

Sheboygan County News

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1st Quarter, 2012

Son of County Employee Awarded WI County Mutual Scholarship

by Kay Lorenz, Assistant to the County Administrator

The January and July 2011 newsletters both included an article regarding the availability of a Wisconsin County Mutual scholarship. In September, we were pleased to learn that out of all the applicants throughout the state, Neil Scannell, the son of Rocky Knoll Registered Nurse Jelaine Scannell, was awarded one of the \$2,000 scholarships based on the content of his application and essay about his future goal career plans.

To qualify for the County Mutual scholarship, applicants must have enrolled in a full-time undergraduate course of study at an accredited two- or four-year Wisconsin college or university no later than the fall of 2011, and the applicant or the applicant's parent, grandparent or guardian must be a County Board Supervisor or employee of Sheboygan County.

Jelaine Scannell read the article in the July newsletter and encouraged her son, Neil, to apply,

Jelaine said, "He decided to submit the necessary papers and he received notification he was a recipient of the scholarship along with a \$2,000 check in the mail just days before his fall tuition bill was due. Our family was very excited and thankful on his selection to receive the scholarship."

Neil Scannell is a junior at UW-LaCrosse. Neil said in his essay, "I picked a school that was known for its physical education program where I could combine my two favorite things: sports and kids." Neil is majoring in Physical Education with a minor in Adapted Physical Education, which focuses on the needs of children with disabilities. Helping children with disabilities has now become his passion. When he graduates, he hopes to get a job as an adapted physical educator and further his education by pursuing a Masters in Educational Leadership. He says the Mas-



ters degree will allow him to achieve his overall goal of becoming an Athletic Director of a school. Neil said in his essay, "Education has always been important to me, and I fully intend on passing my knowledge on to the next generation."

Sheboygan County Board Chairman Mike Vandersteen said, "It's good to know that the article in the newsletter was appreciated and motivated Jelaine's son to participate."

Kudos to Neil Scannell and his proud parents, Rocky Knoll Registered Nurse Jelaine Scannell and her husband, Tim. Our best wishes to Neil on meeting his career goals.

Watch for the announcement and application for the 2012 scholarship program in mid to late spring 2012 at: www.wisconsincountymutual.org or www.wicounties.org.

Inserts:

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Reach out and touch a life...
Uniting Sheboygan County

*Call it a clan, call it a
network, call it a tribe, call
it a family. Whatever you
call it, whoever you are,
you need one.*

Jane Howard (1935-1996)

Writer



Sheboygan County Employees Continue Their Generosity

by Adam Payne, County Administrator

I'm pleased to announce that Sheboygan County employees and County Board Supervisors generously donated \$25,968.87 to the Sheboygan and Plymouth Area United Way. Although this year's total is less than last year by 10%, I am very proud of our organization and

thank you for your generosity. We knew going into this campaign that it might be more challenging financially this year for some employees, who are now contributing 50% toward their pension and more toward the cost of their health insurance, and it was.

Sheboygan County government has an important role helping people in need, but we can't do it alone. **Thank you** for participating and helping those in need in our community. Sheboygan County government helps make good things happen.

Kaehne Fosters Family Tradition of Caring

by Michael Taubenheim, NHA, Administrator Rocky Knoll Health Care Center

It is my pleasure to be able to share with you one of Rocky Knoll Health Care Center's brightest stars, Ms. Barbara Kaehne. Barbara, known affectionately as "Buzzy" to her friends, started working at Rocky Knoll as a Nursing Assistant some 37 years ago and since 1993 has served in the Health Information Services Department as a Health Information Secretary. Keeping track of the thousands of physician and lab orders generated each month is just a small part of the vital role she plays in the overall organization which Barbara has long

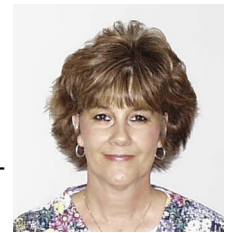
since mastered.

Married some 33 years ago to her high school sweetie, Norm, they have one son, Brett, a local attorney of whom she is extremely proud and who recently opened an office in Sheboygan. Barbara currently lives in Plymouth where she was born and raised. She graduated from Plymouth High before going on to Waukesha Technical College to complete the Health Unit Coordinator Program.

