



**Finance Committee
Committee Meeting Agenda
June 16, 2020
12:00 AM
Online Meeting**

1. Zoom Meeting Information

Due to extreme circumstances regarding the COVID-19 pandemic, this meeting will be held online only. Members of the public may access live audio and/or video at the following link:

<https://us02web.zoom.us/j/82178059986>

Meeting ID: 821 7805 9986 Phone: 1-301-715-8592

2. Call to Order

3. Roll Call

4. Approval of Agenda

5. Approval of Minutes

Approval of May 5, 2020 Finance Committee Meeting Minutes

6. Reports

Chairperson

Audit Committee

Pension Board

Council Liaison

Staff

7. Unfinished Business

Discussion of COVID-19

1st Quarter PAS 2020

PAS Training Catalog 2020

8. New Business

Review of the Budget Message

Review of the PAFR



**Finance Committee
Committee Meeting Agenda
June 16, 2020
12:00 AM
Online Meeting**

9. Other Business

FY2021 Proposed Meeting Schedule

10. Public Comments

11. Adjourn



**Finance Committee
Committee Meeting Minutes
May 5, 2020
4:00 PM
Administrative Conference Room**

1. Zoom Meeting Information

Due to extreme circumstances regarding the COVID-19 pandemic, this meeting will be held online only. Members of the public may access live audio and/or video at the following link:

RESULT:	DEFERRED [UNANIMOUS]
AYES:	Kutta, Abeles, Richter, Shulenburg, Hellwege, Armstrong, Perkins

<https://us02web.zoom.us/j/82089144159>

Meeting ID: 820 8914 4159 Phone: 1-301-715-8592

2. Call to Order

3. Roll Call

Richard Kutta	Chair	(Remote)
Ronald Abeles	Committee Member	(Remote)
Marjorie Richter	Committee Member	(Remote)
Adam Shulenburg	Vice Chair	(Absent)
Phillip Hellwege	Committee Member	(Remote)
Ted Armstrong	Committee Member	(Absent)
Wesley Perkins	Committee Member	(Remote)
Lori Obermoeller	Director of Finance	(Remote)
Peter Kim	Finance Manager	(Remote)
Mark Perkins	City Administrator	(Remote)
Sharon Stott	Assistant City Administrator	(Remote)
Matt Wohlberg	City Engineer	(Remote)
Ellen Lawrence	Council Liaison	(Remote)
Tracy Brothers	Finance Clerk	(Remote)

The Committee members, Staff and Council members participated by teleconference.

4. Approval of Agenda

Motion to amend agenda

Mr. Abeles made a motion to add a discussion of employee insurance under the section of unfinished benefits. Mr. Hellwege seconded the motion with all present voting aye.

Minutes Acceptance: Minutes of May 5, 2020 4:00 PM (Approval of Minutes)



**Finance Committee
Committee Meeting Minutes
May 5, 2020
4:00 PM
Administrative Conference Room**

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Ronald Abeles, Committee Member
SECONDER:	Phillip Hellwege, Committee Member
AYES:	Kutta, Abeles, Richter, Hellwege, Perkins
ABSENT:	Shulenburg, Armstrong

Motion to approve agenda as amended

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Ronald Abeles, Committee Member
SECONDER:	Phillip Hellwege, Committee Member
AYES:	Kutta, Abeles, Richter, Hellwege, Perkins
ABSENT:	Shulenburg, Armstrong

5. Approval of Minutes

Approval of April 21, 2020 Finance Committee Meeting Minutes

Ms. Lawrence wanted to change the wording of the minutes on page five that stated "He stated it would be about a \$500,000 savings" to read "He stated it would be up to an \$800,000 savings"

RESULT:	ACCEPTED [UNANIMOUS]
AYES:	Kutta, Abeles, Richter, Hellwege, Perkins
ABSENT:	Shulenburg, Armstrong

Motion to approve minutes as amended

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Marjorie Richter, Committee Member
SECONDER:	Phillip Hellwege, Committee Member
AYES:	Kutta, Abeles, Richter, Hellwege, Perkins
ABSENT:	Shulenburg, Armstrong

6. Reports

Chairperson

Audit Committee

Pension Board

Council Liaison

Minutes Acceptance: Minutes of May 5, 2020 4:00 PM (Approval of Minutes)



**Finance Committee
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Staff

Mr. Perkins gave an update on the Capital Improvement plan. Mr. Perkins stated the City has reduced the street program expenditures significantly for the next year. The City had budgeted \$1.3 million for the street resurfacing program but has reduced it to \$600,000. The Ladue Estate street reconstruction has also been moved back a couple of years.

Mr. Wohlberg reviewed with the committee the projects that have been removed from the Capital Improvement program such as the Ladue Estate street reconstruction and some of the other rehabilitation programs. There have been no impacts or changes to the grant projects.

The Government Center renovations have been postponed except for the replacement of the electrical panel that will be paid for by the bond proceeds from the Police Building. There will also be renovations done to the Court to accommodate for the upcoming shared services. The carpet in the Multipurpose room is being replaced since that is a revenue generator.

7. Unfinished Business

Review Proposed FY21 Budget

Mr. Perkins reviewed the Fiscal Year 21 budget with the Committee. Currently the City has a strong unassigned fund balance. The City's revenues are pretty flat. The sale of Fountain Park gave the City \$750,000 which will be dedicated for future park improvements. Mr. Perkins stated the revenue projections due to the COVID-19 situation is just assumptions of what the City thinks will happen. Until the City sees the actual numbers coming in there is no way to know what the revenue will be. Mr. Perkins stated that groceries and restaurants make up about 40% of the City's sales tax. The City is hoping that they remain stable. Mr. Perkins stated that utility revenues should remain the same. Gas tax is projected to be about a 20% decline from 2019. The fund balance is projected to drop to around \$8 million over five years.

Mr. Perkins reviewed the expenditures with the Committee. For the Fiscal Year 21 the expenditures are just the essentials. No out of state travel, extending the life of vehicles and postponing capital purchases. There are no changes in staffing, there is one position at the Ice Arena the City is wanting to move from part time to full time. This will not be filled until a later date. Once the Ice Arena reopens the City will hire part time employees to fill the positions and re-evaluate once the activity picks up again.

Mr. Perkins stated there will be a 2% increase in health insurance instead of the predicted 3% increase.

Ms. Obermoeller reviewed the LAGERS pension plan. She stated there has only been one employee retire that participated in LAGERS and was only in the plan about a year. All other retirees were in the legacy plan. The rate for the general plan stayed flat and the rate for the police is reducing around 1%.

Mr. Perkins stated the trash contract renewed with the Council exercising the five-year extension which begins July 1, 2020.

Mr. Kutta asked about the drug incinerator the Police department is looking to purchase. Mr. Perkins stated the Police spend roughly \$1,500 annually to dispose of the drugs collected. The cost of the incinerator is roughly \$5,500. They feel they will be able to recoup their cost in a few years. The Chief

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has also reached out to other Police Departments to see if there is a sharing interest in the drug incinerator.

Ms. Lawrence asked about the Police capital outlay and the purchase of a bomb dog. Mr. Perkins stated that this being supported highly by the area Temples. The City has had a number of groups offer to make donations to cover the cost of the dog. The cost is between \$5,000 to \$10,000 annually and the Chief is looking into funding to cover this cost. The whole program will be brought to Council for their review and approval and all the up-front money would be privately funded.

