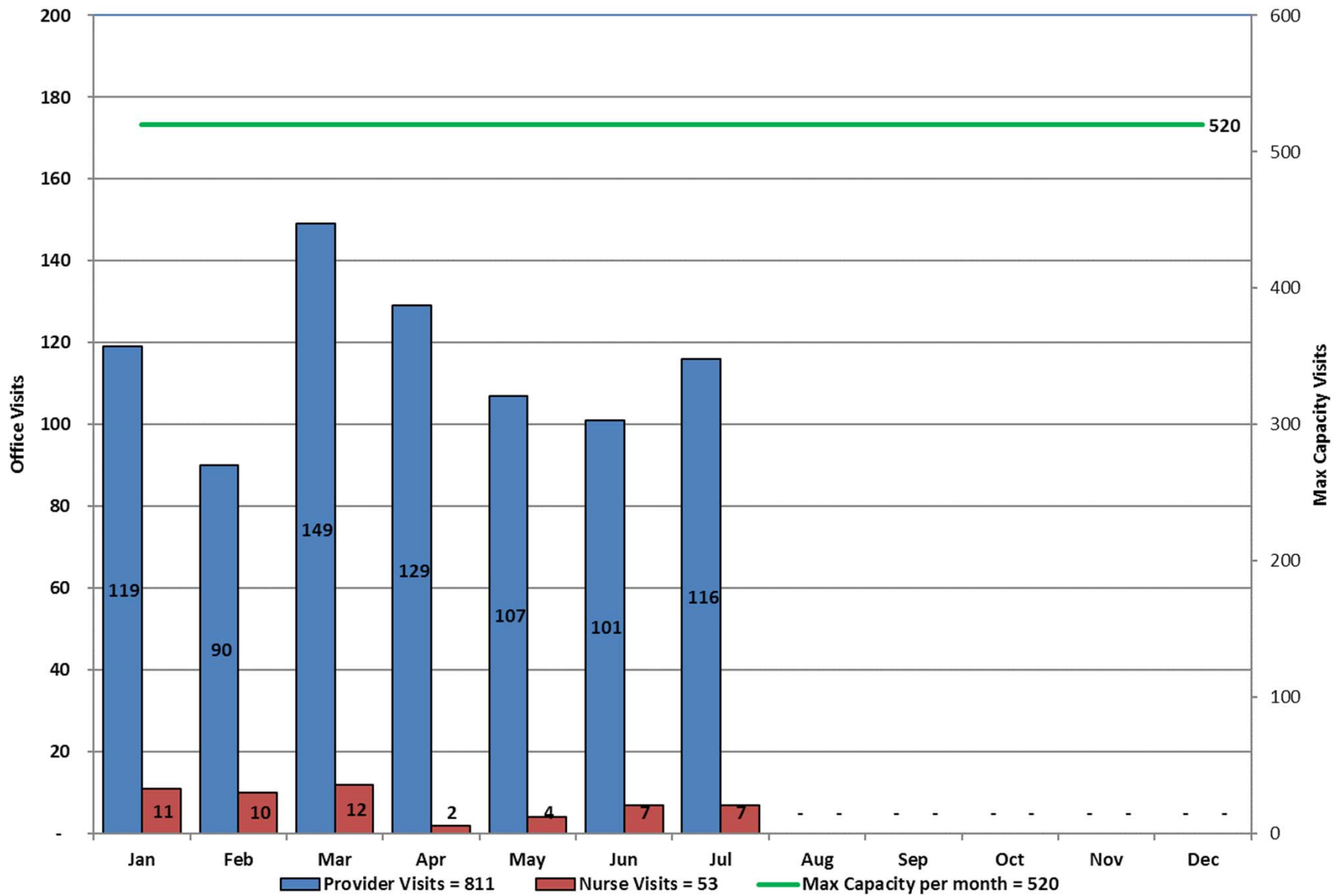
CPT Code	Description	Cost	YTD Qty	Total YTD Cost
90686	INFLUENZA QUADRIVALENT SPLIT PRES FREE 0.5 ML VACCINE	\$ 19.00	3	\$ 57.00
90688	INFLUENZA QUADRIVALENT SPLIT 0.5 ML VACC, IM	\$ 17.00	-	\$ -
90714.02	TD 7 YRS+ PRESERVATIVE FREE	\$ 25.00	2	\$ 50.00
90715	TETANUS/DIPHTHERIA/ACELLULAR PERTUSSIS	\$ 39.00	4	\$ 156.00
90736	Shingles (Zostavax) Vaccine	\$ 223.07	-	\$ -
90750	Shingles (Zoster) Vaccine	\$ 132.00	7	\$ 924.00
90746	HEPATITIS B VACCINE ADULT IM 3 DOSE SCHEDULE	\$ 60.00	2	\$ 120.00
<b>Total</b>			<b>18</b>	<b>\$ 1,307.00</b>