Spending time with her family and friends is the

most important part

of Barb's life when she is not at work taking care of all of us. Barb loves country music and enjoys going to concerts. Always busy, her only real hobby is people and sharing the best parts of each day helping them with whatever they need and laughing with them whenever she can. Rocky Knoll is blessed to be able to count Barbara Kaehne as one of their own.



Energy Conservation Efforts Save Thousands

by Jim TeBeest, Director of Building Services

Thank you for continuing to help Sheboygan County conserve energy and save money. Comparing 2011 to our base year of 2008, electric use is down 13% and gas use decreased 15%. That's a savings of \$65,000 year-to-date! The

Energy Team has added a member from Rocky Knoll and meets every other month to devise new ways to conserve energy.

We have recently replaced some lighting using LED type bulbs, replaced some old A/C units, and updated

some controls. We are investigating cold water laundry washing and cost effectiveness to seal up building air leaks.

Keep up the good work, and don't forget to turn off your PC at night!

Rocky Knoll Uses People and Technology to Provide Compassionate Care

by Michael Taubenheim, NHA, Administrator Rocky Knoll Health Care Center

Rocky Knoll Health Care Center in the Town of Plymouth is located on a scenic sixty-two acre campus near the Road America Complex. This sprawling 195-bed Comprehensive Skilled and Intermediate Care Health Care Center employs 255 staff members and provides more than 56,000 patient days of care each year. The Center's \$15 million operating budget makes it one of the county's largest departments, and in a recent study completed by an independent accounting firm, is estimated to provide over a \$36 million impact annually on Wisconsin's economy. Like most, the health care industry is undergoing a significant transformation with reduced reimbursements from both the Medicare and Medicaid programs, new stricter regulations, pressure from insurance companies, and increased competition.

Today, Rocky Knoll is becoming better known by its tagline "**Innovation with Compassion**". Constantly striving to improve the quality of care and services being offered while holding down costs, nothing is more innovative than the way the staff is using revolutionary technology to meet these challenges. Today over 90% of all client documentation is completed electronically. Information is securely available at the touch of a button throughout the facility and remotely to key managers anywhere. Wireless access points allow the licensed nursing staff and other departments to work at the client bedside using netbooks while wall mounted touch screens meet the charting needs for the Certified Nursing Assistants.

Being a 24/7 operation where consistent staffing and communication is vital for proper patient care, in

order to streamline the communication process Rocky Knoll has implemented a one touch call system. By utilizing this system, a supervisor can communicate to an unlimited number of people by telephone, email or text at the touch of a button. In the first two months alone of using this system, over 82 hours of labor were saved.

Keeping staff current on everything from new clinical procedures to hand-washing is where Rocky Knoll makes use of a complete educational curriculum electronically with Staff Education Stations set up throughout the building. Rocky Knoll is continually investigating new technologies that will continue to enhance services and place Rocky Knoll at the forefront in providing top quality care for the residents of Sheboygan County.



While we have the gift of life, it seems to me the only tragedy is to allow part of us to die—whether it is our spirit, our creativity, or our glorious uniqueness.

Gilda Radner (1946-1989)

Comedian

Welcome Our New Information Technology Manager—Josh McDermott

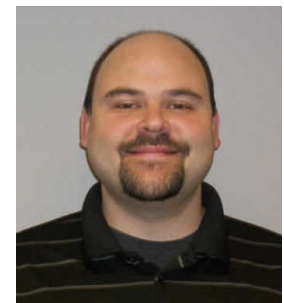
by Terry Hanson, Finance & Information Technology Director

Please welcome our new Information Technology Manager, Josh McDermott! Josh began employment with Sheboygan County on November 28. He has over 13 years of experience in information technology covering programming, large-scale software implementation, business process re-engineering,

business automation, and project management. He most recently worked for Society Insurance in Fond du Lac. Prior to that he worked for Sheboygan County in the IS Department. Josh received a bachelor's degree in Applied Information Technology with a minor in Business Administration from

Marian University.

Josh and his wife Annie have one son, Easton. Josh is active in various sporting activities and outdoor activities. Josh plays first base on his softball team that has won state championships and participated in national tournaments.