Mr. Perkins reviewed with the Committee some of the options the City is considering to save money that is not part of the budget yet. One option is the premium for the insured spouses. Staff is not sure exactly what the savings will be, but it could be anywhere from \$55,000 to \$200,000. This will be presented as a discussion item at the work session with the Council at their next meeting.

Mr. Perkins explained what consisted of the miscellaneous items. They include changing the way overtime is calculated, reducing the news letter from monthly to every other month. Other items to look at are the tree planting program, concerts in the park, maintaining the Tappmeyer house and other small items the City spends money on.

Mr. Perkins reviewed the taxes the City currently does not have but could have such as the Use Tax and the Park and Storm Water Tax.

Other options the City is looking at is cost sharing of the trash and recycling services.

Ms. Obermoeller reviewed with the Committee the Public Safety fund and what expenditure the City is paying from that fund.

Ms. Obermoeller reviewed the Enterprise fund. In Fiscal year 2021 the City will need to transfer \$34,000 from the General fund to the Enterprise fund. Originally it was projected not to happen until 2022 or 2023. Generally there is a surplus for the Ice Arena but with Golf there is a deficit. Combined they usually have a surplus. Unfortunately for 2020 with the COVID-19 there is a deficit overall for both. Ice Arena revenues are estimated to increase 16.3% in 2021 because they were down in 2020 due to COVID-19. Expenditures are estimated to increase 4.3% for 2021.

The Committee discussed the cost sharing of the Sewer lateral reimbursement plan. The fund balance is increasing due to less request for reimbursements. Suggestion was made to have part of the staff time paid from this fund.

Mr. W. Perkins made a motion to adopt the budget using the scenarios provided in alternate A and recommend to the Council. Mr. Abeles seconded the motion with all present voting aye.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Ronald Abeles, Wesley Perkins
AYES:	Kutta, Abeles, Richter, Hellwege, Perkins
ABSENT:	Shulenburg, Armstrong

Discussion of COVID-19

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Administrative Conference Room**

RESULT:	DEFERRED [UNANIMOUS]
AYES:	Kutta, Abeles, Richter, Hellwege, Perkins
ABSENT:	Shulenburg, Armstrong

Discussion of New Revenue

8. New Business

9. Other Business

FY 2020 Proposed Meeting Schedule

RESULT:	DEFERRED [UNANIMOUS]
AYES:	Kutta, Abeles, Richter, Hellwege, Perkins
ABSENT:	Shulenburg, Armstrong

10. Public Comments

11. Adjourn

Motion to Adjourn

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Phillip Hellwege, Committee Member
SECONDER:	Marjorie Richter, Committee Member
AYES:	Kutta, Abeles, Richter, Hellwege, Perkins
ABSENT:	Shulenburg, Armstrong

Minutes Acceptance: Minutes of May 5, 2020 4:00 PM (Approval of Minutes)



City of Creve Coeur, Missouri

Employee Assistance Program

Quarterly Service Report

1st Quarter, 2020

Communication: 1st Quarter PAS 2020 (Unfinished Business)

Utilization Overview

Eligible subscribers at time of reporting: 104

Service Summary	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Total past 12 months	All PAS 12 months	Industry Sector 12 months
Annualized utilization	30.77%				16.17%	6.26%	7.17%
Overall Impact Rate	30.77%				155.99%		
New Cases	8				17		
Continuing Cases	0				not applic		
Employer Referrals	0				1		
Management Consultations					5		
On-Site Hours	5.00				8.80		
CIR participants					49		
Training participants					93		

Service Accessed

	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Total past 12 months	All PAS 12 months	Industry Sector 12 months
EAP Consultation	62.5%				64.7%	63.1%	74.6%
Life Management Service	25.0%				23.5%	28.9%	17.0%
Information & Referral	12.5%				11.8%	8.0%	8.4%

Referral Type/Source

	1st Quarter		Past 12 months		All PAS 12 months	Industry Sector 12 months
Self referral	8	100.0%	15	88.2%	95.5%	92.1%
Self	8		15			
Parent/Guardian	0		0			
Peer referral	0	0.0%	0	0.0%	0.6%	0.4%
Co-worker	0		0			
Family	0		0			
Informal Employer Referral	0	0.0%	1	5.9%	1.7%	2.0%
Human Resources	0		0			
Occ Health/Risk Mgmt	0		0			
Supervisor	0		1			
Insurance/Other Benefit	0		0			
Formal Employer Referral	0	0.0%	1	5.9%	0.9%	2.3%
Human Resources	0		0			
Occ Health/Risk Mgmt	0		0			
Supervisor	0		1			
Insurance/Other Benefit	0		0			
Mandatory Employer Referral	0	0.0%	0	0.0%	1.3%	3.2%
DFW	0		0			
DOT	0		0			
Employer-Specific Policy	0		0			
Last Chance Agreement	0		0			

Communication: 1st Quarter PAS 2020 (Unfinished Business)

Client Information

Client Gender		1st Quarter	Past 12 months	All PAS 12 months	Industry Sector 12 months
Female		12.5%	29.4%	69.8%	48.8%
Male		87.5%	70.6%	30.2%	51.2%

Client's Relationship to Subscriber		1st Quarter	Past 12 months	All PAS 12 months	Industry Sector 12 months
Self		87.5%	88.2%	86.4%	81.4%
Spouse/Partner		0.0%	5.9%	6.6%	9.4%
Other Dependent		12.5%	5.9%	6.9%	9.1%

State of Residence		1st Quarter	Past 12 months
MO		100.0%	88.2%
unknown		0.0%	11.8%

Subscriber Information

Occupation	1st Quarter	Past 12 months	All PAS 12 months	Industry Sector 12 months
Officer/Manager	0.0%	11.8%	7.2%	9.3%
Professional	37.5%	35.3%	43.2%	40.5%
Technician	0.0%	5.9%	7.7%	4.5%
Sales	0.0%	0.0%	1.7%	0.0%
Clerical	12.5%	11.8%	7.6%	8.9%
Skilled/Craft	0.0%	0.0%	7.4%	7.4%
Unskilled/Labor	0.0%	11.8%	4.9%	2.1%
Service	37.5%	17.6%	10.1%	19.9%
Other/Unspecified	12.5%	5.9%	7.4%	4.8%

Employment Status	1st Quarter	Past 12 months	All PAS 12 months	Industry Sector 12 months
Employed – Active	100.0%	100.0%	98.6%	99.5%
Volunteer	0.0%	0.0%	0.0%	0.0%
Retired	0.0%	0.0%	0.6%	0.3%
Terminated	0.0%	0.0%	0.3%	0.2%
Deceased	0.0%	0.0%	0.1%	0.0%
Suspended	0.0%	0.0%	0.0%	0.0%
Worker's Compensation	0.0%	0.0%	0.0%	0.0%
LT/ST Disability	0.0%	0.0%	0.1%	0.0%
Leave of Absence	0.0%	0.0%	0.2%	0.0%

Seniority	1st Quarter	Past 12 months	All PAS 12 months	Industry Sector 12 months
Years	15.3	12.6	8.6	12.9

Communication: 1st Quarter PAS 2020 (Unfinished Business)

