



Issue 10 March 10 – 16, 2025



A Weekly Update  
For The Employees of  
North Central Health Care



# NEWS YOU CAN USE



## WEEKLY CONNECTION WITH GARY OLSEN

As part of our commitment to our CORE Value of Continuous Improvement, we have officially launched the annual Employee Performance Evaluation process. These evaluations are a key opportunity for you to reflect on your accomplishments, receive valuable feedback, and set goals for the future.

The first step is the Employee Self-Assessment, which is optional but highly encouraged. This is your chance to highlight your achievements and share your perspective on your performance. The self-assessment will be open until March 14th.

Following this, managers will complete their assessments, and in-person review meetings will take place between March 17th and April 28th. These discussions are a great opportunity to align on expectations, career development, and future success.

We appreciate your engagement in this process and your dedication to personal and professional growth.

The Employee Compensation Study has been completed and approved by the Executive Committee, and we are now moving forward with implementation. The new Compensation Structure introduces 19 pay grades applicable across the organization, each with a 16-step framework. This structure will allow NCHC to be competitive in the job market while ensuring fair and transparent compensation for all employees.

Implementation has begun and employees will receive personalized compensation letters by April 11th, 2025. First pay date under the new structure will be May 2nd, 2025.

Our Leadership, Management, and HR teams are committed to supporting employees throughout this transition.

If you have any questions, please reach out to your manager, or contact the Human Resources team at 715.848.4419 or [hresources@norcen.org](mailto:hresources@norcen.org).

*Gary D. Olsen*  
**Gary Olsen**  
Executive Director



## CHANGE OF ADDRESS REMINDER!

Incoming Mail to NCHC Wausau Campus  
May Be Delayed If Address is Old

Over the course of the next several months, the Wausau Campus is welcoming several other Marathon County partners moving into 1100 Lake View Drive. We have noticed that incoming mail from vendors, partners, insurance claims, and businesses is still being sent to 1100 Lake View Drive, instead of 2400 Marshall Street. All this mail will be routed to Marathon County's mailroom located at the 1100 Lake View Drive address, causing potential for incoming mail to be delayed or returned to sender.

Please be sure those sending mail to NCHC's business address have an updated mailing address on file. Send mail to **2400 Marshall Street, Suite (A,B, or C), Wausau, WI, 54403**. If you have any questions, please call the mailroom at 715.848.4452 or email [communications@norcen.org](mailto:communications@norcen.org)

- Notices & News ..... 3
- Community Treatment Spotlight Award..... 5
- Employee Recognition ..... 6
- Celebrating Employee Retirements ..... 7
- Foodie Forecast ..... 8-9



**Brittany Koplitz**  
Community Treatment,  
Merrill Center

Taking on a very difficult case.

Shared By:  
**Holly Westberg**



## Occurrence Reporting Hotline

**x4488 or 715.848.4488**

Only significant or sentinel events requiring immediate notification to this hotline.





# Employee Performance Evaluation System Overview



North Central Health Care is dedicated to providing employees with prompt and accurate feedback about their performance. The goal of the Performance Evaluation System is to provide guidance and feedback to employees so they can be as productive and successful on the job as possible.

## Annual Performance Evaluation Period: March – April



### STEP 1: OPTIONAL Employee Self-Assessment March 3rd – 14th

Log into UKG and complete your optional online self-assessment by reading and commenting on Performance Review Questions. When finished, your comments are sent to your Manager to perform Step 2.



### STEP 2: Manager Assessment March 17th – April 28th

Managers will log into UKG and complete the online assessment of your performance. You will be evaluated on the 5 competencies shown to the right.



### STEP 3: In-Person Review Meeting March 17th – April 28th

Managers will meet with you to review your performance and SMART Goal for 2025.

What will employees be evaluated on?

### 5 Competencies

- Communication
- Job Knowledge
- Person-Centered Service
- Quality of Work
- Teamwork & Fostering a Positive Work Environment

Employees hired after 9/1/2024 will NOT be assigned a Performance Evaluation. Additionally, employees less than 0.3 FTE or occasional status will NOT be assigned a Performance Evaluation through UKG, with the exception of all Nursing Home employees at Mount View Care Center and Pine Crest.