Josh McDermott,
Information Technology Manager

Dr. Jeremy M. Wagon Cares for Chiro Clients

by Dr. Jeremy M. Wagon, Chiropractor for the InHealth Clinic

I graduated with honors from the University of Georgia where I studied pre-med. I chose to continue my education by pursuing a Doctor of Chiropractic degree from Life University College of Chiropractic. I truly valued my time at Life University and graduated with honors as the Salutatorian of my class. I have experience working at a sports-based facility, Synergy Release, which focused on an integrated approach towards treating the whole musculoskeletal system. During this time I learned that in order to help people get better faster and stay

healthy it is necessary to look outside the spine and work on the entire musculoskeletal system. I enjoyed working at Synergy Release, but my fiancée and I also had the desire to be closer to family.

I was excited to find this opportunity with Interra Health and its integrated approach to wellness. I am happy to work with a company who understands the benefits of combining traditional medical care with chiropractic and preventative care in one setting. I am very excited to start working with the patients at the

InHealth Clinic and help them achieve the quality of life they deserve.

On a personal note, my fiancée and I will be living in Kohler, and look forward to being a part of the Sheboygan County community. We plan on getting married as soon as it warms up next year, and hope to start a family soon. I hope to also increase my golf game, now that I live so close to so many local courses. I look forward to our new life in Wisconsin and watching the Packers win the Superbowl!



Wisconsin County Highway Association Offers Scholarship for Civil Engineering Students

by Kay Lorenz, Assistant to the County Administrator

The Wisconsin County Highway Association offers a scholarship opportunity for students enrolled in a Civil Engineering program.

To qualify, the applicant must be a junior, senior or graduate student attending a university having an

accredited civil engineering program. The applicant must be a resident of the State of Wisconsin and must attend school full time for the entire academic school year.

If interested, the application can be found on the

WHCA website at:

[http://www.wcha.net/Home%20Page%20Documents/SCHOLARSHIP%20APPLICATION%20FORM%20\(2011\).pdf](http://www.wcha.net/Home%20Page%20Documents/SCHOLARSHIP%20APPLICATION%20FORM%20(2011).pdf)



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Benefit Changes Include Health & Dental Network & Claims Administration

by Michael Collard, Human Resources Director

Effective January 1, 2012 our Preferred Provider Option health network will change. Trilogy and Health Payment Solutions ("HPS") will no longer form our network. In their place will be the United Health Care Choice Plus network. We expect the new network will give us better discounts from doctors, hospitals, and other health care providers, which will help us keep annual premium increases at a moderate level.

Unfortunately, the new network will not allow us to continue using Prairie States as our claims administrator. In place of Prairie States we will use a company called UMR, which has its claims office in Green Bay. UMR has had a relationship for many years with the Group Health Trust, which provides health insurance services for many Wisconsin counties. The reports I have heard from other counties makes me confident that UMR will continue the excellent service to employees that we have received from Prairie States.

We will also be joining the Delta Dental network effective January 1, 2012. This will not change your benefits in

any way; your dental benefit will remain the same whether your dentist is in the Delta network or not. The only purpose in joining this network is that we will receive some discounts from dental care providers who are in the Delta network. You may also save money through these discounts if you choose to go to a provider who belongs to the Delta network, but that choice is entirely up to you.

New health and dental plan cards will be issued near the end of the year. Because the Delta Dental program uses their own cards, if you have both health and dental coverage you will receive separate cards, rather than one combined card as we have had in the past. For those with family coverage, we will send out multiple cards.

New plan books have been prepared for both the health and dental plans. These books will be distributed near the end of the year, along with the new cards.

The new books will follow all of our current coverage rules, with only two substantive changes, which we are re-

quired to make. First, the coverage for routine and preventative care will be slightly expanded, in order to comply with a provision of the federal Patient Protection and Affordable Care Act. Second, because of steering requirements of the United Health Care Choice Plus network, for those with only single (not family) coverage, the maximum co-pay for out of network charges only will increase from \$1,350 to \$1,550. The maximum co-pays in network remain the same.

It is important for you to notify your health care providers that their bills should be sent to UMR, and not Prairie States, for any services that are provided on or after January 1, 2012. Bills for services provided before the end of the year will still be processed by Prairie States, even if the bills aren't sent until 2012. Your health care providers will want to make photocopies of your cards.

I hope that this information is helpful to you. If you have any questions, please call the Human Resources Department at 459-3105.

IT Initiatives Bring Improvements to Help Desk and County Website

by Terry Hanson, Finance & Information Technology Director

Currently the IT Division is working on many initiatives to improve the end users' experience, but two that will affect many users are the help desk and the County's website.