Case Information

EAP Consultations

	1st Quarter	Past 12 months	All PAS 12 months	Industry Sector 12 months
Total cases assessed this report period	5	11		
Presenting concerns (may be multiple)				
Marital/Family	60.0%	54.5%	37.8%	40.9%
Emotional Health	60.0%	63.6%	78.1%	80.0%
Substance Use - Client	0.0%	9.1%	5.1%	6.8%
Substance Use - Another	20.0%	9.1%	3.2%	3.2%
Addictions - Other than drugs/alc	0.0%	0.0%	0.7%	0.8%
Domestic Violence	0.0%	0.0%	1.5%	0.4%
Anger Management	0.0%	0.0%	2.5%	4.0%
Parenting	0.0%	0.0%	10.0%	7.6%
Other Relationship	20.0%	18.2%	6.8%	7.6%
Information/Education	0.0%	0.0%	5.1%	4.4%
Physical Health	0.0%	0.0%	4.1%	3.2%
Academic/School	0.0%	0.0%	0.9%	0.4%
Grief and Loss	0.0%	0.0%	11.8%	10.0%
Financial	0.0%	0.0%	2.0%	1.6%
Legal	0.0%	9.1%	1.0%	1.2%
Job/Career	0.0%	36.4%	11.4%	20.4%
Life Balance	0.0%	0.0%	7.9%	12.4%
Phase of Life	0.0%	0.0%	8.1%	9.8%
Retirement	0.0%	0.0%	0.2%	0.4%

Life Management Services

	1st Quarter	Past 12 months	All PAS 12 months	Industry Sector 12 months
Total cases	2	4		
Legal Information	0.0%	0.0%	28.7%	34.2%
Identity Theft	0.0%	0.0%	0.3%	0.0%
Will Kit	0.0%	0.0%	2.2%	1.7%
Financial Consultation	0.0%	0.0%	24.5%	21.4%
Education Planning	0.0%	0.0%	0.8%	0.9%
Dependent Care Resource/Referral	0.0%	0.0%	3.9%	3.4%
Parenting Consultation	0.0%	0.0%	1.6%	4.3%
Elder Care Management	100.0%	50.0%	4.7%	15.4%
Caregiver Planning	0.0%	0.0%	0.0%	0.0%
Tobacco Cessation Coaching	0.0%	0.0%	14.1%	0.9%
Health Coaching	0.0%	0.0%	0.7%	0.0%
Weight & Nutrition Coaching	0.0%	0.0%	3.8%	3.4%
Organizing & Productivity Coaching	0.0%	25.0%	1.2%	1.7%
Life/Wellbeing Coaching	0.0%	25.0%	8.2%	9.4%
Career Coaching	0.0%	0.0%	3.8%	2.6%
Retirement Coaching	0.0%	0.0%	0.5%	0.0%
Safe Ride Home	0.0%	0.0%	0.2%	0.0%

Communication: 1st Quarter PAS 2020 (Unfinished Business)

Closing Information

Compliance with Action Plan

	1st Quarter	Past 12 months	All PAS 12 months	Industry Sector 12 months
Followed Recommendations	66.7%	71.4%	73.0%	72.7%
Partially Followed Recommendations	16.7%	21.4%	17.2%	19.3%
Accepted Referral Outside PAS	0.0%	14.3%	3.2%	5.4%
Declined Referral Outside PAS	0.0%	0.0%	0.3%	0.0%
Does Not Apply	16.7%	7.1%	7.7%	6.0%

Outcome

	1st Quarter	Past 12 months	All PAS 12 months	Industry Sector 12 months
Resolved	83.3%	71.4%	62.7%	57.7%
Improved	0.0%	21.4%	29.1%	36.0%
No Change	16.7%	7.1%	7.0%	5.0%

Case Disposition

	1st Quarter	Past 12 months	All PAS 12 months	Industry Sector 12 months
Cases resolved within EAP	100.0%	85.7%	92.7%	92.4%
Initial PAS Service Only	100.0%	85.7%	90.5%	88.5%
Additional PAS Services	0.0%	0.0%	1.8%	4.0%
Educational and/or Community Resources	0.0%	7.1%	3.5%	4.8%
Referrals into medical plan	0.0%	7.1%	4.7%	5.7%
Outpatient - Therapy	0.0%	7.1%	3.8%	5.0%
Outpatient - MD	0.0%	0.0%	1.0%	1.0%
Facility-based Care	0.0%	0.0%	0.4%	0.1%

Satisfaction – 12 months

(scale 1-5, 5 = excellent)

	# surveys	Rating	All PAS 12 months
EAP Consultation Cases			4.81
Life Management Cases			4.81
Information & Referral Cases			4.75

Wellness Status - 12 months

	Intake	Closing	Change	All PAS 12 months
Improvement in Mental Health				29.4%
Improvement in Physical Health				7.0%

Communication: 1st Quarter PAS 2020 (Unfinished Business)

Employer Referrals

Cases

	Q1 2020	Q2 2020	Q3 2020	Q4 2020	12 months
Cases Opened	0	0	0	0	1
Cases Closed	0	0	0	0	1
	0	0	0	0	0

Referral Type/Source

Past 12 months

Informal Employer Referral	0	0.0%
Human Resources	0	
Occ Health/Risk Mgmt	0	
Supervisor	0	
Insurance/Other Benefit	0	
Formal Employer Referral	1	100.0%
Human Resources	0	
Occ Health/Risk Mgmt	0	
Supervisor	1	
Insurance/Other Benefit	0	
Mandatory Employer Referral	0	0.0%
DFW	0	
DOT	0	
Employer-specific Policy	0	
Last Chance Agreement	0	

Employee Performance

Past 12 months

1 = very good 6 = very poor

Absenteeism
Tardiness
Quality of Work
Quantity of Work
Attention to Detail/Focus
Working Relationships
Compliance with Safety Protocols
Compliance with Company Policy
Overall performance

Employment Status at Case Opening

Past 12 months

Employed – Active	100.0%
Terminated	0.0%
Suspended	0.0%
Worker's Compensation	0.0%
LT/ST Disability	0.0%
Leave of Absence	0.0%

Communication: 1st Quarter PAS 2020 (Unfinished Business)

Employer Referrals – Case Closings

Compliance with Action Plan

Past 12 months

Followed Recommendations	0.0%
Partially Followed Recommendations	100.0%
Accepted Referral Outside PAS	0.0%
Declined Referral Outside PAS	0.0%
Does Not Apply	0.0%

Outcome

Past 12 months

Resolved	0.0%
Improved	100.0%
No Change	0.0%

Case Disposition

Past 12 months

Cases Resolved Within EAP

100.0%

Initial PAS Service Only	100.0%
Additional PAS Services	0.0%
Educational and/or Community Resources	0.0%

Referrals into Medical Plan

0.0%

Outpatient – Therapy	0.0%
Outpatient – MD	0.0%
Facility-based Care	0.0%

Organizational Services

Organizational Services	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Total past 12 months
Employee Orientations	0.00				0.00
Supervisor Trainings	0.00				0.00
Critical Incident Response	1.00				3.00
Special Interest Topics	4.00				5.00
Other Organizational Services	0.00				0.75

Services Provided this Report Period (beginning 4/1/2019 and ending 3/31/2020)

05/09/19	Special Interest: Conducting a Performance Evaluation 101	Council Chambers	1.00
09/04/19	New HR Implementation	City of Creve Coeur	0.75
12/07/19	Critical Incident Response		1.00
12/09/19	Critical Incident Response		1.00
01/15/20	Critical Incident Response	Publics Works Garage	1.00
01/21/20	Special Interest: Drug-Free Workplace Training	City of Creve Coeur	2.00
02/19/20	Special Interest: Stress, Trauma, & Psychological Wellness	Creve Coeur Police Dept	1.00
02/19/20	Special Interest: Stress, Trauma, & Psychological Wellness	Creve Coeur Police Dept	1.00

Communication: 1st Quarter PAS 2020 (Unfinished Business)

Materials (1st Quarter, 2020)

Total pieces provided: **234**

Date	Qty	Items
08/21/19	30	Employee Brochures
08/21/19	4	Posters
09/04/19	100	Employee Brochures
09/04/19	100	Coasters

Glossary

Utilization rate—The percentage of employees who used EAP services, or whose family member used EAP services, including counseling, resource & referral, and Life Management coaching services.

