



AGENDA OF THE PERSONNEL COMMITTEE

TUESDAY, DECEMBER 10, 2024, 4:30 PM

In person at City Hall, Room 207.

Virtual attendance also available via Zoom.

A. Zoom Meeting Information.

I. Join Zoom Meeting Online:

<https://us02web.zoom.us/j/86846491807?pwd=K3NJQlNxdXUlcjB2RlR0TWVTUkYkdz09>

Or call in by phone: +1 312 626 6799

Meeting ID: 868 4649 1807

Passcode: 298054

If you wish to speak at this public meeting or leave a comment, please fill out the online [Comment Form](#) prior to the meeting. More detailed [Zoom Instructions](#) can be found online.

B. Roll Call.

C. Approval of the Agenda.

D. Approval of Minutes.

I. Approval of the Minutes from the November 26, 2024 Personnel Committee meeting.

E. Regular Business.

I. For consideration with possible action on the request to fill the following positions and all subsequent vacancies resulting from internal transfers.

a. Administrative Clerk

b. Operator I

2. For consideration with possible action to enter into an agreement with Aurora Healthcare Inc. for Employee Assistance Program (EAP) services.

F. Informational.

I. Report of Routine Personnel Actions

2. Next Meeting: January 14, 2025

G. Adjournment.

- 1) THIS MEETING IS RECORDED: THE VIDEO OF THIS MEETING AND MINUTES ARE AVAILABLE ONLINE AT www.greenbaywi.gov
- 2) ACCESSIBILITY: Any person wishing to attend who requires special accommodation because of a disability, should contact the City Safety Manager at 920-448-3125 at least 48 hours before the scheduled meeting time so that arrangements can be made.
- 3) QUORUM: Please take notice that a majority or quorum of the Common Council will attend this Personnel Committee meeting and will constitute a meeting of the Common Council for purposes of discussion and information gathering relative to this agenda.
- 4) REPRESENTATION: The party requesting the communication, or their representative, should be present at this meeting.



Report to the
Personnel Committee
of the City of Green Bay

MEETING DATE

December 10, 2024

PREPARED BY**AGENDA ITEM # E.I**

For consideration with possible action on the request to fill the following positions and all subsequent vacancies resulting from internal transfers.

- a. Administrative Clerk
- b. Operator I

BACKGROUND**RECOMMENDATION****FISCAL IMPACT****ATTACHMENTS**

- 1. Personnel Committee Request to Fill Memo
- 2. Administrative Clerk (PRF) - F. Aerts 12.31.24
- 3. Operator I - K. Jauquet 01.02.25

MEMORANDUM



Human Resources Department

To: Personnel Committee

From: Emma Baierl
Human Resources Generalist

Re: Request to Fill Vacant Positions

Date: December 10, 2024

The Human Resources Department is requesting authorization to fill the following replacement positions approved as part of the 2024 budget and all subsequent vacancies resulting from internal transfers. The justification reports are attached.

- Administrative Clerk – Replacement position due to the retirement of Florence Aerts effective December 31, 2024. This position is budgeted at \$22.64 to \$23.90 per hour (Pay Grade D).
- Operator I – Replacement position due to the retirement of Kelly Jauquet effective January 2, 2025. This position is budgeted at \$25.43 to \$29.06 per hour (Pay Grade F).

**Position Fill Request
Justification Report
December 31, 2024**

Position Title: Administrative Clerk (Parks, Recreation, Forestry)

1. **If this position is a replacement position, please indicate the reasons for the vacancy. If this is not a replacement position, please indicate the reasons for requesting the position.**

 X **Replacement Position** **Not a Replacement Position**

This position is vacant as a result of the retirement of Florence Aerts effective December 31, 2024.

2. **Is this position included in the current budget? If not, please list how this position will be funded (grant, internship, etc.). Please list the salary range of the position.**

Yes, this position is included in the budget. The current wage range is \$22.64 - \$23.90/hour (Pay Grade D)

3. **Please list the functions and any special information regarding this position.**

Provides clerical support services to internal and external customers in the processing of reports, work requests, reservations, forms, as requested.

Acts as receptionist, assisting callers and responding to inquiries. Performs moderately to considerably difficult telephone answering and counter work, which may involve explanation of some departmental procedures or independent judgement for immediate/emergency or other park related response. Takes reservations, payments, enrollments, and answers customer's requests.

Assists Park and Recreation Department with clerical-related duties as deemed necessary, to include but is not limited to updating of forms, documents, email responses.

4. **Does the position generate revenue or reduce expenses? If so, provide an estimated amount.**

Clerical staff are responsible for accepting payment for all reservations, program enrollments, special events, purchases, tickets, etc., for Wildlife Sanctuary customers. Additionally, they collect payment for all staff clothing and uniforms items and additional special purchases throughout the park and recreation department.

5. **Please explain why current staff is unable to absorb duties of this position.**

This position is physically located at the Wildlife Sanctuary. As we approach the opening of the New Year, this position has a critical role that takes on the setting up of summer camps, events, reservations for facilities and special programs for on site as well as off site presentation. Loss of an Administrative Clerk position represents a reduction in our department's ability to provide administrative services in a timely manner. This will force a

number of our current staff members in the administrative division to work comp time or over time to ensure the needs of our customers and staff are met.

6. If duties of position are presently being done, how are they done?

This position will not only support the Wildlife Sanctuary but will also support the Park Department main Administrative Division located at City Hall during the busier times. Currently the supervisor of the division will absorb as much as possible until the position is filled. This is an extremely busy time for us with seasonal hiring and reservations throughout the Park system. A number of these duties are having to be performed outside of our normal working hours.

7. What service would be reduced or eliminated if this position is not filled?

Response time and the level of service to the public would be directly impacted both internally and externally.

8. What are the alternative methods and costs of accomplishing the work?

Outsourcing of these duties would not be possible due to the technical aspect of our reservation system and the collection of revenue as well as confidential information.

