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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 for more information.

New Family and Medical Leave Administrator

Effective February 1, 2019, Sun Life Financial will serve as the City's third party administrator for leave benefits under the Federal and Wisconsin FMLA. This will include making eligibility determinations, sending leave related notices and correspondence, collecting and processing medical certifications, tracking leave entitlement and usage, reporting utilization and helping identify fraud and abuse.

Over the last several months, the Department of Employee Relations (DER) and representatives from Sun Life have been working with key personnel from the Department of Public Works (DPW), the Fire Department, the Police Department and the Milwaukee Public Library to ensure a smooth transition upon implementation of this important initiative.

The decision to outsource this function will reduce a significant portion of the administrative burden on payroll and human resources personnel now responsible for processing and managing leave requests. Sun Life Financial will also help the City improve the management of intermittent leave as well as ensure compliance with employee notifications and other key provisions of the Federal and Wisconsin regulations.

Information regarding this transition will be posted on DER's website by the end of January. Posters and flyers will be distributed to all department leave administrators and business cards with information on how to file a claim will be distributed to employees.

FMLA Claim Intake and Departmental Call-in Procedures

- Starting February 1, 2019 employees should call Sun Life when requesting leave for an employee's serious health condition or the serious health condition of a qualifying family member
- Claims can be filed online at www.sunlife-ams.com or by calling 1-844-464-2818 during 7:30 a.m. to 9:30 p.m.
- Employees should continue to follow departmental call-in procedures to report all absences



2018-2019 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 will be awarded monthly until the program ends on June 30, 2019.

How the Program Works:

- Employees/spouses who completed the 2018 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
- See the Upcoming Presentations and Training Bulletin located on DER's Wellness Website for activities that qualify for Healthy Reward points.
- For more information and program details, visit www.milwaukee.gov/HealthyRewards
- 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 and go to the Healthy Rewards Points Submission section
- Click on 'Submit your proof of participation', choose your file and upload
- Documents can be uploaded as .jpg or .pdf files and saved to your profile
- Within two weeks, participants' submissions will be approved or denied. If participants do not see their points reflected on the website, the submission did not meet program requirements

Points can also be submitted at the Wellness Center, Traveling Wellness Center sites or emailed to cityofmke@froedtert.com. Participants with questions about point submissions should contact Workforce Health directly at 414-777-3410.

Living Well with Chronic Conditions

In partnership with the Milwaukee County Department on Aging and the Wisconsin Institute for Healthy Aging, the City's wellness program is offering a workshop to help individuals who are living and dealing with a chronic condition. "Living Well with Chronic Conditions" is a six-week workshop that helps participants gain control of their lives through manageable action steps and support from peers. The program is free to City of Milwaukee employees and spouses regardless of enrollment in the City's health insurance benefit. There is a \$20 optional cost to purchase a program textbook if participants are interested.

Program information:

Meets: Tuesday evenings starting February 5 through March 12

Location: DNS Lake Tower, 4001 S. 6th Street, Milwaukee, WI

Time: 5:00-7:30 p.m.

Workshop topics include:

- Dealing with frustration, fatigue, pain and isolation
- Exercise for maintaining strength, flexibility and endurance
- Appropriate use of medications
- Communicating effectively with family, friends and health professionals
- Evaluating new treatment options
- Healthy eating

Participants earn 15 Healthy Reward points for attending a minimum of 3 classes and 20 points for attending 5 classes.

To register for the workshop call 414-286-3184 or email derbenefits@milwaukee.gov

Milwaukee Deferred Compensation Plan



Financial independence. It starts today.

Participant Statements

Fourth quarter participant statements from Voya will be mailed in late January/early February. Going forward, hard copy statements will be mailed to participants only once a year. At any time, a participant may obtain a hardcopy statement by printing one from their online account or calling either the Deferred Compensation office (286-5541) or Voya and requesting a mailed statement.

2019 Contribution & Catch-up limits

The Internal Revenue Service has announced limits on the amounts participants may contribute to the Plan in 2019.