Overall Impact rate—The percentage of employees who used EAP services, attended trainings, participated in onsite clinical services or utilized organizational services consultations. This statistic represents the percentage of employees who benefited from the wide array of services offered by PAS.

Service Summary—Reflects the number of new EAP cases, performance referrals, onsite hours, management consultations and number of participants in both trainings and clinical onsite services) for the quarter and last 12 months. Quarterly rate of utilization is annualized for comparative purposes. Impact rate reflects the utilization of services for EAP cases as well as onsite participants and supervisory consultations.

Referral Type & Source—During the initial contact with the EAP, individuals are asked how they became aware of our services. This section indicates the person or source that prompted their call.

Client Information—Provides demographics on the clients using the EAP services, including gender, highest level of education, client's relationship to the subscriber and client's state of residence.

Subscriber Information—Provides statistics on the covered employee. Note that the employee may not be the participant using the service, since dependents and spouses are also eligible to use EAP services.

Case Information (EAP Consultations)—PAS strives to make EAP services as convenient to access and use as possible for its participants. Participants may request office-based and/or telephonic consultation services. This section indicates the preferred delivery modes for participants seeking EAP consultation services.

Presenting Concerns—Lists common presenting concerns reported by participants using EAP consultation services. Note that the total will be more than 100% since most participants present with more than one concern impacting their overall wellbeing.

Case Information (Life Management Services)—Summarizes data for Life Management services that were accessed during the report period. Participants may access a variety of telephonic coaching services, provided by a specialist in specific areas of life management.

Compliance with Action Plan—Indicates whether clients followed recommendations and/or accepted referrals outside PAS, if appropriate. Referrals may be for educational services, community resources, medical or specialized care, and other professional services.

Outcome—Indicates whether the presenting concerns for which clients initiated services were resolved or improved.

Case Disposition—Describes the type of service to which the EAP participant was referred, if any. The EAP system prevents unnecessary use of the medical benefit and manages use that is necessary. The statistics will total more than 100% since there is generally overlap between referrals to non-insurance/community service referrals and insurance-related referrals.

Client Satisfaction—Indicates the overall satisfaction ratings of participants who returned Satisfaction Surveys over the past 12 months. A more detailed Satisfaction Report is included with the 4th quarter Utilization Report each year. Satisfaction is reported on a scale of 1 -5, with 5 being the highest score (most satisfied).

Wellness Status—Reflects the results of the SF12 Health Survey administered to **EAP consultation** participants at the time of assessment, and again after 8 weeks. The survey was developed and normed by Medical Outcomes Trust and is widely used in the health care community to measure treatment outcome. The survey measures mental health and physical health and is reported as T-scores ranging from 0 to 100. Higher scores represent better health. The survey is not offered to participants accessing Life Management services only.

Abbreviations—

DFW: Referral made to EAP under drug-free workplace policy

DOT: Referral made to EAP under Department of Transportation regulations

TRAINING CATALOG



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Scheduling Information

Seminar information

- Seminars are 1 hour unless otherwise specified
- Most seminars can be offered in either onsite or webinar format
- A computer and projector are required, but if not available, let us know!
- If you need to cancel, please provide 48 hours advance notice of cancellation to avoid possible cancellation fees
- Most frequently requested trainings are highlighted in **blue**

Tips for the Best Presentation Experience

- Advance notice of 4-6 weeks to schedule an event
- PAS recommends no more than 50 participants per session
- Prior to making your training choice, consult with your dedicated account manager

Services Include

- Consultation with your dedicated Account Manager to determine which topic will best achieve your objectives
- Presentation, accompanying handout suggestions, and an evaluation form for participants to complete
- Post training evaluation summary that includes additional topics that are of interest to participants

For more information, a training consultation, or to schedule a training, contact your dedicated Account Manager.

training@paseap.com

800-356-0845



Leadership

Making The Best Hire

Hiring the best person for the job is more than just matching skills to a job description. This seminar explores the use of both Behavioral and Situational interviewing techniques that help identify top quality candidates. Key topics include aligning skills and personality with job duties, what can and cannot be legally asked in an interview, and assimilating key insights about your candidate.

Conducting a Performance Evaluation

This seminar sets the stage for successful performance evaluations. Discussion points include: communicating which areas of performance are acceptable and which areas need improvement, setting expectations, establishing goals and managing the evaluation process.

Creating Productive Meetings

Meetings are sometimes viewed as boring, disjointed and nonproductive and can cause us to question if they are necessary. Participants in this seminar learn the functions of a meeting, tools to prepare and conduct an effective and productive meeting, and interventions for handling meeting challenges.

Effective Delegating

Successful leaders know the importance of delegation to accomplish business goals. This seminar covers techniques of delegation, key actions needed to build an environment of success, and tips for matching the right person for the right task.

Motivating Through Recognition

Workplaces are consistently challenged to retain good employees and employees want to feel valued, appreciated and that they are making a contribution. Seminar participants develop skills to build employee engagement using recognition and non-monetary rewards that can lead to higher levels of employee satisfaction.

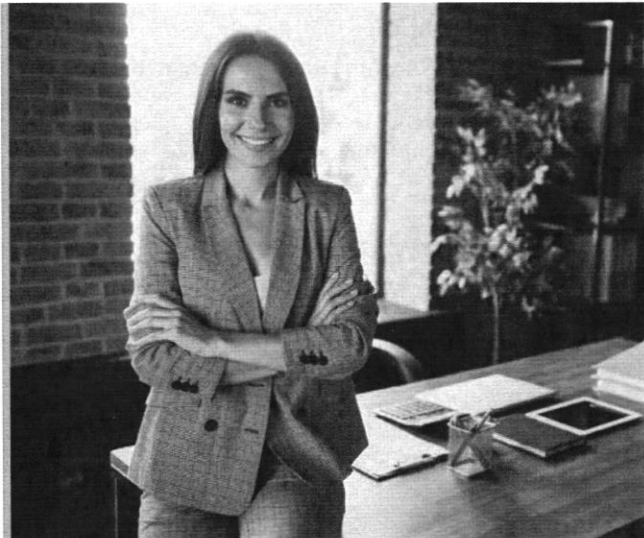
Coaching for Success

2 Hour Option: The most successful teams all have one thing in common – an outstanding coach. A great coach can identify what an employee needs to be successful and then give them the tools and support to achieve identified goals. This seminar teaches participants how to identify varying levels of performance, coach based on performance, and conduct effective performance appraisals.

3 Hour Option: In addition to all the information covered in our 2-hour program, this session adds an in-depth review of how to coach employees based on their personality style while avoiding common pitfalls.



Leadership



The Manager's Toolbox

2 Hour Option: The hallmark of a great manager is having the right tools for the job. This seminar covers critical areas that give managers the tools they need to be successful: effective communication, coaching, and delegation.

