



# Benefits Division

*Molly King, Director*

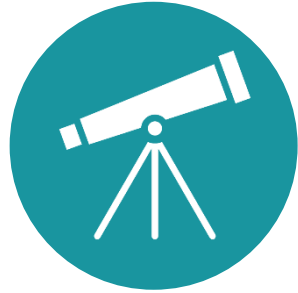


City  
of  
Milwaukee

DEPARTMENT OF  
**EMPLOYEE  
RELATIONS**



# Vision, goals, and priorities



## Vision

Offer a comprehensive, competitive benefits package that makes the City an employer of choice in the Milwaukee area



## Goals

- Make the City an industry leader in workforce health and safety
- Provide customer-oriented service delivery to employees
- Offer competitive healthcare plans at economical costs



## Priorities

- Expanding healthcare and wellness offerings in a fiscally responsible manner
- Incorporating a more holistic care model into the City's benefits package
- Modifying the benefits package to meet the evolving needs of City staff and their families
- Changing our approach to center employees' needs

# Recent accomplishments

- **Realigning Healthy Rewards incentives for employees**
  - Employees will earn more points for preventive care and physical activity
- **Increasing access to telehealth services**
  - Online appointments allow more employees to get ahead of their health needs, saving them and the City money
- **Enhancing maternity and menopause support offerings**
  - Working with Maven to provide 24/7 virtual support, postpartum care, and a dedicated care advocate for each participant; raising awareness with new “Menopause Series” programming
- **Rolling out oral nicotine testing and new A1C tests**
  - Results are processed instantly and entered into the wellness portal immediately — employees can start taking action faster

# Future plans

- **Bring primary care services to the ZMB Workplace Clinic**
  - Higher utilization of on-site health services for diagnosis and preventive care helps the City keep healthcare expenditure growth under control
- **Roll out improved employee surveys**
  - Shorter, more user-friendly “exit interviews” will help us understand what the City can do better as an employer; planning to introduce “stay interviews” with current employees
- **Guarantee a response to all employee contacts within 24 hours**
  - Benefits staff will track response times and common questions to identify potential improvements to our communication strategy

# Future plans

- **Transition to a department-centric model for workers' compensation claims**
  - Claims can be processed more effectively by adjusters that understand the unique circumstances of each individual employee's position
- **Energize the "Wellness Champion" program**
  - Empowering peer leaders in each department and offering more exciting rewards for high-performing teams could boost participation
- **Boost participation in Healthy Rewards biometrics**
  - Percentage of employees completing biometrics declined in 2023 (now at 77%); targeting 90% completion through "Wellness Champions"
- **Shift to new finance/benefits management system in progress**
  - Working collaboratively to transition to a simpler, more user-friendly system

# Opportunities & personnel update

- **Limiting growth of healthcare expenditures**
  - Evaluating options for stop loss insurance for medical and prescription health plans to mitigate the impacts of high-cost catastrophic claims
- **Managing risk of litigation after employee injuries**
  - Planning to develop a robust, comprehensive safety and risk management plan long-term
- **Current vacancies**
  - Looking to fill one Benefits Services Specialist position, working on realigning the incumbent's primary responsibilities to attract higher-level candidates
- **Cross-training employees**
  - Employees that have expertise in every benefit program can fill the gaps more smoothly if a colleague leaves the City or is out of the office

# Opportunities for innovation

- **Audit and reevaluate all legacy benefit offerings**
  - Potential to design more creative service delivery to meet employees' needs; DER could seek out intergovernmental partnerships for some benefits to take advantage of economies of scale
- **Get ahead of severe health conditions with proactive preventive care**
  - Exploring ways to use artificial intelligence (AI) to detect potential health conditions and alert employees
- **Adopt call tracking systems similar to public safety departments**
  - Coupled with a newer management system for benefits, enhanced call tracking would help DER use staff time more efficiently and spend less time generating reports / following up with employees

# Remaining responsive to alderpersons

- **Introduced employee orientations for elected officials**
  - Successful first “NEEO” in April for incoming alderpersons and citywide officers — goal of getting new officeholders comfortable with their benefits package so they can hit the ground running
- **Collaborating with Ald. Brostoff on childcare initiative**
  - Providing a full presentation on the communication file later this morning!

Our team is always open to questions, suggestions, and constructive criticism — contact Molly directly at [molkin@milwaukee.gov](mailto:molkin@milwaukee.gov) or by phone at (414) 286-2938.



# Benefits Division organizational chart

**Harper Donahue IV**  
*Employee Relations Director*

**Molly King**  
*Employee Benefits Director*

*WORKERS' COMPENSATION*  
**Jennifer Evans**  
*Workers' Compensation & Safety Manager*

*BENEFITS/WELLNESS*  
**Jennifer Zillmer**  
*Benefits & Wellness Supervisor*

*FINANCE*  
**Therese Biernat**  
*Business Finance Manager*

*EMPLOYEE ASSISTANCE PROGRAM (EAP)*  
**Cris Zamora**  
*Employee Assistance & Resource Coordinator*

**Dorothy McCall**  
*Claims Representative*

**Angie Ogan**  
*Risk Management and Safety Officer*

**Kristen Parker**  
*Lead Paralegal*

**Kathy Rauckman**  
*Workers Comp. Specialist*

**Matthew Zuba**  
*Workers Comp. Analyst*

**Vacant**  
*Paralegal*

**Stephanie Foxworth**  
*Benefits Services Analyst*

**Nia Trunnell**  
*Benefits Services Specialist*

**Vacant**  
*Benefits Services Specialist*

**Jodi Wingers**  
*Business Operations Specialist*

# Benefits Division organizational chart

Lead	Division/Section	Responsibilities
<b>Molly King</b> <i>Employee Benefits Director</i>	Employee Benefits Division	<ul style="list-style-type: none"><li>• Executive leadership and direction</li><li>• Budgeting and resource alignment</li><li>• Coordination of plan design and communication strategies</li></ul>
<b>Jennifer Evans</b> <i>Workers' Compensation and Safety Manager</i>	Workers' Compensation Section	<ul style="list-style-type: none"><li>• Management of workers' compensation program</li><li>• Alignment between contract terms and federal/state laws</li><li>• Liaison for City Attorney and third-party administrator</li></ul>
<b>Jennifer Zillmer</b> <i>Benefits and Wellness Supervisor</i>	Medical Benefits Section	<ul style="list-style-type: none"><li>• Development and implementation of wellness offerings</li><li>• Evaluation of the effectiveness of City benefits</li><li>• Communications for health and wellness programs</li></ul>
<b>Therese Biernat</b> <i>Business Finance Manager</i>	Business Section	<ul style="list-style-type: none"><li>• Expenditure processing and tracking</li><li>• Special Purpose Accounts (SPA) monitoring</li><li>• Oversight of tuition reimbursement program</li></ul>
<b>Cris Zamora</b> <i>Employee Assistance and Resource Coordinator</i>	Employee Assistance Program	<ul style="list-style-type: none"><li>• Counseling, education, and referral services for City employees and their families</li><li>• Training design for employees and supervisors</li></ul>

# DER organizational chart

**Cavalier Johnson**  
*Mayor*

**City Service  
Commissioners**

*ADMIN./OPERATIONS*  
**Harper Donahue IV**  
*Employee Relations Director*

*BENEFITS*  
**Molly King**  
*Employee Benefits Director*







*LABOR/COMPLIANCE*  
**Veronica Rudychev**  
*Labor Negotiator (pending)*

*STAFFING SERVICES*  
**Kristin Hennessy Urban**  
*HR Manager*

*COMPENSATION/PAY SERVICES*  
**Andrea Knickerbocker**  
*HR Manager*

*LABOR/COMPLIANCE*  
**Katherine Holiday**  
*HR Compliance Officer*

# DER organizational chart

Lead	Division/Section	Responsibilities
 <p><b>Harper Donahue IV</b> <i>Employee Relations Director</i></p>	Administration	<ul style="list-style-type: none"> <li>Executive leadership and direction</li> <li>Liaison for departments, elected officials, and the public</li> </ul>
 <p><b>Molly King</b> <i>Employee Benefits Director</i></p>	Employee Benefits	<ul style="list-style-type: none"> <li>Insurance plan design and administration</li> <li>Workers' compensation management</li> <li>Wellness, voluntary benefits, and employee assistance</li> <li>Budgeting and resource alignment</li> </ul>
 <p><b>Veronika Rudychev</b> <i>Labor Negotiator (pending approval)</i></p>	Labor Relations	<ul style="list-style-type: none"> <li>Management of the City's interests in collective bargaining and arbitration proceedings</li> <li>Contract administration and interpretation</li> </ul>
 <p><b>Kristin Hennessy Urban</b> <i>Human Resources Manager</i></p>	Staffing Services	<ul style="list-style-type: none"> <li>Recruitment and selection for general City positions</li> <li>Pre-employment activities and procedures</li> <li>Community outreach coordination</li> </ul>
 <p><b>Andrea Knickerbocker</b> <i>Human Resources Manager</i></p>	Compensation and Pay Services	<ul style="list-style-type: none"> <li>Classification, job evaluation, and market rate assessments</li> <li>Maintenance of an equitable classification structure across departments</li> <li>Consultation with department leadership on career paths for employees</li> </ul>
 <p><b>Katherine Holiday</b> <i>Human Resources Compliance Officer</i></p>	Compliance	<ul style="list-style-type: none"> <li>Complaint investigations, reporting, and training</li> <li>FMLA, parental leave, accrued time off donor program, and unemployment administration</li> <li>Ensuring alignment with federal/state employment law</li> </ul>