**Questions?** Talk with your manager about any questions you may have regarding the Performance Evaluation process. Step-by-step instructions will be sent to your work email to complete your Employee Self-Assessment. Human Resources is available to help you as well. Stop-in, call 715.848.4419, or email [hresources@norcen.org](mailto:hresources@norcen.org).





## NETWORK & EMAIL PASSWORD CHANGES

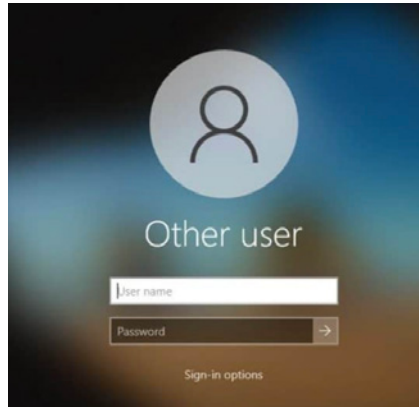
Effective March 13, 2025

Our partners at CCITC are excited to offer two enhancements that will make password management easier. The first is a change to our password policy. Starting on March 13th:

- **Your password will no longer need to be changed every 90 days.** CCITC will only require a password change if your password is suspected of or compromised.
- **There will no longer be complexity rules to your password.** This means you do not have to use special characters, numbers, or capitalization. Your new password must be a minimum of 15 characters

The next time you log in to change your password, the new password you select will be assessed for known breached passwords, and you might see a message that states "Unfortunately, you cannot use that password because it contains words or characters that have been blocked by your administrator. Please try again."

- **Additionally beginning March 13th, you will be able to reset your own password using Self-Service Password Reset.** This self-service allows you to unlock or change your password without having to call the Helpdesk. Specific instructions are included (or linked) to guide you with the setup. Please review these instructions before March 13.



During the day of March 13th, all users will be prompted to enroll in Self-Service Password Reset. You can skip this step if needed due to a meeting or other conflict. You will be prompted to enroll later.

If you have questions, please reach out to CCITC by contacting the Help Desk at 715.261.6710, x6710, or helpdesk@co.marathon.wi.us. They are happy to assist you! Additionally, below are some helpful Knowledge Base article found in TAG online:

### Self Service Password Reset Mobile Registration

<https://teamdynamix.co.marathon.wi.us/TDClient/298/Portal/KB/ArticleDet?ID=24420>

### Self Service Password Reset Email Registration

<https://teamdynamix.co.marathon.wi.us/TDClient/298/Portal/KB/ArticleDet?ID=24421>



## WAUSAU CAMPUS SIGNAGE ARRIVING SOON!

The new Wausau Campus exterior signage will be arriving at the end of this week! As our sign partners unload and install the new exterior building signage over the course of the next few weeks, please be aware of construction crews that may be present outside building entrances. Trucks with bucket lifts, ladders, lifts, and several installation crew members will be present at our entrances working overhead. Locations include Crisis, loading docks, YCSF, Youth Hospital, Mount View, Outpatient, Aquatic Therapy, all the Marathon County building signs, and several ground signs in and around our parking lots. Reduce your speed and give the installation crews space.

We are excited to see the final touches on the Campus renovations. Share your photos by emailing to [communications@norcen.org](mailto:communications@norcen.org) or texting 715.370.1547. We can highlight your pics in the NYCUC and on social over the next few weeks!

## EMPLOYEE HEALTH & WELLNESS CENTER UPDATE

Wausau Campus Center Closed to NCHC Employees

We want to provide an important update regarding the Employee Health & Wellness Center located on the Wausau Campus. On October 31, 2024, services at the Employee Health & Wellness Center closed. The center has now re-opened; however, it is only available to Marathon County employees and not accessible to NCHC employees. For clarification, Marathon County employees include Social Services, Government, Health Department, etc., NOT NCHC employees living or working in Marathon County.

NCHC Senior Leadership, in collaboration with our benefit partners, is actively exploring options for a similar resource for NCHC employees. We are committed to finding a solution, however no changes will take effect this year. Our targeted implementation date for a solution is 2026.

We appreciate your patience and understanding as we continue to evaluate the best options for our team. We will share updates as more information becomes available. If you have any questions, please feel free to reach out to Human Resources at [hresources@norcen.org](mailto:hresources@norcen.org).