The County will be working with DataMax IT Services to provide the County's new and improved help desk. There are many technical details, but the objectives of the initiative are:

- Improved response to end users in both time and quality of response
- Enhanced issue tracking
- Monitored performance of IT
- Improved software licensing management
- Improved inventory management
- Reduced costs

The pilot departments for the help desk are County Administrator, Health & Human Services, Planning & Conservation, Finance & IT, Human Resources, and County Clerk. After the pilot group has been successfully converted over, the help desk will be rolled out to the remaining departments. In the interim, all calls will be answered by the help desk through DataMax and routed to the appropriate staff.

With the new help desk, I ask that employees please feel free to submit issues through the help desk. If we don't hear from you we can't help fix the problem.

In addition to the help desk improvements we are beginning the preliminary work for completely redesigning the County's website. The redesigned web-

site will update the look and feel as well as change the way we manage the website. The website will allow departments to manage their own pages through a simple interface. This will streamline the changes to the website and allow departments to post information in a timely manner, rather than going through a slower process of requesting changes and being placed in a queue.

Both initiatives are focused on improving IT services and allowing departments to do what they need to do to get their job done in a fast and efficient manner.

Once again I thank all of you for your help and patience during this transition.

Treasurer's Office NOT Collecting 1st Installment Property Taxes

by Laura Henning-Lorenz, Treasurer/Real Property Lister

There is a new look to the tax bill this year. It now provides all of the payment possibilities available for each of the 28 municipalities. You may also find payment option information on the County's website. Go to www.co.sheboygan.wi.us and click on Departments/

Treasurer/Items of Interest Municipal Tax Payment Options. Several banks in Sheboygan County have partnered with their local municipalities and will be assisting with tax collection. I encourage taxpayers to utilize a bank payment option if it is available to you. If tax-

payers have any questions, they should call the Treasurer's office at (920) 459-3015.

New Policies Address Employee Status, Selection, Layoff, and Promotion

by Michael Collard, Human Resources Director

The first of three groups of policies to be included in the new Personnel Policy Manual has been approved by the Human Resources Committee, following a process which encouraged employee input at every stage, including two open forums where employees and union representatives were invited to comment.

Changes that have been made by these new policies include the following:

Applicability: The new policies apply right away to the extent that they do not conflict with labor agreements. Provisions that do currently conflict with labor agreements will take effect when those agreements expire.

Employee Definitions and Status: The definitions of full-time and part-time regular employees are clarified to require a schedule of at least 37 hours per week average for full-time and less for part-time.

Employee Performance: Performance reviews are directed for all employees at least annually.

Employee Recruitment and Selection: Open positions must be posted internally for at least five days in almost all cases before being filled, but outside advertising could happen at the same time. If current employ-

ees apply, the department head will consider factors such as work performance and length of service, but has the discretion to determine what weight to give those factors. Compensation terms need to be reviewed with HR before any offer is made.

Hours of Work: Departments are afforded flexibility in designating work schedules, although employees will be given two weeks' notice of any change in regularly established schedules.

Involuntary Termination of Employment: Under the "at will" employment relationship, just cause is not required for terminations. Any terminations or other employee disciplinary actions are subject to the ordinance establishing a new grievance procedure.

Layoffs: If layoffs are required, selection of employees to be laid off will be based on objective factors. Although there is no right of recall, an employee who is re-hired within one year of layoff will have prior service recognized in determining pay and benefit levels.

Nepotism: The rule prohibiting supervision of a closely related person is expanded from direct supervision to encompass the entire scope of supervisory authority. Current em-

ployee relationships are allowed to continue as "grandfathered."

Outside Employment: Outside employment will generally be permitted if it does not interfere with County duties.

Promotions: Selection of employees for promotion will be based on objective factors, including length of service, to the extent practicable, without any one factor being given controlling weight. Promotions are subject to approval of the HR Committee.

This list is not complete. Copies of all the new policies may be found on the HR intranet site, reached from the HR department web page by clicking "Employee Access" and entering the username **shebco** and the password **employee**.

A new work group is currently at work developing a second set of policies to be considered, covering subjects including overtime pay, compensatory time, employee discipline, attendance, and confidentiality, among others. Check the HR intranet site regularly for new drafts.

The new Personnel Policy Manual is expected to be finished by the end of March 2012, and will be distributed to employees when complete.