



City of Appleton

100 North Appleton Street
Appleton, WI 54911-4799
www.appleton.org

Meeting Agenda - Final

Human Resources & Information Technology Committee

Wednesday, March 23, 2022

6:30 PM

Council Chambers, 6th Floor

1. Call meeting to order
2. Roll call of membership
3. Approval of minutes from previous meeting

[22-0381](#) Minutes 3/9/22

Attachments: [Minutes 3-9-22.pdf](#)

4. Public Hearings/Apearances

5. Action Items

[22-0383](#) Request to approve DPW to modify 1.5 FTE Purchasing Clerk to 2.0 FTE Purchasing Clerk.

Attachments: [MSB memo TO change for Purchasing.pdf](#)

[MSB TO draft 3-1-22.pdf](#)

6. Information Items

[22-0407](#) Parks & Recreation Seasonal Employee Incentives

Attachments: [2022 Seasonal Pay \(HR\).pdf](#)

[22-0384](#) Mental Health Assessment for City of Appleton

Attachments: [Mental Health Summary.pdf](#)

[EAP Utilization 2021 \(1\).pdf](#)

[UMR Telehealth vs Telemedicine Member Flyer UM1766-06-21.pdf](#)

[22-0382](#) Recruitment Status Report 3/17/22

Attachments: [RSR 3.18.22.pdf](#)

7. Adjournment

Notice is hereby given that a quorum of the Common Council may be present during this meeting, although no Council action will be taken.

Reasonable Accommodations for Persons with Disabilities will be made upon Request and if Feasible.

Questions on agenda contact Director Ratchman. 920-832-6427.



City of Appleton

100 North Appleton Street
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Meeting Minutes Human Resources & Information Technology Committee

Wednesday, March 9, 2022

6:30 PM

Council Chambers, 6th Floor

1. Call meeting to order

2. Roll call of membership

Present: 5 - Thao, Fenton, Alfheim, Hartzheim and Smith

3. Approval of minutes from previous meeting

[22-0293](#)

Minutes 2-23-22

Attachments: [Minutes 2-23-22.pdf](#)

Smith moved, seconded by Hartzheim, that the minutes be approved. Roll Call.

Motion carried by the following vote:

Aye: 5 - Thao, Fenton, Alfheim, Hartzheim and Smith

4. **Public Hearings/Apearances**

5. **Action Items**

[22-0297](#)

Request to sole source an IT network assessment to Heartland Business Systems in the amount of \$60,000.

Attachments: [2022 Heartland Assessment Sole Sourcing.pdf](#)

Hartzheim moved, seconded by Alfheim, that the Report Action Item be recommended for approval. Roll Call. Motion carried by the following vote:

Aye: 5 - Thao, Fenton, Alfheim, Hartzheim and Smith

6. **Information Items**

[22-0300](#)

Retitle Facilities Project Manager to Project and Resiliency Manager.

Attachments: [Project and Resiliency Manager.pdf](#)

This Presentation was received and filed

[22-0298](#)

FBI Information Technology Security Audit of the Appleton Police Department

Attachments: [IT 2022 FBI Audit.pdf](#)
[IT SA Methodology.pdf](#)

This Presentation was received and filed

[22-0295](#)

Recruitment Status Report 3/3/2022

Attachments: [RSR 3.3.22.pdf](#)

This Report was received and filed

7. Adjournment

Hartzheim moved, seconded by Smith, that the meeting be adjourned. Roll Call. Motion carried by the following vote:

Aye: 5 - Thao, Fenton, Alfheim, Hartzheim and Smith

MEMO

TO: Human Resources Committee
Municipal Services Committee

FROM: Nate Loper, Deputy Director of Public Works

DATE: March 10, 2022

SUBJECT: Proposed Modification to the Department of Public Works Table of Organization - Purchasing

Our current purchasing and receiving team is comprised of 2.0 FTE in receiving and 1.5 FTE in purchasing. We are proposing to convert the part-time (0.5 FTE) purchasing position to 1.0 FTE, bringing the total FTE in purchasing to 2.0. (See attached Table of Organization). The existing part-time employee has been with the city for over 30 years and is retiring in March. We evaluated this position, like we do for every vacancy, and recognized the need to increase this position to full-time when this employee retires.