9. Are there union issues?

No.

10. Other supporting comments.

The administrative division of the Park and Recreation Department is a fast passed working environment that provides all of the administrative support for the Department. As the Park Department continues to grow by adding additional trails, parks, and service areas the amount of administrative support continues to grow as well.

**Position Fill Request
Justification Report
December 3, 2024**

Position Title: Street Section – Operator 1 (Tractor Operator)

1. **If this position is a replacement position, please indicate the reasons for the vacancy. If this is not a replacement position, please indicate the reasons for requesting the position.**

 X **Replacement Position** **Not a Replacement Position**

This position will be vacant following the retirement of Kelly Jauquet effective at the end of the work day on Thursday, January 2, 2025.

2. **Is this position included in the current budget? If not, please list how this position will be funded (grant, internship, etc.). Please list the salary range of the position.**

Yes, this position is currently funded in the DPW-Traffic Division operating budget. The current wage range is \$25.43 to \$29.06 per hour (Pay Grade F).

3. **Please list the functions and any special information regarding this position.**

Tractor Operators perform a full range of duties including, but not limited to, removing snow, cutting grass, snow/ice control between winter storms, beam guard rail repair, pavement repair, pothole patching, and general labor assignments related to DPW core functions.

4. **Does the position generate revenue or reduce expenses? If so, provide an estimated amount.**

This position does not generate revenue for the City. The use of in-house labor and equipment reduces the need to contract out for those services.

5. **Please explain why current staff is unable to absorb duties of this position.**

Loss of a Tractor Operator position represents a reduction in DPW's ability to provide all Street Section services in a timely manner, notably wintertime snow removal and summertime grass cutting.

6. **If duties of position are presently being done, how are they done?**

Duties of vacant positions are assigned to other Street Section employees as needed. When there is a lack of personnel, assignments are prioritized. If staffing is not available, then lower priority assignments are either postponed or not completed.

7. **What service would be reduced or eliminated if this position is not filled?**

DPW will continue to perform all of its core services. However, a reduction in staffing will result in a lower level of service to residents. DPW's biggest concern is keeping up with grass cutting, yard waste collection, and snow removal duties.

8. **What are the alternative methods and costs of accomplishing the work?**

DPW must 1) provide proper maintenance, care, and safety of City infrastructure, and 2) comply with City ordinance regarding care of grassy areas. The frequency of grass cutting cannot be reduced during the growing season, as DPW-maintained grass is already allowed to grow to the maximum height allowed by ordinance before cutting. One alternative would

be working overtime to maintain the required service, or outsourcing of services. But continued overtime can lead to employee burnout and lower morale. Another alternative would be to reduce City services like 1) increasing the snowfall amount before plowing from 2 inches to 3 inches, and 2) eliminating the curbside yard waste collection program.

9. Are there union issues?

No

10. Other supporting comments.

None



Report to the
Personnel Committee
of the City of Green Bay

MEETING DATE

December 10, 2024

PREPARED BY

AGENDA ITEM # E.2

For consideration with possible action to enter into an agreement with Aurora Healthcare Inc. for Employee Assistance Program (EAP) services.

BACKGROUND

RECOMMENDATION

FISCAL IMPACT

ATTACHMENTS

1. Personnel Committee - 12-10-25 - 2025 EAP Services Memo - Aurora
2. EAP Finalists for Personnel Committee
3. Aurora EAP Ebinder 12.02.2024



Human Resources Department
100 North Jefferson Street - Room 500
Green Bay, Wisconsin 54301-5026
www.greenbaywi.gov

Phone 920.448.3147
Fax 920.448.3128

MEMORANDUM

To: Personnel Committee

From: Joseph Faulds, Chief of Operations

Re: Employee Benefits – Contract with Aurora Health Care, Inc. for Employee Assistance Program (EAP) services

Date: December 10, 2024

Contract with Aurora Health Care, Inc. for Employee Assistance Program (EAP) services

The City's insurance broker—M3 Insurance—conducted a market assessment of employee assistance program (EAP) service providers. An evaluation of the market assessment determined that Aurora Health Care, Inc. (Aurora) is the best vendor to provide these services for our employees and members of their household based on both price and value of services. Attached is the price comparison between Aurora and Employee Resource Center (ERC), the incumbent provider, as well as a services overview of the providers.

The renewal from ERC proposed a substantial increase for the upcoming term, and after requesting ERC's best offer prior to conducting a market analysis, ERC's proposed increase was still more than a 27% increase to current rates. Aurora's EAP program offers not only a cost savings, but enhancements regarding online resources for members as well as supervisors and leaders, critical incident response services, training and education in addition to their highly rated short-term counseling services.

The recommendation is to transition to Aurora beginning on January 1, 2025, in a 6-session model. The agreement with Aurora will be for a three-year term with optional one-year extensions after the initial period.

Limited Employee Impact

M3 has obtained high level information from ERC regarding the number of open cases. There are 23 active cases affiliated with City of Green Bay at this time. These members currently have used 2-6 sessions of the 8 sessions available. ERC offers the following options regarding transition:

Regarding new intakes (anyone that calls between now and 12/31/24), ERC can either:

- a. continue to accept new clients that call up until the termination date,
- a. OR beginning immediately, we can stop all new intakes and instead refer new callers back to the City of Green Bay or their new EAP benefit.

Regarding existing clients, ERC can either:

- a. let clients know that no services will be authorized after 12/31/24,
- a. OR we can continue to see any clients with open cases through the closure of their sessions or

until they reach resolution—whichever comes first. This would be up to a maximum of 8 sessions per case. Any session that takes place after 12/31/24 would be billed at a rate of \$150 per session.

In order to limit member impact, our recommendation is for new intakes to continue with ERC through December 31, 2024 as the Aurora services begin on January 1, 2025. Additionally, we request that ERC notify new clients that new services will begin with a different provider on January 1, 2025, and that members should contact HR for information on the new services.

Regarding existing clients, the recommendation is to allow members in progress the option of transitioning to Aurora or to continue with ERC until they have exhausted the 8 sessions available, and ERC will bill the City at the per session rate for those open cases in progress prior to January 1, 2025.

Employees will receive communication regarding the transition to Aurora for EAP services and materials will be posted throughout City workspaces as well.



FEES		Employee Resource Center (ERC)	Aurora
6 Sessions Per Issue (PEPY)		\$30.60 PEPY	\$25.80 PEPY
8 Sessions Per Issue (PEPY)		Current rate: \$26.88 PEPY Renewal rate: \$34.20 PEPY	\$31.80 PEPY
Other Fee Options Available		N/A	N/A
Critical Incident Response		4 Hours Per Year Included in PEPY	Included In PEPY Fee
Additional Fees		Additional Charges for Non-Core EAP Services	Additional charges for training hours if exceeding the 10 hours included annually.
SERVICES FOR COVERED PERSON		Employee Resource Center (ERC)	Aurora
Services		24/7 Coverage In-person, virtual, or telephonic appointments Proprietary Network of Counselors Nationwide Employee Orientation Sessions MyLifeExpert Online Portal Supervisor Referrals Case Management EAP as a Management Tool	• 24/7 coverage • In-person, virtual or telephone appointments • Clinical staff - Local service area - National network • Interpreter services • Substance abuse professional services • Use of behavior change coaching modules: - Anger Management - Coping with Stress, Anxiety and Change - Rethinking Drinking - Rethinking Marijuana - Communication/Conflict Resolution (included in PEPY Fee)
Work/life		MyLifeExpert Program (\$2,200 Value): - o Thousands of articles, videos, podcasts, calculators, webinars, assessments, and worksheets - o Information on finance, legal, family & parenting, health & wellness, career, education, etc. - o Personalized profiles to manage favorites/bookmarks and access saved activities - o Content available in English, Spanish, and French	Work/life services are an essential component of a comprehensive EAP. To support you in providing an environment that promotes work/life balance for your employees, we offer: • Child care referral services • Elder care referral services • Adoption information services • K-12 and higher education resources • Financial consultations • Legal consultations (Included in PEPY Fee)
Critical Incidents		Critical Incident Response helps leaders and employees process workplace events that have wide-reaching effects, such as death of a coworker, critical communication with waves of impact, and line of duty trauma. Our Customer Care Team will partner with you to customize the response plan that fits your organization. There are many options for support from articles and educational resources to onsite or virtual debriefs either one-on-one or in groups. Currently the city of Green Bay has four hours of Critical Incident Response per year included into their contract.	Crises, whether in the workplace or at home, are often unexpected and always difficult. When crises occur, it is our goal to assist in a variety of ways: Pre-incident services • Education • Policy guidance • Training Crisis intervention strategies • Employee crisis line • Management crisis consultations On-site support • Defusing/Debriefing • Information management • Follow-up guidance (Included in PEPY Fee)

Training	EMT (Employee Assistance Program as a Management Tool) training: Leaders are on the frontline when it comes to promoting the EAP with employees. Leaders who leverage the EAP can better support their teams and enhance overall employee performance. In this 30-minute training, you will learn about your role in promoting the mental health benefit, the employee referral process, and the resources available for leaders. Currently the city of Green Bay has one hour of EMT training per year included into their contract. Professional Growth Programming options: We are working on re-evaluating our Professional Growth Programming options for 2025. Depending on the topic, these would be 40-45 minute sessions and there would be a cost involved. We will have more information available for this in 2025.	The Aurora EAP provides educational programs to support your organization's goals. We'll provide training sessions and/or webinars. Our trainers are experienced facilitators with demonstrated skills in program content and delivery. Training options include, but are not limited to: • Conflict management • Building a culture of inclusion • Depression awareness in the workplace • Managing change • Resilience • Interpersonal communication styles • Substance abuse awareness • Respect in the workplace • Substance abuse awareness We will provide complete course descriptions as we implement the program, and your account executive will work with you to coordinate scheduling (10 training hours included in PEPY Fee)
Promotional Materials	Brochures, Posters, Wallet Cards, EAP Newsletters	Brochures, Wallet cards, EAP Website, monthly messages, newsletters/posters, webinars

SERVICES FOR EMPLOYER	Employee Resource Center (ERC)	Aurora
Support	Dedicated Account Manager - Michelle Diederich - o Program Planning and Implementation - o Unlimited phone consultation with management on employee behavior issues - o Employee Orientation Guidance	Dedicated Account Executive who will work with you to provide sustainable value in managing complex workplace situations. Available 24/7 Consultative services include: Sensitive workplace issues, Supervisory Referrals, training and staff development Implementation/promotion: On-site and virtual implementation meeting, on-site and virtual, management and supervisory training, on-site and virtual employee orientations, sample introductory letter for families, EAP promotional resources Crisis response: Education, policy guidance, training, management crisis consultations, defusing/debriefing, information management, follow-up guidance (included in PEPY Fee)
Training	EMT (Employee Assistance Program as a Management Tool) training Leaders are on the frontline when it comes to promoting the EAP with employees. Leaders who leverage the EAP can better support their teams and enhance overall employee performance. In this 30-minute training, you will learn about your role in promoting the mental health benefit, the employee referral process, and the resources available for leaders. Currently the city of Green Bay has one hour of EMT training per year included into their contract. Professional Growth Programming options We are working on re-evaluating our Professional Growth Programming options for 2025. Depending on the topic, these would be 40-45 minute sessions and there would be a cost involved. We will have more information available for this in 2025. Unlimited phone consultation with management on employee behavior issues	The Aurora EAP provides educational programs to support your organization's goals. We'll provide training sessions and/or webinars. Our trainers are experienced facilitators with demonstrated skills in program content and delivery. (see training options list above) We will provide complete course descriptions as we implement the program, and your account executive will work with you to coordinate scheduling.
Promotional Materials	Brochures, Posters, Wallet Cards, EAP Newsletters, Frontline Supervisor Newsletter	Brochures, Wallet cards, EAP Website, monthly messages, newsletters/posters, webinars
Reporting	Quarterly Utilization Reporting	Quarterly Utilization reports and year end summary reports are provided
Additional Notes	3-Year Contract	3 -Year Rate Guarantee

While every effort is made to illustrate the carriers' various benefits, discrepancies or errors are possible. In the event of an error, the actual product brochure furnished by the insurance carrier and approved by the Commissioner of Insurance will prevail. The master contract and policyholder certificates are more detailed and should be used for the determination of benefits. All plans will comply with state and/or federal requirements with regard to nervous and mental benefits.



