

# Department of Employee Relations 2018 Proposed Budget

October 10, 2017



# DER 2018 Budget Highlights

- ▶ **Workforce Planning Initiative**
  - Training and department meetings
  - Workforce Plans timeline/process
- ▶ **Healthcare and Wellness**
  - Flat Premiums for 7 Consecutive Years
  - Reversing the Trend
  - Factors impacting healthcare trend
  - Impact on health of employees
  - Using success to attract and retain employees
- ▶ **Risk Management Impact on WC/Safety**
  - Costs and Trends
  - Worker's Compensation Priority Care Data
  - Risk Management and Safety Officer

# Workforce Planning Initiative Update

- ▶ Four briefings regarding the initiative have been conducted
- ▶ 16 individual meetings with departments have been conducted
- ▶ Purpose of meetings
  - Explain that process is Department driven
  - Share department specific separation data
  - Emphasize need to anticipate vacancies
  - Review Workforce Planning Guide
  - Offer assistance as necessary
- ▶ Reaction
  - Departments appreciate effort and data
  - Recognize the importance and need to act/plan now and for the future
  - Some departments will need help with implementation
- ▶ Next Steps
  - Continue focus on initiative at F&P meetings
  - Department Workforce Plans are due March 2018
  - Goal to establish quarterly presentations at F&P

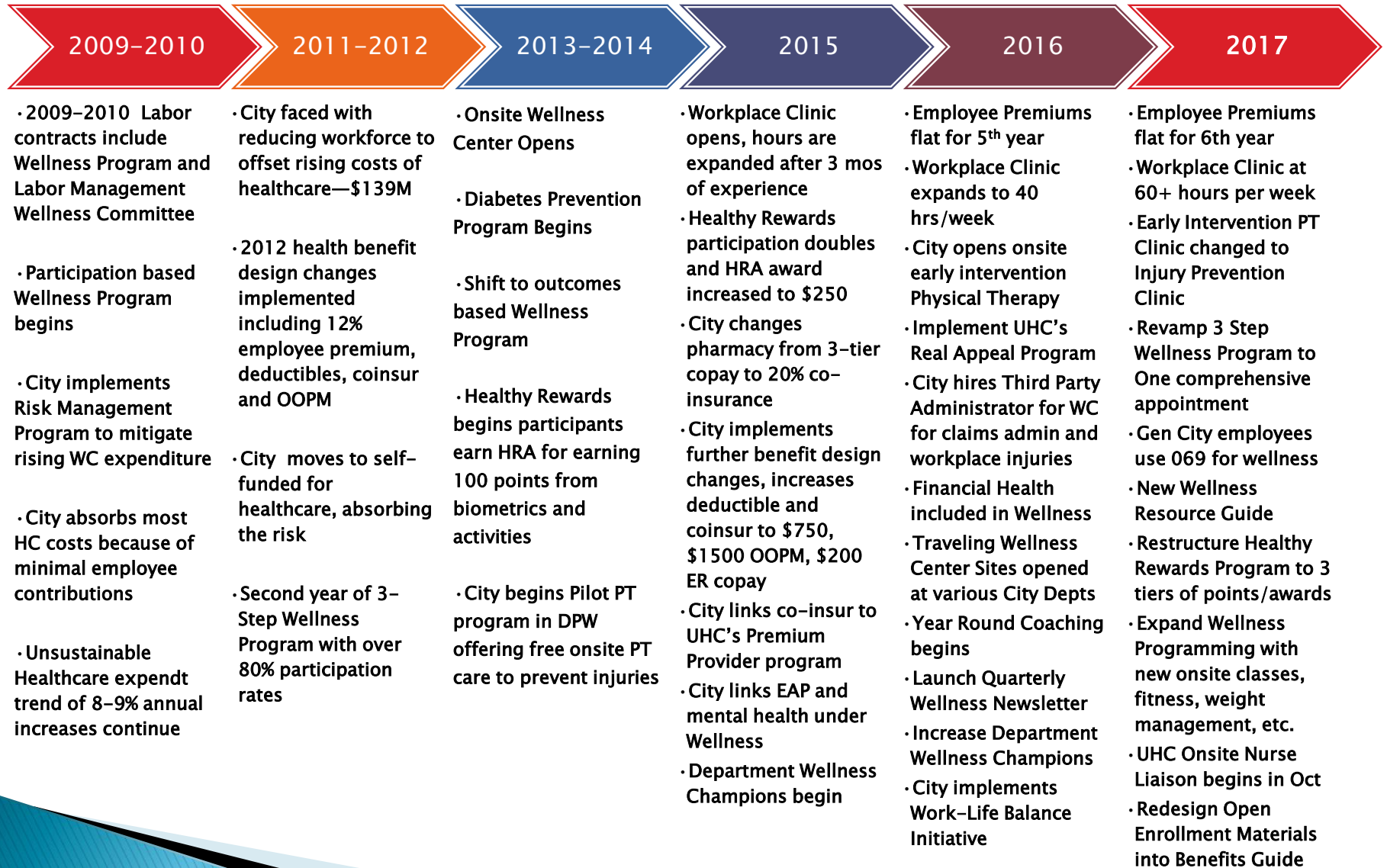
# Workforce Planning Initiative Update

- ▶ Key component of the initiative is to create efficiencies in the selection process.
  1. Allow hiring managers to serve as raters during examination phase
  2. Facilitate use of Auxiliary Resource Program to create overlap for training specific position replacements
  3. Implement year round recruitment and examinations for positions that experience high turnover rates
  4. Partner with Community Based Organizations and education institutions to enhance recruitment efforts
    - Job fairs and town hall meetings attended
      - 2016: 6
      - 2017: 41
  5. Schedule visits to colleges and universities in early 2018 to develop connections for STEM
  6. Diversity Recruiter is actively engaged with council members and will continue to work with specific departments on vacant City positions