3 Hour Option: This version elaborates on critical areas from the 2-hour training and adds time management.

Building Trust

Trust is one of the most essential characteristics of the human experience; it can build bridges to cooperation, collaboration, and success. This seminar explores how to build and foster trust and what to do to restore trust when it has been compromised.

Appreciation in the Workplace

Appreciation in the workplace is more than just a one day event, it is a culture. Feeling appreciated is one of the top reasons employees stay with a company. In this session, participants will learn the different ways appreciation is expressed and received, differences between recognition and appreciation, languages of appreciation, and how to appreciate effectively.

Managing Change

1 Hour Option: There will always be change – it is an ongoing phenomenon. Managing it well is vital to our well-being. Participants gain an understanding about the emotions surrounding the change process and learn how to survive change with a stronger commitment to personal and organizational success.

2 Hour Option: Building on the information in the 1-hour option, the 2-hour session expands to cover the concept of resistance to change and how to overcome it.

3 Hour Option: This 3-hour session includes all the material from the one and two-hour sessions, and also explores the interface between personality style and reaction to change.

Team Member to Team Manager

Becoming a new manager is more than just a change in job title or an increase in work responsibilities. Participants learn about the crucial supervisory skills of delegation, coaching, and communication that foster a first-time manager's success.

Workplace Violence: Reducing the Risk

Workplace violence can occur anywhere, anytime. This seminar reviews general risk management considerations including assessing for an individual's potential for violent behavior, applying appropriate de-escalation techniques to stabilize the situation, and implementing an action plan to mitigate the risk for future violence.

Contact PAS' Account Services Department to inquire about premium training and consulting services related to Employment Law and Leadership and Organizational Development, available for an additional charge.

800.356.0845 or training@paseap.com

Leadership

Fostering Resilience: A Guide for Healthcare

Leaders

90 Minute Seminar

Leaders in healthcare professions manage caregiving staff who are working within an increasingly acute patient population and fast-changing environment. As a companion seminar to the employee version of this seminar, leaders are educated about best practices for fostering resilience in healthcare employees who may also be exposed to cumulative trauma. In addition to the 5 components of individual resilience building, leaders learn about corresponding workplace strategies that support individual resilience building at the team and organizational level.

For additional leadership skills training and coaching, contact PAS Account Services Department for more information. In-depth and expanded services are available.

800.356.0845 or training@paseap.com



Emotional Intelligence

Emotional Intelligence is the state of being that exists at the intersection of intellect and emotion. This seminar reviews the components of EQ (Emotional Intelligence Quotient) including Self-Awareness, Self-Regulation, Empathy, and Motivation Awareness. Participants in this seminar learn how to increase their EQ and develop improved communication at home and at work.

Building Resilience - For Leaders

90 Minute Seminar

As a companion seminar to the employee version of this seminar, leaders are educated about best practices for fostering resilience in employees. In addition to the 5 components of individual resilience building, leaders learn about corresponding workplace strategies that support individual resilience building at the team and organizational level.

Communication

Effective Communication

Communication, verbal and non-verbal, is the backbone of all that we do. How we communicate and present ourselves strongly influences how we are perceived. This interactive workshop focuses on learning the characteristics of behavioral styles and ways to determine how style differences impact interactions and relationships. Participants will develop communication strategies to make interactions more successful.

Communicating Assertively with Others

Assertive communication is a productive approach combining both strength and sensitivity. Participants learn the difference between aggressive and assertive communication, how to handle aggressive speech, and key ways to deliver a message confidently.

Whale Done! The Power of Positive Relationships

Whether you are training a 2-ton killer whale or leading employees to have positive relationships, the same tools can apply. This seminar explores the concepts in Ken Blanchard's Book, *Whale Done! The Power of Positive Relationships*, including how actions, behaviors, and consequences work together with positive redirection to achieve constructive outcomes.

Workplace Diversity

The modern workplace is a blend of people of differing ages, interests, cultural heritage, lifestyles and life experiences. Everyone brings their background, talent, skills, ideas and views to enrich the workplace. This seminar focuses on how work groups thrive when they leverage each member's strengths and perspectives, ways to avoid discrimination and nurture inclusion and respect for all employees.

Workplace Unity

When people work together in a collaborative manner and unite to leverage the diversity of the group, the best in workplace dynamics occurs. People experience a sense of solidarity and loyalty to perform at top levels - together. This seminar explores how biases about our differences may challenge us and how behaviors that foster a culture of unity and inclusion help us to embrace being part of something bigger and better.

Respectful Interactions

Respect is the value we give to another person in our attitude and behavior. This interactive program helps participants become more aware of their personal perspective and style and the impact they can have in fostering respectful interactions in the workplace.



Communication

Generational Differences in the Workplace

Each generation has preferred styles of communicating and diverse core values. This seminar explores varying preferences and demonstrates effective techniques for working in a multi-generational workforce.

Gender Identity

Gender Identity refers to one's internal sense of being male, female, neither, both, or other. There is a growing number of transgender people in the workplace and their managers and co-workers want to learn how to be respectfully supportive. This seminar provides valuable insight around cultural trends, best practices and respectful communication to support transitioning individuals at work.

Talking & Listening At Work

This seminar guides employees to reflect on how their actions and words may affect their work-group. Topics discussed include: taking work seriously, respecting all people — even those whose behavior is challenging, and improving personal effectiveness by refining one's personal message style.



Don't Forget:

All seminars are 60 minutes unless otherwise noted.



Disability Awareness

A workplace that is educated about disabilities and differently abled employees fosters a culture of inclusion. This seminar defines different types of disabilities and includes conversations surrounding the challenges and opportunities for inclusion of individuals who are differently abled. Attention is given to creating an inclusive environment both physically and relationally.

Workplace Conflict Management & De-escalation

Conflict and disagreements happen and will continue to happen. This interactive training expands participant knowledge about conflict; helps them recognize behaviors that may contribute to conflict; and provides practical tips and tools for conflict management, de-escalation, management, and resolution.

Listen SMART

The first step to learning SMART listening skills is to pay attention to verbal and nonverbal communication. It is also imperative to ask the right questions and understand the foundation of setting SMART goals. This presentation integrates the concepts of reciprocal communication with SMART goal setting skills.

Employee Skill Building

Preparing for an Internal Meeting

Preparing for a key meeting is important. The benefits of a well-run meeting far exceed the effort to well prepare. This seminar teaches participants the steps for planning a meeting, the leader's tasks, and general guidelines for running and wrapping up a meeting including follow up with the participants.

How to Handle Office Politics

When office politics are negatively impacting work productivity and employee morale, there are many ways to turn the tide. This seminar teaches participants to build resilience in the face of difficult circumstances that are out of their personal control by developing strategies that engender positive relationships with others.

Professional Writing and Email Etiquette

Strong communication skills are crucial to presenting a polished, professional, competent image to customers and employers. Business writing skills are at the core of strong communication skills. This session explores the skills needed to write effective business documents and teaches participants to express themselves clearly and succinctly through the written word. Topics include the writing process, persuasive writing, claims and inquiry letters, analyzing your audience, and principles for electronic communications etiquette.

Social Media Boundaries

Blogging, Facebooking, Tweeting, or Snap Chatting? Learn about the risk factors that arise when posting information online – from home or at work - because you never know who will read it.