## City of Manitowoc - Top Ten Diagnosis

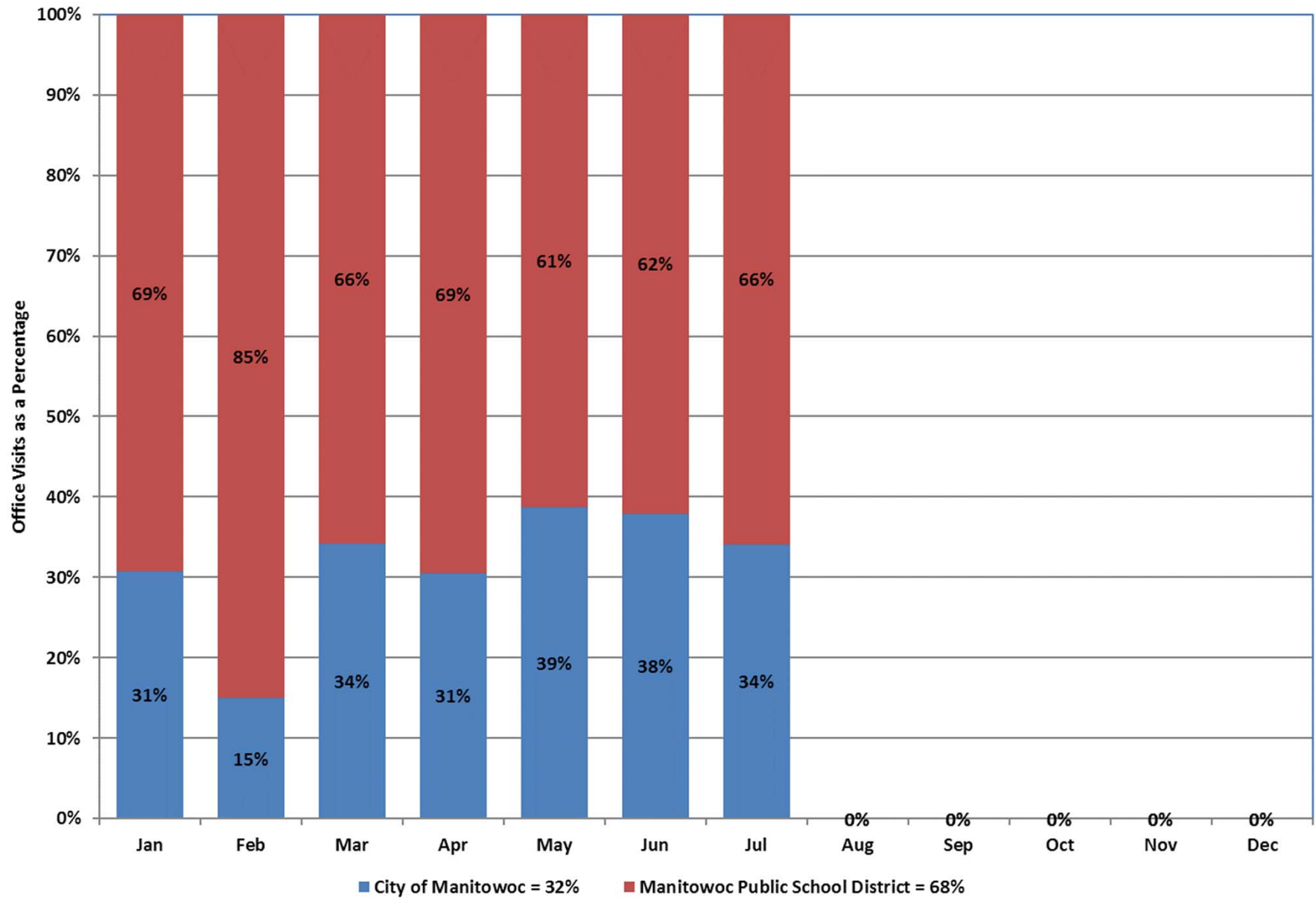
■ YTD Diagnosis



## Total Manty Health & Wellness Clinic Visits YTD



## Total Manty Health & Wellness Clinic Visits YTD Comparison

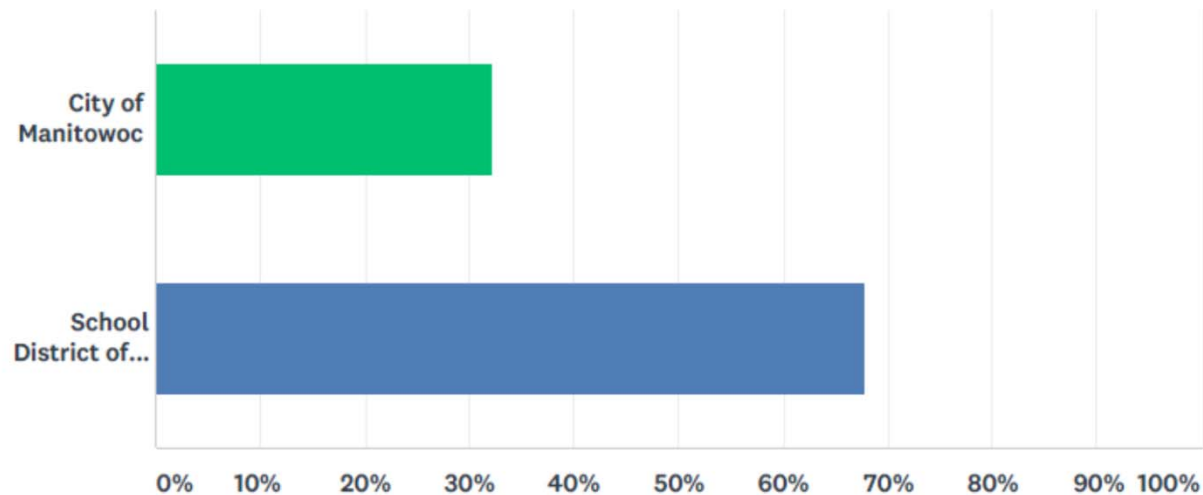


# Manty Clinic Patient Survey YTD

## 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



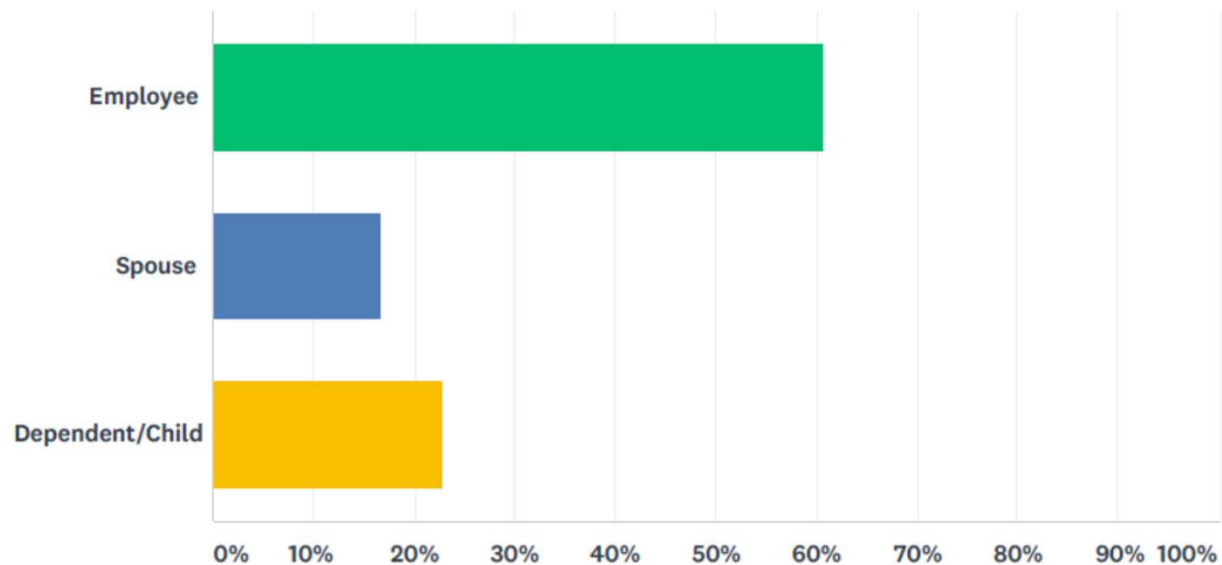
ANSWER CHOICES	RESPONSES	
City of Manitowoc	32.31%	21
School District of Manitowoc	67.69%	44
TOTAL		65