A free benefit for you and your family

Your employer pays for this service for you and any family member living in your house. If assistance is needed beyond the scope of the Advocate Aurora EAP, we will refer you to appropriate resources.

Our promise to you

The Advocate Aurora EAP makes every effort to protect your privacy and ensure that your EAP service is completely confidential. We strictly adhere to the federal and state laws that regulate mental health and medical treatment records.

Give Advocate Aurora EAP a call.

Call 800-236-3231 and identify yourself as an employee of your company. Your family may do the same. The Advocate Aurora EAP has locations throughout Wisconsin, Illinois, the United States and Canada.

Our goal is to ensure that your use of the Advocate Aurora EAP will be convenient, timely and worthwhile.

Life has a lot to offer. We'll help you make the most of it.

The Advocate Aurora Employee Assistance Program

Our Employee Assistance Program was established in 1983 and has grown into one of the premier EAPs in the country. We serve businesses of all sizes throughout North America, providing confidential, quality services to help employees and their families maintain balance between work and home.

As part of Advocate Aurora Health, the EAP is committed to enhancing the quality of life and wellness for the diverse people we serve. We rely on a seamless network of providers who can address a wide variety of family and workplace needs.

Advocate Aurora Health is a not-for-profit health care system dedicated to promoting total health and wellness, preventing illness, and providing state-of-the-art diagnosis and treatment whenever and wherever we can best meet individual and family needs.

We look forward to hearing from you!

To learn more about Advocate Aurora EAP, visit aah.org/eap or call 800-236-3231.



aah.org/eap

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Healthy solutions for life.

**Advocate Aurora
Employee Assistance Program**



The Advocate Aurora Employee Assistance Program helps employees and families make the most of life.

We are committed to helping you find solutions that can help you deal with the challenges of busy lives – solutions that get results quickly, conveniently and confidentially.

Finding a better way

Living life to the fullest can be challenging. Life is filled with change and uncertainty. Everyday responsibilities and demands on your time can feel overwhelming. Calling Advocate Aurora EAP can be your first step in finding a better way to take charge of your life and return to an increased level of wellness.

Eligibility

The Advocate Aurora EAP is available to employees and family members residing in the household.

How Advocate Aurora EAP works

Help begins as soon as you make the first call. We will listen to your concerns and ask questions about your current situation.

Based on your needs, we will either:

- Connect you directly with an EAP counselor
- Schedule a consultation at a convenient time for you, or
- Link you with specialized work-life services

As you speak with an Advocate Aurora EAP counselor during an in-person or phone consultation, you may be offered a variety of suggestions, such as a referral to a support group, community resources or counseling. Sometimes simply talking with the EAP counselor and hearing some suggestions is all that is needed.

When to use the Advocate Aurora EAP

Consider calling the EAP when a problem:

- Occupies too much of your time
- Interferes with normal activities
- Persists for more than 2-3 weeks

Typical concerns may include:

- Alcohol/drug abuse
- Anxiety or depression
- Balancing work & family
- Caring for aging parents
- Child/family concerns
- Finding quality and cost-effective child care
- Divorce
- Financial pressures
- Legal issues
- Relationship issues
- Workplace stress

Work-life services

All of the following work-life balance services are available as part of your EAP benefit.

Child care and elder care consultation, information and referral. Our family life experts will provide you with a variety of referral options and help you choose the most appropriate resources for your family.



Educational resource assistance for K-12 and higher education. We will match families with private and public schools from kindergarten through college and assist with choosing the most appropriate options. We can also help families understand financial aid options and assist with scholarship opportunities.

Adoption information. Our specialists will guide you through every aspect of the adoption process.

Legal consultation and mediation services. We provide a free 30-minute consultation with an experienced attorney in your area. Mediation can be a money-saving option for resolving many legal issues.

Financial consultation. Our financial experts provide up to 30 minutes of free phone consultation services and can help you address your financial concerns, such as bankruptcy or debt management.

Unlimited access to our web-based work-life services, including search forms and calculators.

Advocate Aurora Health EAP and Work/Life Services Package

Benefits	Aurora EAP
Clinical Services	
Live 24/7 toll-free access	Included
Individual crisis intervention (24/7 access)	Included
Telephonic, virtual &/or in-person EAP sessions	Models available range from 3-8 sessions per issue
Interpreter and TDD services	Included
Appointment scheduling (non-crisis)	Three to five days
Appointment scheduling (crisis)	Same day
Master's-level licensed clinicians	Included
National network of credentialed providers	Included
Follow-up offered on all cases	Included
Behavior change coaching modules for individual and performance-related issues, including: - Anger Management - Coping with Stress, Anxiety & Change - Rethinking Drinking - Communication/Conflict Resolution - Rethinking Marijuana	Included
Substance Abuse Professional (SAP) services	Included
Interface with treatment providers covered in the employee's network	Included
Referral to community providers and resources	Included
Work/Life Balance Services	
Financial consultation	Free 30-minute telephone consultation; further services are offered at a 25% reduced fee
Legal consultation	Free 30-minute office or telephone consultation; further services are offered at a 25% reduced fee
Legal mediation information and referral services	Free 30-minute telephone consultation; further services are offered at a 25% reduced fee
Identity theft guidance	Included
Adoption information and referral services	Included
K-12 and higher education information, referral and searches	Included
Elder-care information and referral services	Included
Daycare information and referral services	Included
Individual and family info kits	Included (topics consist of new parents, back-to-school, higher education, summer care and more)

All of the above services are available to you and your household family members at no cost, as a benefit from your employer. Services are confidential as state and federal guidelines apply. Please call us at 800.236.3231 with questions or to connect with an EAP specialist.

Access

A publication of the Aurora Employee Assistance Program

2024 | Issue 2

Know your EAP benefits – When to call... and all the ways it can help

You probably know that Aurora EAP offers free and confidential services to assist employees in resolving personal problems that may affect their work performance. Originally, EAPs were designed to help workers with issues such as alcohol or substance abuse.

However, today Aurora EAP offers a wider range of additional services to covered employees and family members living in their immediate household. These expanded offerings include help with:

- Mental and behavioral health issues – including depression, anxiety, substance abuse
- Family/relationship issues
- Legal and financial consultations
- Mediation consultations
- Child care and elder care referral services
- Adoption information
- K-12 and higher education services



Stress is increasing; EAP work/life services can help

Work and financial challenges are two of the top causes of employee stress. *People at Work 2022: A Global Workforce View* found that 78% of Americans admit they experience stress at work at least once per week. 53% of respondents believe their work is suffering due to poor mental health. This report indicated that stress at work has reached critical levels, with one in seven workers feeling stressed every day.¹



Aurora EAP offers resources and tools to promote employees' work/life balance. This is accomplished by helping employees (or their household dependents) proactively address personal concerns that might be causing them to become overwhelmed or distracted in the workplace.

Did you know?

Aurora EAP provides:

- Live, 24/7 telephone coverage
- In person, virtual or telephone appointments are available
- Interpreter services are offered, if needed

¹ADP. (n.d.) *People at Work 2022: A Global Workforce View*, April 25,



Aurora EAP: 800-236-3231



Aurora Health Care®

CONTINUED ON BACK



Moving past any perceived stigma

Even employees who understand the scope of the EAP's offerings, may hesitate to use it, because of a perceived stigma around asking for help. This is especially true regarding mental health issues. This stigma is gradually being erased, as more employers fully educate employees about using EAP services, including mentioning the benefits of addressing mental health concerns. Employers are encouraged to speak openly about using the EAP. They are encouraged to share situations when employees might use it, and to explain why accessing EAP services for mental health reasons is nothing to be ashamed of or worried about. Today, more people understand that it's actually a sign of strength to ask for outside help, when needed.

Other benefits of using Aurora EAP

Please remember that it costs nothing to contact the EAP. It can be healthy and constructive to tap into Aurora EAP's confidential, no-cost services when challenges arise. Why? Aurora EAP offers a listening ear on demand. For many people, talking to a trained licensed professional anytime, day or night, can be reassuring. That first phone call can start the process of moving forward and helping people successfully handle their home and workplace challenges.

Complete confidentiality is assured

Aurora EAP services are confidential, following State and Federal laws. No personally identifiable employee data or information about specific interactions is ever shared with the employer. This allows employees to be open and honest, without fear of jeopardizing their relationships with co-workers, managers or their overall employment status. Some employees incorrectly assume EAPs are only for people having serious problems or that contacting the EAP will negatively affect their career prospects. This is not accurate. Legally, a counselor is not allowed to reveal any information to an employer about an employee's counseling sessions.



Aurora EAP: 800-236-3231



Aurora Health Care®

2023 All Employer Annual Report

From Aurora EAP



Letter from the Director



As a country, we are in a mental health crisis. Research indicates that approximately 26% of Americans have a mental health diagnosis. Beyond that, extreme loneliness is also at a crisis level. Some studies have reported that as high as 50% of Americans in different subgroups—like adolescents and women with young children—suffer from extreme loneliness. Unfortunately, access to mental health is both limited and underfunded. Therefore, any program that can offer mental health resources is something to be taken seriously as a value-added benefit.

I applaud your professionalism, responsiveness, and genuine concern in wanting to address the mental health needs of your employees and your organization. I sincerely appreciate you choosing the Aurora EAP to assist in this endeavor.

Highlights from year-end 2023 utilization include:

- We served over 300 organizations and 150,000+ eligible employees.
- 77% of supervisory referral employees were retained, saving our customers over seven million dollars in turnover costs.
- 69% of all cases were either resolved using EAP services or referred to no-cost community resources, saving significant dollars on health care spending.
- ***Overall, for every dollar invested in EAP, we were able to demonstrate a \$4.82 return on investment!***

Please see the remainder of this summary report for additional year-end highlights.

I look forward to continuing our relationship and exploring new ways to enhance our EAP offerings. Please do not hesitate to contact your account executive or myself if you have any questions, feedback, or suggestions.

I genuinely thank you for your continued support of the Aurora EAP, and your commitment to the health and wellness of your employees.

Warm Regards,

Pauline Krutilla

Director Aurora Employee Assistance Program

Aurora EAP

We help people live and work well

How We Served Clients

All Employers
Report Year: 2023

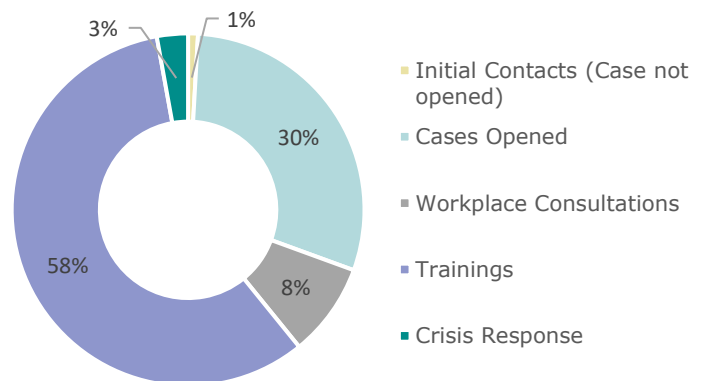
Employees Covered: 158,065

	Impact Rate	Utilization Rate
2021	10.43%	4.00%
2022	17.01%	4.65%
2023	13.28%	3.93%
Average:	13.57%	4.19%