Effective Networking

Networking helps build relationships and open doors to new opportunities. This seminar reviews the purpose, strategy, and techniques of networking to develop a personal value proposition. Reference materials about effective networking strategies and tools are included.

Developing an Effective Resume

A great resume tells the story of the results candidates have produced in their work and the value they bring to an employer. This seminar focuses on how to develop a strong resume that differentiates applicants in the marketplace. Reference materials about resources for resume styles and the "do's and don'ts" of format and style are included.



Preparing for an Interview

A well-presented resume may earn an interview, but in order to win a job offer, the candidate must effectively present their potential value and fit within the organization. Participants learn how to impart a professional demeanor, highlight their skill sets, ask the right questions about the position, and respond well to the questions that may be asked of them.

Organizing for Success

This session focuses on the five key elements of working productively – organization, attitude, delegation, information integration and effective use of systems. Improvement in these areas can pave the way to accomplishing more in less time. Participants explore how to best focus their time and energy to net immediate results.

Digital Organization

Feeling overwhelmed with the amount of emails coming into your inbox? Having difficulty being productive on your internet-enabled devices? This presentation helps participants organize, prioritize, and learn the secrets of digital organization and productivity.

Team Collaboration

Work teams function best when everyone is focused on the same goals and objectives. This session covers setting SMART goals as a team, prioritizing individual and team goals, and collaborating with team members to enhance team results.

Employee Skill Building

Effective Time Management

90 Minute Seminar

Prioritizing tasks and meeting deadlines can be overwhelming. Participants in this seminar will learn how to identify habits and processes that improve their productivity including prioritizing, managing time "robber" control and goal setting.

Effective Work Habits

Everyone has personal habits – some are helpful, others may be harmful. The same is true with work habits. Participants learn about ways to optimally achieve desirable results, increase productivity and improve overall satisfaction at work.

Bullying In The Workplace

Bullying is not limited to grade school - it happens in the workplace as well. This seminar focuses on the nature of the bullying process, its risk factors and warning signs, and how to deescalate it at work.

Dealing with Difficult People

Providing outstanding customer service to both internal and external customers is important for an organization to be successful, but can be challenging for employees. Unreasonable demands, tempers, and complaining can impede positive experiences. This seminar examines how conflict develops and provides helpful tools to foster best case scenarios in difficult situations.

Service Excellence

1-Hour Option: Great customer service is at the heart of every thriving organization. This seminar examines the nuances of delivering excellent internal and external customer service, the power of perception and skills to communicate what the customer needs to hear.

2 Hour Option: Includes all the principles of the one hour session PLUS explores how to determine the best way to serve by understanding personality styles.

Team Building

Communicating effectively is an important part of professional and organizational success within a team. Participants learn how to leverage team members' personalities and communication styles to maximize overall team performance.

Shifting Priorities - Being Your Best On A Shift Schedule

Having a work schedule outside of the classic day shift poses unique challenges and opportunities. A large percentage of the population sleeps at night, works during the day and is off on the weekend. Shift workers must develop their own rhythm of sleep time, mealtime, family time, chore time and social time. Participants in this seminar learn how to prioritize and manage a busy lifestyle "off hours".

Increasing Personal Resilience - For Employees

Personal resilience helps people reduce their level of stress, bounce back from adversity, and thrive in life regardless of the challenges. Participants learn about 5 key areas of resilience and how to strengthen their skills in each area in addition to developing their personal resilience-building tool kit.

Nurturing Your Resilience: A Guide for Healthcare Professionals

The work environment in healthcare is dynamic and changing. As a result, employees experience high stress levels and are apt to work reactively rather than proactively. Participants learn the importance of resilience and how their level of balance within the five components of resilience can improve their quality of life. They also develop their personal resilience-building tool kit.



Contact your dedicated Account Manager to determine which topic will best achieve your objectives

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Financial & Legal

Surviving A Drop in Income

Employees work hard for their money but is their money working hard for them? Many individuals are faced with the possibility of a sudden reduction in household income and/or increase living expenses. Participants learn ways to manage money, reduce expenses, explore alternative resources to meet financial needs, and negotiate with creditors.

Estate Planning

90 Minute Seminar

Preparing for the distribution of your possessions after your death can be a confusing and emotional exercise for you and your family members. Having a plan in place reduces the financial and emotional burden and protects the assets intended for your heirs. This seminar provides an overview of estate planning tools such as joint ownership, beneficiaries, wills, trusts, power of attorney, and advanced healthcare directives.

Money Matters

Most people would love to learn either tips about not living from paycheck to paycheck or tips about planning and saving for the future. Participants who attend this seminar will learn about developing a spending plan, setting and reaching financial goals, simple saving strategies and managing debt.

Planning for Retirement

Financially preparing for retirement is important at any age. Understanding how small changes made today can have a huge impact on retirement savings down the road is so important. This seminar provides information, tools, and strategies to help participants understand their current financial position, project their financial needs, and use available resources to assist in making financial decisions.

Identity Theft: How to Protect Your Name and Personal Information

Identity theft, data breaches, and cyber-attacks are happening more frequently than ever before. Once personal information is stolen, it can be used to assume the victim's identity to open accounts, make purchases, and steal money. Participants learn how to minimize risk by protecting personal information, noticing red flags, and recovering from fraud if it occurs.

Keys to Managing Credit

Many people are overwhelmed with bills and carry significant credit card debt that can result in personal stress, low credit scores, and related consequences. Participants learn about credit reports and scores and also how to improve their credit, control spending, and reduce or manage debt.

Proactive Finances for Everyday Living

90 Minute Seminar

Preparing for the unexpected is one of the best ways to be financially healthy. Participants learn about the basic financial building blocks that will prepare them to be financially fit and better able to proactively handle financial challenges that may come their way.

Managing Your Finances

2 Hour Seminar

This seminar combines material from Money Matters and Proactive Finances seminars including budgeting, debt consolidation and daily finance information as well as balancing income and expenses.

Paying For College

Financing a college experience can be intimidating. This seminar reviews information about projecting college costs, sources of funding, and long and short term strategies for saving. Scholarship types are reviewed including some of the myths about them. Participants gain knowledge about FAFSA and evaluating financial aid offers from colleges.



Family & Personal Growth

Parenting Teens: Navigating this Very Unique Stage in Your Child's Life

Most of us would agree that being a parent is the most demanding job a person can have. Raising an adolescent has its own unique set of challenges. Teens are in the developmental stage of individuation and strongly identifying with peers. The paradox occurs when the teen's strong desire for separation from parents conflicts with their need for a rational sounding board to help them contain their own impulsivity. This seminar provides tips on how to navigate and merge these two forces to build a healthy parent-teen relationship.

How To Talk to Kids About Trauma, Illness, Death, Violence & Disaster

When tragedy strikes, we focus on the well-being of those closest to us — our friends and family. As a parent, how we respond to our children's questions is important because they process information differently than adults. Participants learn the basics of child psychology as it relates to children's perception of trauma and disaster based on their developmental age. Participants may submit their own sample questions as an opportunity to learn specific skills in responding to questions.

Living a Balanced Life

It is possible for employees to better balance the competing demands of work, family and friends with their own personal needs. This seminar explores how to find time to manage it all by identifying priorities, rethinking choices, managing expectations and building personal resilience.

The Science of Laughter

Laughter has many benefits that improve overall wellbeing. This interactive seminar helps participants learn how laughter can have a profound impact on mitigating stress and improving health.