- Maximum Annual Contribution: \$19,000
- Maximum including Age 50+ Catch-Up: \$6,000
- Maximum including Three-Year Special 457(b) Catch-Up: Up to \$38,000

If you are eligible for both catch-up options in the same year, IRS rules provide that you cannot use both in the same tax year and must use the option that lets you defer the greater amount. For more information, please contact your local Voya representative!

Financial Wellness Seminars

Learn more about your DCP benefits by attending a Financial Wellness Session! Sign up for a variety of Financial Wellness Seminars and earn Healthy Rewards points (5 points, each; max 30). Visit DER's Training Bulletin of Courses for more information or the Wellness Website and select "Upcoming Presentations."

<https://city.milwaukee.gov/ImageLibrary/User/jkamme/TrainingBulletins/TrainingBulletin.pdf>
www.milwaukee.gov/WYCM

Meet with a Local Voya Representative and Earn Healthy Rewards Points!

Participants can schedule an 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 Voya training specific for your Department, please contact the Deferred Compensation Office at 414-286-5541 to discuss options.

Voya Office Locations

Mon, Wed, Fri:

Zeidler Municipal Building (DPW – 9th Floor East Conference Room, Rm #906--take a right when you get off the elevator).

Tues and Thurs:

10700 West Research Drive, Suite 160

To schedule a one-on-one meeting with a local Voya Representative via our Online Scheduler Tool, visit www.milwaukeedcp.com or call 844-360-MDCP (6327).





Workplace Clinic Hours

Monday, Tuesday,

Thursday, Friday

7 a.m.-3 p.m.

Wednesday

9 a.m.-5 p.m.

Injury Prevention Clinic Hours

Monday

8 a.m. - 12 p.m.

Wednesday

12:30 - 4:30 p.m.

Wellness Center Hours

Monday

1 - 4 p.m. (closed every 3rd Monday of the month)

Wednesday

8 - 11:30 a.m.



The above FREE services are located at the **Zeidler Municipal Building:** 841 N. Broadway, Milwaukee

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



Free parking while using the Workplace Clinic and Injury Prevention 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.

In partnership with



Fitness Classes

Begin 2019 with a healthy start and get moving with group fitness classes! Classes run for six weeks, are FREE to City of Milwaukee employees and spouses and open to all fitness levels. To reserve your spot, visit www.workforcehealth.org/cityofmilwaukee and locate the "Healthy Rewards program" heading. Click on "schedule onsite health and wellness program". Walk-ins for individual classes are accepted on a first come, first served basis.

Fit & Flow (Mondays)

Dates: 1/28, 2/4, 2/11, 2/25, 3/4, 3/11

Time: 12:05-12:50 p.m.

Where: Zeidler Municipal Building
Fishbowl Rm. 102

Fit & Flow (Wednesdays)

Dates: 1/23, 1/30, 2/6, 2/13, 2/20, 2/27

Time: 6:00-6:45 p.m.

Where: Fire & Police Academy, Thunderdome
6680 N. Teutonia Ave.

Boot Camp (Wednesdays)

Dates: 1/23, 1/30, 2/6, 2/13, 2/20, 2/27

Time: 5:00-5:45 p.m.

Where: Fire & Police Academy, Thunderdome
6680 N. Teutonia Ave.

Fit & Flow classes are 45-minutes in length and focus on breathing, stretching and strengthening using your own body weight. Classes are designed for moderate to advanced level participants.

Boot Camp is an exciting total body conditioning class that provides resistance training for every major muscle group, as well as cardiovascular activities to strengthen your heart. This class is designed for all fitness levels. Whether you are a beginner or experienced, you'll get a full total body workout and have fun doing it!

Winter Injury Prevention

Justin Loeper, PT

It's winter, it's Wisconsin, and that means snow. With snow comes an abundance of outdoor activities from ice skating to skiing. Although the change in seasons can be exciting, there are steps you can take to keep safe this winter. Below are two common causes of injuries and tips to stay safe.