Converting this position to full-time is critical for continued success not only in Public Works, but all city departments. Our 2 purchasing team members order the repair, replacement, and maintenance parts for every Central Equipment Agency (CEA) vehicle across the city. They work to keep every Public Works (DPW), Police, Fire, Parks, Golf, and numerous other department's equipment up and running, and ready to provide the essential services our customers expect. This is accomplished by ordering emergency parts, as well as ensuring all necessary inventory parts are in stock before they are needed.

From a financial standpoint, these two positions purchase over \$1 million on credit cards annually. This doesn't include larger purchase order items, such as vehicles, heavy equipment, construction materials, etc. In addition to the CEA purchases, these 2 purchasing team members ensure DPW has all the construction materials, equipment, tools, safety gear and numerous other items necessary to provide our services, efficiently.

The reason we feel the increase to 1.0 FTE is necessary, is based on work demands and the amount of time we are supplementing this team with labor from other areas. Currently, we are supplementing the purchasing and receiving team with employees from other divisions, over 900 hours each year. This is equivalent to just under 0.5 FTE, and takes staff away from other priority work, such as snow plowing, equipment maintenance, tree pruning, inspections, etc.

By increasing this position to full-time, this team of 4 will be much more self-sufficient and able to provide backup duties to each other, greatly reducing the need for others to fill in. In addition, this full-time purchasing employee will be required to maintain a CDL and be on the snow plowing list for emergency work.

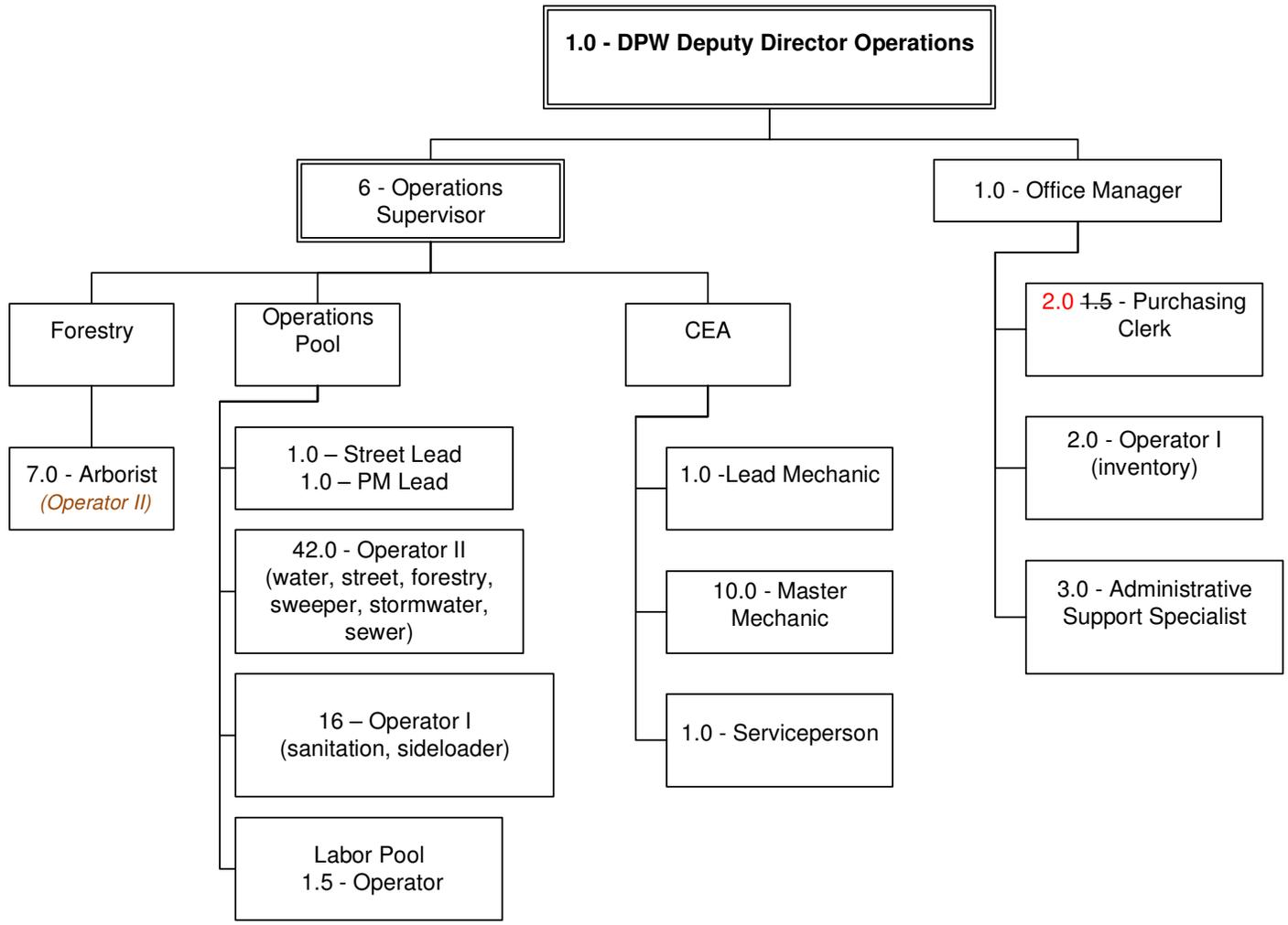
Converting the 0.5 FTE purchasing position to 1.0 FTE will result in a cost increase of \$54,500. This includes wages, benefits, and a family insurance plan.

The 2022 financial impact with this proposed change will be covered with \$33,500 in vacant Public Works salary dollars, and by reducing our part-time seasonal budget by \$21,000. Future year financial impacts will be offset by continuing to reduce our part-time seasonal budget and absorbing any remaining costs within our existing general fund, water & stormwater utility, and CEA budgets.

Therefore, we request approval of the proposed modification to the Department of Public Works Table of Organization and converting the part-time purchasing position into a full-time benefitted position.

Attachment

C: Paula Vandehey, Public Works Director
Jeri Ohman, Finance Director
Jay Ratchman, Human Resources Director
Lisa Lau, DPW Managerial Accountant Coordinator



DRAFT 3/1/22



"...meeting community needs...enhancing quality of life."

**PARKS, RECREATION & FACILITIES
MANAGEMENT**

Dean R. Gazza, Director

1819 East Witzke Boulevard
Appleton, Wisconsin 54911-8401
(920) 832-5572 FAX (920) 993-3103
Email - dean.gazza@appleton.org

TO: Human Resources Committee
FROM: Dean R. Gazza
DATE: 3/23/2022
RE: Information: Parks & Recreation Seasonal Employee Incentives

The lack of applicants and increasing competition for wages both locally and nationally has required Parks & Recreation and Human Resources to develop new strategies to hire and retain seasonal employees. The Parks & Recreation department hires approximately 275 seasonal employees annually. By the end of February/early March we have reassessed our ability to fill positions for the upcoming summer. This year, the lack of applicants in some areas has been much higher than years past requiring us to incentivize potential candidates and those that are hired.

The areas in which we are experiencing a significant decrease in applicants are in our grounds maintenance, lifeguards, slide attendants and umpires. In addition, we have already taken steps to recruit pool managers. These positions make up approximately 125 seasonal employees.

After collaborative work with Human Resources we have developed various strategies focusing on not only recruitment, but also on retention through the end of summer. The following plan has been developed:

- Hiring Bonus - \$100 (Must work through July 31st)
- Retention Bonus - \$100 (Must work through August 26th)
- An increase of \$1 per each hour worked on Friday, Saturday & Sunday
- Referral Bonus - \$50 for each person referred and hired
- An increase of \$1 per hour during the months of April, September, and October

To mitigate the cost, impact the department is reviewing ways to increase offsetting revenues and to reduce expenses. For any funding that cannot be offset, we will look to wage reserves for any remaining excess costs.

Please contact me at 832-5572 or at dean.gazza@appleton.org with any questions.

CITY OF APPLETON

HUMAN RESOURCES DEPARTMENT



100 N. Appleton St.
Appleton, WI 54911



(920) 832-6458



(920) 832-5845



humanresources@appleton.org

To: Human Resources/Information Technology Committee, and Appleton Common Council

From: Human Resources Director Jay Ratchman

Date: March 15, 2022

Re: Mental Health

The City of Appleton is committed to the mental and emotional health of our employees. By addressing this in the workplace, employers can reduce health care costs, improve job performance and productivity, better engage employees in their work, and help employees improve their daily quality of life.

The National Alliance on Mental Health reported the following:

- 21% of U.S. adults experienced a mental health illness in 2020 (1 in 5 adults)
- 5.6% of U.S. adults experienced a serious mental health illness in 2020 (1 in 20 adults)
- 6.7% of U.S. adults experienced a co-occurring substance use disorder and mental illness in 2020.

The Human Resource department, along with our benefits broker USI, recently completed a mental health assessment. The purpose of this assessment was to determine if employees and their family members had appropriate access to mental health services through the City of Appleton. As part of this assessment, data was considered from the employee assistance program, the health insurance program, and through other wellness programs offered. Additionally, we explored how these programs integrated with the City of Appleton employee near site Connecting Care Clinic.

Through this assessment we concluded the following:

- That the employee assistance program had a strong utilization rate and that timely access to services were not identified as a concern.
- That appropriate access and utilization to mental health benefits were available through the City of Appleton health insurance program.
- That employees were provided with access to mental health benefits in a variety of forums. This includes in-person, via telephone, virtual, and through other resources and materials provided.
- That the Connecting Care Clinic has been referring employees to the appropriate resources.

Focusing on the mental and emotional health of our employees and controlling our health insurance costs remain a top priority. We will continue to review that the appropriate programs and interventions are being offered.

	Q1		Q2		Q3		Q4		Year To Date		Last Year	
Access To Services												
Telephone/Email Access												
EAP	41	95%	18	100%	18	95%	14	100%	91	97%	73	96%
LegalConnect	2	5%	0	0%	1	5%	0	0%	3	3%	3	4%
Sub Total	43		18		19		14		94		76	
Online Access												
EAP	8	40%	5	31%	2	20%	24	34%	39	33%	56	45%
FamilySource	5	25%	4	25%	6	60%	18	25%	33	28%	23	18%
FinancialConnect	1	5%	0	0%	0	0%	1	1%	2	2%	15	12%
Health & Wellness	2	10%	5	31%	0	0%	4	6%	11	9%	18	14%
Health Care Navigation	1	5%	1	6%	0	0%	3	4%	5	4%	1	1%
LegalConnect	3	15%	1	6%	2	20%	21	30%	27	23%	12	10%
Sub Total	20		16		10		71		117		125	
Combined Access												
EAP	49	78%	23	68%	20	69%	38	45%	130	62%	129	64%
FamilySource	5	8%	4	12%	6	21%	18	21%	33	16%	23	11%
FinancialConnect	1	2%	0	0%	0	0%	1	1%	2	1%	15	7%
Health & Wellness	2	3%	5	15%	0	0%	4	5%	11	5%	18	9%
Health Care Navigation	1	2%	1	3%	0	0%	3	4%	5	2%	1	0%
LegalConnect	5	8%	1	3%	3	10%	21	25%	30	14%	15	7%
Total	63		34		29		85		211		201	
Additional EAP Services												
Critical Incident Debriefing Sessions (number is excluded from overall utilization counts)	0		0		0		0		0		0	
Critical Incident Debriefing Event Participants	0		0		0		0		0		0	
Total Utilization	63		34		29		85		211		201	

Utilization Results												
Total Utilization Rate (% - Annualized)	35.80%		19.32%		16.09%		47.16%		29.61%		28.67%	
<i>Based on Quarterly Average Employee Counts</i>	704		704		721		721		713		701	
Case Closure (only EAP cases)												
Resolved within EAP	34	100%	9	100%	2	100%	0	0%	45	100%	70	100%
Total	34		9		2		0		45		70	

Telehealth vs. Telemedicine

Which is which?

Telehealth is ...

Telehealth is a general term used to describe clinical services provided to patients through electronic communications not through a vendor. This can be patient-to-physician or physician-to-physician.

Examples:

- Patient is consulting with a specialist that is out of their geographical area
- Patient has a virtual visit with their PCP

Telehealth is the use of digital information and communication technologies, such as computers and mobile devices, to access health care services remotely and manage your health care.

Telemedicine is ...

Telemedicine vendor/virtual visit are general terms used to describe clinical services provided to patients via electronic communications through a **vendor**.

Examples:

- Teladoc®
- Doctor on Demand

The program provides telephone and online video consultations with a physician and serves patients of all ages.



RECRUITMENT STATUS REPORT

UPDATES THRU 3/18/2022

STAFF PERSON	POSITION	DEPT	DATE OF VACANCY	OPEN DATE	# OF OPENINGS	STATUS
JESSIE	Public Works Director	DPW	6/4/2022	12/10/2021	1	Employment Resource Group process started 2/4/22.
	Administrative Support Specialist	DPW	2/2/2022	12/14/2021	1	Application deadline: 3/20/22.
	Utility Locator	DPW	N/A	2/3/2022	1	Job offer accepted, start date: 3/28/22.
	Arborist	DPW	4/4/2022	3/17/2022	1	Internal application deadline: 3/27/22.
	Electrical/Building Inspector	DPW	2/19/2022	1/24/2022	1	Application deadline: 4/3/22.
	Water Plant Operator	Utilities	3/2/2022	2/11/2022	1	Panel interviews: 3/31/22.
	Transit Operations Supervisor	VT	9/30/2021	10/05/2021	1	Application deadline: 5/29/22.
	Mechanic – VT	VT	2/1/2022	1/24/2022	1	Medical pending on 1 candidate.
	Transit Maintenance Supervisor	VT	3/8/2022	3/13/2022	1	Panel interviews: 3/17/22.
	Part Time Utility Worker – VT	VT	9/30/2021	10/05/2021	2	Application deadline: 4/3/22.
	Bus Driver	VT	Multiple	N/A	9	Application deadline: 6/30/22.
	Part-Time Bus Driver	VT	N/A	N/A	N/A	Application deadline: 6/30/22. Conditional offer extended to 1 candidate.
	ALLISON	Police Officer	Police	N/A	N/A	2 +Elig.
Community Service Officer (CSO)		Police	1/19/2021	01/26/2022	N/A	Background pending on 1 candidate. Chief interviews: 3/22/22.
Fire Protection Engineer		Fire	1/4/2022	09/23/2021	1	Evaluating position.
Weights and Measures Specialist – Half-Time		Health	2/24/2022	01/24/2022	1	Panel interviews: 3/29/22.
Public Health COVID-19 Fellowship		Health	N/A	02/15/2022	1	Background & references pending on top candidate.
Deputy Director Finance		Finance	02/17/2022	02/24/2022	1	Application deadline: 3/20/22.
Administrative Support Specialist – Police .5 FTE		Police	3/14/2022	03/11/2022	1	Application deadline: 3/27/22.
Property Assessor III	CED	05/14/2022	N/A	1	Reviewing internal applications.	

TOTAL POSITIONS OPEN = 28 TOTAL ELIGIBILITY LISTS = 1

Note: Part time non-benefited positions do not (per Recruitment Policy) require authorization outside the department. The Mayor has asked departments to scrutinize.

POSITIONS ON HOLD

STAFF PERSON	POSITION	DEPT	Date(s) of Opening(s)	# of Openings	Vacating Position/Status
ALLISON	Systems Analyst	IT	9/6/2019	1	Using part-time temporary staffing to fill current need.
	Library Clerk – Regular Part Time	Library	12/21/2021	1	Internal transfer. Position on hold.
	Communication Specialist	Police	4/3/2022	1	Retirement. Evaluating position.
	HVAC Technician	PRFM	11/25/2020	1	Department evaluating position.

TOTAL POSITIONS ON HOLD = 4

Note: Part time non-benefited positions do not (per Recruitment Policy) require authorization outside the department. The Mayor has asked departments to scrutinize.