As a reminder, virtual care remains available 24/7 with the Sydney Health app. For more information on accessing Sydney Health virtual care, please visit the Employee Benefits page on the NCHC website (see the Sydney Health section or use QR Code below).



Scan the QR code with your phone's camera.



## ONSHIFT SYSTEM NOTICE

Attention to Staff at Pine Crest, MVCC, Crisis, Lakeside, Adult & Youth Hospitals, and Crisis Stabilization Facilities

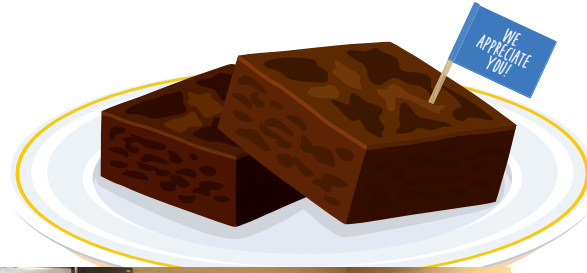
To better protect your information, OnShift is implementing security changes on their mobile app. As part of this effort, soon you will be logged out of the OnShift mobile app and need to log back in to access the app. After that, you will be logged out of the OnShift mobile app every seven days from your last login date. Please prepare for this change by making a note of what your username and password is. If you have forgotten your username and/or password, you can visit the "My Profile" section of the OnShift mobile app to view your username and reset your password.

If you need help accessing your OnShift account, please submit a TAG Ticket via the link below or reach out to the HelpDesk for assistance. O:\Information Systems Libraries\TAG\Create IMS TAG Ticket\_Job Aid.pdf. Thank you for your cooperation with these security efforts!



# Friday, March 7 was Employee Appreciation Day!

We hope staff had a chance to enjoy a special treat - brownies! Gary Olsen, Executive Director delivered brownies to all our locations in all three counties. Thank you for being awesome!



## Thank You for All You Do!

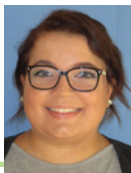
### employees on the move

Congratulations to these employees for their recent transfer or promotion!



**Kellie O'Laughlin** transferred from CNA to LPN at Mount View Care Center reporting to Deanna Nowak effective 01/19/2025.

**Alexandra Schires** transferred from LPN to Registered Nurse at the Adult Behavioral Health Hospital reporting to Terri Ryan effective 01/19/2025.



**Jill Nelson** transferred from Purchasing Agent reporting to Patrice Lanning to Quality Assurance Specialist reporting to Dana Best in Community Treatment effective 2/02/2025.



**Madelynne Van Ermen** transferred from LPN to Registered Nurse at Mount View Care Center reporting to Kelly Roe effective 02/02/2025.

**Chai Lee** transferred from CNA at Mount View Care Center reporting to Cheryl Rye to Behavioral Health Professional at the Adult Behavioral Health Hospital reporting to Sam Hable effective 02/16/2025.



**Amy Pehlke** transferred from Behavioral Health Professional at the Youth Behavioral Health Hospital reporting to Samantha Hable to Peer Specialist at Lakeside Recovery MMT reporting to Katie Haupt effective 02/02/2025.

**Tricia Klemp** transferred from Case Manager in Adult Community Treatment Reporting to Rebecca Kopp to In-Training Therapist in Outpatient Services reporting to DeAnna Dertz effective 02/16/2025.



# congrats!



## COMMUNITY TREATMENT SPOTLIGHT AWARD FEBRUARY 2025

### Wendee Cox, Community Treatment

NCHC Community Treatment is pleased to announce Wendee Cox, CLTS Service Facilitator was awarded the February Spotlight Award!

*"Wendee does a great job, often going above and beyond for her CLTS consumers and their families. She makes sure that each family is treated with respect and dignity and never allows the consumers' disability to affect her interactions with them. She often must deal with children with severe disabilities and does an amazing job of finding products and services that can help improve their quality of life."*



*"Wendee never hesitates to help others on the team and is usually the go-to when it comes to CLTS questions in Langlade County. She is always willing to have new staff join her for training and is willing to answer questions and show people how to create ISP's and Outcomes."*

**Congrats Wendee!**

## Give a Little, Help a Lot!

### KEEP DONATIONS LOCAL

At North Central Health Care, the needs of our patients, clients, and residents are ever-changing. Whether it's an updated pair of shoes, bingo prizes, or a simple bottle of dish soap, your support can make a real difference in their quality of life.

Each month we'll share an updated list of the most-needed items to help support those we serve. Whether big or small, every donation helps bring comfort to those right here at NCHC!

### MARCH WISH LIST

**SLIDE-ON/TIE SHOES**  
FOR THE FASHION BOUTIQUE

**BINGO PRIZES:**

- FUN-SIZE CANDY BARS  
KIT KAT, MOUNDS, ALMOND JOYS, HERSHEY'S, REESE'S PB CUPS
- CANS OF SODA
- SUGAR-FREE GUM
- SMALL HOLIDAY DECOR
- STUFFED ANIMALS IN GOOD SHAPE

**MOST NEEDED ITEMS** →



Please bring all donations to the Volunteer Office located in the front of MVCC.

[norcen.org/volunteer](http://norcen.org/volunteer)

Introducing...

## North Central Health Care Compass Training Series



Navigating Excellence Together

We're excited to launch the NCHC Compass Training Series, a dynamic new learning series designed to guide our employees toward continuous growth and success. Each month, employees will navigate through learning modules designed to engage our team, enhance patient care and safety, meet compliance and regulatory requirements, and improve efficiency and performance.

### Some Key Features Include:

- Self-Paced Learning: Complete modules at your convenience throughout a designated month.
- Engaging & Interactive New Content: Experience exciting new modules with multi-media features that bring learning to life.
- Progress Tracking: Stay on course with progress reports to monitor your learning journey.
- Recognition & Incentives: Employee and Teams that excel will be recognized and rewarded for their commitment to growth.

Join us as we navigate excellence together! Stay tuned for upcoming learning module releases arriving in your inbox and details on how to get started.

March 2025

### Information Security Basics

The first module of the NCHC Compass Learning Series, Information Security Basics, equips employees with essential knowledge and best practices to safeguard data, identify potential threats, and take proactive measures to maintain security—both online and in the workplace.

In today's digital world, protecting sensitive information is more important than ever. Cyber threats are constantly evolving, and a single mistake can put personal data, company systems, and confidential information at risk.

Through real-world case studies, interactive lessons, and practical examples, you will learn:

- What information security is and why it matters
- Common security risks and how to identify them
- Strategies to protect yourself and our organization from cyber threats

By the end of this course, you'll have the confidence to make informed decisions that help maintain a secure and resilient work environment. We hope you enjoy the first round of the new monthly Compass Training Series!

Watch for a link in your inbox for Information Security Basics from UKG Pro Learning. The Information Security Basics Course should be completed by March 31!





The following employees were nominated and selected for their outstanding demonstration of our NCHC Core Values and Person-Centered Service. Congrats to the following individuals and teams for their achievements.

### OUTSTANDING PERSON-CENTERED SERVICE AWARD

#### Austin Hettinga, Crisis Professional - Crisis Services



Congratulations to the Austin Hettinga, recipient of the Outstanding Person-Centered Service Award for this quarter. **Austin was recognized for:**

- His vast knowledge of mental health and consistent and calming presence. He is familiar with symptoms, diagnosis, medications, best practices, and approaches and is always willing to help the rest of the Crisis Team brainstorm and understand situations.
- His clear, consistent communication
- His dedication to Integrity, Accountability, Partnership, and Continuous Improvement.

**The team was nominated by Lauren Henkelman.**

### OUTSTANDING TEAM PARTNERSHIP AWARD

#### Mount View Care Center 3rd Floor Nurse & CNA's

Congratulations to the entire team of 3rd Floor nurses and CNA's at Mount View Care Center. **The Team was recognized for:**

- The care they provided during an outbreak on the 3rd Floor in December. These staff worked very hard to ensure our residents were safe and well taken care of.
- RN's and CNA's worked together well during this time, which can be especially challenging with many visitors around the holidays.

**The team was nominated by Tatiana Garduno.**

### OUTSTANDING PERSON-CENTERED SERVICE AWARD

#### Marsha Hickman, Referral Coordinator - Lakeside Recovery



Congratulations to the Marsha Hickman, recipient of this quarter's Outstanding Service Excellence Award. **Marsha was recognized for:**

- Helping everyone who asks with a great attitude –she fills so many roles in her daily work.
- Connects our clients with resources like housing, food, and clothing when that isn't in her job duties.
- Contributes a positive attitude that builds trust. She gets answers and provides results for a wide variety of situations.
- Her flexibility when it comes to meeting people where they are at.

**The team was nominated by Tiarra Bonilla.**

**North Central Health Care**  
Patient centered. Outcome focused.

**Employee Recognition Program**  
Quarterly Award Nomination Form

Please complete this form by sharing your comments about the experience you had with the employee(s) that demonstrated the individual or team's outstanding work and commitment to providing excellent Person-Centered Service at North Central Health and the community.

**REQUIRED:** Check One Award Category Below

- Outstanding Person-Centered Service Award**  
Recognizes an employee who provides direct care, exceeds standards and works effectively to ensure the optimal patient experience and encourages Person-Centered Service. Recipient selected by Recognition Committee, NCHC Directors, Managers and Supervisors and is eligible for this award.
- Outstanding Service Excellence Award**  
Recognizes an employee who provides direct care, has consistently achieved exemplary performance within their program and has excelled in supporting the program and success of NCHC. Recipients selected by Recognition Committee, NCHC Directors, Managers and Supervisors, are not eligible for this award.
- Outstanding Team Partnership Award**  
Recognizes any work team, committee or department who has made significant contributions to advance the position and mission of the department or organization. 15 employees or less per group. Recipient selected by Recognition Committee.
- Outstanding Leadership Award**  
Recognizes a director, manager or supervisor who inspires, influences and coaches themselves in a professional manner acting as a role model for others to follow in the workplace and our community. Recipients selected by Executive Team and presented quarterly at the Management Meeting.

Note: Recipients are selected based on the criteria for each award which can be found on [www.norcen.org/ForEmployees](http://www.norcen.org/ForEmployees)

**Employee(s)/Team You Are Recognizing**  
Name(s): \_\_\_\_\_ Department: \_\_\_\_\_  
Title: \_\_\_\_\_

**Your Information**  
Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_  
Title: \_\_\_\_\_ Department: \_\_\_\_\_  
Phone Number/email: \_\_\_\_\_

The awards will be distributed quarterly:

Quarter	Submission Dates	Selection and Recognition Planning
1st Quarter	January 1 to March 31	April
2nd Quarter	April 1 to June 30	July
3rd Quarter	July 1 to September 30	October
4th Quarter	October 1 to December 31	January

Please complete page 2 of this form.

Share your experience with a coworker or team that demonstrated the outstanding work and commitment to providing excellent Person-Centered Service at North Central Health and the community.

### Recognition is Awarded Quarterly for:

- Outstanding Person-Centered Service
- Outstanding Service Excellence
- Team Partnership
- Outstanding Leadership



Nominate a Coworker or Team today! [www.norcen.org/Recognition](http://www.norcen.org/Recognition)



# Retirement Celebrations



NCHC would like to congratulate and extend our sincere appreciation to two recent employees. Mary Derby of Pharmacy and Edd Hill of Crisis Services in Antigo.

Mary retired after 41 years of service to the people we serve and our NCHC employees. A celebration was held for Mary at the Wausau Campus Pharmacy and employees shared many stories and appreciation for Mary. We wish you all the best Mary!

Edd Hill has retired from Crisis Services, working from our Antigo Center. Edd was joined by his team in Antigo along with staff from Wausau. We are grateful for the services Edd has provided in Antigo and wish him all the best in his retirement.



Marathon County Employees Credit Union

**We May Not Have a Pot of Gold, But We Have Great Rates That May Put Some 'Gold' Back in Your Pocket!**

**And Don't Forget to Stop in for a Sweet Treat on St. Patty's Day!**



**Happy St. Patty's Day from MCECU!**

Proudly serving NCHC Employees & Their Families since 1965

400 East Thomas Street, Wausau, WI 54403 | 715.261.7680  
[www.mcecu.org](http://www.mcecu.org)

Your community.

Your voice.

Tell us about LIFE in Marathon County.

*Do you live in Marathon County?*

Take 5-10 minutes to share your insights in this community survey\*. Your feedback will help shape a better quality of life for everyone in Marathon County.

SCAN ME



\*Survey will be open 3/1/25 - 5/31/25



### MARCH 10 – 14, 2025

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Ham Steak Scalloped Potatoes Brussel Sprouts	Vegetable Beef Stew Biscuit Creamy Coleslaw	Broccoli Cheese Stuffed Chicken Mashed Potatoes Carrots	Baked Drumstick Loaded Mashed Potatoes Green Beans	Spaghetti & Meat Sauce Breadstick Corn
SOUP	Cheesy Chicken Salsa Soup	Chicken Noodle Soup	Cheesy Broccoli Soup	Stuffed Green Pepper Soup	Vegetable Soup
SANDWICH	Chef's Choice	Philly Cheesesteak	Chicken Quesadilla	Potato Bar	Hot Dog Bar
DESSERT	Brownie	Bread Pudding with Caramel Sauce	Pudding	Carrot Cake with Cream Cheese Frosting	Chocolate Eclair Torte

### MARCH 17 – 21, 2025

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Corned Beef Boiled Potatoes Carrots	Italian Baked Chicken Garlic & Basil Pasta Zucchini & Tomatoes	Baked Fish Cheesy Baked Potatoes Seasoned Cabbage	Roast Turkey Rice Pilaf Parslied Carrots Dinner Roll	Crab Cakes Boiled Potatoes Creamed Peas
SOUP	Turkey Dumpling Soup	Taco Soup	Beef Noodle Soup	Cream of Broccoli Soup	Chili Soup
SANDWICH	Hamburger on a Bun with Fried Onions	Monte Cristo	Homemade Pizza	Nacho Bar	Shredded Pork on a Bun
DESSERT	Banana Split Dessert	Cookie	Caramel Apple Crisp	Frosted Chocolate Cake	Caramel Brownies

# WHAT'S FOR LUNCH?

**WAUSAU CAMPUS  
EMPLOYEE  
CAFETERIA**  
OPEN TO ALL NCHC  
& WAUSAU CAMPUS  
EMPLOYEES

**MONDAY – FRIDAY**

**Grab-N-Go 8 am – 6:30 pm**

**Lunch 10 am – 2 pm**  
Soup, Salad Bar  
& Hot Food Bar

Soup Served until 6:30 pm  
or until sold out.

**WEEKENDS**

**The Employee Cafeteria  
is Closed.**

WEEKDAY SALAD BAR &  
HOT FOOD BAR \$.45/OUNCE

## Daily Hot Sandwich Menu

FEATURING DAILY SPECIALS  
LIKE GRILLED BEEF & CHEDDAR,  
CHEESEBURGERS, BBQ  
SANDWICHES, TUNA MELTS,  
PIZZA & MORE!!

Make your own cold or hot sandwich  
with fixins' OR self-serve  
at the salad bar.







# THE BISTRO

**NOW OPEN 7 DAYS A WEEK! | WEEKDAYS 7:30AM - 3PM | WEEKENDS: 9:30AM - 5PM**

THE BISTRO WILL BE CLOSED ON WEEKENDS FROM 1-1:30PM TO ACCOMODATE STAFF BREAKS

\*HOT FOOD IS AVAILABLE AT THE BISTRO DAILY UNTIL 2:30PM \*



## SPECIAL OF THE WEEK

### *French Dip Panini*

PHILLY BEEF | SWISS CHEESE | GRILLED ONIONS

## LATTE OF THE WEEK



### *Whatchamacallit*

Espresso and steamed milk paired with both Caramel & almond

**\$1 OFF LARGE LATTES EVERY MONDAY!**

\*Please note: All sales subject to Sales Tax.



*build your own*

## BREAKFAST SANDWICH

EGG + CHEESE ..... 3.00

EGG, MEAT + CHEESE ..... 4.00

### PICK YOUR BREAD

CROISSANT | BAGEL  
ENGLISH MUFFIN

### PICK YOUR MEAT

HAM | SAUSAGE | BACON

## SHARE SOME LOVE WITH BISTRO BUCKS!

