

# NEWS YOU CAN USE

May 2020

*A Newsletter for Crystal Lake Employees*

## IN THIS ISSUE:

- Open Enrollment
- Employee/Division Achievements
- Employee Retirements
- Employee New Hire

Hello employees! In this newsletter, we will focus on the City's upcoming open enrollment, highlight employee/division achievements, recognize employee retirements, and introduce a new hire.

If your Department has reached a goal that you are proud of, please send those stories to Julie Meyer at [jmeyer@crystallake.org](mailto:jmeyer@crystallake.org) to include in the next issue.

## Open Enrollment

Open Enrollment for the 2020-2021 Benefits Plan year July 1, 2020 through June 30, 2021 will soon be underway. During this open enrollment period, City employees may elect, cancel or change their health insurance, dental insurance, AFLAC and/or voluntary life coverage. Employees may also elect to participate in the Medical and/or Dependent Care Reimbursement Account(s). Please note, the open enrollment period is the only time employees may change their benefit selections for the 2020-2021 plan year, unless a qualifying event occurs during the year. The changes made during open enrollment are effective July 1, 2020.

**All open enrollment documents will be available on the City's Intranet on May 25th.**



Member Name—[crystallake.local](http://crystallake.local) | *jsmith*

Password—XXXXXXXX

All employees must login to Benefitsolver between 5/25–6/5 to choose the appropriate elections, including Flexible spending. Visit [www.benefitsolver.com](http://www.benefitsolver.com) and login by entering your user name and password. If you are a first-time user, click on "Register". Our Company Key is **IPBC** (case sensitive)



## RETIREMENTS



**Emma Kohl**, Lab Supervisor in the Wastewater Division retired on April 10th with over 23 years of service!

**Thank you for your dedication to the City of Crystal Lake, Emma!**



**Mary Goebel**, Development Service Representative in the Community Development Department, will retire on May 22 with over 25 years of service!

**Thank you for your dedication to the City of Crystal Lake, Mary!**

# Public Works Fleets Division - Employee Achievements

## Ryan Strader achieved Building Operator Certification (BOC) Level I

Ryan attended seven BOC classes, completed five in-facility project assignments and met eligibility requirements to obtain his Level I Building Operator Certification in November 2019. Training included Building Systems Overview, HVAC Systems and Control, Efficient Lighting, Indoor Air Quality, and Energy Conservation Techniques.

## Ernie Hagenow achieved Building Operator Certification (BOC) Level II

Ernie expanded on his BOC Level I certification by attending six BOC classes and completing three in-facility project assignments to obtain his Level II Building Operator Certification in November 2019. Training included HVAC Controls and Optimization, Motors in Facilities, HVAC Troubleshooting and Maintenance, Preventative Maintenance and Troubleshooting, Advanced Electrical Systems Diagnostics and Building Commissioning.

## The Fleet Division recertified as an Automotive Service Excellence (ASE) Blue Seal Facility for 2020

This certification is achieved through technician continuing education and certification by Automotive Service Excellence (ASE) with at least 75% of technicians performing diagnosis and repairs who are ASE certified. Each area of service offered in the shop must be covered by at least one ASE Certified Technician. The division exceeds this requirement by having all four technicians and the Superintendent certified in respective certification areas pertaining to not only automotive, but medium/heavy truck as well.

## The Fleet Division was named one of the Top Fleets in the Americas by 100 Best Fleets in the Americas, receiving an honorable mention.

The program recognizes and rewards peak-performing fleet operations in the Americas. Currently in its twentieth year, The 100 Best Fleets identifies and encourages ever-increasing levels of performance improvement and innovation within the public fleet industry. The contest is open to all public fleets in North and South America.

## Congratulations on these accomplishments, Ernie, Ryan, and the entire Fleets Division!

## MDLIVE—HMO Members

An email was sent to HMO participants on April 17th that effective immediately, the IPBC is introducing a temporary Virtual Visits program for the HMO members. This program is not integrated with Blue Cross Blue Shield, however is an independent program through MDLIVE. This program will give members access to an alternative form of telemedicine during the pandemic and is available through **October 2020**.

Many existing HMO physicians have the ability to schedule and conduct appointments by phone or video call, which will most likely continue to be the first point of access to any needed medical care. However, the IPBC wanted to provide another medical avenue during this unprecedented time.

The Virtual Visits with MDLIVE is designed to address non-urgent questions and symptoms where the primary physician is not available. It is entirely by phone or video and accesses board-certified physicians or credentialed counselors for the Medical and Behavioral Health appointments. These are different providers than those in the BCBS Illinois and the services are non-integrated.

**With this temporary product, a visit with MDLive will be no cost to you. This new product can be accessed immediately using the customer IPBC portal: [www.mdlive.com/IPBCHMO](http://www.mdlive.com/IPBCHMO) or calling (888-676-4204).**

## EAP

The EAP provides no-cost, confidential assistance to you and your immediate family members. You can access your EAP 24 hours a day, 7 days a week by calling the toll free number **800-272-2727** and a professional, master's degree counselor will be available to help you 24 hours per day seven days per week. You can also access services online at [www.workhealthlife.com/us](http://www.workhealthlife.com/us). (search city of crystal lake, lower case option).

## WELCOME



**Tania Gomez** began working for the Community Development Department as a Development Services Specialist on April 27th. Tania previously worked at Clearbrook as a Service Coordinator. Tania earned a Bachelor of Arts in Psychology from the University of Illinois.