# Workforce Planning: Exit Interviews

- ▶ Finalized online survey and process in August 2017
- ▶ Collecting data on voluntary resignations since January 2017
- ▶ 115 resigned since that date with 42 collected responses
  - 36% response rate
  - Responses are good representation of workforce demographics/occupational rates
- ▶ **Most common reasons for resignation:**
  - 22% – Outside job with better advancement opportunities
    - 68% said the wages in the new position are higher
    - 41% said the benefits are better
  - 10% – Offered a higher base salary by another employer
  - 10% – Organizational culture is not supportive of me and/or my work
- ▶ **Preliminary areas for follow-up:**
  - 54% did not pursue other employment within City before leaving
  - 44% believe there were no opportunities for growth in their position
  - 38% believe their base salary was poor (5% excellent; 27% good; 30% fair)
  - 23 % believe internal communication in their department was not effective or timely
  - 26% believe they did not have input in decisions affecting them and their work
  - Benefits package consistently viewed as excellent or good, with the exception of tuition reimbursement
    - For Tuition Reimbursement, 45% rated as fair or poor

# Health & Wellness Timeline & Benchmarks



# Healthcare Monthly Premiums Active Employees FLAT FOR 7 YEARS

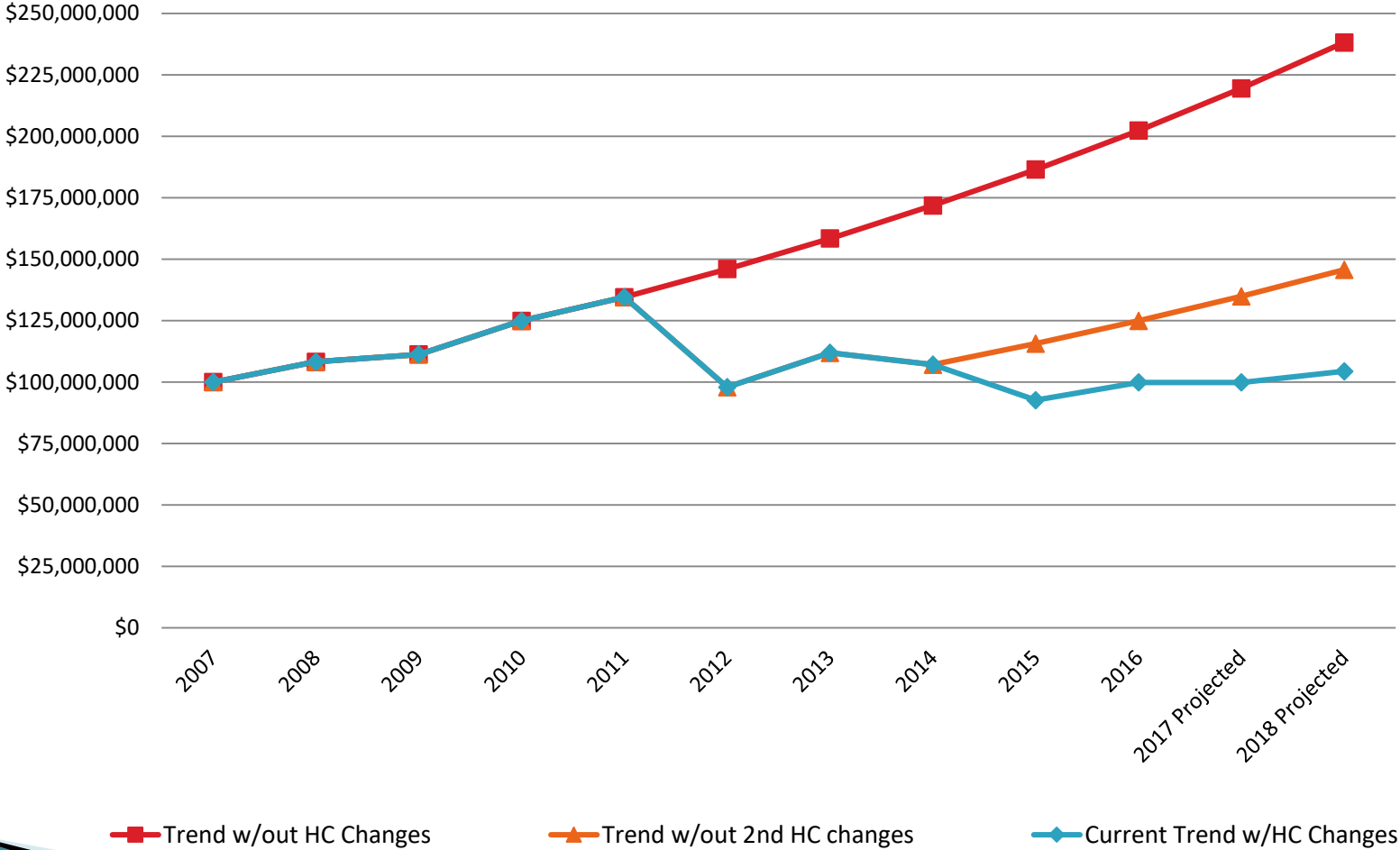
		EPO CHOICE PLAN FOR ACTIVE EMPLOYEES													
		2012		2013		2014		2015		2016		2017		2018	
HEALTH PLAN TIERS		Total Monthly Premium	Employee Monthly Rate	Total Monthly Premium	Employee Monthly Rate	Total Monthly Premium	Employee Monthly Rate	Total Monthly Premium	Employee Monthly Rate	Total Monthly Premium	Employee Monthly Rate	Total Monthly Premium	Employee Monthly Rate	Total Monthly Premium	Employee Monthly Rate
	Single		\$624	\$75	\$537	\$64	\$622	\$75	\$622	\$75	\$617	\$74	\$617	\$74	\$617
Emp/Spouse		\$1,248	\$150	\$1,074	\$129	\$1,244	\$149	\$1,244	\$149	\$1,234	\$148	\$1,234	\$148	\$1,234	\$148
Emp/Children		\$935	\$112	\$805	\$97	\$933	\$112	\$933	\$112	\$926	\$111	\$926	\$111	\$926	\$111
Family		\$1,872	\$225	\$1,610	\$193	\$1,865	\$224	\$1,866	\$224	\$1,851	\$222	\$1,851	\$222	\$1,851	\$222

## ▶ The City's Costs compared to Large Employers with Similar Plans

- Avg Monthly Premium for Large Employers
  - \$128 for single (73% Higher than City)/\$504 for family (150% Higher than City)
  - Employee Premium Avg contribution: 20% premium single and 32% for family
- Avg Deductible for Large Employers
  - Single \$906 (21% higher than City \$750) and Family \$2,091 (40% higher than City \$1,500)
- Since 2012, the City's total family premium cost has decreased 1% while nationally the cost increased 23%
- The City's projected total healthcare cost per contract will be 12% lower than 2011

# Healthcare Expenditure Outlook

## Reversing the Trend: Over \$150M Avoided Costs



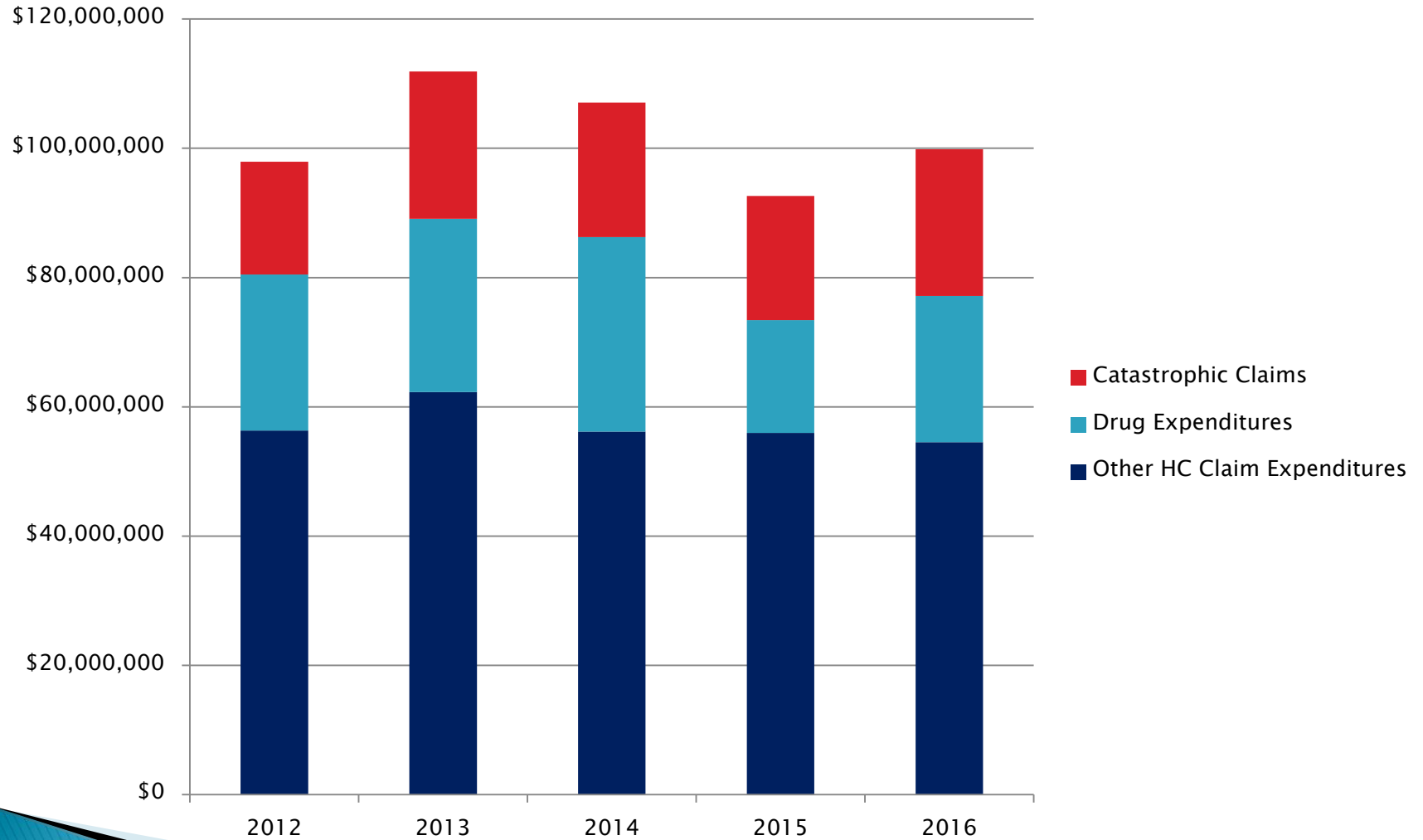


# Factors Impacting HC Expenditure Trend

- ▶ **Subscriber Enrollment**
  - Total decrease of 12.5% since 2011 (8.5% actives; 18.2% retirees)
  - Has been decreasing steadily 1–2% per year
  - Each percentage decrease = \$1M Savings
- ▶ **Benefit Design**
  - Rich plan benefits
  - Changed twice since 2012
- ▶ **Catastrophic Claims (over \$100,000) Impact**
  - Approx 20% of average spend can vary widely by year
- ▶ **Pharmacy Benefit Trend**
  - Approx 20–30% of average spend
  - Switch to OptumRx in 2015 and employee co-insurance (20%) helps offset annual increases better than previous co-pay structure
- ▶ **Smarter healthcare utilization by employees over the past 5–6 years**
  - ER Utilization
  - Preventive Care
  - Gaps in Care
- ▶ **Wellness Programming and Onsite Clinics**
  - Approx \$5–6M Annual Savings (especially the last two years)
  - Employees are more engaged in programming (weight management, diabetes prevention, fitness classes, dept specific initiatives)
  - Population health risk score measured by WFH has remained flat compared to increasing trends nationally
  - Positive trends for conditions like pre-diabetes and blood pressure have long term impact

# Healthcare Expenditures

Healthcare Expenditure Breakout



# City Benefit Package to Attract & Retain

- ▶ The City has a comprehensive benefits package including:
  - Health and Dental Insurance
    - Both with rich plan benefits
    - Flat health premiums for 7 years
  - Comprehensive Health and Wellness Program
    - Most services/programs free
  - Free Onsite Clinic Services
    - Workplace Clinic and Injury Prevention Clinic
  - Free Onsite Wellness Center and Traveling Wellness Center Sites
  - Employee Assistance Program (EAP)
    - Both internal and an external EAP program through UHC
  - Generous Paid Time Off program including
    - 11 City Holidays
    - Vacation and Sick Leave with a Sick Leave Control Incentive Program
  - Flexible Spending Accounts
  - Commuter Value Pass
  - Tuition Benefit Reimbursement
  - Long Term Disability Program
  - Life Insurance with Voluntary and Family Options
  - Generous Retirement Benefits (Both Pension and Deferred Comp)

# City Benefit Enhancement

- ▶ Workplace Clinic increased Capacity to meet utilization demand
- ▶ Early intervention PT Clinic changed to Injury Prevention Clinic
  - Stronger focus on prevention
- ▶ Complete Wellness Program redesign
  - More meaningful experience for employees/spouses
  - Meet them wherever they're at on their road to good health
- ▶ Healthy Rewards program redesign to encourage participation
- ▶ Other Wellness Program Enhancements Including:
  - Expanding Financial Wellness opportunities
  - Significantly increased health and wellness programming with on-site fitness classes, weight management programs, diabetes prevention programs, classes for managing chronic conditions
  - Creation of a comprehensive wellness resource guide for employees/spouses
- ▶ Wellness Programming Expansion to offsite locations
- ▶ Increased EAP programming and training to meet the specific requests and needs of departments and their employees
- ▶ UHC Onsite Nurse Liaison for employees/spouses in City's health benefits
- ▶ Open enrollment book redesigned into a comprehensive benefit guide for employees

# Additional Resources for Employees



## A Guide to Your Employee Benefits 2018



City of Milwaukee

Department of Employee Relations  
Employee Benefits Division  
City Hall, Room 706  
200 East Wells Street  
Milwaukee, WI 53202  
Phone 414-286-3184  
Fax 414-286-2356  
Email [derbenefits@milwaukee.gov](mailto:derbenefits@milwaukee.gov)  
[www.milwaukee.gov/benefits2018](http://www.milwaukee.gov/benefits2018)

## 2017-2018 City of Milwaukee



## Health and Wellness Resource Guide

for Employees and Spouses/Partners



In partnership with

Froedtert & MEDICAL COLLEGE of WISCONSIN

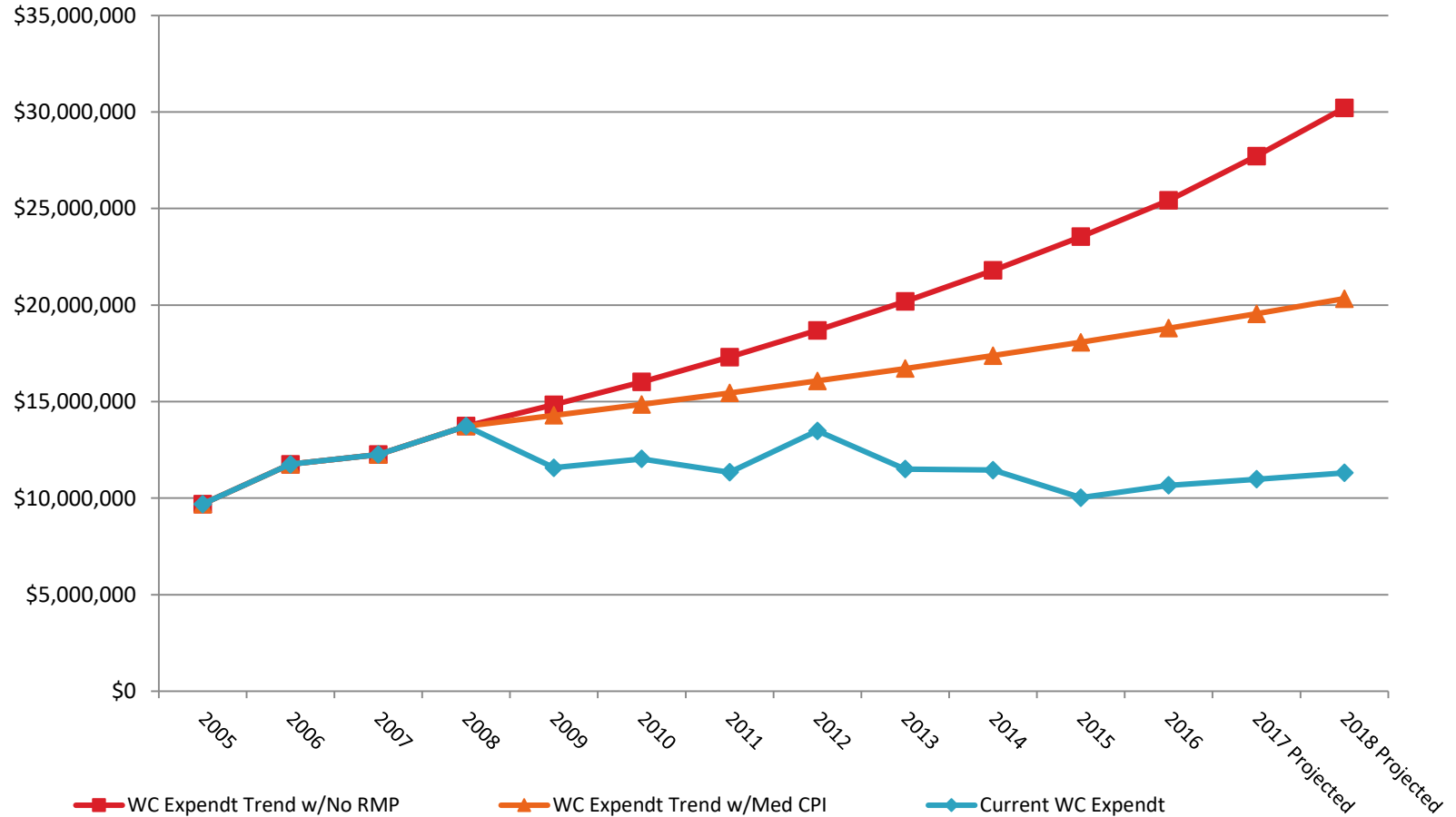
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# Risk Management/Safety

## Risk Management Program: Avoided Costs of \$40M

WC Expenditures Trend vs Current



# Programs & Performance: Worker's Compensation Data

WC Metrics	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	% Change Over Prior	% Change Since 2008
FTEs	7,773	7,742	7,597	7,284	7,311	7,280	7,189	7,264	7,278	7,333	0.8%	-5.3%
Claims	2,806	2,688	2,345	2,225	1,903	1,869	1,979	1,916	1,911	1,676	-12.3%	-37.6%
Med/Indem Claims	1,708	1,686	1,470	1,402	1,193	1,208	1,203	1,133	1,207	1,035	-14.3%	-38.6%
Recordable Cases	1,221	1,073	927	872	744	656	674	655	665	664	-0.2%	-38.1%
Incidence Rate	18.31	16.01	14.22	13.82	11.93	10.50	10.82	10.49	10.37	10.22	-1.4%	-36.2%
Lost Workdays	19,488	24,817	15,441	16,421	15,432	12,995	13,215	9,439	9,465	11,778	24.4%	-52.5%
Injury Hours	206,227	217,584	152,596	165,083	124,874	111,250	90,922	64,815	61,814	67,175	8.7%	-69.1%
WC Expenditures	\$12,259,304	\$13,737,635	\$11,574,568	\$12,032,116	\$11,340,483	\$13,489,258	\$11,510,968	\$11,451,141	\$10,026,590	\$10,661,123	6.3%	-22.4%

PC 365 Data	January	February	March	April	May	June	July	August	Sept	6 mos Avg
Total	63	69	62	48	40	50	64	64	50	
FNOL	15	14	13	9	5	10	11	10	9	
PC 365	48	54	49	39	35	40	53	54	41	
Self Care	27	26	24	23	17	17	27	29	21	41%
Urgent Care	22	30	31	18	17	24	27	28	23	43%
Emergency Care	14	13	7	7	6	9	10	7	6	16%

- City's average rate of self care/incidence only claims was 38.5% compared to 41% with PC365
- Sworn average rate of incidence only was 41% compared to 46% with PC365 reporting