Snow Shoveling

Shoveling snow can be daunting. It requires physical exertion leading to aches and pains. On average, 11,500 ED visits are related to snow shoveling each year. Most commonly, these injuries occur to the lower back but also stress your shoulders and knees. Some of these issues can be minimized with having a plan.

Falls

Most of us have had a close call with a slip on ice, maybe catching ourselves at the last second. Even these close calls can have an impact while wrenching your back or pulling other muscles.

Tips to stay safe:

1. Take breaks, use frequent rest breaks while shoveling, especially with heavy snow.
2. Good body mechanics, bend knees, keep shovel close to your body to lessen stress.
3. Stay fit, stay in good physical condition with brisk walks, light strength training, and flexibility training to avoid cardiovascular issues and muscle strains.

Tips to stay safe:

1. Wear proper footwear for icy and snowy conditions.
2. Keep strides shorter and avoid long steps.
3. Take your time, slow things down when walking outdoors.

With small changes to your daily activity, you can stay happy and healthy this winter.



Wellness Story

The Wellness Center and My Success

Written By: Samantha Shields

I have really enjoyed my time spent at the Wellness Center with the counselors. The center keeps you accountable for your actions. Unlike most counselors, they allow you to talk out your situation and figure out what direction you need to go in on your own. I am really skeptical of transitioning with one person to a counselor, but it has worked out great for me. I have learned not to blame others for my backsliding, I hold myself accountable for my actions. Thank you Wellness Center.



Samantha Shields



City of Milwaukee Wellness Center located at the Zeidler Municipal Building

Healthy Vending Options

Small Changes with BIG Impact

Written By DPW Sanitation Wellness Champion: Lisa Beilke

DPW Operations recently made a division wide push to improve the health and nutrition of the various vending options being sold at DPW locations. Work locations were encouraged to phase out sugary items and offer healthier options such as fruit, nuts, granola bars, raisins or other similar items. Locations were also encouraged to share the changes that were made including the healthy options that were most popular and sold the best to help other DPW worksites implementing this change. Below is a summary of changes that were made at DPW Sanitation Central and the response from employees.

“At DPW Sanitation Central East located at 14th and Walnut, we offer a variety of healthy choice items to employees including fruit. I offer apples, pears, bananas and oranges. Nuts, muffins and string cheese are also alternatives to the doughnuts and potato chips the employees might purchase elsewhere.

Believe it or not, bananas are the number one seller above all other options. I sell at least 15 bananas each day and up to 35 if we are in an operation. There is also oatmeal which may be a little more involved to make, but it is heart-healthy, inexpensive and quick. Although we sell soda, I actually sell more water, Gatorade and V-8 juice. I have found, if you offer the healthier items, employees will buy them.”

If city employees or wellness champions are interested in making similar changes at their worksite, please contact Workforce Health at 414-777-3410 for help getting started!



City of Milwaukee employees, spouses and dependents (6 years and older) covered under the City's UnitedHealthcare (UHC) health insurance can visit Froedtert & MCW FastCare® Clinics at no cost.

McKinley FastCare®

1271 N. 6th St., Milwaukee
414-978-9037

Hours*:

Monday – Friday: 10 a.m. - 7 p.m.
Saturday and Sunday: 9 a.m. - 1 p.m.

FastCare® (Greenfield Meijer)

5800 W. Layton Ave.
262-532-3067

FastCare® (Sussex Meijer)

N51W24953 Lisbon Road
262-532-8691

FastCare® (Waukesha Meijer)

801 E. Sunset Drive
262-532-3691

FastCare® (West Bend Meijer)

2180 S. Main St.
262-532-3127

Meijer FastCare® Hours*:

Monday – Friday: 9 a.m. - 8:30 p.m.
Saturday: 9 a.m. - 6 p.m.
Sunday: 10 a.m. - 5 p.m.

UHC members must show their most recently issued City of Milwaukee UHC insurance card to receive covered health care services at no cost.

More information about FastCare® Clinic services can be found at: www.milwaukee.gov/WYCM

*For holiday hours, visit froedtert.com/FastCare.



