

# Wellwaukee



## The City's Health and Wellness Newsletter

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The City of Milwaukee offers a comprehensive health and wellness program and is committed to establishing a workplace culture that enhances employee lives and offers all the tools necessary to meet employees wherever they're at on their road to good health. This publication is dedicated to keeping employees and their families informed on the resources available to be well at work, well at home and well into retirement.

Visit: [www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm) for more information.

## 2021-2022 Healthy Rewards Program is Underway!

Healthy Rewards is the City's incentive-based wellness program where participants complete 3 levels of points to earn a Health Reimbursement Account (HRA) up to \$350 (\$700 if spouse completes the program). Employees and spouses who have earned enough points to qualify for a reward tier will receive HRA funds in February. Additional funds are awarded monthly starting in March and deposited in HRA accounts until the program ends on June 30, 2022.

### How the Program Works:

- Employees/spouses who completed the 2021 Health Appraisal are automatically awarded biometric points.
- Participants with biometric results outside of the optimal range can get rechecks at the City's Wellness Center, Workplace Clinic or complete a health action plan through the wellness portal
- Employees/spouses earn healthy rewards points by completing a variety of other health and wellness activities
- Visit DER's Wellness Website for activities that qualify for Healthy Reward points and the Presentations for Healthy Rewards Points list for upcoming webinars.
- For more information and program details visit [www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm)
- Participants that earn less than 30 biometric points must schedule telephonic coaching to complete the Healthy Rewards program.

### Participants can submit points online through the wellness portal:

- Visit [www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee) and go to the Healthy Rewards Points Submission section
- Additional upload features through the wellness portal will allow participants to specify a category for the points they are uploading. Points uploaded to a specific category will be awarded immediately when submitted with proof of participation

Points can also be submitted at the Wellness Center, Traveling Wellness Center sites, through the City's Onsite Nurse Liaison (Mari Cohn) and via email [cityofmke@froedtert.com](mailto:cityofmke@froedtert.com). Participants with questions about point submissions should contact Workforce Health directly at 414-777-3410.

All Healthy Rewards points submissions received during the fall 2021 have been loaded and are reflected in the January point totals. Workforce Health will be doing weekly point uploads going forward and participants can see their updated totals on Thursdays.



**HEALTHY REWARDS**  
WELLNESS YOUR CHOICE MILWAUKEE



## Healthy Rewards Updates for the 2021/2022 Cycle

A variety of wellness programs are starting in January and February 2022 to support employees in a number of ways. January programs include Journey to Healthier You (Jan. 10), Reset Resiliency (Jan. 11), Go for Your Goals Flyer (Jan. 12) as well as ongoing programs such as Fitness Classes, Kitchen Live and Well Together.

### Virtual Live and Recorded Fitness Classes

Additional fitness classes are being offered including Boot Camp, Kick and HIIT, and Yoga. Participants can join the classes virtually live or participate later via a recording. Complete 5 live or recorded fitness classes in a calendar month to earn Healthy Rewards points. Each class is worth 1 point with a maximum 25 points. To register for the live class or watch a recording, log into the wellness portal at [www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee) and go to the “Virtual Fitness Classes” box on the right side of the home page.



### New Programs

Two new programs “Reset” focused on resiliency and “Calm” a stress management program, are being introduced. Journey to a Healthier You is also coming back in a virtual format. Other programs including Go For Your Goals, Employee Work Burnout, a Leadership Webinar and Healthy Living with Diabetes will continue to be offered.

### Wellness Portal Challenges

Wellness Portal Challenges are offered quarterly and allow participants to work on a different wellness goal each quarter while earning Healthy Rewards points. This quarter’s challenge is Strong to the Core, a challenge focused on improving balance, flexibility and back health with simple exercises. Next quarter’s challenge will be Hydrate for Life.

### Presentations

A variety of programs and presentations on health and wellness topics including nutrition and cooking, financial planning, behavioral health and stress management, safety trainings and important information about the City’s benefits will continue to be offered. Visit the City’s wellness page, [www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm) and find the Presentations for Healthy Rewards Points list for the latest offerings.

## Voluntary Benefits Recap • Benefit Counselors for New Hires

The City’s 2022 Open Enrollment included three new voluntary benefits, Critical Illness, Accident and Short Term Disability insurance, to offer additional choices and levels of support for employees and their families. Open enrollment launched a new enrollment



process that allowed employees to have individual meetings with Benefit Counselors. Employees were able to enroll in the new voluntary benefits by meeting with Benefit Counselors in-person at locations around the City as well as telephonically by appointment. Benefit Counselors were also able to review and enroll employees in the City’s core benefits, such as health, dental, vision, etc. Due to the overwhelmingly positive response to the Benefit Counselors, the City will be offering this service to newly hired employees in 2022 to help employees with the onboarding process as well as education and enrollment in City benefits. Information will be shared soon on when this service will launch for new employees.