Preventing Job Burnout: Learning to Enjoy Work Again

The pressure of work may feel overwhelming at times. This seminar helps employees learn how to bring life back into balance by making a few simple life changes that can alleviate long-term exhaustion and diminished interest in work.

Safety Awareness

In today's world, it is more important than ever for people to be aware of their surroundings at all times. Whether in the car, at home, in the office, at the ATM, or in a store; being cognizant of the environment can help people avert danger. This seminar provides practical types on staying safe by being prepared, remaining aware of surroundings and practicing good safety habits

The Sandwich Generation: Caught in the Middle

The Sandwich Generation refers to those adults who are sandwiched between caring for their aging loved ones and also their own children. This seminar explores best practices in balancing multi-generational responsibilities, maintaining composure and taking good care of yourself.

Enabling: When Is Helping Too Much?

Many of us like to help others. We help our family and friends when they need a hand. We help co-workers when their workload is overwhelming or they are having a difficult day. We help in small ways like running errands or sharing meals, and in large ways like lending money or caring for someone who is ill or injured. This seminar provides insight on actions that are indeed helpful compared to actions that only serve to enable self-destructive behaviors to continue.



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Eldercare & Retirement

A Balanced Retired Life

Planning for retirement involves many aspects, from financial to emotional. In addition to discussing the importance of financial planning, this seminar promotes a broad overview of life in retirement. Topics discussed include health and wellness, connecting with family and friends, and setting goals for a happy retirement.

Social Security

Understanding what Social Security benefits are, when to take them, and how to apply for them can be daunting. This session helps by explaining some common benefits, rules, and options that are part of the Social Security program. Participants receive valuable information and resources to help them sort through the options to make prudent decisions about their financial future.

Medicare Basics

Do I qualify for Medicare? What is the difference between Medicare Part A and Part B? What about medications, are they covered? Questions like these and more are answered in this program about Medicare Basics. Participants learn about the various aspects of Medicare and receive information on how, when, and where to apply for coverage.

Estate Planning

90 Minute Seminar

Preparing for the distribution of your possessions after your death can be a confusing and emotional exercise for you and your family members. Having a plan in place reduces the financial and emotional burden and protects the assets intended for your heirs. This seminar provides an overview of estate planning tools such as joint ownership, beneficiaries, wills, trusts, power of attorney, and advanced healthcare directives.

Understanding Aging Life Care to Make the Best Choices for Your Family

You want to be sure you are taking the best care of your aging loved ones, but sorting through the maze of options is confusing and time-consuming. This training helps participants understand the range of care options available, and focuses on the relative benefits and limitations of each option. Potential sources of funding and support are also reviewed.

Thriving in Retirement

Much has been written about the financial aspects of retirement. Numerous experts have weighed in about savings and investment but not so much about finding meaning and purpose in a post-career chapter of life. This presentation addresses important non-financial topics: shifting identity from work-focused to meaning-focused, and navigating changes in relationships, health, and skills in order to thrive in the retirement stage of life.

Planning for Retirement

Are your employees concerned about being on track for retirement? This seminar provides information, tools, and strategies to help participants understand their current financial position and the options available to achieve their retirement goals.

Optional Retirement Workshop or Seminar Series

A Balanced Retired Life
Social Security
Medicare Basics

3 Hour Workshop or 3 — 1 Hour Sessions

Relaxation & Stress Management

Mindful Meditation

Are your employees mindful or MIND FULL? Being mindful is a mental state of being conscious or aware of something in the present moment, while calmly acknowledging and accepting one's feelings, thoughts, and bodily sensations. Mindful meditation takes patience, dedication and practice. Participants learn techniques to create an atmosphere that is ideal for reducing stress and promoting resilience.

Reducing Stress

We can't avoid stress all of the time, but we can learn to manage it. Participants in this seminar identify practical and effective techniques for managing stress such as: journaling, deep breathing, exercising, and much more.

Got Stress?

2 Hour Seminar

Participants develop ways to deal with stress by learning practical, easy-to-use techniques which eventually become habit. As a result not only are participants better able to cope in the moment, but they also experience a better overall quality of life.

On-site Chair Massage

2 Hour Minimum

Offering chair massages at work is a perfect gift to let employees know you care about their well-being. These short-term, seated massages are given over clothing and focus on the back, neck, shoulders and arms. They are great for pain relief, muscle relaxation, increased circulation and anxiety relief. Each chair massage is provided by a licensed massage therapist and can range from five to ten minutes depending on the number of people who sign up to participate.

On-site Chair Massages are a great addition to any health or benefits fair



Nutrition

Basic Nutrition

What exactly is a *healthy lifestyle*? Eating right, exercising, and finding a good life balance are all components covered in this great session focused on improving your overall nutrition and well-being. An excellent refresher to jump-start a journey to healthier living!

Making Every Step Count

Research suggests that even light to moderate exercise, if done consistently, such as walking can slow down or lessen the effects of aging, reduce stress, and improve stamina while enhancing overall well-being. Wearing a pedometer is an accurate and fun way to monitor activity level on a consistent basis. Participants learn how to resourcefully use their pedometer to ensure that they are making every step count.

Muscle In and Take Charge

Finding time in a busy schedule to exercise can be a challenge. Fitness experts help participants establish personalized goals that fit well within their lifestyle and schedule. The importance of resistance training and hands-on practice in strength building is also reviewed.

Being Flexible

One easy way to incorporate exercise into any workday is to stretch. Fitness experts help participants identify and learn how to add flexibility training at work or at home by practicing specific stretches for head, neck and shoulders.

Straight From the Heart

Paying attention to heart health is one of the best things employees can do to improve their quality of life. Participants learn about the many aspects of heart health and cardiovascular fitness including eating and exercise best practices.

How To Grocery Shop — The Healthy Way

When you walk in a grocery store what is the first thing you look for? Do you go straight for the middle aisles or do you spend most of your time around the perimeter? Believe it or not, there are many simple tips a person can use to shop in a healthier way. In this seminar, participants learn new skills and tools for grocery shopping the better way!

Getting Healthy/Staying Healthy

Are you ready to jump-start your wellness plan but don't know how to take that first step? Participants learn how to improve health through weight management, healthy food choices and exercise that is a choice — not a chore!

Healthy Holiday Eating

Take the guilt out of holiday eating by learning a few survival tips. Participants identify strategies for healthy eating at holiday parties, the best and worst picks at the banquet table, and how to lighten up favorite holiday recipes.

Managing Your Weight for Good

Losing weight is portrayed as a simple endeavor... just eat less and move more and you will shed pounds. Anyone who has tried to lose weight knows it is not that easy. Participants learn the keys to managing weight by making good food choices, including activity in their daily routine, and managing emotional eating.

Eating Better on the Run

Dining out today is no longer reserved for special occasions; it has become a way of life. With portion sizes growing, it is no surprise that we are gaining weight at an alarming rate. The good news is that restaurants today offer plenty of options. Learn how to make better choices when dining out!

Quick and Healthy Meals

A busy schedule doesn't have to mean take-out for dinner! In this seminar learn how to plan menus, simplify food preparation and prepare your favorite recipes in healthy way.

Mindless Eating — Why We Eat More Than We Think

Did you ever eat the last piece of cake even though it was stale and tasteless? Or, have you finished a bag of chips while watching TV without even realizing it? If so, come learn about the "hidden psychology" of eating and discover how our food environment drives us to eat more than we should.