# Risk Management & Safety Officer

- ▶ Responsible for providing direction and oversight to City departments in relation to safety programs and activities
  - Designing, implementing and evaluating all risk management and safety programs, activities, and initiatives to provide a safe and secure work environment for city employees by preventing injuries and minimizing exposure to risk
  - Provide policy and administrative oversight to general City departments in the development and implementation of an overall safety strategy to drive results
  - Work with departments to increase the importance of the Risk Management Model and ensure the success of safety strategies and initiatives. Expand the Risk Management Model to other City departments as warranted.
- ▶ Application Deadline: October 25



# Reference Slides Only

# City Demographics

2017 Total City Breakout	Admin Support	Officials & Administrators	Para-Profes	Professionals	Protective Service	Service Maint	Skilled Craft	Technicians	Grand Total	% by Total
Am. Indian	9	6	2	9	31	9	2	3	71	1%
Asian	12	7	11	31	32	1	0	9	103	2%
Black	208	93	140	214	303	542	82	66	1648	26%
Hawaiian	1	0	0	1	2	0	1	1	6	0%
Hispanic	71	29	57	77	257	59	48	35	633	10%
N/A	2	2	13	2	9	5	3	0	36	1%
White	278	318	218	783	1390	261	350	314	3912	6%
<b>City Total</b>	<b>581</b>	<b>455</b>	<b>441</b>	<b>1117</b>	<b>2024</b>	<b>877</b>	<b>486</b>	<b>428</b>	<b>6409</b>	<b>100%</b>

2016 Total City Breakout	Office & Clerical	Officials and Administrators	Para-Profes	Professionals	Protective Service	Service Maint	Skilled Craft	Technicians	Grand Total	% by Total
Am. Indian	8	7	2	9	33	8	2	3	72	1%
Asian	13	6	10	33	31	2	0	8	103	2%
Black	234	83	130	202	428	503	82	66	1728	26%
Hawaiian	1	0	0	1	2	0	0	1	5	0%
Hispanic	82	28	45	76	283	58	44	28	644	10%
N/A and Blank	3	2	10	3	12	6	3	1	40	1%
White	310	331	236	779	1536	292	365	310	4159	62%
<b>City Total</b>	<b>651</b>	<b>457</b>	<b>433</b>	<b>1103</b>	<b>2325</b>	<b>869</b>	<b>496</b>	<b>417</b>	<b>6751</b>	<b>100%</b>

# Service Retirement Eligibility

SR by Department	Sum of sr2017	2017 as % of Current FTE	Sum of sr2020	2020 as % of Current FTE	Sum of sr2022	2022 as % of Current FTE	Sum of sr2027	2027 as % of Current FTE	FTEs
ASSESSOR'S OFFICE	14	29%	15	31%	20	41%	24	49%	49
CCCC	21	22%	31	33%	34	36%	53	56%	95
CITY ATTORNEY	14	23%	20	33%	23	38%	26	43%	61
CITY TREASURER	4	14%	6	21%	9	31%	10	34%	29
COMPTROLLER	18	31%	24	41%	28	48%	33	57%	58
DCD	24	23%	36	35%	40	38%	52	50%	104
DEFERRED COMP	0	0%	1	50%	1	50%	1	50%	2
DER	10	21%	13	27%	17	35%	22	46%	48
DNS	51	19%	72	27%	88	33%	112	42%	266
DOA	8	12%	14	21%	18	27%	24	36%	66
DOA - INFO & TECH MGT DIV	10	13%	13	16%	18	23%	32	40%	80
DPW-ADMIN	11	24%	17	37%	23	50%	27	59%	46
DPW-INFRA	120	20%	190	31%	224	36%	302	49%	614
DPW-OPS	105	14%	188	26%	241	33%	398	55%	725
DPW-PARKING	15	13%	32	27%	42	36%	54	46%	118
DPW-SEWER	12	10%	18	16%	25	22%	35	30%	115
DPW-WATER	51	14%	96	26%	112	30%	172	47%	369
ELECTION COMMISSION	3	38%	10	125%	13	163%	16	200%	8
ERS	10	23%	14	33%	17	40%	19	44%	43
FIRE AND POLICE COMMISSION	3	21%	3	21%	4	29%	4	29%	14
MAYOR	2	15%	3	23%	3	23%	4	31%	13
MFD	178	18%	291	29%	355	35%	472	47%	1015
MHD	37	15%	59	24%	73	30%	102	42%	241
MPD	330	12%	626	23%	846	31%	1254	45%	2765
MPL	43	14%	63	21%	74	25%	107	35%	302
MUNICIPAL COURT	5	15%	6	18%	7	21%	16	47%	34
PORT OF MILWAUKEE	3	15%	6	30%	6	30%	8	40%	20
<b>City Total</b>	<b>1102</b>	<b>15%</b>	<b>1867</b>	<b>26%</b>	<b>2361</b>	<b>32%</b>	<b>3379</b>	<b>46%</b>	<b>7300</b>
<b>General City</b>	<b>594</b>	<b>17%</b>	<b>950</b>	<b>27%</b>	<b>1160</b>	<b>33%</b>	<b>1653</b>	<b>47%</b>	<b>3520</b>

# Resignations & Retirements

	2010	2011	2012	2013	2014	2015	2016	2017 Projected	4 Yr Total	4 Year Avg
<b>Resignations (Full Time/Reg) by Dept</b>										
Grand Total	75	100	111	135	174	189	209	237	707	177
Percent Change		33%	11%	22%	29%	9%	11%	14%		
<b>GC Resignations (Full Time/Reg) by Dept</b>										
Grand Total	37	55	71	83	116	136	149	115	484	121
Percent Change		49%	29%	17%	40%	17%	10%	3%		
<b>Normal Retirements (Full Time/Reg) by Dept</b>										
Grand Total	392	240	166	202	193	228	292	309	915	229
Percent Change		-39%	-31%	22%	-4%	18%	28%	41%		
<b>GC Normal Retirements (Full Time/Reg) by Dept</b>										
Grand Total	292	146	77	107	116	122	144	138	489	122
Percent Change		-50%	-47%	39%	8%	5%	18%	28%		

# Healthcare Utilization Dashboard

	Active Employees			Central Municipality Norm	Retirees Under 65		
Indicators	2015	2016	Change		2015	2016	Change
Enrolled Employees	5,888	5,846	-1%		1,557	1,539	-1%
Enrolled Members	15,711	15,467	-2%		3,282	3,269	0%
Average Family Size	2.67	2.65	-1%	2.24	2.11	2.12	1%
Average Employee Age	45	45	0%	46	59	60	0%
Net Paid PMPM	\$346	\$371	7%	403	\$617	\$653	6%
Non- High Cost	\$282	\$290	3%	288	\$469	\$480	2%
High Cost	\$65	\$81	26%	114	\$148	\$173	17%
High Cost Claimants per 1,000	4.33	4.59	6%	6.27	8.53	12.24	43%
Emergency Room Visits per 1,000	218.1	219.7	1%	233.2	179.5	192.4	7%
Net Paid per Emergency Room per Visit	\$897	\$1,035	15%	1,442	\$1,308	\$1,381	6%
Primary Physician Visit PMPY	1.8	1.78	-1%	2.04	1.98	2.01	1%
Generic Drug Utilization	84.9%	85.7%	0.8%	82.9%	85.1%	86.8%	1.6%
Wellness Exam	41%	42%	1.3	40%	40%	41%	1.2
Breast Cancer Screening	54%	54%	0.0	43%	53%	55%	2.3
Cervical Cancer Screening	26%	24%	-1.6	29%	21%	20%	-1.2
Colon Cancer Screening	16%	17%	0.8	17%	16%	15%	-0.8
Claim Risk Score	1.4	1.5	6%	1.7	2.5	2.6	3%
Percent of Members with Gaps in Care	20%	20%	0%	19%	38%	33%	-5.0

# Healthy Rewards Program



## Phase II: Healthy Rewards

July 1, 2017 through June 30, 2018

Healthy Rewards is the City's incentive-based wellness program where participants can earn 3 levels of points to earn a Health Reimbursement Account (HRA) up to \$700 if spouse/partner completes the program.

### NEW! Tiered Points and Awards System:

- 75 Points = \$150 HRA
- 100 Points = \$250 (total) HRA
- 125 Points = \$350 (total) HRA

### How the Program Works:

- Employees/spouses/partners who complete Phase I: The 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 new wellness portal.
- Additional point opportunities (see other side) are available throughout the year and can be submitted at your health appraisal, via e-mail, phone, fax or through the wellness portal.
- E-mail: [cityofmilwaukee@froedtert.com](mailto:cityofmilwaukee@froedtert.com) • Phone: 414-777-3410 • Fax: 262-253-5152
- Wellness portal: [www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee) (View point balance, submit Healthy Reward paperwork, review program requirements, schedule coaching appointments and register for fitness and wellness classes)



**Who can participate?**  
City of Milwaukee employees and their spouse/partner. Participants do not need to be enrolled in the City's health insurance plan.

**Requirements to participate:**  
Must complete Phase I: The Health Appraisal

## Biometric Point Opportunities from Phase I

		Points
Fasting blood glucose	Optimal range: Less than or equal to 110 (Recheck available or complete a health action plan*)	10
LDL	Optimal range: Less than or equal to 130 (Recheck available or complete a health action plan*)	10
Nicotine and cotinine	Negative test earns 10 points	10
Waist circumference	Optimal range Male: Less than or equal to 41 inches Optimal range Female: Less than or equal to 36 inches (Recheck available or complete a health action plan*)	10
Blood pressure	Optimal range: Systolic: Less than or equal to 120 Diastolic: Less than or equal to 80 (Recheck available or complete a health action plan*)	10
<b>Potential biometric points: (A minimum of 20 points required from this section)</b>		<b>50</b>

\*Recheck available at the Wellness Center or Workplace Clinic (Located in the Zeidler Municipal Building.) Call 414-777-3413 to schedule an appointment. A health action plan can be completed through the new wellness portal.

If you think you might be unable to meet a standard for a reward under this program, you may qualify for an opportunity to earn the same reward by different means. E-mail the Department of Employee Relations (DER) at [derwellness@milwaukee.gov](mailto:derwellness@milwaukee.gov) and we will work to find a program with the same reward that is right for you in light of your health status.

In partnership with



Workforce Health  
07142017  
Continued

## Phase II: Healthy Rewards

(continued)

Submit points year-round through the new wellness portal:  
[www.workforcehealth.org/cityofmilwaukee](http://www.workforcehealth.org/cityofmilwaukee)



### Additional Point Opportunities

#### Educational

		Points
30-minute coaching session (One session per week allowed)	Meet with a Workforce Health coach to discuss your health goals. May be done in person or telephonically. <b>One session required if you earn less than 40 biometric points.</b>	10 points each, maximum 30
Group or department programs	Visit the <a href="#">Healthy Rewards*</a> website listed at the bottom of page for more info and the schedule of programs.	Varies, maximum 30
Presentations/Lunch 'N Learns	Presented by Workforce Health, EAP, Financial/Deferred Compensation, etc. Visit the <a href="#">Healthy Rewards*</a> website for a schedule.	5 points each, maximum 30
Electronic resources	Log into <a href="http://myuhc.com">myuhc.com</a> , UHC Health4Me app or Deferred Compensation Account.	5 points, maximum 10
Financial wellness	Attend one-on-one consultations with a personal financial representative or advisor (Voya or non-Voya rep.)	10 points, maximum 20

#### Preventive

Primary care physician release	Sign a release to have your full lab results sent to your primary care provider.	5 points, maximum 5
Preventive exam, vision exam, behavioral health session	Show a copy of your explanation of benefits or paid bill. (Preventive exam examples: Mammogram, annual wellness exam, prostate exam, etc.) Visit the <a href="#">Healthy Rewards*</a> website for a list of preventative visits.	10 points, maximum 30
Annual dental visit	Show a copy of your explanation of benefits or paid bill.	10 points, maximum 10
Annual flu shot	Show a copy of your explanation of benefits, paid bill or sign a release when Workforce Health provides flu shots in Fall 2017.	5 points, maximum 5
Blood pressure checks	Complete five blood pressure checks. (Workplace Clinic, Wellness Center, Traveling Wellness Center or Primary Care Provider)	5 points, maximum 5

#### Activity (Maximum 40 points from this section) Earn all 40 activity points from one and/or all physical activity options.

200,000 steps or 600 minutes of activity in a 4-week period	Report through an activity tracking device or trackable app. The new wellness portal can sync to many fitness trackers. (For a list of compatible fitness tracking devices, log into the wellness portal and click on menu.)	5 points
Fitness classes or general visits at an athletic club	Participate in 4 classes or 8 general visits at an athletic club during a 4-week period. (Provide a printout showing number of visits or attendance log.)	5 points
Organized athletic events	Participate in an organized athletic event. (walk, run, triathlon, etc.) Provide a copy of registration form or results printout that shows your name, date of birth, description and date.	5 points

#### Potential additional points

**215**

\* For more information, visit the City of Milwaukee Healthy Rewards website: [www.milwaukee.gov/healthyrewards](http://www.milwaukee.gov/healthyrewards)

# City of Milwaukee Injury Prevention Clinic



## City of Milwaukee Injury Prevention Clinic

(formerly Early Intervention Physical Therapy Clinic)

Preventive measures and care to address new strains, muscle and joint issues before they become more serious.

### Location:

Room 101/Located in Wellness Center  
841 N. Broadway, Milwaukee (Zedler Municipal Building)  
Enter through the Market St. entrance on the corner  
of Kilbourn Ave. and Market St.

### Hours and Appointments:

Monday and Thursday:  
11:30 a.m. - 3:30 p.m.

To make an appointment, please call 414-777-3413.

### Cost:

The clinic is **FREE** for all City of Milwaukee employees and spouses/partners regardless of enrollment in the City's Health Insurance.

### Parking:

Visitors may park at the 1000 N. Water Street parking structure and must bring a parking ticket to the appointment in order to get a parking voucher.

### Services:

- Pain management education
- Exercise instruction
- Injury prevention tips
- Recommendations for self-management of symptoms
- Education on correct posture and body mechanics for performing tasks safely

### Top Reasons to Visit the Clinic:

- Shoulder pain
- Back pain
- Knee pain
- Wrist and hand pain
- Foot and ankle pain

If you are currently or have previously been treated by a provider (Physician, Nurse Practitioner, Chiropractor, etc.) for a condition, the clinic cannot see you for the same condition.



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## City of Milwaukee Injury Prevention Clinic FAQ

### What are the Injury Prevention Clinic hours?

The clinic is open Monday and Thursday from 11:30 a.m. - 3:30 p.m.

### How do I make an appointment?

Call 414-777-3413 to schedule an appointment.

- If you are currently or have previously been treated by a provider (Physician, NP, Chiropractor, APNP, etc.) for a condition, the clinic cannot see you for the same condition.
- Proof of visit, work excuses or return to work certificates can be provided at the appointment. Work restrictions cannot be provided.

### Is there a cost to use the Injury Prevention Clinic or do I need to be enrolled in the City's health insurance?

There is no charge for employees and spouses/partners to use the Injury Prevention Clinic and participants do not need to be enrolled in the City's health insurance.

### Who operates the Injury Prevention Clinic?

The clinic is operated by Froedtert & the Medical College of Wisconsin Workforce Health and staffed by a licensed physical therapist.

### What types of services are offered at the Injury Prevention Clinic?

- Screening, consultation and education services to prevent and address potential musculoskeletal injuries that occur at work or home prior to them becoming more serious.
- Interventions including stretching, strengthening and conditioning exercises.
- Recommendations for self-management of symptoms including education on correct posture and body mechanics for performing tasks safely.