Mari Cohn, Nurse Liaison

UHC Onsite Nurse Liaison Updates

The City's Onsite Nurse Liaison, Mari Cohn, continues to be a key component of the City's health and wellness program and several changes have occurred recently to evolve this service and continue to reach new employees. Mari recently added new locations to her monthly schedule. Starting in January of 2019, Mari will have monthly hours at DPW Electrical Services on 1540 W. Canal Street, DPW Sanitation South on 2363 S. 35th Street and DPW Sanitation Central on 1600 N. 14th Street. Visit the wellness website: www.milwaukee.gov/wycm for a copy of Mari's latest flyer which includes the newest locations.

Mari recently concluded the City's first Diabetes Management Program, Healthy Living with Diabetes, in November with a full capacity class. This program provides tools, information and support to those living with Diabetes, helps participants maintain a healthy lifestyle and identifies resources to be successful with personal health goals. Mari continues to hold a monthly support group meeting with the individuals who completed the class.

A second Healthy Living with Diabetes Class began January 10, 2019 and will run through the end of March. Mari will then offer an evening Healthy Living with Diabetes class at DNS Lake Tower starting in April and ending in May. More information will be shared as the April-May class start date approaches.

Mari continues to offer monthly lunch and learns presentations at City Hall Complex and offsite locations. Check the upcoming presentations schedule on the Wellness website for the latest schedule.

The Onsite Nurse Liaison service is FREE to employees and spouses regardless of enrollment in the City's health insurance. Mari has regular office hours at City Hall on the 8th Floor and many offsite locations. Visit DER's Wellness website www.milwaukee.gov/wycm for the latest schedule of locations and hours for the Nurse Liaison. To schedule an appointment with Mari, call 240-549-9879 or email mari.cohn@uhc.com.

UHC & OptumRx Representatives Onsite to Meet with Employees

Once a month representatives from UnitedHealthcare (UHC) and OptumRx are at City Hall and DPW Headquarters to meet with employees. Below is a schedule of 2019 visits for January through June.

Employees can stop by either location at the designated times for a personal meeting with a UHC or OptumRx representative to answer questions regarding a member's claims, prescriptions, issues or general inquiries regarding benefits.

2019 Upcoming Meeting Locations/Times:

City Hall (200 E. Wells St.) 10:00 a.m. - Noon

- Tuesday, February 12 – Room 301-C
- Tuesday, March 12 – Room 301-C
- Tuesday, April 16 – Room 301-C
- Tuesday, May 14 – Room 301-C
- Tuesday, June 11 – Room 301-C

DPW Headquarters (3850 N. 35th Street) 2:00 p.m. - 4:00 p.m.

- Tuesday, February 12 – Room 168
- Tuesday, March 12 – Room 168
- Tuesday, April 16 – Room 168
- Tuesday, May 14 – Room 168
- Tuesday, June 11 – Room 168

Employees should bring their myuhc.com login and password (if they have one) to the meeting.

Employee Assistance Program (EAP)

Most New Year's resolutions center on finances, weight management or some aspect of physical health. While these are noble goals, we often neglect to include our mental health when looking to the New Year. When setting 2019's goals, consider one or more examples below:

1. **I will relax and enjoy life.** Make the commitment to take time each day to "be still." Do something daily that is restful, peaceful and allows you to recharge emotionally. Get in the habit of taking a few minutes to breathe deeply throughout the day and between tasks to regroup.
2. **I will be kind to myself.** Let go of being overly self-critical. You'd NEVER say to a loved one or good friend statements like, "You'll never be good enough", "You'll never succeed", "You are an idiot!" No one is perfect and we all make mistakes. Learning from mistakes and failures is where wisdom comes from.
3. **I will be mindful.** Dwelling too much on the past leaves the door open for regret, guilt, and a depressed mood. Being too preoccupied with the future is a road to anxiety and stress. Being mindful means being focused on the present. Replace the "should have" (past) and "what ifs" (future) with the "what is the most helpful attitude right now?" (present) question.
4. **I will respond versus react.** It is easy to get caught reacting to the actions of others, especially those that push our buttons. Make a commitment to stay in control and decide how you want to respond in difficult situations. Avoid knee-jerk reactions and stop, think twice and ask yourself, "What's the most helpful response right now?"
5. **I will set healthy boundaries.** You can't be everything to everyone all the time. Relationships, expectations and demands that leave no room for yourself are unhealthy. The first hurdle in setting healthy boundaries is giving yourself permission to set limits without feeling guilt. Learning to say "no" takes practice, especially when you've been the "go-to" person. Saying "no" starts with expressing empathy first, "I know this request means a lot to you." Second, state what you can't do firmly, "At the same time, I can't do it." Avoid softening the "no" with phrases like, "I'd love to but..." Lastly, state what you can do, if anything, "What I CAN do for you is...", or "I will help you AFTER I'm done with what I'm working on..."
6. **I will resist "stinking thinking."** Stinking thinking is self-talk that gives us no choice but to feel bad. These negative thoughts usually begin with the words, "always", "never", and "should." Self-talk like, "I always get stuck in traffic when running late", "I will never get ahead in life", and "I should be doing better by now!" Once in our heads, these statements reduce our ability to problem solve, decrease our motivation and depress our mood. How do you resist "stinking thinking?" Know when it is happening with thoughts that start with "always", "never" and "should". Then take a step back and look at the big picture to put things in perspective before putting your thinking cap back on.

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. Everyone has problems from time to time. Usually, we work them out, but sometimes problems persist, becoming serious enough to affect us both off and on the job. At such times, an EAP may be able to help. Call Cris Zamora for a confidential consultation at **414-286-3145**.

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

Real Appeal Online Weight Loss Program

Real Appeal

The Real Appeal online weight management program is full of small doable steps—things you'll want to do—that can make a difference and work in the long run for your life, your family and your body. Real Appeal helps you lose weight and reduce your risk of developing diseases like diabetes and cardiovascular disease. Real Appeal members who attended 4 or more sessions during the program, **lost 10 pounds** on average.

With Real Appeal you get:

- Transformation Coach who leads weekly online group sessions
- Online tools to help track your food, activity and weight loss progress
- Success Kit with recipes, scales, workout DVDs and more shipped right to your door

Enroll in Real Appeal at cityofmilwaukee.realappeal.com. For the best experience, access Real Appeal from your own mobile device.

Members who have completed the program can re-enroll in Real Appeal by logging into their Real Appeal dash board and following the instructions for re-enrollment.

Real Appeal is available at no additional cost to employees, spouses and dependents 18 and older with the City's UnitedHealthcare insurance, subject to eligibility requirements. City of Milwaukee participants who complete 10 Real Appeal weekly coaching sessions during the Healthy Rewards program, July 1, 2018-June 30, 2019, earn 10 healthy rewards points. Participants can earn an additional 10 points for losing weight or 5 points for maintaining weight over the same time period. Participants must weigh in at the wellness center or traveling wellness center sites prior to and after completing the 10 weekly Real Appeal Sessions. Contact Real Appeal at 1-844-344-7325 for enrollment assistance or questions.

Did You Know?

- There is a new Traveling Wellness Center Schedule. Visit www.milwaukee.gov/WYCM for the latest flyer.
- Looking for your healthy reward points in your portal?
 - » Points will be reflected in the portal a month from program end
 - » Voya shares your visits with Workforce Health on the 10th of every month. Points will be reflected up to 2 weeks after that is shared.
 - » Online submissions can take up to 2 weeks.
 - » Lunch & Learns/Presentations/Trainings will vary on when the attendance rosters are shared with Workforce Health. Once received, please allow up to 2 weeks.

City of Milwaukee 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

Wellness Program Information:

www.milwaukee.gov/wycm

414-777-3410

In partnership with



Workforce Health

What is DER?

The 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 well-being. The DER is comprised of the following service areas; employee and labor relations, compensation, recruitment and selection, worker's compensation/safety and employee benefits.



**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 and managing stress.