



Marnie Bredlau, Vicki Tylka, and Jason Hake wish all employees a Happy Saint Patrick's Day!

A Weekly Update  
For The Employees of  
North Central Health Care

# NEWS YOU CAN USE



## WEEKLY CONNECTION WITH GARY OLSEN

We are pleased to welcome Ben Petersen as our new Director of Compliance & Quality! Ben brings a wealth of experience in regulatory compliance, process improvement, and quality assurance, making him a valuable addition to our team.

With a strong background in ensuring organizations meet the highest standards, Ben is committed to fostering a culture of

compliance and continuous improvement. His expertise will be instrumental in ensuring we uphold the highest level of service and integrity.

Ben joins us from Ozaukee County, where he led initiatives that improved compliance frameworks and strengthened quality management systems. His leadership and strategic approach will help guide our team through evolving regulations and best practices.

Please join us in giving Ben a warm welcome! We look forward to his contributions and leadership in this critical role.

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



Welcome Ben Petersen!  
Director of Compliance & Quality

- Employee Performance Evaluations - Step 2 ..... 2
- Important Notices..... 3
- Meet Our New Managers & Directors ..... 4
- Employee Recognition ..... 5
- Foodie Forecast ..... 7-8

**EMPLOYEE SHOUT OUT!**

**Lacey Matson, Lakeside Recovery**

I wanted to take a moment to give a well-deserved shoutout to Lacey Matson on the MMT unit. She recently handled a particularly stressful and tense situation with poise and professionalism.

**Shared By:**  
**Kayley McColley**

**Optional STEP 1 of the Employee Performance Evaluation is now complete!**



Turn to Page 2 to read about Step 2...

**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@nrcen.org](mailto:hresources@nrcen.org).





## NETWORK & EMAIL PASSWORD CHANGES

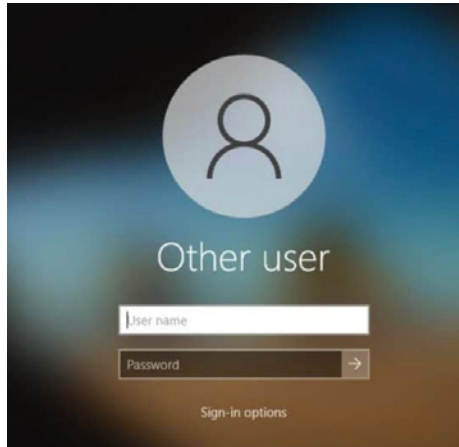
Effective March 13, 2025

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/TDCClient/298/Portal/KB/ArticleDet?ID=24420>

### Self Service Password Reset Email Registration

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



## 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 communications@norcen.org.

## 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.

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).

Download on the App Store

GET IT ON Google Play

Scan the QR code with your phone's camera.





# Meet Our New Managers & Directors



## **PATRICE LANNING** Director of Finance

Please join NCHC in giving a warm welcome to Patrice Lanning in her new role as Director of Finance. Patrice brings a wealth of experience in financial leadership and a strong commitment to supporting our mission of providing compassionate, high-quality care to the communities we serve. Her expertise will be instrumental in ensuring financial stability, allowing us to continue making a positive impact on those who rely on our services. Patrice joined our NCHC Team in February 2022 as the Manager of Accounting. Congratulations Patrice!

## **BEN PETERSEN** Director of Compliance & Quality

Please join NCHC in welcoming Ben Petersen as NCHC's Director of Compliance & Quality. Ben completed his undergraduate education at Wisconsin Lutheran College, and then achieved his Master of Public Health degree at the Medical College of Wisconsin.

Previously Ben worked at the Ozaukee County Department of Human Services as a HIPAA Compliance Officer. He also was a Clinical Research Coordinator of Neurosurgery at the Medical College of Wisconsin.



Ben is married to his wife, Faith and together they have three fur children – two golden retrievers named Winston and Wally, and a cat named Leo. Ben and his wife love spending time outside, so they are excited for hiking, spending time by the water, and everything else that Wausau has to offer. He grew up in Fredonia, WI and is in the process of relocating from Grafton, WI. Welcome to Wausau and to our team!

## **JESSE PORTILLO, LPC, SAC-IT** Manager of Youth Clinical Services – Youth Hospital & YCSF

Please join NCHC in welcoming Jesse Portillo to NCHC as Manager of Youth Clinical Services. Previously, Jesse worked as a Licensed Mental Health Therapist at Opportunity for Hope, an outpatient mental health clinic. He also served in a prior role as a Mental Health Therapist for CCS, Outpatient, and AODA treatment.



Originally from Oregon, Jesse enjoys hiking and camping and would like to achieve his goal of visiting every national park in the U.S. He is part of the Wisconsin Army National Guard and was married in the Great Smoky Mountains to his spouse Jamie. Together they live in Stevens Point with a full house of pets including two Boston Terriers and three cats. He is also a new grandpa! Welcome to our team, Jesse!



## **LYNN WITT** Manager of Community Treatment

Let's congratulate Lynn Witt as she begins her new role at NCHC as Manager of Community Treatment on the ACT (Assertive Community Treatment) Team. Lynn has worked in Community Treatment as a Case Manager for seven years, starting on the adult team in June 2018, then transferring to the ACT team in May 2020.

Lynn was born and raised in Rochester, MN. To keep the peace in her house, she considers herself a Packers fan. In the summer, her family spends every weekend at our cabin up north. She has been married for 2 years to her husband Alex, and they have spent the last six years fixing up and remodeling their home. They own a spunky 6-year-old lab shepherd mix named Palmer. Congrats on your new role, Lynn!

## employees on the move

Congratulations to these employees for their recent transfer or promotion!



**Rebecca Kopp** transferred from Manager of Community Treatment reporting to Marne Schroeder to In-Training Therapist in Outpatient Services reporting to DeAnna Dertz effective 03/02/2025.

# congrats!



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 encouraging 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:

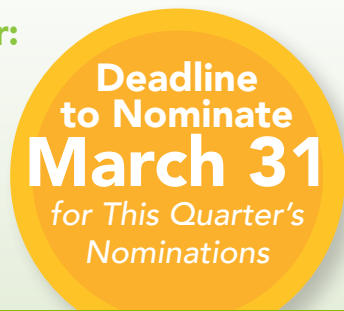
Quarter	Submission Dates	Selection and Recognition Planning
1st Quarter	January 1 to March 31	April
2nd Quarter	April 1 to June 30	July
3rd Quarter	July 1 to September 30	October
4th Quarter	October 1 to December 31	January

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)





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



Up to a 20% Tuition Savings\*



Take your next step with substantial savings on your education. We're ready to help.



- Ways to learn more:
- Scan the QR code with your camera
  - Text DEGREE20 to 96194\*\*
  - Visit [rasmussen.com/corporate](https://rasmussen.com/corporate)



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)





# 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

# MARCH 24 – 28, 2025

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Cheesy Meatloaf Baked Winter Squash Wax beans	Boiled Dinner Green Beans Dinner Roll	Turkey & Dumplings Biscuit Mixed Veggies	Creamy Swiss Steak Baked Potato Parslied Carrots	Catfish Nuggets Roasted Sweet Potatoes Broccoli Cuts
SOUP	Cream of Potato Soup	Cheesy Cauliflower Soup	Texas Tomato Soup	Taco Soup	Split Pea Soup
SANDWICH	Grilled Ham & Cheddar or Swiss	Breaded Chicken Tenders	Bacon Cheeseburger	BBQ on a Bun	Tuna Melt
DESSERT	Cherry Delight	Chocolate Peanut Butter Cake	Cherry Cake	Cinnamon Baked Apples	Pumpkin Fluff

# 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

### Reuben Panini

SLICED CORNED BEEF | SWISS SAUERKRAUT | 1000 ISLAND DRESSING

## LATTE OF THE WEEK

### Irish Cream Latte

Espresso and steamed milk paired with sweet Irish cream for a festive St. Paddy's Day treat!

**\$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!