Nutrition

Portions — Look How They've Grown

Portions have grown at an alarming rate throughout the years. This seminar teaches participants what a healthy serving size looks like and ways to gain control over portions and choices.

What Can I Eat?

One day the headlines tell us to eat more fish, the next day they tell us not to because of the mercury found in fish. What about fruits and vegetables? Should I buy fresh, frozen or organic? What should I use—butter or margarine? This seminar clears up the confusion and provides answers to these questions and more!

Making Sense of Supplements

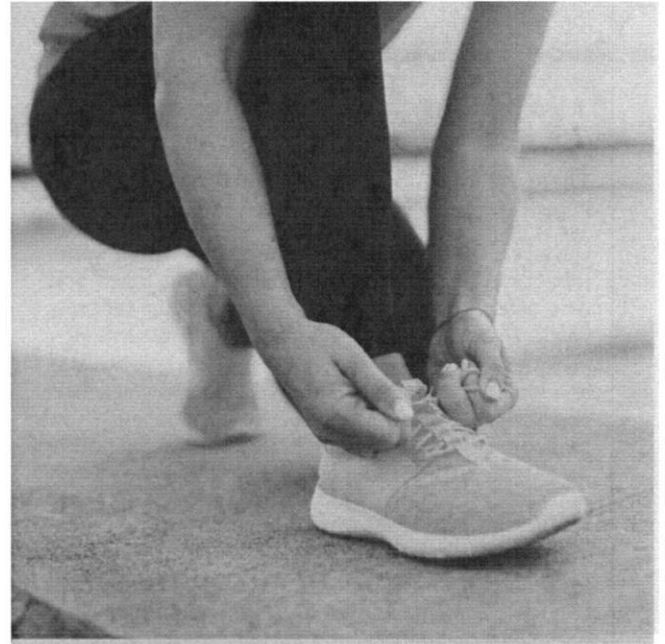
Are you taking a multi-vitamin “just in case” or using a sports supplement because you think it may give you an edge? This seminar describes when a supplement is needed and what to look for when choosing one. The latest research on calcium & vitamin D, antioxidants, omega-3, weight-loss and sports supplements will also be reviewed.

Eating for a Healthy Heart

When it comes to heart disease, prevention is your best bet. While you can't change your family history, you can make changes in your lifestyle that can lower your risk of having a heart attack. Participants learn about risk factors for heart disease, cholesterol, and which foods to limit or include in your diet.

The Role of Diet In Cancer Prevention

Cancer is a complicated disease. We don't know what can cause cancer in any one person, so we look at risk factors. This presentation addresses the various lifestyle changes you can make to minimize your risk.



Don't Forget:

All seminars are 60 minutes unless otherwise noted.

General Wellness

7 Dimensions of Wellness

Wellness. The word invokes thoughts of nutrition, exercise, preventative health care, etc. Wellness, however, is actually the full integration of seven dimensions - each overlapping and affecting the other. Each dimension contributes equally to a sense of well-being and improved quality of life.

Time To Quit: Start Your Path to a Tobacco-Free Life

Have you been thinking it's time to quit or minimize tobacco use? Are you concerned about a loved one who uses a tobacco product? Do you worry about health issues related to tobacco use? This seminar provides education pertaining to tobacco products and how they impact health. Participants will learn about ways to successfully arrest tobacco use, how to manage roadblocks, and direction to start the journey on a tobacco-free life.

New Attitude

How do you stay committed to your wellness goals and keep a positive outlook? This seminar helps participants stay motivated to make lifestyle changes and continue on the path toward a new and more confident self.

Diabetes Prevention

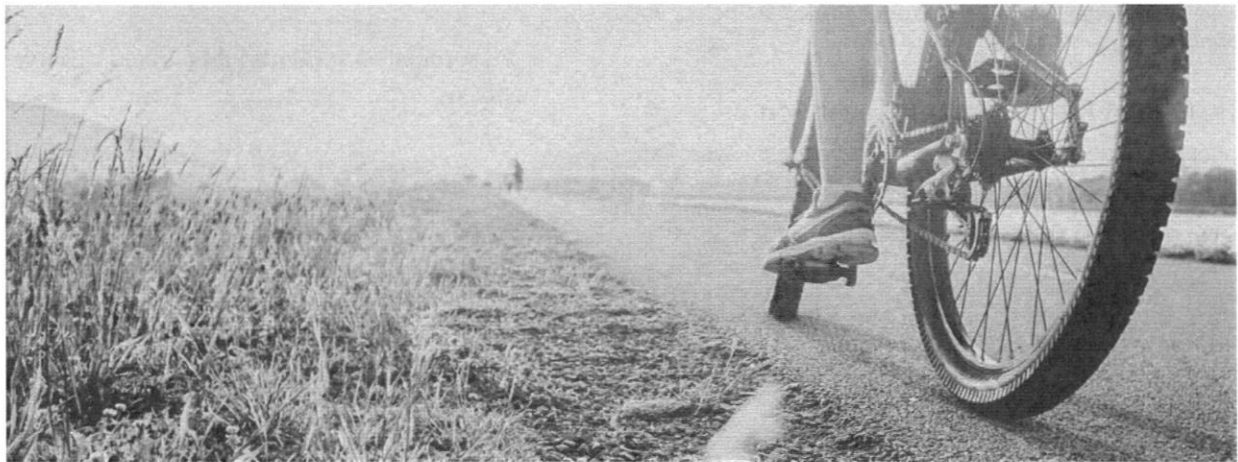
Are you at risk for Diabetes? Have you been diagnosed with pre-diabetes? This session covers facts about this common disease and strategies for reducing your risk. Participants will learn to identify potential indicators, be proactive, reduce their overall risk for diabetes, and set goals for better overall health.

Signs & Symptoms of Heart Attack & Stroke

Heart attack and stroke are life changing events. This seminar explores the signs and symptoms of emerging cardiovascular problems, what lifestyle changes help to prevent them from occurring, and how to seek immediate help at the onset of symptoms.

How to Speak With Your Physician

Studies show most patients only get about 15 minutes of face time with their physician during a routine appointment. Learn how to make every second of that time count! This seminar gives participants a set of tools to optimize their doctor visits by preparing for the appointment including communicating their questions, concerns and need for additional information.



General Wellness

Osteoporosis

This seminar reviews the risks for osteoporosis and the role of diet and exercise in preventing this disease. Osteoporosis does not have to be a normal part of aging. There's a lot you can do to protect your bones throughout your life. Come learn about the role of nutrition and exercise in preventing this disease.

Get Moving

Is physical activity part of your life? If not, come learn how to get started and what it takes to develop a life-long fitness routine. Learn about the newest tools and resources to help you stay "plugged in".

Sleep

Sleep is important for maintaining a healthy lifestyle. On the other hand, sleep deprivation impacts our ability to function well in many aspects of our day-to-day lives. In this presentation, participants learn about the science of sleep; tips and techniques to improve the quantity and quality of sleep; and how to wake up feeling refreshed, restored, and ready to conquer the day.

Will Power

We all have personal goals or dreams we hope to fulfill someday. No matter how much we truly want to succeed or how hard we try, there are still times when we feel we will never get there. Don't give up! This course teaches participants how to stay motivated, strengthen (or find) will power, and follow a specific step-by-step plan to achieving goals. Come for the knowledge or just come for the fun; you'll be glad you did!

Be Happy

The old adage "Don't worry, be happy" is not just a saying – it is scientifically proven! