

CITY OF WASHBURN
119 Washington Avenue
P.O. Box 638
Washburn, WI 54891



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NOTICE OF FINANCE/PERSONNEL COMMITTEE MEETING

DATE: March 30, 2020

TIME: 2:30 PM

PLACE: Washburn City Hall

Agenda:

- Call to Order
- Approval of minutes from October 2, 2019
- Discussion & Recommendation on the Sand Creek proposal for an Employee Assistance Program
- Discussion & Recommendation to Establish an Employee Leave Donation Program
- Discussion & Recommendation to Create a COVID-19 Emergency Business Loan Program
- Discussion & Recommendation to Create and Classify Severance Liability as a Designated Fund
- Discussion & Recommendation to Implement a Bi-Annual Budget for 2022-2023
- Adjournment

It is possible that members of, and possibly a quorum of, members of other governmental bodies including the Common Council of the City of Washburn in attendance at the above meeting. No action will be taken by any governmental body other than the Finance/Personnel Committee.

This meeting may have members participating via teleconference. Public participants can listen to the proceedings by calling **1-855-947-8255** and using participant code **9682 512#** as opposed to being present for the meeting. The meeting will also be broadcast on Washburn Cable Access Television and be live streamed on the City of Washburn YouTube Channel.

October 2, 2019

**CITY OF WASHBURN
FINANCE & PERSONNEL COMMITTEE MEETING**

4:30PM

Washburn City Hall

Present: City Council Members:

Karen Spears-Novachek, Aaron Austin

Municipal Personnel:

Mayor Richard Avol, Administrator Scott Kluver, Assistant City Administrator Tony Janisch, Director of Public Works Bob Anderson, Fire Chief Mike Pederson, Assistant Fire Chief Dick Olson

Excused Absence:

Mary McGrath

Call to Order - Meeting called to order at 4:37 p.m. by Novachek. Two (2) members of the Finance & Personnel Committee were in attendance. Council Member Carl Broberg was also present.

Approval of May 23, 2019 – Motion by Austin to approve the minutes of September 11, 2019, second by Novachek. Motion carried unanimously.

Discussion and Recommendation on Proposed 2020 General Fund, Debt Services, and Capital Budgets– Kluver stated that there were still unknowns with expenditures in the proposed 2020 General Fund budget. Health insurance rates are now out. However, it is the open enrollment for employees and depending if/how employees change coverage there could be a savings or greater expense. Kluver also stated that Highway Aid has not yet been announced. Discussion then revolved around several topics, including new ambulance, new fire brush truck, water meter replacement and the proposed housing study.

Broberg presented vehicle specs. and replacement cost for a new ambulance, \$228,290. Kluver stated that this is \$8,000 more than what is budgeted for replacement. Austin asked, given that EMS has two other ambulances, how badly is this replacement needed. Broberg stated that 20% of the calls need two ambulances and only 1% of the calls would need three. However, there have been periods of times when either of the other ambulances have been out for service and this one was needed as the secondary. Avol asked about the number of ambulances in surrounding communities. Broberg responded that most have two, except Cable which has four and does a lot of transport runs. Broberg further added that while they can call support from another service unit, that would add another 20-30 minutes to response time.

Kluver presented information and costs prepared by Pederson and Olson for replacement with a new Fire Department brush truck, \$58,850. Kluver further stated that if a new truck was to be purchased it would have to occur this (2019) fiscal year, as the 2020 budget had already been developed with extremely little leeway and the City is bound by its Expenditure Restraint. Novachek asked if there was a way to reduce costs or reuse equipment. Pederson & Olson responded that they may be able to re-use some equipment and that the Friends of the Fire Department may be able to purchase some of the other incidental/add-ons. Kluver stated that there may be a savings with the repair of the effluent line at the Waste Treatment Plant, potentially \$20,000. He also stated that the City have taken a loan for high efficiency boilers at the Waste Treatment Plant that will no longer be installed and that there may be potential to refocus this loan, approximately \$20,000, to assist with the purchase of a brush truck. A motion was made by Austin to recommend a budget amendment to spend \$20,000 of carry over funds and \$20,000 of borrowed funds on

the contingency that these funds are available, second by Novachek. The motion carried unanimously.

In discussion regarding the Housing Study, Avol noted that costs for this study would be \$3,082 for just the City and \$5,455 if the three area Towns were included. Kluver stated that he assumed this expense would occur in 2020. Given the limited flexibility and the Expenditure Restraint, Kluver stated that this expense could not come from the General Fund. A possible source would be using funds from the TID 3; however, development should at the Omaha St. site. Avol believes that TID 3 funds should not be used because the information gained may not support development in the TID, and he believes the housing study is not needed, stating that we already have the information that we need.

Discussion finalized with Water Meter Replacement project. Kluver and Anderson presented several possibilities with installation, meter systems and costs. These options include hiring a contractor, hiring a part-time staff to supplement current staff, or use current utility staff. Regarding meter system options, these include a drive-by read, enhanced drive-by read, or a fixed system where readings can be real time and done remotely. The new technology with the fixed system gives the City more flexibility and more control. The cost of the advanced fixed system using a contractor installation would be \$346,445. Kluver anticipates using a short-term 3-year loan to pay for the expense. This borrowing would not affect the Expenditure Restraint and would keep the levy level as the City moves into the Bayfield St. Reconstruction Project.

Adjourn – A motion was made by Austin and seconded by Novachek to adjourn the meeting of the Finance & Personnel Committee. Motion carried unanimously. Meeting adjourned at 6:40 p.m.

Tony Janisch
Assistant City Administrator

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To: Honorable Personnel/Finance Committee Members
From: Scott J. Kluver, ^{SSK} Administrator
Re: Agenda Matters 1, 4 & 5 for March 30, 2020 Meeting
Date: March 25, 2020

Please see the comments below on several agenda items:

1. Enclosed you will find a proposal from Sand Creek for Employee Assistance Program services. This type of program, which has been talked about off and on for some time, would provide employees with a variety of services, including counseling sessions, to help them with traumatic experiences and life issues. On occasion, our staff experience situations that most people thankfully do not see and that others take for granted that someone else is dealing with i. These can be difficult experiences for employee which reduce performance, availability, and cause other issues for them. These experiences can also cause the City difficulty in keeping and recruiting new employees, especially for our Fire and EMS staff. There is nothing in place to provide services to our employees at this time.