## Safety Updates

The Department of Employee Relations (DER) along with City departments completed safety assessments and implemented a number of programs and initiatives designed to address employee safety concerns and minimize risks to employees performing work in the field and for employees with significant public interaction. The DER wants to ensure that departments and employees are aware of the existing safety measures that are recommended for employees. Contact DER's Risk Management and Safety Officer, Angie Ogan at 414-286-5130 or [anogan@milwaukee.gov](mailto:anogan@milwaukee.gov) for more information. The following safety protocols were recommended as best practices for field employees or employees with regular contact with the public.

- Safety Committees were established or strengthened in a number of departments and include employees who are in a good position to identify safety issues and recommend solutions.
- Departments created or updated Field Worker Safety Policies and shared those with employees.
- The [Safety1st@milwaukee.gov](mailto:Safety1st@milwaukee.gov) email was created for employees to forward safety concerns and suggestions to DER's Risk Management and Safety Officer.
- DER implemented and continues to expand safety training classes that are available to all employees to address a number of safety areas of concern. The current list of safety training classes can be found [here](#).
- Department Flight Plans or similar mechanisms requiring employees to report and document their anticipated stops for the day were implemented. These protocols document employees' whereabouts for a particular day and require notification to the supervisor of any changes as well as a requirement to "clock out" at the end of the day.
- City cell phones were issued to field employees who did not have access to a personal cell phone or other communication device to use in case of an emergency
- Identification decals for personal vehicles were distributed to employees who perform work in the field and prefer City identification on their vehicles.
- Uniforms or departmental branded items of clothing were requested and issued for certain departments and staff.
- The City's Employee Assistance Program (EAP) and the resources available through the program are used by departmental personnel for training, incident response debriefing, individual support and referral, and other targeted interventions. When there is a notification of an incident, the EAP Coordinator, Cris Zamora, responds immediately by contacting the department representatives or the employee involved in the incident.
- Peer Support Systems are available in multiple departments to assist employees after an incident occurs. The EAP Coordinator, is available to assist departments interested in establishing peer support groups and to help with implementation. Contact Cris Zamora at 414-286-3145 or [czamora@milwaukee.gov](mailto:czamora@milwaukee.gov)
- Buddy Systems allowing employees to request the assistance of a team member or a supervisor based on known risks or problem areas were formalized in departments. The conditions and circumstances under which this was implemented varies by department.
- Specific provisions of department specific Field Safety Policies allow employees to use their judgement and discretion to remove themselves from a potentially dangerous situation without fear of repercussion. These provisions permit employees to cancel or terminate field activities if they have a reason to feel unsafe.
- Panic alarms were given to employees interested in using that type of device.
- The Incident Tracker application was developed by ITMD and shared with departments to document incidents in the field and share data across departments.



### Workplace Clinic

Provides free, convenient onsite and virtual health care services for employees and spouses regardless of enrollment in the City's health insurance. Located at the **Zeidler Municipal Building:** 841 N. Broadway, Milwaukee

**HOURS:** Call before visiting  
**Mon, Tue, Thur, Fri:** 7 a.m.-3 p.m.  
**Wed:** 9 a.m.-5 p.m.

### Injury Prevention Clinic

Provides onsite and virtual visits for preventive measures to address new strains, muscle and joint issues before they become more serious. This is a **FREE** resource to City employees and spouses regardless of insurance coverage. Located at the **Zeidler Municipal Building.**

**HOURS:**  
**Mon:** 8 a.m. - 12 p.m.  
**Wed:** 12:30 - 4:30 p.m.

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**To schedule appointments, please call:**  
**414-777-3413**

**Free parking while using the Workplace Clinic** is available for employees and spouses who do not work at the City Hall Complex. Park at the 1000 N. Water St. parking structure and bring your parking ticket to your appointment in order to get a parking voucher.



### FAST CARE

City of Milwaukee employees, spouses and dependents (18 months and older) covered under the City's UnitedHealthcare (UHC) health insurance can visit Froedtert & MCW FastCare® Clinics at no cost.

For hours, locations and to schedule an appointment online, visit [froedtert.com/fastcare](http://froedtert.com/fastcare) or download the Froedtert & MCW app (available through the Apple and Google play stores). Or, snap the QR code for quick access:



**Workforce Health**



## We Say Farewell to Deb Schwallie, Our Workplace Clinic Nurse Practitioner

It is with mixed emotions that we're sharing the news that Deb Schwallie, Nurse Practitioner, has transitioned from her role at the City of Milwaukee Workplace Clinic to serve in another area of Workforce Health. Deb will be greatly missed by City employees and their families who have seen her for many years through the Workplace Clinic.