Impact Rate = Total Number of Employees Impacted / Number of Covered Employees

Utilization Rate = Total New Open Cases / Number of Covered Employees

Services Utilized	
Total # Employees Covered	158,065
Initial Contacts (Case not opened)	189
Cases Opened	6,211
Workplace Consultations	1,799
Trainings	12,144
Crisis Response	597
Total Impacted	20,940
Impact Rate	13.28%



Top 5- Primary Concerns	
All Employers	
1	Child / Family
2	Couples / Relationship
3	Anxiety
4	Stress
5	Legal

Aurora EAP

We help people live and work well

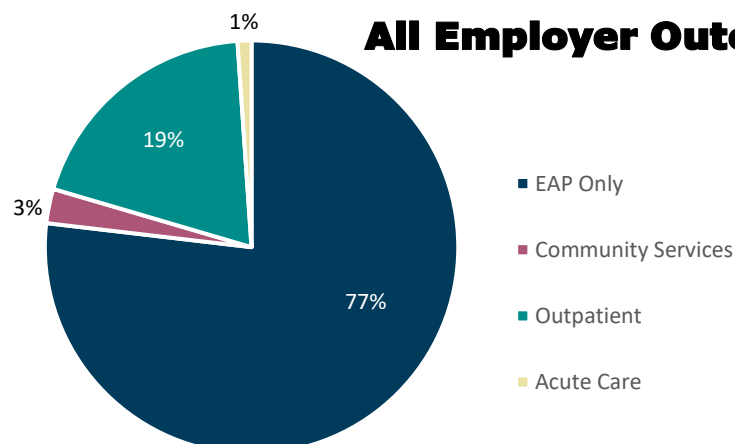
How We Served Clients

Contacts with Clients	2023
Client Sessions	
Telephonic Consultation	3,955
In-Person Sessions	3,254
Telephone Sessions	3,490
Video Sessions	5,312
Affiliate Provider Sessions	1,038
Total Sessions:	17,049
Miscellaneous Clinical Contacts	
Initial Contact	8,654
Scheduling	6,319
Internal Client Consult	380
External Client Consult	190
Supervisory Referral Consult	1,216
Case Management	6,963
Inquiry	21
Other	725
Total Other Contacts:	24,468

Case Types	2023
EAP	4,268
SFAP	559
USAP	103
Admin/ Supervisory Referral	171
Fitness for Duty	14
Well-Being Check In	146
Work-Life: Family Services	146
Work-Life: Legal and Financial	808

Analysis of Closed Cases	2023
Total Cases Closed	5,799
Average # of Sessions Used	2.90

Case Outcomes	2023	
	#	%
No Further Treatment	3,544	61.11%
Referral: Work-life	913	15.74%
Referral: Community Services	156	2.69%
Referral: Outpatient	1,123	19.37%
Referral: Acute Care	63	1.09%



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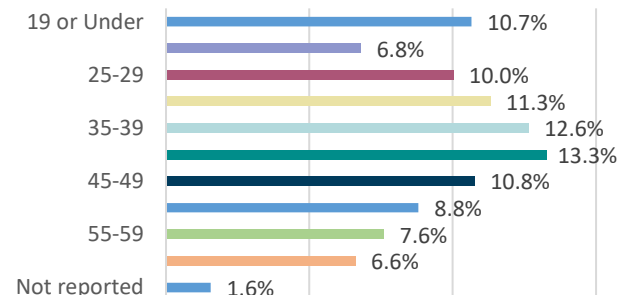
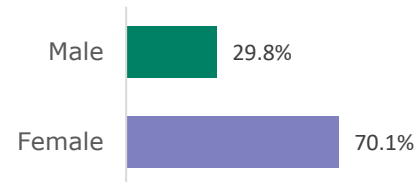
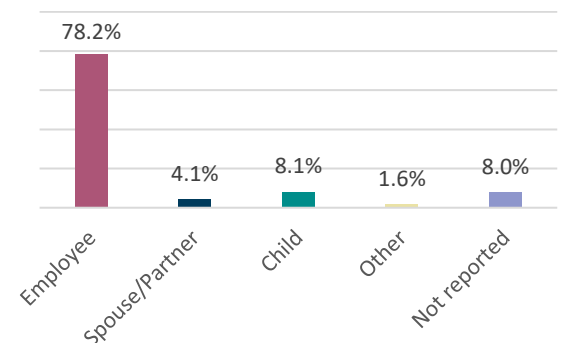
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Who We Served

All Employers
Report Year: 2023

Employees Covered: 158,065

2023			
Case Opened On		#	%
Employee		4,854	78.2%
Spouse/Partner		256	4.1%
Child		503	8.1%
Other		99	1.6%
Not reported		499	8.0%
Total		6,211	
Gender		#	%
Male		1,849	29.8%
Female		4,355	70.1%
Other		7	0.1%
Not reported		0	0.0%
Total		6,211	
Age		#	%
19 or Under		662	10.7%
20-24		422	6.8%
25-29		622	10.0%
30-34		702	11.3%
35-39		785	12.6%
40-44		824	13.3%
45-49		668	10.8%
50-54		547	8.8%
55-59		472	7.6%
60 or older		410	6.6%
Not reported		97	1.6%
Total		6,211	
Aware of EAP		#	%
Co-Worker		126	2.0%
Counseling/Social Worker		94	1.5%
Family Member		394	6.3%
Human Resources		326	5.2%
Orientation/Training		270	4.3%
Promotional Materials		2,302	37.1%
Repeat Client		1,683	27.1%
School Administration		442	7.1%
Supervisor		366	5.9%
Teacher/Professor		74	1.2%
Website		134	2.2%
Total		6,211	

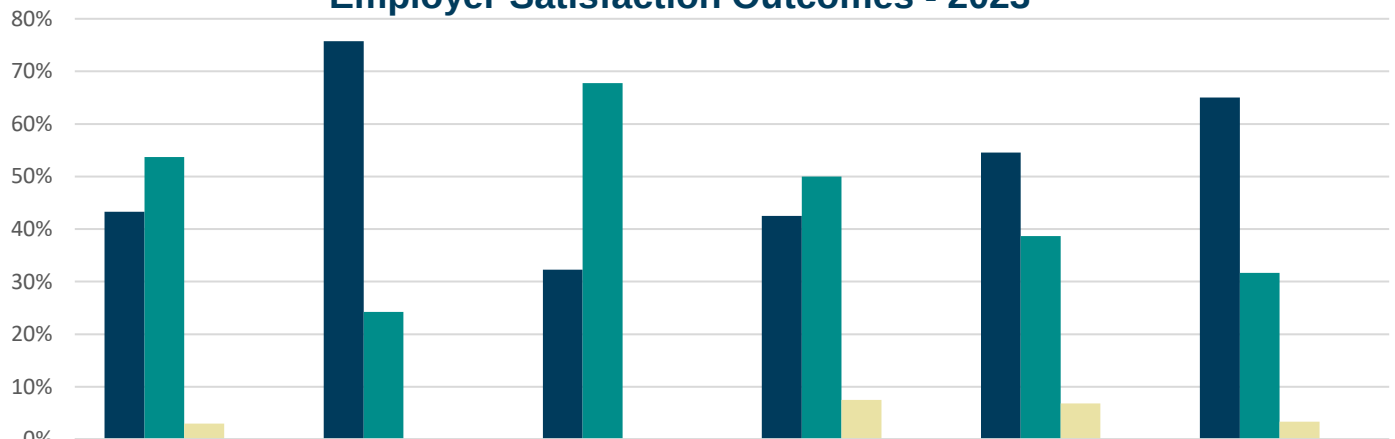


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How We Served Organizations

Employer Satisfaction Outcomes - 2023



	How would you rate your overall satisfaction with Aurora EAP?	How would you rate the responsiveness of your assigned Account Executive?	How would you rate your experience using our supervisory referral process, if applicable?	How would you rate the value of management consultations in relation to challenging workplace situations?	How would you rate the quality of training provided by the Aurora EAP, if applicable?	How likely are you to recommend Aurora EAP to other employers?
■ Very Good	43%	76%	32%	43%	55%	65%
■ Good	54%	24%	68%	50%	39%	32%
■ Poor	3%	0%	0%	8%	7%	3%
■ Very Poor	0%	0%	0%	0%	0%	0%

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How We Served Organizations

Workplace Consults

	# of Consults	# of Contact Events	# of Hours
Information Only	218	383	157
Organizational Consultation	952	1,715	864
Employee Consultation	137	217	98
Fitness for Duty Consultation	31	53	24
Supervisory Referral Consultation	186	1,034	348
Administrative Referral Consultation	135	332	83
Crisis Response Consultation	83	198	97
Workplace Violence/ Threat Assessment	5	18	11
Other	29	52	29
Total	1,776	4,002	1,709

Training Services

	# of Trainings	# of Individuals	# of Hours
Employee & Family Education Programs	21	129	18
Employee Training	202	5,866	206
Management Training Series	2	50	2
Miscellaneous Onsite Services	197	446	468
Promotional Events	33	4,159	122
Supervisor/ Leader Training	71	1,494	89
Total	526	12,144	905

Crisis Response

	# of Contacts	# of Individuals	# of Hours
First Crisis Debriefing	65	485	126
Follow-up Crisis Debriefings	15	112	16
Total	80	597	141

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2023 Cost Savings

HUMAN CAPITAL OUTCOMES

Work Life Balance Cases	# of Cases	Hrs Saved	Hourly wage	Savings
Adopt/Child Care/ Edu'n	82	15	\$26.98	\$33,185
Elder Care	36	30	\$26.98	\$29,138
			Cost	Savings
Financial	154		\$150	\$23,100
Legal &/or Mediation	561		\$250	\$140,250
Total:				\$225,674

Supervisory Referral Cases	# of Cases	Avg Salary	1/2 Salary	Savings
Retained Supervisory Referrals	271	\$56,120	\$28,060	\$7,604,260

HEALTH CLAIMS OUTCOMES

Cases Resolved in EAP	# of Cases		Average Cost	Savings
Total:	4,613		\$675	\$3,113,775

ORGANIZATIONAL OUTCOMES

Workplace Consultations	Hours	Hourly Rate	Savings
Informational/ Organizational	1,021	\$400	\$408,400
Employee Consultation	98	\$400	\$39,052
Fitness for Duty Consultation	24	\$400	\$9,420
Supervisory/Admin Referral Consultation	431	\$400	\$172,400
Crisis Response Consultation	97	\$400	\$38,832
Other	40	\$400	\$16,000
Trainings			
Employee & Family Education	18	\$400	\$7,360
Employee Training	206	\$400	\$82,400
Misc. Onsite Services	468	\$400	\$187,280
Promotional Events	122	\$400	\$48,720
Supervisor Training	91	\$400	\$36,400
Crisis Response			
First Event	126	\$400	\$50,240
Follow-Up Event	16	\$400	\$6,200
Total:			\$1,102,704

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2023 Cost Savings

Overall Savings

Work Life Balance Services	\$225,674
Supervisory Referrals	\$7,604,260
Cases Resolved in EAP	\$3,113,775
Workplace Consultations/Trainings/ Crisis Responses	\$1,102,704
Total:	\$12,046,413

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Account Executive Recommendations

Sharing some guidance from the Employee Assistance Professional Association (EAPA), drafted to help organizations maximize the benefit of offering & utilization of EAP services in their workforce.

- ✓ Work with your Account Executive to create a year-long EAP promotional calendar:
 - Distribute promotional materials frequently (monthly messages, employee & management newsletters, topical articles)
 - Schedule annual in-person or webinar orientations
 - Mail EAP letter and wallet cards/magnets to employee's homes
- ✓ Make EAP an integral part of leadership, well-being/wellness programs, safety committee, HR, finance, planning and strategy.
- ✓ Be sure to equally promote EAP for both employee-focused services and organizational-level interventions.
- ✓ Do you offer these organizational-level interventions?
 - Training leaders to improve the workplace culture and ensure referrals to EAP
 - Programs to increase skillset of managers around supportive supervision
 - Problem solving services for organizational units under duress
 - Advising units on camaraderie building and peer-led connection opportunities
 - Communication skill training, both for leaders and teams
- ✓ Remember EAP's ability to assist with change management.

**Please reach out to your Account Executive
to further discuss any of the above.**

800.236.3231

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EAP Cost Savings Glossary of Terms

Cases Resolved in EAP: The Health Claims component of this report represents the estimated savings from eliminating costs of medical claims and further behavioral health treatment as a result of care provided by our EAP counselors. We have calculated estimated savings by counting the number of cases where employees' needs were resolved within the EAP setting (therefore reducing the need for and use of billable treatment) by the average length of and cost for outpatient therapy (average number of sessions = 5 @ \$135 per session, totaling \$675).

Child Care &/or Adoption Referrals: Employees have reported the Aurora EAP saved them an average of 15 hours of their time, by researching and providing Child Care or Adoption referrals. We multiply the 15 hours by the average hourly salary in WI (\$26.98) the most recent mean hourly figure attained from US Bureau of Labor Statistics, to get an estimated total savings.

Elder Care Referrals: Employees have reported the EAP saved them an estimated 30 hours of their time, in providing families with Elder Care referrals. We multiply the 30 hours by the \$26.98 hourly rate to get an estimated total savings.

Financial Consultations: When employees use the Aurora EAP for financial consultations, they receive one half-hour financial consultation at no cost to either the employee or the employer. Without our EAP, the consultation would have cost the employee \$150 based on a conservative average of \$300/hr for the cost of financial planners in WI.

Legal &/or Mediation Consultations: When employees use the Aurora EAP for legal consultations, they receive one half-hour legal consultation at no cost to either the employee or the employer. Without our EAP, the consultation would have cost the employee \$250 based on a conservative average of \$500/hr for the cost of attorneys in WI.

On-Site Activity: Services performed by an EAP Account Executive, in the workplace. Services include workplace consultations, crisis interventions and promotional events. Savings are calculated by multiplying the number of hours used, by an average Consultant hourly rate (\$400/hr).

Other Employer Services: Consultations performed by an EAP Account Executive, regarding both management and supervisory referrals. Savings are calculated by multiplying the number of consulting hours by an average Consultant hourly rate (\$400/hr).

Supervisory Referral Cases: Employee turnover is costly. According to the Society for Human Resource Management (SHRM), turnover costs include expenses for termination, vacancy, hiring, and the learning curve required before reaching maximum productivity. SHRM estimates that the average cost to replace an employee is at least 50% of the salary of the employee being replaced. We calculate savings by multiplying the number of retained supervisory referrals by 50% of the average annual salary in WI.

Trainings: The number of training hours for both employees and supervisors are multiplied by an average trainer rate (\$400/hr) to get total savings for using Aurora EAP's Account Executives.

**Thank You for your continued
partnership with Aurora EAP!**





Report to the
Personnel Committee
of the City of Green Bay

MEETING DATE

December 10, 2024

PREPARED BY

AGENDA ITEM # F.I

Report of Routine Personnel Actions

BACKGROUND

RECOMMENDATION

FISCAL IMPACT

ATTACHMENTS

- I. Personnel Action Report 12.10.24

REPORT OF ROUTINE PERSONNEL ACTIONS
FOR REGULAR EMPLOYEES
January 14, 2025

<u>Position</u>	<u>Department/Division</u>	<u>Name</u>	<u>Date</u>
<u>New Hire</u>			
Patrol Officer	PD	Tyrel Barney	12/11/2024
Mechanic	PRF	Josh VanLaanen	12/16/2024
<u>Transfer</u>			
Operator I (N)	DPW	Gerard Hamilton	11/4/2024
<u>Promotion</u>			
Neighborhood Compliance Inspector	CED	Nathan Keeler	11/25/2024
Civil Engineer I	DPW	Max McGuire	12/15/2024
<u>Grade/Step Change</u>			
Procurement Manager	Admn Svs	Thomas Walenski	11/29/2024
Engineering Technician	DPW	Robert Woldt	11/28/2024
Patrol Officer	PD	Jakob Pflederer	10/27/2024
Patrol Officer	PD	Grace Bessey	11/14/2024
Patrol Officer	PD	Ezekiel Stoll	11/14/2024
Patrol Officer	PD	Aaron Werchek	11/29/2024
Patrol Officer	PD	Heath Hermans	11/29/2024
Patrol Officer	PD	Derek Johnson	11/29/2024
Patrol Officer	PD	Marco Rodriguez	11/9/2024
Patrol Officer	PD	Shawna Coron	11/26/2024
Patrol Officer	PD	Bashir Buruin	11/26/2024
Patrol Officer	PD	Christopher Vaubel	11/26/2024
Patrol Officer	PD	Craig Kolbeck	11/3/2024
<u>End of Employment</u>			
Administrative Clerk	PRF	Florence Aerts	12/31/2024
Custodian	PRF	Abigail Rybacki	12/1/2024
Operator I	DPW	Kelly Jauquet	1/2/2025
Custodian	CED	Thomas Katers	12/31/2025