Bayfield County utilized Sand Creek, and has been satisfied with their services. Because Bayfield County has a contract, other municipalities can contract for service at a discounted rate. In the enclosed information, you will find the services that are included at a base rate of \$20 per employee per year. This fee, allocated across all department this year, will not cause a significant strain on the budget and I believe will be beneficial to the City overall. The proposal is that all of our full-time, permanent part-time, and paid-on-call staff would be covered by this service. It would not include seasonal part-time or any temporary employees. I recommend that the Committee approve the proposal with Sand Creek.

Note: The next two agenda items are not urgent; however, I do not believe that we should stop planning for the future and need to continue to proactively serve the citizens as much as possible.

4. Severance Liability as a Designated Fund – Each year in our audit, the liability the City has for the potential severance of all of its employees is noted. This amount is the what the City would be obligated if all of its employees were let go or retired all at once. Know that the likelihood of that happening is remote, but if a significant number left the City at once, it could put the City in significant financial stress. That liability is currently \$142,490 for the general fund, and there is another \$18,293 combined for Water, Sewer, and Stormwater Utilities. This issue also came up in the questionnaire I recently completed in the refinancing/borrowing that is currently underway. It would look better for future borrowings if the City

kept this amount separate from its current undesignated fund (which is currently adequate to cover this potential liability) and designated the amount needed for the liability so that it would not be shown as part of the undesignated fund which could potentially be used for anything. It requires special action by the Council to change the use of any designated fund. If the Council would approve this, the amount needed to cover the liability would need to be reviewed annually and potentially adjusted accordingly. I recommend that the Personnel/Finance Committee consider making a recommendation that the employee liability amount be classified as a separate designated fund. We would not necessarily open a separate account for this, but rather make notation of the designation in the account listing.

5. Recently, the Legislature passed a law that allows municipalities to pass bi-annual budgets. Currently under this law, a bi-annual budget would need to be adopted in a odd numbered year for the next two calendar years, so the City could not implement this for the upcoming budget cycle; however, it could adopt a bi-annual budget in 2021 for 2022 and 2023. The advantages under this law is that it would force departments to be more pro-active in planning for the future, especially with capital needs. It is something that I think would be a good exercise for the City. It may cause a little more work during budget years; however, it would free up a lot of time on non-budget years that can be put towards other purposes, especially with significant projects coming up like the Bayfield Street Project. The levy would still need to be adopted each year by the Council, and we would need to resist the temptation to make significant budget amendments unless absolutely necessary. I ask the Personnel/Finance Committee to consider this idea and eventually make a recommendation to Council. If there is a favorable recommendation, we will need to review our ordinances for any updates that would be required to allow this.

2020

SERVICES OVERVIEW



PROPOSAL PREPARED FOR:

CITY OF WASHBURN, WISCONSIN

[TOTAL WELL-BEING PROGRAM SERVICES]

Tod Deming, Executive Director | Sand Creek EAP | 651.430.3383 | tod@sandcreekeap.com

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I. INTRODUCTION

Sand Creek EAP understands that when an employee is overwhelmed by personal, lifestyle, or workplace situations, they cannot perform their duties effectively. We are confident that the Sand Creek EAP program can provide the most comprehensive and cost-effective strategies for a number of issues to help employees manage their lives, so they can remain productive, safe, healthy, and effective in the workplace.

Today Sand Creek EAP is *re-defining* the EAP. There are two main hurdles that face EAP providers:

1. **Stigma of utilizing the service**
2. **Barriers to accessing the service**

Our **Total Well-Being model** offers everyday services for everyday people like life coaching, medical advocacy, personal concierge for convenience services, work/life resources, and legal/financial resources in addition to the traditional mental health counseling that EAPs were founded on. These service enhancements help to reduce the stigma often associated with utilizing an EAP. In addition, we offer clients *on-demand* access to these services via telephone, mobile app, web portal, video counseling, and chat functionality. Through our commitment to innovative technological connectivity, we are meeting individuals wherever they are, whenever they need us – help anytime, anywhere.

Our high-touch, high-tech model actively engages our client organizations and their employees in order to create meaningful connections that aid in supporting work/life balance, driving productivity, and overall strengthening organizational cultures for long-term success.

We are committed to bringing *well-being, done well* to our valued client partners through:

- **Expert Access:** Sand Creek EAP provides 24/7 service driven and supported by a team of in-house experts that are passionate and committed to providing the highest quality of care and solutions to workforce health and wellness challenges. Our team assimilates with each client to act as an extension of their Human Resources division. Through this seamless support we provide proactive programming that better organizational and individual needs – whenever those needs arise.
- **Program Customization:** Through our high-touch model, we build every program to meet the specific needs of each unique client. Not only does this mean that program components vary based on individual client needs, but it also means that during consistent program reviews our team works collaboratively with each client to adjust programming to ensure ongoing success.
- **State-of-the-Art Technology:** Employees and family members can access the Sand Creek EAP 24/7/365 through telephone, web portal, and mobile application options. Furthermore, our state-of-the-art technology affords our clients best-in-class reporting and statistics to aid in program review and evolution as needed.
- **Innovative Member Promotion:** Our team understands that it takes regular contact and encouragement to make sure employee benefits are used, and we know that resonating with individuals in today's busy world has only become more challenging. It is through our commitment to ensuring engagement that we proudly offer a fresh, innovative member

campaign aimed at catching the attention of busy employees and educating them and their family members on the availability of services.

- **Best-in-Class Programming:** A hallmark of the Sand Creek EAP program has been our commitment to best-in-class programming including extraordinary customer service and exciting service offerings. We are proud to offer our clients consistent & professional ongoing communications including monthly newsletters,
- **Cost-Effective Pricing Models:** We understand that rising healthcare costs continue to concern employees and employers, which is why we remain flexible & transparent in our pricing strategies. We have the ability to price our services as a per-employee-per-month (PEPM) structure or as fee-for-service structure.

We are confident that our strategies offer an innovative, effectively administered, high-quality benefit to drive improved well-being. Our commitment to service excellence, robust service offerings, and ongoing evolutions fully support our client populations now and as they continue to evolve in the future.

II. ABOUT SAND CREEK EAP

We remain committed to providing high-touch customer service through a regional center of excellence model. In 2019, Sand Creek EAP was acquired by AllOne Health, a leading provider of workforce physical and mental health solutions to expand our geographic capability.

AllOne Health has nearly 50 years of experience in providing employers with Occupational Health and Employee Assistance Program services. Our organization was founded by a group of physicians and we remain heavily clinical today with 50% of our Leadership team holding clinical designations and a greater percentage of our entire population being clinicians by trade. Employing an overall team approach, our colleagues have direct access to one another in order to always offer our clients a best-in-class service response. This includes direct access to physicians, mental health counselors, nurses, social workers, and more.

AllOne Health's mission is to provide an integrated solution that drives health, productivity, & well-being for all. We understand that our availability to be *present* at our client sites can greatly impact our ability to successfully service client needs and meet this mission. By acquiring regional EAPs that share in our commitment to high-touch customer service and high-tech capability, we can now offer operational program efficiencies, wider access to leading industry experts, all while providing the high-touch service across a greater geographic spread.

As a global firm, we provide **24/7 concierge-style service** that sets the standard, along with in-person and online resources that encourage employees to maintain healthy and positive lifestyles. We combine in-house expertise, state-of-the-art technology, and program flexibility to drive best-in-class programming for our client organizations.

Our programming provides clients with a Total Well-Being model that includes life coaching, medical advocacy, work/life resources & referrals, and personal concierge for convenience services. Our model

addresses everyday problems for everyday people, anytime, anywhere; all while maintaining the highest-touch customer service and the most competitive industry rates.

Through AllOne Health’s acquisition, Sand Creek EAP is now also supported by improved technologies and enhanced service offerings.

III. OUR SOLUTION

ASSISTANCE SERVICES

Service Components

Service Levels

MENTAL HEALTH SOLUTIONS

Sand Creek EAP proudly offers a high-touch Employee Assistance Program designed to support individual & organizational mental and behavioral health concerns. Our mental health solutions cover a broad range of issues for individuals, which they may experience at work or within their personal lives. Our multi-disciplinary staff includes doctors, licensed independent clinical social workers, and mental health specialists experienced with issues such as: stress, substance abuse, depression and anxiety, workplace tension, grief, managing emotional and job stress, mental health in-patient needs, and mental health out-patient needs.

Offerings include:

- Access: Toll-free line answered 24 hours a day / 7 days a week, AT&T translation for 140+ languages
- Access: Immediate access to Masters’-level clinicians for crisis callers
- Access: Telephonic, mobile app, web portal, text messaging, and video counseling
- Access: Nationwide affiliate network for face-to-face sessions
- Continuity-of-care model: for improved long-term support
- Educational materials include newsletters, one-pagers, webinars, and more

Mental Health Solutions

Counseling

Support services:

- Complete assessment process to determine nature & urgency of needs
- Immediate access to counselors if/when needed
- Scheduling of an appointment including face-to-face options

Communicated to caller:

- Service is confidential
- No information is shared with employer
- Service is paid for by employer
- No co-pay or deductible
- Information regarding # of sessions
- Full program benefits explained

No limit for telephonic mental health solutions through EAP

Face-to-Face sessions determined on a per-program basis.

Crisis Calls

Support services:

- Immediate access to experienced
- ‘Contract for safety’ method

- | | |
|---|---|
| <ul style="list-style-type: none"> • EAP counselor • Referrals through continuity-of-care model • Referrals to local hospital emergency room or screening services | <p>where individual will take no action until emergency plans are made and counselor can reconnect within 1 hour</p> <ul style="list-style-type: none"> • Contact with local authorities if situation is deemed unsafe to self or others |
|---|---|

WORK-LIFE SERVICE COMPONENTS

Service Components

Service Levels (if elected)

RESOURCES & REFERRALS

For telephonic work/life requests, our team highlights the importance of the referral process based upon specific client needs. Our process begins with a thorough consultation and assessment by a work-life specialist. Our assessment often helps individuals identify questions not yet considered. By taking the time to truly understand the specifics of each case, our consultants are well-equipped to provide guidance for the most cost-effective and suited options. Referrals are made to our extensive national network that is continually expanded to reflect the needs of clients companies and their employees. Resources are matched based upon the participant's needs, financial situation, and geography.

- Access: Toll-free line answered 24 hours a day / 7 days a week (after-hour callers are connected with an individual who performs an intake, which is routed at the start of each business day to the AOH team to follow-up on)
- Access: Work/Life web portal, mobile application (free to download from Apple iTunes or Google Play store), consultation, and/or referrals and resources
- Educational materials include tip sheets, checklists to help evaluate resources, consumer information, etc.
- Health care advocates acting as liaisons between individuals, doctors, hospitals, insurance companies, pharmacists, specialist, home health agencies, and myriad other ancillary health care services
- Assistance with access/integration to all employee benefits including health plans, EAP, and wellness initiatives provided by employer

Topics Covered Include (but are not limited to):

Parenting

Childcare Resources & Referrals:

- Back-Up Care
- Before/After School
- Childcare Centers
- Family Day Care
- Nannies & In-Home Care
- Summer Camps

Information & Support:

- Adolescence
- Adoption
- Child Development
- College Planning
- New Parents & Pregnancy
- Special Needs

No limit for research and referrals.

Elder Care

Resources & Referrals:

- Assisted Living Facilities
- Caregiver Support
- Community Services
- Hospice
- Home Health Care
- Medicare/Medicaid
- Nursing Homes
- Respite Care
- Social Security
- Transportation

No limit for research and referrals.

Legal

Consultation & Referrals:

- Bankruptcy
- Divorce / Custody
- Estate Planning/Wills/Trusts
- Real Estate
- Landlord/Tenant
- Immigration
- Personal Injury/Malpractice
- Debtor/Creditor
- Adoption
- Probate

Free telephonic consultation with qualified attorney or referral to conveniently located lawyer with appropriate expertise for a free 30-minute consultation and discounted additional assistance if required

Financial

Consultation & Referrals:

- Bankruptcy
- Home Buying
- College Fund Planning
- Credit Card Debt Tactics
- Identify Theft Prevention
- Foreclosure Prevention
- Major Life Event Planning
- Retirement Planning
- Budgeting (to cope with reduction in household earnings; to reduce debt; to save; household budgeting)

Referrals available with:

- Certified Financial Planner
- Certified Public Accountant
- Credit Counselor

Website access to Mint.com and CreditKarma.com

Daily Living

Resources & Referrals:

- Chore Services/House Cleaners
- Emergency Services
- Event Planning
- Volunteer Opportunities
- Pet Obedience Training
- Fitness & Wellness Centers/Programs
- Transportation & Travel Services
- Consumer Comparisons
- Entertainment Services
- Veterinarians
- Moving/Relocation Services
- Pet Sitters/Kennels
- Home Repair Services

No limit for resource and referral.

Work

Resources & Referrals:

- Career Counseling
- Job Performance Concerns
- Job Search Strategies
- Resume Review
- Work Stress

No limit to research & refer to Career Counselors

Website Access – English/Spanish/French Capability

Some customizations available including adding

On-Demand Resource Topics:

- Parenting
- Aging
- Health
- Living

- Education/College
- Financial
- Career
- Military

information about your company, benefits, locations, contacts, holidays and social media links in the "Company Profile" section

Site is kept current & up-to-date regularly

Web Portal Resources Include:

- 4,000+ Articles, Videos, Podcast
- Health & Financial calculators
- Interactive Checklists
- 10+ Health & Lifestyle Assessments
- 200+ content topics
- Integrated eLearning Courses
- Member Profile Section Includes: Favorites, Bookmarks and Activity Results
- On-demand online webinars and archived past webinars
- Searchable Nationwide Resources for child care, aging and education.

- Savings Center: Discount shopping program
- 100+ ready-to-use legal forms and contracts
- HR Resource Section Includes:
 - Downloadable Training Modules and Podcast
 - Manage company documents
 - Manage HR staff and employees
- Post company-wide alerts

Mobile Application

On-the-Go Access to:

- One-touch connectivity to telephonic support
- Virtual Assistant – chat and video support

- All content, activities, assessments and any additional features are available on mobile.

Free to download from the mylifeexpert.com website.

PERSONAL ASSISTANT

This add-on service takes the work-life resource & referral program to the next level by providing 24/7 access to assistance in researching information, making purchases or reservations, and/or arranging services. While services can be found and purchased using an individual's credit card, ultimately the individual is responsible for respective service costs.

ASSISTANCE AVAILABLE (BUT NOT LIMITED TO):

- Entertainment & dining (dinner, movies, concerns, transportation, etc.)
- Travel & tourism (Booking vacations)
- Household errands (grocery shopping, car washes, dry cleaning, meal
- Service professionals (electricians, plumbers, carpenters, etc.)
- Special needs support
- Child & elder care support
- Other professional services

Additional Fees May Apply

preparation, etc.)

MEDICAL ADVOCACY

Due to increasing challenges in navigating healthcare system, medical advocacy is on the rise. The health care advocate may be a social worker, nurse, or case manager who has experience with a wide range of health care issues including; but, not limited to: elder care, second opinions, nursing mothers, prescription information, and more.

No limit on advocacy support

Access to Medical Advocate to assist with:

- Medical Information & Resources
- Research
- Problem Solving
- Coaching
- Liaison with Health Care team
- Guidance with Insurance issues, preauthorization & predeterminations
- Navigating claims issues
- Explanations of confusing conditions
- Communicating with pharmacists re: prescription medications
- Scheduling specialist appointments
- Transition of care issues

COACHING

Sand Creek EAP is proud to evolved our solution to add enhanced well-being solutions including:

Additional fees may apply

- Life coaching
- Wellness / health coaching
- Career coaching

EXTRAORDINARY CUSTOMER SERVICE

Our team is committed to providing an extraordinary customer experience. Our program features distinct daily, weekly, monthly, quarterly, semi-annually, annually, and as-needed Account Management protocols.

The Sand Creek Account Management commitment provides:

- Quality assurance
- Consistent, professional communications
- Thought leadership / in-house expertise
- Robust utilization reporting

ACCOUNT MANAGEMENT

Dedicated Account Manager

- Masters' level Account Managers
- Management & Organizational Consultations
- Tracks & reports on program activity
- Collaborates with client

Program staff is available 24/7/365; Account Managers are available during normal business

- | | | |
|--|---|--|
| <ul style="list-style-type: none"> • Provides Ongoing Program Orientations • Aids in distribution of communication materials | <p>contacts to evolve programming as-needed</p> | <p>hours M-F, EST via telephone or email. Onsite availability may vary depending upon client need.</p> |
|--|---|--|

PROGRAM PROMOTION

One of the most critical strategies for an organization to properly leverage benefit programs is through effective communication campaigns. Our team drives program engagement & effectiveness through campaigns driven by *the power of 3*. With this method, our goal is to touch individuals **tangibly, socially, and personally**.

Standard electronic materials provided.

Tangibly:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Materials including wallet cards, brochures, posters • Designed to educate & help destigmatize program use | <ul style="list-style-type: none"> • Purposely fresh, eye-catching, & strong in messaging to attract attention and encourage call-to-action |
|---|--|

Additional promotional materials can be supported for an added fee including design and/or printing.

Socially:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Designed to help reduce barriers to access • Multiple options available for user interaction such as group trainings | <ul style="list-style-type: none"> • Free, downloadable mobile application |
|---|---|

Additional program promotion strategies, such as trainings, can be available at an additional rate (see a la carte pricing menu).

Personally:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Personal connectively with our team when requesting resources & referrals | <ul style="list-style-type: none"> • Engaging with individuals to help build long-lasting connections |
|---|--|

Electronic Ongoing Communications

While our team is committed to supporting effective program promotion, we also understand that ongoing program communications are critical to drive engagement and user satisfaction. We have a set calendar of communications that are sent to our clients as follows:

Standard – each communication is sent 1x/month or occurs 1x/month (i.e. webinars)

Monthly:

- | | |
|--|---|
| <ul style="list-style-type: none"> • Employee & Supervisor e-Newsletters • Wellness Newsletters • AOH Thought Leadership Article on Relevant Topics (also pushed on social media) | <ul style="list-style-type: none"> • HR30Webinar • Work/Life Webinar • Medical Advocacy Newsletter |
|--|---|

CUSTOMER SATISFACTION

Our team places a high importance on customer satisfaction, which is why we track

Standard

utilization of all activities and utilize satisfaction surveys, periodic reviews, post-event evaluations, and internal employee performance appraisals to measure our success.

Our customer satisfaction efforts include:

- Satisfaction survey is sent within two (2) days of a work/life referral
- Weekly satisfaction & outcome survey reviews by Account Management
- Workplace Outcome Suite (WOS) – EAP program survey that examines absenteeism, presenteeism, work engagement, life satisfaction, and workplace distress

PROGRAM REPORTING

We utilize state-of-the-art technology in order to track and comprehensively report on program utilization. This system comes bundled with over 100 reports for our programming and is run via Crystal Reports 8.5, which supports adding or modifying reports including customizable capabilities.

Standard – can be sent via email or requested through client portal

Measurement of our program success includes:

- Quarterly utilization reports
- Return on Investment calculation provided at end of each annual period
- All reports can be run on a customizable schedule for any given time
- Customizable features such as headings, fonts, colors, charts, and content
- Customizable fields like contact types, presenting issues
- MS Word, MS Excel, and PDF formats

INNOVATIVE COMMUNICATION CHANNELS

As society continues to evolve and individuals become increasingly busy and on-the-go, we are excited to be launching innovative channels for service delivery. Additional channels will include:

Additional fees may apply

Text Communication

- Mobile optimized chat
- SMS-to-Chat functionality

Tele-Health Communication

- Video conferencing for more personalized access to care

INFORMATION SECURITY

Information security is of the utmost importance to our clients, their employees, and our business. With our improved communication channels, we continue to place a high-importance on information security including:

- **SSL Encryption**
- **Secure data transfer to collect notes**
- HIPAA compliant
- ISO 27001 information security compliance certification

ADDITIONAL SERVICE OFFERINGS

Service Components

Service Levels

MANAGEMENT SERVICES

Building a great management team extends beyond issues of compensation and performance management. We see the development of great managers as a holistic and ongoing effort that addresses their professional and personal needs.

Management Consultation

Additional fees may apply

Our management consultation services include:

- HR professional consultation & coaching
- Conflict negotiation & mediation
- Supervisory formal referrals
- Policy development

Organizational Development

Additional fees may apply

Through our in-house *TeamWorks Institute* (TWI), we offer organizational development solutions including:

- Mediation – neutral facilitator to help employees resolve differences
- Team Building – programs designed to unify teams for ultimate success
- Executive Coaching – Customized plans to teach any leader to be a better communicator and coach

TRAININGS

A hallmark of the Sand Creek EAP Well-Being programming is our best-in-class trainings. We proudly offer off-the-shelf trainings that span a wide variety of topics including HR, Management, Financial, Legal, and health-related topics; or, we can put together customized training on virtually any workforce-related subject. Our teams factor in demographics, occupational characteristics, and other variables of program participants when creating any training or support effort. Ultimately, we provide engaging, educational, and effective individual and organizational training programs.

Additional fees may apply

Trainings include (but are not limited to):

- Caring for Yourself While Caring for Others
- Anger Management 101
- Enhancing Your Interpersonal Skills
- Maximizing Employee Engagement
- More than 15 trainings directly addressing stress & resiliency including: “The Digital Overload Dilemma”, “Let Positivity Power You”, “Managing Emotions in the Workplace” and “Cultivating Mindfulness in Everyday Life”

CRITICAL INCIDENTS

Workplace crisis or trauma is the physical or psychological response of employees to a crisis or critical incident, which can interfere with normal functioning. Situations

Additional fees may apply

which may precipitate trauma include being involved in or witnessing accidents, fires, violent acts, sudden deaths, or any other situation in which security or life are threatened. It is very common for people to experience emotional or even physical aftershocks when they have passed through a traumatic event. When a critical incident occurs, decisive action and thoughtful response can make all the difference.

Critical Incident Services Include:

- Individual employee interventions
- Group debriefing sessions
- On-site counseling options
- Communications support
- Ongoing informational support

DRUG & ALCOHOL SERVICES

As the only EAP to be owned by an occupational health organization, we have the unique ability to seamlessly coordinate mental, behavioral, and physical health solutions. Our behavioral health staff also has 24/7 direct access to a team of Occupational Health Board-Certified physicians and nurses to aid in matters such as drug & alcohol abuse concerns. Give the direct correlation between physical and mental health with issues such as substance abuse, we have found great success managing both sides of a program for our clients.

Additional fees may apply

Available services include:

- DOT / non-DOT Substance Abuse Professional services (SAP)
- DOT / non-DOT drug & alcohol testing
- Urine, hair, saliva, breath testing options
- In-house MROs
- Multiple available panels
- Pre-placement, random, post-accident, for cause availability
- 24/7 collector availability

ABSENCE MANAGEMENT SERVICES

Studies show that individuals out on leave from work often become depressed. As the only EAP owned by an occupational health company, we are proud to combine mental/behavioral health solutions with physical health solutions through our absence management program. Our team can help triage injuries/illnesses from the moment of occurrence and nurse case management leaves to help mitigate time away.

Additional fees may apply.

Solutions include:

- 24/7 telephonic injury triage – answered by AllOne Health in-house nurses
- Direct connectivity to occupational health or urgent care facilities following an incident
- Coordination of drug & alcohol testing post incident
- Ongoing nurse case management
- STD/LTD services
- Workers' Comp support
- FMLA oversight

PRICING

Below are the specific program elements as requested. Please note services outlined in Section II as "included in per employee per year fee" are encompassed in the rate proposed (i.e standard monthly communications).

The following price proposal has been drafted for the City of Washburn based on 88 employees.

Pricing is as of February 24, 2020 and is valid for 45 days from this date.

Requested Components	Notes	
Face-to-Face Counseling sessions	1-4 sessions per issue, per employee	\$20.00 per employee per year fee
Unlimited telephonic support	24/7/365 telephonic access to counselors	Included in per employee per year fee
Video Counseling Options		Included in per employee per year fee
Online portal with resources for employees	Includes: <ul style="list-style-type: none"> • Work/life web portal with access to quizzes, blogs, articles, audio/video • Support on topics ranging from child/elder care to relocation, health & wellness, and more 	Included in per employee per year fee
Telephonic work/life resources & referrals		Included in per employee per year fee
Unlimited Web-based Employee and/or Supervisor Orientations		Included in per employee per year fee
Annual Attendance at Benefit Fair		Included in per employee per year fee
Standard electronic promotional materials	Brochures, wallet cards, and posters at onset of each year	Included in per employee per year fee - Customized materials and/or additional materials can be provided at an added rate

Section II - Value Added Program Elements	Notes	Pricing
Legal/Financial Services	Assistance with legal/financial problems. See Page 6 for additional details.	Included in per employee per year fee
Medical Advocacy	Assistance in navigating the healthcare field for self & others	Included in per employee per year fee
Dedicated Account Manager	Masters'-level Expert	Included in per employee per year fee
Electronic Monthly Communications	Including newsletters, webinars, and thought leadership articles. See page 8 for more detail	Included in per employee per year fee
HR30 Webinars	10-12 HR-focused webinars/year	Included in per employee per year fee
Supervisory Referrals	Unlimited	Included in per employee per year fee
Mobile Application	Free to download from the mylifeexpert.com website	Included in per employee per year fee
Life Coaching	Addressing issues such as time management, life transitions and stress at home and work	Included in per employee per year fee
Personal Assist	Assistance in researching information, making purchases or reservations, and/or arranging services	Included in per employee per year fee
Additional Services & Rates	Notes	Pricing
Substance Abuse Professional (SAP) Services		\$600 per incident
Onsite seminars, wellness programs, trainings	Can be delivered web-based or onsite	\$350 per hour
Critical Incident Support		\$500 per hour
DOT Exams		National fee for service
DOT Drug Testing		National fee for service

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CITY OF WASHBURN
119 Washington Avenue
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Washburn, WI 54891



715-373-6160
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To: Members of the Personnel & Finance Committee
From: Tony Janisch, Assistant City Administrator
Re: Employee Leave Donation Program *TJ*
Date: March 26, 2020

It has been asked and suggested from staff of the possibility to donate accrued benefit time to fellow employees in need of additional paid sick leave in the event of an emergency. It is my understanding that this has happened in the past, but there was no formal policy established. After review of several other agency policies regarding sick leave banking and guidelines from the Society of Human Resource Management, I am proposing the attached addendum to the Employee Personnel Manual. For your reference, I have included the Emergency Leave (Sec. 4.8) section of the Employee Manual.

Additionally, there is a general tax law concept that the individual who earns paid time off, and has the choice to receive it as income (use the time) or dispose of it (donate it), is still obligated to pay taxes on it. Therefore, any leave earned by one employee and donated to another would be taxable income to both parties. However, the Internal Revenue Service (IRS) allows for two exceptions in which leave can be donated without negative tax consequences to the donor. The receiving employee would still need to pay taxes on use of the leave. This proposed policy would meet the IRS exception and exempt the donor employee from paying taxes on their donated time.

Sec. 4.8 – Emergency Leave and Personal Leave

(h) **Employee Leave Donation Program.** Employees who have exhausted all their available leave may be able to obtain additional paid time from a pool of donated leave. Donation of leave will be established as needed and will be available to employees that meet the eligibility for Emergency Leave (Sec. 4.8), or in the event of a declared major disaster.

1. Employees may voluntarily contribute earned benefit time at a minimum of four (4) hours and no more than forty (40) hours. However, donated hours cannot exceed 50% of earned benefit time.
2. To be eligible to donate time, an employee must be eligible to accrue and use earned benefit time, must have earned/maintained a balance that equals or exceeds forty (40) hours, must have completed the first six (6) months of service as an employee.
3. Employees may not claim this donation as an expense, tax deduction or charitable contribution.
4. Donating employees will remain anonymous to the receiving employee.
5. Donated time will be credited to the receiving employee on an hour for hour basis.
6. Receiving employees must be eligible to accrue and use earned benefit time and must have exhausted all their available leave, including the Income Continuation Insurance, if available.
7. Recipient employees will receive paid leave at their normal rate of pay.
8. Requests to contribute to or draw from the Employee Leave Donation Program must be made in writing to City administration.
9. Should the receiving employee not use all transferred time, any balance will be prorated to the nearest hour and returned to donors.

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Leave Donation Program

The City of Washburn has established a Employee Leave Donation Program that allows employees to donate a portion of their earned benefit time to an eligible employee in need of Emergency Leave or in the event of a major disaster.

To be eligible to donate earned benefit time, the employee must be eligible to accrue and use earned benefit time, must have earned/maintained a balance that equals or exceeds forty (40) hours, must have completed the first six (6) months of service as an employee.

A minimum of four (4) hours and no more that forty (40) hours can be donated to an eligible employee. Donated hours cannot exceed 50% of current balance of earned benefit time. *Example: an employee has 60 hours of accrued time. The maximum amount of time that can be donated is 30 hours (50% of current balance.)*

I understand that this transfer of leave hours is irrevocable and that my donation will remain anonymous. I further understand the I may not claim this donation as an expense, tax deduction or charitable contribution. Should the person receiving this donation not use all transferred time, any balance will be prorated to the nearest hour and returned to the donors.

I have read and understand the above conditions, and I freely and without restraint elect to transfer _____ hours of sick time and/or _____ hours of vacation time to the Leave Donation Program.

Employee's Name (Print): _____

Signature: _____

Date: _____

SEC. 4.8

EMERGENCY LEAVE AND PERSONAL LEAVE

- (a) **Emergency Leave Eligibility.** Regular full-time employees are eligible for paid Emergency Leave in the event of serious illness and/or injury in the immediate family, or when an employee must miss work to attend to important personal matters that cannot be rescheduled to non-work hours. The days (and/or hours) used for Emergency Leave shall reduce Sick Leave accumulation by an equal amount. Employees are not eligible to accumulate Sick Leave during Emergency Leave. For purposes of this section, immediate family shall include: grand-parent, parent, foster parent, brother, sister, brother-in-law, sister-in-law, domestic partner, spouse, children, grandchildren, no matter where they live, and any other relative residing in the employee's household.
- (b) **Requirements for Emergency Leave.** In the case where an employee experiences a serious illness or injury in his immediate family, the employee will be eligible for Emergency Leave, if one or more of the following circumstances exists:
1. The employee is required to provide care to an immediate family member.
 2. The employee is required to take an immediate family member to a medical facility for care and/or treatment. This includes being present during and immediately after initial care or treatment for a serious medical problem.
 3. The employee requires time away from the job to recover from emotional stress caused directly from a death or serious illness or injury experienced by an immediate family member.
- (c) **Granting of Emergency Leave.** In the case where an employee experiences any emergency situation which seriously endangers the life and/or well-being of a member of his immediate family, and/or his property, the employee's supervisor may authorize the use of two (2) emergency days as Emergency Leave. Examples of appropriate use of a two (2) day Emergency Leave include: a life-threatening or major fire at the employee's home; an immediate family member involved in a life-threatening auto accident; or any other emergency situation which would threaten the life or well-being of an immediate family member, thereby requiring the employee's immediate attention.
- (d) **Granting of Personal Leave.** Supervisors may annually authorize up to two (2) days unpaid Personal Leave when important, non-medical circumstances occur that require an employee to miss work to attend to personal affairs that cannot be rescheduled to non-work hours.
- (e) **Review and Approval.** Each situation shall be reviewed by the employee's supervisor. If it is determined that the necessary requirements for Emergency/Personal Leave have been fulfilled, the supervisor may authorize the use of up to a maximum of sixteen (16) working hours for that purpose. The Administrator, upon the supervisor's recommendation, may extend the Emergency/Personal Leave if circumstances warrant for up to ten (10) days. To extend beyond ten (10) days, employees must obtain approval from the Personnel Committee. No emergency or personal leaves shall be granted in excess of one (1) year.

- (f) **Paid Leave Use and Accumulation During Emergency Leave.** Employees may also use vacation leave, personal holiday, and wellness days during an emergency leave. However, in this context the use of this paid leave shall not count as hours worked and employees shall not accumulate sick leave while on emergency leave.

- (g) **Health Insurance Coverage During Emergency Leave.** Health insurance coverage will be maintained for employees while they are on emergency leave, on the same terms as if the employee continued to work. The employee will be required to pay his/her regular full health insurance premium payments on a schedule established by the City after eligible paid leaves are exhausted.

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CITY OF WASHBURN
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715-373-6160
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To: Honorable Personnel/Finance Committee Members
From: Scott J. Kluver, Administrator
Re: Proposal for Emergency Loans for Active Businesses Closed by COVID-19 Orders
Date: March 26, 2020

The Mayor has directed me to establish draft guidelines to potentially offer emergency business loans for businesses that are closed by the COVID-19 Orders. Part of this request is because of the uncertainty of any federal or state efforts that will be of help to those businesses within the City of Washburn.

The proposed loans could be \$2,000 to \$3,000 and would utilize the unrestricted dollars from the former Business Revolving Loan Fund that ended about a year ago. This fund is made up of Community Development Block Grant dollars that were received in the 1970s when the Washburn Iron Works was re-established. The fund, through the years, had made loans for eligible business start-ups in the City. Since the State ended the program last year, the dollars have not had a specified use. Administration has held the funds for potential development projects such as the Brokedown, Iron Works expansion, or for the Bayfield Street Improvement Project. The idea being that the funds should be protected for potential re-use and related to business development and expansion as that was their original purpose. Given the current situation, it is felt that this emergency is legitimate cause to consider use of these funds for Washburn businesses.

The criteria for eligibility would be key for the determination of the maximum dollar amount. We are considering businesses that have been impacted by the Covid-19 Emergency, that have a physical presence in the City of Washburn, are not a home-based business or a tourist rooming house, and businesses that have not been negatively impacted. Please review these criteria carefully as specificity and clarity are important.

It is important to note that this is a **conceptual proposal** at this time and administration is seeking input/recommendation on whether or not the concept is acceptable, and if so, are the criteria acceptable. What changes, if any, would the Committee like to see?

Please let me know if you have questions.

**Covid-19 Business Relief Loan Program
Policy Guidelines**

- I. **PURPOSE:** The City’s intent in establishing this loan fund is to provide financial assistance business owners in the City of Washburn that have been adversely affected and/or required to shut down in response to the Covid-19 pandemic.

- II. **OBJECTIVES:** The Covid-19 Business Relief Loan Program has the following objectives.
 - A. To allow impacted businesses to continue to make payroll for their employees.
 - B. To lessen the financial impact that the Covid-19 pandemic and associated “Safer at Home” order from the Governor has caused to local businesses.
 - C. To retain jobs and bring additional employment opportunities to the City.
 - D. To make use of funds the City has set aside for the enhancement of the City’s businesses, which are deemed an asset of the City.
 - E. To spur activity which may not otherwise have occurred.

- III. **APPLICANT ELIGIBILITY:**
 - A. **General Purpose:**

The Covid-19 Business Relief Loan Program will be available to businesses within the City of Washburn that have a physical presence within the City and have been negatively impacted by the Covid-19 pandemic.

 - B. **Applicant Eligibility:**
 - 1. Applicants must have a physical location within the City of Washburn apart from the owner’s primary residence.
 - 2. Applicants must have been open and operating a business for at least two-months prior to Governor Evers declaring a Public Health Emergency due to Covid-19 on March 12, 2020.
 - 3. Applicants must have suffered a negative financial impact from the Covid-19 pandemic

 - C. **Non-Eligible Businesses:**
 - 1. Home occupations that have no physical presence within the City.
 - 2. Property management and/or residential property rental businesses.
 - 3. Businesses that have not operated within 2-months prior to March 12, 2020. This criterion may be waived if the business is solely seasonal and the Applicant can establish that the business operated in the summer of 2019 and the business operations are or will be impacted by the Covid-19 pandemic.
 - 4. Businesses that have not and/or will not suffer a negative financial impact from the Covid-19 pandemic.

IV. PROGRAM TERMS & CONDITIONS:

A. General Requirements

1. Applicants must include a description of the type of business conducted, including the address of the physical presence within the City of Washburn. If the applicant owns the real property within the City of Washburn on which it conducts business, the applicant must include that information in the application. The City Administrator and/or City Treasurer may require additional information regarding the existence of a physical presence within the City.
2. Applicants must submit a description of how it has been and/or will be negatively affected by the Covid-19 pandemic.
3. Applicants must submit a statement that it has conducted its businesses for at least 2-months prior to March 12, 2020, or that it is a seasonal business that operated in the summer of 2019. The City Administrator and/or City Treasurer may require additional information regarding the operation of businesses prior to this date, including requesting proof of operation such as tax returns, business licenses, or other financial statements.

B. Approval Authority

1. The City Administrator and City Treasurer will have the ultimate authority to approve or deny applications on a case-by-case basis and may impose certain use conditions on approved loans.
2. Any applicant aggrieved by a decision of the City Administrator and City Treasurer regarding a loan application may appeal said decision to the Common Council.

C. Expiration

The Covid-19 Business Relief Loan Program will expire if one of the following occurs:

1. When the pre-authorized funds, which amount to seventy-five thousand dollars (\$75,000), have been expended, unless additional funding has been authorized by the City Council.
2. When the Finance Committee and/or City Council chooses to eliminate or amend the program.

V. LOAN TERMS: All loans granted under this program shall be subject to the following terms and conditions:

- A. The maximum loan shall be \$2,000 per business.
- B. The loan shall be at 0% interest.
- C. The full balance of the loan shall be due upon the sale of the Business' real property that it owns within the City, or within five (5) years of the approval date,

- whichever is first. If the applicant does not own real property within the City of Washburn, the loan will be due within five (5) years of the approval date.
- D. The loan may not be assigned without the express written consent of both parties. The loan may be prepaid in whole or in part at any time.
 - E. Project participation may be limited based on the availability of program funds.
 - F. Applicants that own real property within the City of Washburn be required to sign a note and a mortgage as a condition for receiving loan funds. The mortgage will be recorded against the property at the Office of the Register of Deeds. This provision does not require the applicant to issue a note and mortgage encumbering the applicant's and/or owner's primary residence. This provision applies solely to real property owned for a business purpose.

VI. COVID-19 BUSINESS RELIEF LOAN PROGRAM PROCEDURES:

- A. Applicant submits loan application to City Administrator containing all of the requirements specified in these guidelines.
- C. City Administrator and City Treasurer reviews application and approves or denies loan request. If approved, conditions may be placed on the use of loan funds.
- D. If denied, applicant may submit a revised application and repeat process or may appeal the denial to the Common Council.
- E. A "loan document" is drafted by City staff that identifies the terms of the agreement. All parties execute said letter. If applicable, a note and mortgage are drafted which the applicant signs.
- F. After application is approved, the City Clerk forwards payment directly to the applicant.

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65.90 Municipal budgets.

- (1) Unless otherwise provided, in this section, "municipality" means each county other than counties having a population of 750,000 or more, each city, excepting cities of the 1st class, village, town, school district, technical college district and all other public bodies that have the power to levy or certify a general property tax or budget. Except as provided in sub. (1m), every municipality shall annually, prior to the determination of the sum to be financed in whole or in part by a general property tax, funds on hand or estimated revenues from any source, formulate a budget and hold public hearings thereon.

(1m)

- (am) For purposes of adopting and implementing a biennial budget as described in this subsection, "municipality" means a county other than a county having a population of 750,000 or more; a city other than a city of the 1st class; a village; or a town.

NOTE: Par. (am) was created as par. (a) 1. by 2019 Wis. Act 42 and renumbered to par. (am) by the legislative reference bureau under s. 13.92 (1) (bm) 2.

- (b) A municipality may adopt a biennial budget by implementing the procedures under this subsection and using the procedures under this section. If a municipality chooses to adopt a biennial budget, it shall adopt such a budget in an odd-numbered year for the next 2 fiscal years that follow immediately the year in which the budget is adopted.

NOTE: Par. (b) was created as par. (a) 2. by 2019 Wis. Act 42 and renumbered to par. (b) by the legislative reference bureau under s. 13.92 (1) (bm) 2.

- (c) For any municipality to proceed under this subsection, the governing body of the municipality shall adopt a resolution or enact an ordinance stating its intent to adopt a biennial budget. Once a resolution is adopted or an ordinance is enacted, such an action takes effect and may not be reconsidered or repealed, except as provided in par. (d).

NOTE: Par. (c) was created as par. (a) 3. by 2019 Wis. Act 42 and renumbered to par. (c) by the legislative reference bureau under s. 13.92 (1) (bm) 2. The cross-reference to par. (d) was changed from subd. 4. by the legislative reference bureau under s. 13.92 (1) (bm) 2. to reflect the renumbering of subd. 4., as created by 2019 Wis. Act 42, by the legislative reference bureau under s. 13.92 (1) (bm) 2.

- (d) The governing body of a municipality that has adopted a biennial budget procedure as provided in this subsection may return to the use of an annual budget procedure if the governing body, by a two-thirds majority vote, adopts a resolution or enacts an ordinance stating its intent to adopt an annual budget.

NOTE: Par. (d) was created as par. (a) 4. by 2019 Wis. Act 42 and renumbered to par. (d) by the legislative reference bureau under s. 13.92 (1) (bm) 2.