Deb will be the NP at the Manty Health and Wellness Center, serving the City of Manitowoc and the School District of Manitowoc population. Deb started her career at Holy Family in Manitowoc and is excited to be opening the newest Workplace Clinic at the Harbortown campus, near her home in Green Bay where she was born and raised.

Deb has been a shining star for the City of Milwaukee Workplace Clinic. She was notorious for getting 10,000 steps in before 9 a.m., doing laps around the building to get her steps in, and being a smiling face in the halls of Ziedler and City Hall. We thank Deb for her years of contribution to City of Milwaukee and wish her the very best on her next endeavor.

## SilverCloud

### Improve and Manage Mental Strain and Stress with a Self-Guided Tool Available Online and as an App.

SilverCloud is a no-cost, confidential online therapy program prescribed by your Workplace Clinic provider. The interactive program allows you to work at your own pace and helps you to improve your symptoms and develop coping skills to manage emotions. Check out this short SilverCloud [Video](#) to see how it works.

Call the Workplace Clinic for a confidential appointment today at **414-777-3413** and begin your journey to better mental well-being.

There are a variety of programs available to address:

- Depression
- Anxiety
- Stress
- Insomnia
- Chronic Pain
- Diabetes Management



# Care@Work

The City of Milwaukee offers a free Care.com membership through Care@Work to assist employees with finding care options! A Care.com membership provides unlimited access to a platform employees can use to find and manage care for children, seniors, pets and their home, including:

- Nannies and babysitters
- Senior caregivers
- Housekeepers
- Pet sitters and groomers
- Special needs caregivers
- Errand runners
- Tutors
- Transportation assistance
- Personal assistants

## How it Works:

1. Visit [cityofmilwaukee.care.com](http://cityofmilwaukee.care.com) (or go to the Care.com app), review and sign the waiver, and register to create an account. You will need your employee id to register.
2. Search for caregiver profiles that match your needs in your area and/or post a job for caregiving candidates.
3. You can schedule interviews from any device and request background checks. Once you're ready to hire, you can also schedule and pay for your caregiver on Care.com
4. Tools and resources to help you hire safely are available at [care.com/safety-center](http://care.com/safety-center)



All caregivers on the Care.com platform have completed a background check, but employees may perform additional screenings at their own cost. A Care.com membership is free to all employees and employees are responsible for paying the caregivers they hire. If you have questions about this benefit, contact Care.com at 855-781-1303 or [careteam@care.com](mailto:careteam@care.com). More information and videos can be found here: [www.milwaukee.gov/careatwork](http://www.milwaukee.gov/careatwork)

## Tier 1 Provider Refresh

Every year UnitedHealthcare (UHC) evaluates their network providers for the Premium Tier 1 designation. Based on the premium quality and cost efficiency criteria, providers may gain a Tier 1 designation and other providers may lose the designation. Employees with the City's UHC health insurance coverage should confirm their physician(s) will be Tier 1 in 2022 by logging onto the [myuhc.com](http://myuhc.com) website, finding their physician(s) and looking for the Tier 1 symbol. For more information on finding Tier 1 providers, employees can visit [www.milwaukee.gov/Benefits](http://www.milwaukee.gov/Benefits) go to "U" and select the "UHC Premium Providers (How to Find)" flyer or follow the instructions below.

- Select "Find A Doctor" icon
- Select Medical directory, then follow the prompts to choose the type of medical care and provider you're looking for
- Prospective members should look for the blue circle saying "Tier 1" on the right side next to the provider's name

## Meet virtually with a UnitedHealthcare or OptumRx Representative

Representatives from UHC and OptumRx are available to meet virtually with employees and spouses every month. The next monthly virtual meeting date is Tuesday, February 8th. Employees and spouses can schedule appointments for a virtual meeting or phone call starting January 31st online or by calling 920-661-5480 and leaving a message. Check the City's benefits website ([www.milwaukee.gov/benefits](http://www.milwaukee.gov/benefits)) starting January 31st for the February appointment scheduling link. UHC/OptumRx representatives can help with questions on claims, prescriptions, issues and general inquiries regarding benefits. Upcoming monthly meeting dates are scheduled:

February 8th  
 March 8th  
 April 12th  
 May 10th  
 June 14th

# Understanding Cognitive Behavioral Therapy (CBT)

A Greek slave philosopher born around 50 AD named Epictetus said, “Men are disturbed not by things, but by the view they take of them.” Both Epictetus and Cognitive Behavioral Therapy (CBT) agree that events by themselves do not cause our emotions and behavioral responses. Rather, it is the meaning or thoughts about events that cause us to feel and behave in certain ways.

Imagine sleeping in your bedroom late at night and awakened by a loud crash. If you think, *Oh, there is an intruder!!!*, you may feel frightened. If you think, *Here we go...my son is drunk again*, you may feel angry. If you think, *That cat again, knocking over things for fun*, you may feel annoyed. Lastly, if you think, *Ah, my clumsy daughter is home safe*, you may feel relieved. In each of the above examples, the situation (event) did not change. However, the individual meanings and interpretations of each event led to different emotions.

The meaning we place on events and how we think about them directly influences our emotions and subsequent behavior/action. It is easy to ascribe negative thoughts/meaning to situations when anxious or depressed. However, the first step in breaking this cycle is to begin paying attention to your thoughts and the meaning we give to situations. Second, begin to challenge negative automatic thoughts by looking at situations from different perspectives and viewpoints. Take a step back emotionally and ask, “What would my advice be to someone else going through this?” Is the situation really that terrible? Is it a situation that I can never bounce back from? Make a realistic appraisal of the event without catastrophizing, personalizing or magnifying. This is not to suggest that you wear rose colored glasses but be realistic and don’t give in to the first negative thought you have. There will be difficult challenges but very few that are insurmountable. Lastly, take a moment to identify any positives from the event/situation, even if those positives may be in the future.



## Employee Assistance Program



City of Milwaukee EAP



Cris Zamora

Employee Assistance Program Coordinator

The **employee assistance program, or EAP**, is a counseling service for City of Milwaukee employees and their families who may be experiencing personal or work place problems.

Contact Cris Zamora, the Onsite EAP Coordinator at 414-286-3145 to address:

Anxiety, stress symptoms, parenting/family or marital problems, alcohol/substance misuse, and legal or debt/financial resources.

Needs assessment with appropriate referrals:

Ongoing counseling/treatment, City of Milwaukee benefits/programs, and community resources

Visit the EAP webpage at [www.city.milwaukee.gov/der/EAP](http://www.city.milwaukee.gov/der/EAP) for more information on a wide range of work-life topics.

## Financial Wellness: Student Loan Spotlight



### City of Milwaukee Deferred Compensation Plan

**Financial independence. It starts today.**

**Participants can schedule a telephonic or virtual appointment with a local Voya representative to learn more about:**

- Benefits of the Deferred Compensation Plan
- Planning tools
- Investment options
- Additional resources

To schedule a telephonic or virtual meeting with a local Voya Representative via our **Online Scheduler Tool**, visit [www.milwaukeeedcp.com](http://www.milwaukeeedcp.com) or call 844-360-MDCP (6327).

### Student Loan Repayment Pause Will End May 1, 2022: The End of COVID-19 Emergency Relief and Federal Student Aid

Since March 27, 2020, federal student loan interest rates have been set to 0 percent and payments have been paused. This pause will end May 1, 2022.

If this change applies to you, make sure you are prepared to resume student loan payments. Failure to repay student loans could result in your being in default, which is a situation that can have a negative effect on your finances for many years.

Here are three steps to make sure you are prepared for student loan payments to resume:

- Update the contact information in your profile on your loan servicer's website and in your StudentAid.gov profile ([visit https://studentaid.gov/fsa-id/sign-in/landing](https://studentaid.gov/fsa-id/sign-in/landing))
- Visit <https://studentaid.gov/loan-simulator/> to find a repayment plan that meets your needs and goals or to decide whether to consolidate.
- Consider applying for an income-driven repayment (IDR) plan, which can make your payments more affordable, depending on your income and family size.



### Public Service Loan Forgiveness (PSLF) Program Updates

There have been recent, significant changes to the Public Service Loan Forgiveness (PSLF) program that may positively impact many full-time City of Milwaukee employees.

On October 6, 2021, the US Department of Education announced a temporary period during which borrowers may receive credit for payments that previously did not qualify for PSLF or Temporary Expanded public Service Loan Forgiveness (TEPSLF). If you have Federal Family Education (FFEL), Perkins or other federal student loans, you'll need to consolidate your loans into a Direct Consolidation Loan to qualify for PSLF, both in general and under the waiver, by October 31, 2022.

Further information regarding the PSLF program and the requirements can be found here: <https://studentaid.gov/manage-loans/forgiveness-cancellation/public-service>. The PSLF and Temporary Expanded PSLF (TEPSLF) Certification and Application can be found here: <https://studentaid.gov/sites/default/files/public-service-application-for-forgiveness.pdf>. FAQs regarding the PSLF program can be found here: <https://freestudentloanadvice.org/wp-content/uploads/2021/12/PSLF-Waiver-FAQ-1208.pdf>

Please send **only the Employer Information portion (page 2)** of the Employer Certification application to DER Certification for completion (room 706 of City Hall) or via email at [DERCertification@milwaukee.gov](mailto:DERCertification@milwaukee.gov). DO NOT include your social security number or any other personal information on that form, other than your name and the department for which you work or worked. Qualifying employees can also call 414-286-3751 to request the signed employer page of the PSLF form. DER Certification will then verify dates of employment and send you a signed employer page that you will attach to the application and send directly to the federal government, as indicated in the links above. Please be advised that DER Certification will not submit the PSLF application to the federal government on an employee's behalf.

**An educational webinar will be offered January 19 to address the PSLF program and questions regarding the application process. If you have further inquiries about the PSLF program, please email [DEFCOM@milwaukee.gov](mailto:DEFCOM@milwaukee.gov).**



# Did You Know?

## UHC Second Opinion Service 2nd MD

The City of Milwaukee offers a second opinion service (2nd.MD) through the UnitedHealthcare (UHC) health plan. 2nd.MD is a virtual expert medical consultation and navigation service available at no cost to employees and family members enrolled in the City's UHC health plan. 2nd.MD connects

members with a board-certified, nationally recognized specialist for a medical consultation via phone or video to provide a second opinion at no cost regarding medical issues such as:

- Disease, cancer or chronic condition
- Surgery or procedure
- Medications and treatment plans

## Text Messaging

DER has a text messaging service to communicate benefits and wellness updates that employees and spouses can opt into. Employees and spouses can register by answering a few short questions through the registration link on the City's Wellness page ([www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm)). This service is completely voluntary and employees/spouses can unsubscribe at any time.

## Employee Resource Group (ERG) Spotlight

### Career Development Employee Resource Group (CDERG)

At the City of Milwaukee an Employee Resource Group exists as a group of employees who share a common background, focus areas, interests, or goals. For the Career Development ERG this has meant providing opportunities for increased connection and collaboration of career-minded public servants across departments to provide greater access to professional development and further anti-racism and organizational equity. The CDERG's core values are Talent Development, Collaboration through networking and mentorship, and anti-racism and organizational equity by being a community of practice and fostering inclusivity within departments. One exciting component of our group are

our virtual Lunch & Learns (L&L's). The purpose of Lunch & Learns are to help employees feel more connected to their work and further understand how departments work together to create positive outcomes in our City. It's also a great opportunity to learn about employment opportunities and new initiatives happening. So far we have completed L&L's with the City Clerk and DER. You can find recordings of those meetings [here](#).

JOIN CDERG: we would love to have you join us! You can sign up to be a member and receive updates here. Please forward any questions to [CDERG@milwaukee.gov](mailto:CDERG@milwaukee.gov).

The City of Milwaukee Department of Employee Relations (DER) provides human resource support services to City departments with a mission to recruit, develop, and retain a high performing and diverse workforce while delivering innovative human resource policies and programs that support the City's mission including services to maintain and improve employee health, safety and wellbeing.

### Department of Employee Relations (DER) Benefits Division

City Hall  
200 E. Wells St., Rm. 706  
Milwaukee, WI 53202-3515

Phone: 414-286-3184  
Fax: 414-286-0203  
E-mail: [derbenefits@milwaukee.gov](mailto:derbenefits@milwaukee.gov)

### Wellness Program Information:

[www.milwaukee.gov/wycm](http://www.milwaukee.gov/wycm)  
Phone: 414-777-3410  
E-mail: [cityofmilwaukee@froedtert.com](mailto:cityofmilwaukee@froedtert.com)  
E-mail: [derwellness@milwaukee.gov](mailto:derwellness@milwaukee.gov)

## New ERGs Being Created

Employees are working to create new Employee Resource Groups including an LGBTQIAP+, Muslim, and Interfaith (Multiple Faiths) ERGs! DER is looking for additional employees who are interested in being part of the development of these groups. For more information, please contact Katherine Holiday Human Resources Compliance Officer in DER at [kholid@milwaukee.gov](mailto:kholid@milwaukee.gov) or 414-286-6210.



Workforce Health



Are you interested in receiving a Wellness Tip each month?

Sign up at [www.froedtert.com/workforce-health/wellness-tip](http://www.froedtert.com/workforce-health/wellness-tip).

Topics include nutrition, exercise, safety, stress management and more.