# 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

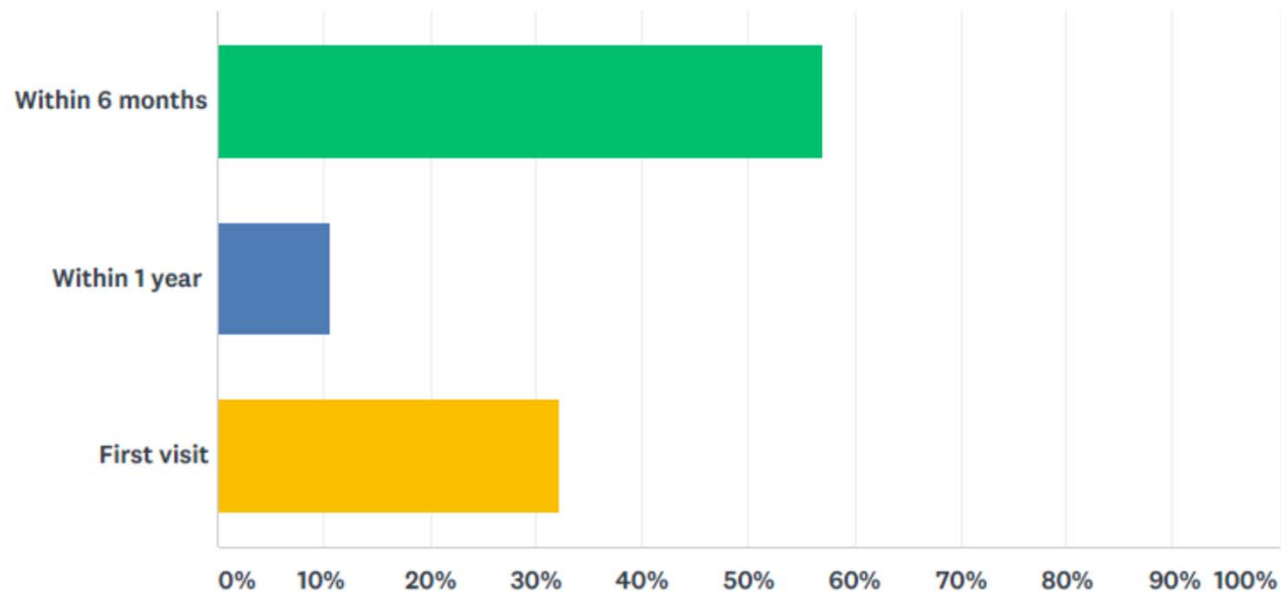


# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

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

Answered: 65 Skipped: 1



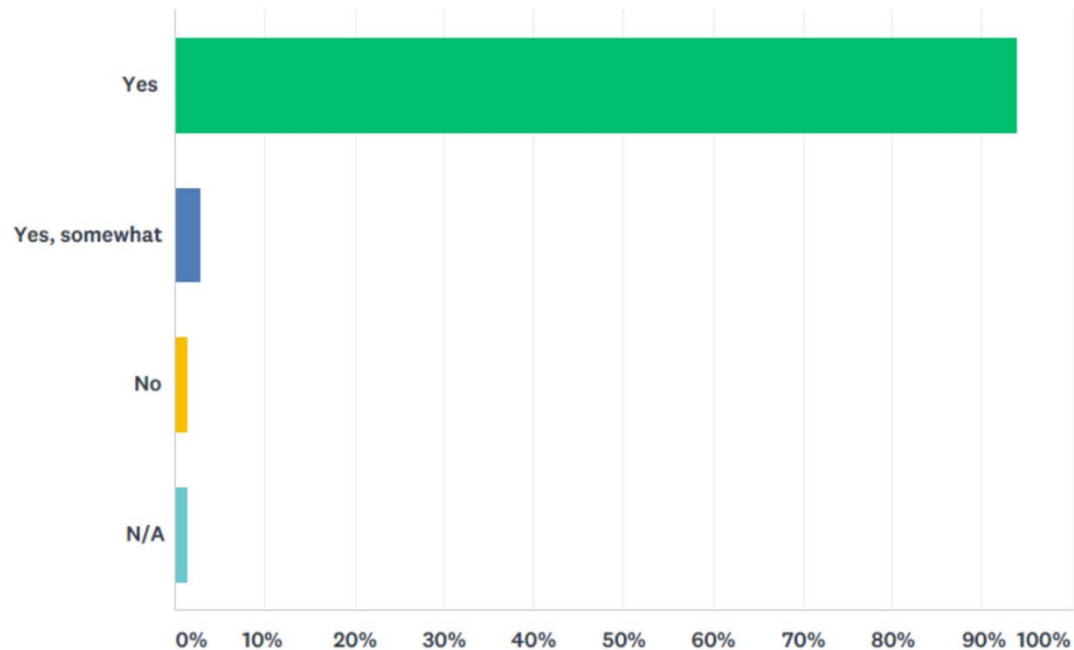
ANSWER CHOICES	RESPONSES	
Within 6 months	56.92%	37
Within 1 year	10.77%	7
First visit	32.31%	21
TOTAL		65

# 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



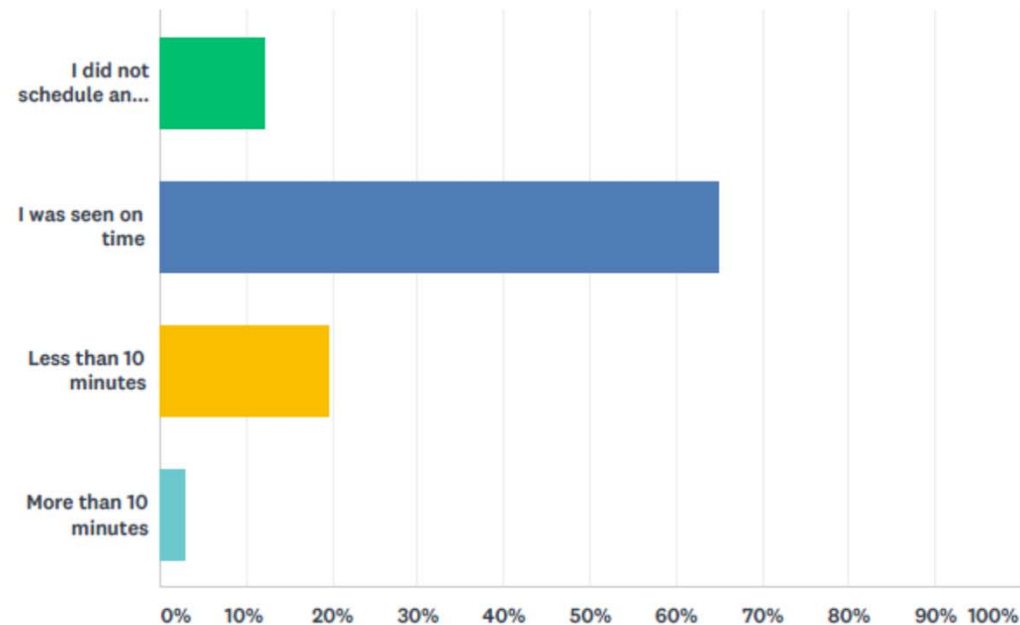
ANSWER CHOICES	RESPONSES	
Yes	93.94%	62
Yes, somewhat	3.03%	2
No	1.52%	1
N/A	1.52%	1
TOTAL		66

# 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



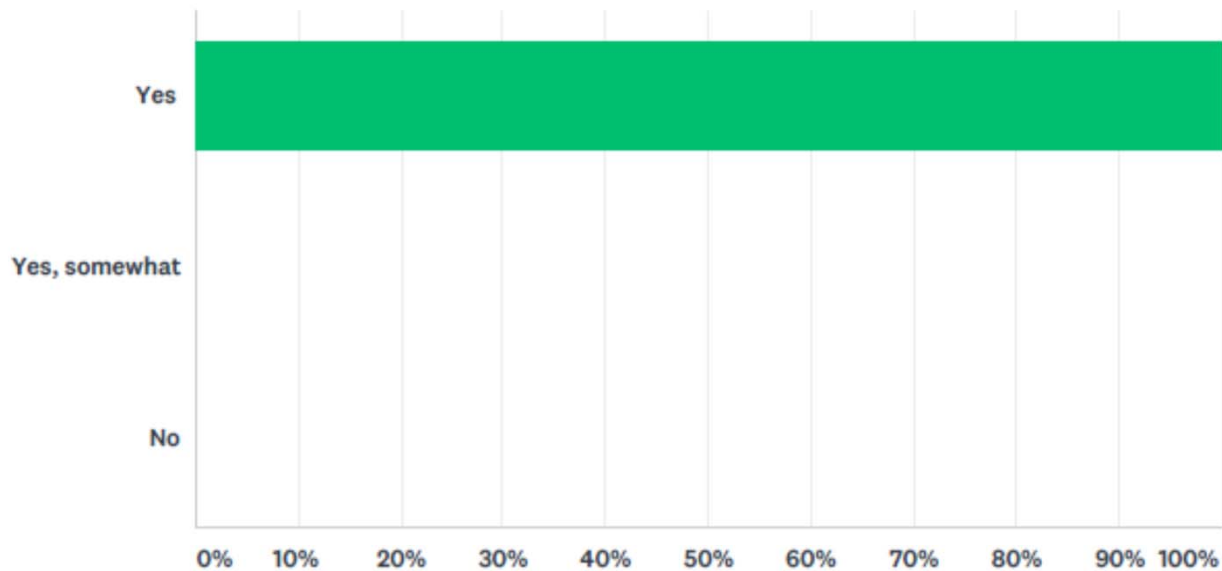
ANSWER CHOICES	RESPONSES	
I did not schedule an appointment in advance	12.12%	8
I was seen on time	65.15%	43
Less than 10 minutes	19.70%	13
More than 10 minutes	3.03%	2
TOTAL		66

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

### Q6 Was your provider friendly and courteous?

Answered: 66 Skipped: 0



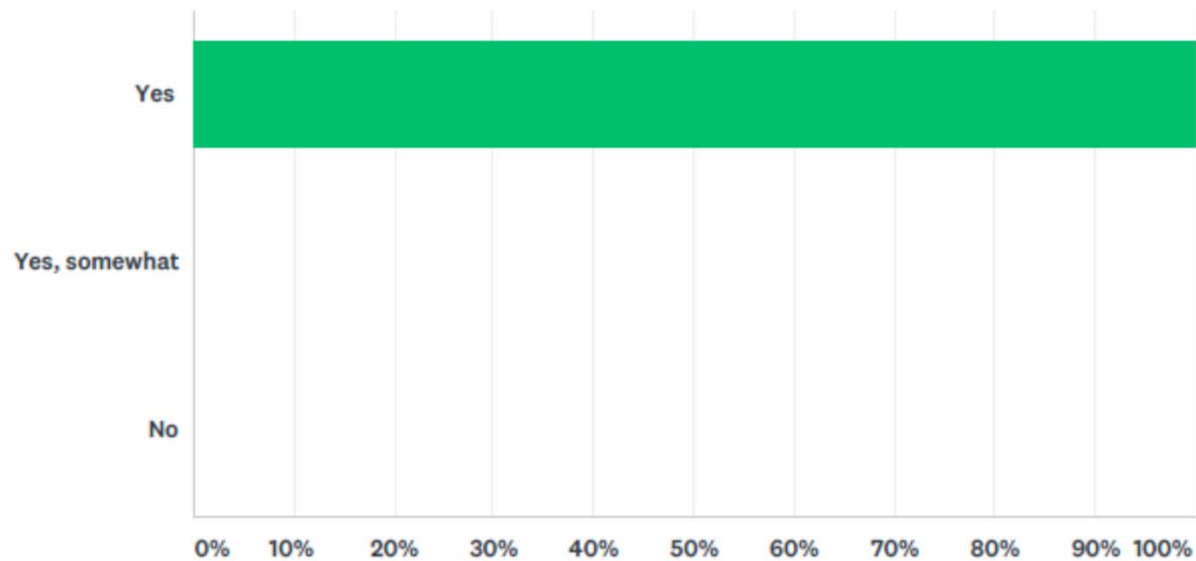
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		66

# 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



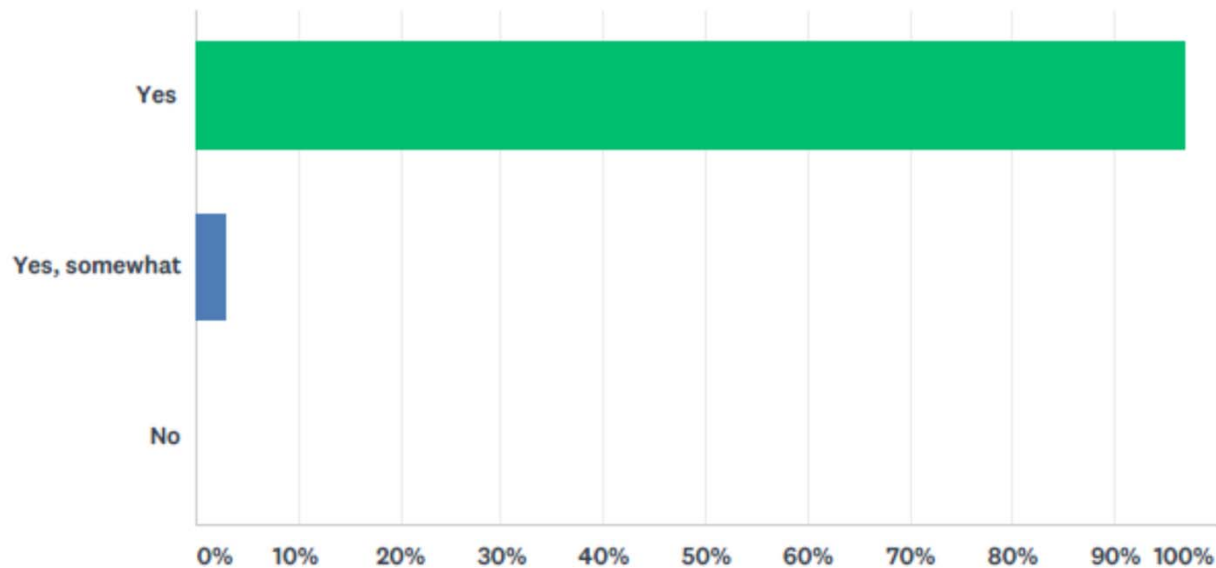
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		66

# 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



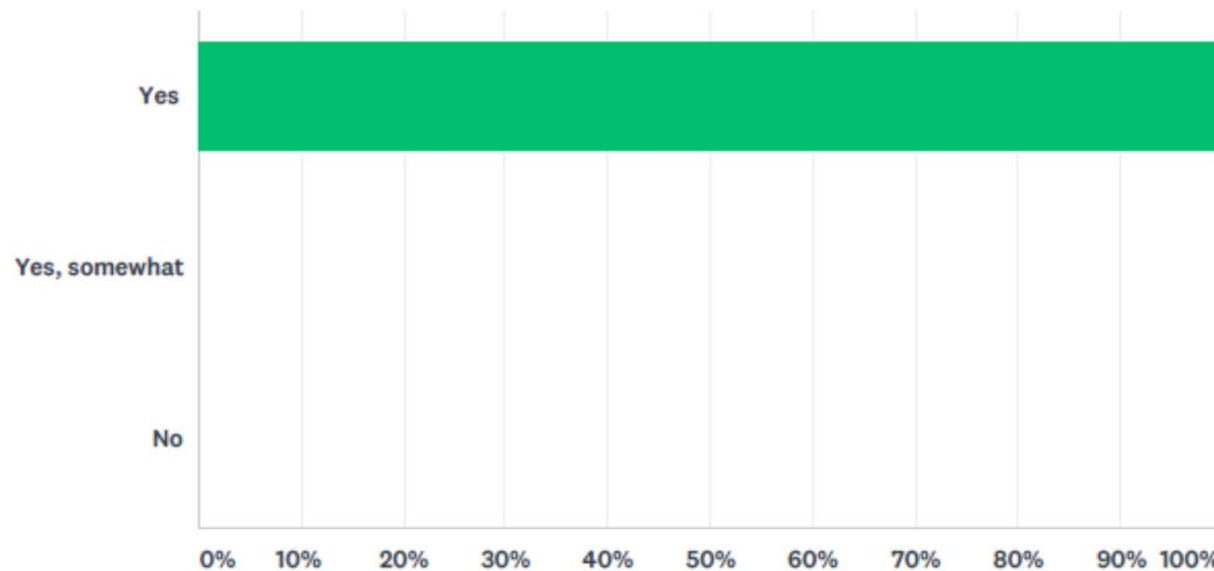
ANSWER CHOICES	RESPONSES	
Yes	96.97%	64
Yes, somewhat	3.03%	2
No	0.00%	0
TOTAL		66

# Manty Clinic Patient Survey YTD

## Manty Health and Wellness Center Experience Survey

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

Answered: 66 Skipped: 0



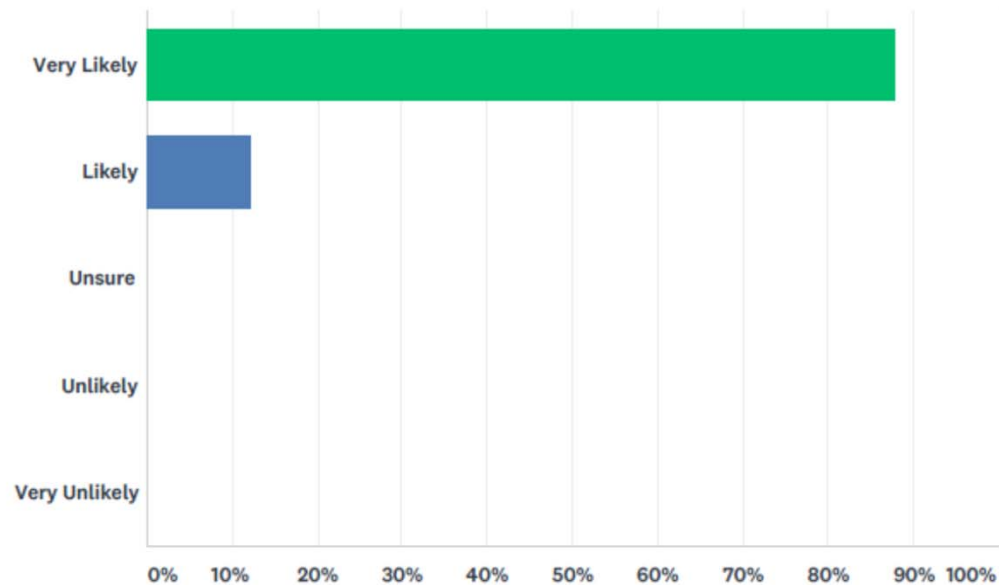
ANSWER CHOICES	RESPONSES	
Yes	100.00%	66
Yes, somewhat	0.00%	0
No	0.00%	0
TOTAL		66

# 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

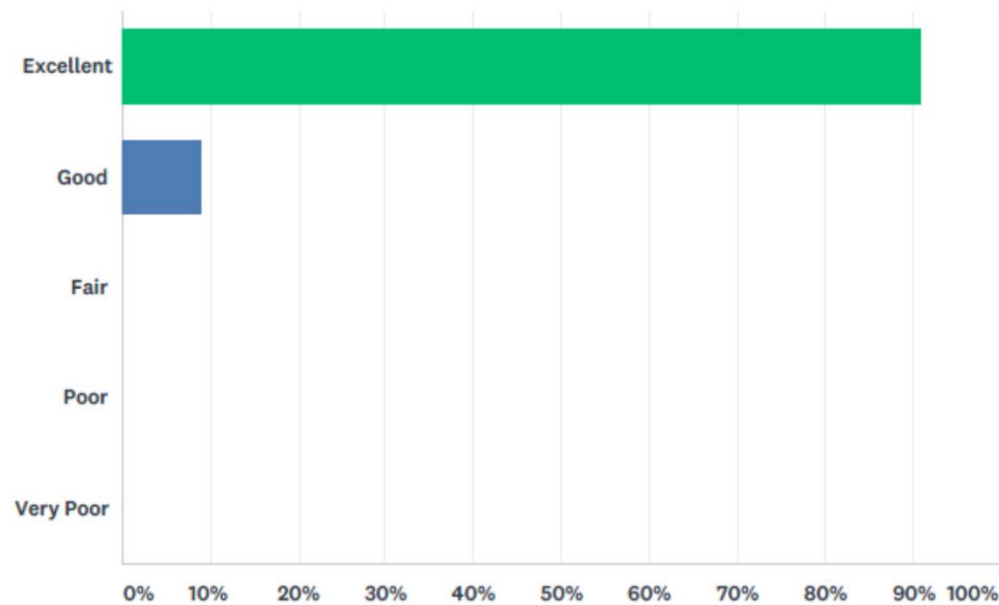


# Manty Clinic Patient Survey YTD

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: 0   Skipped: 58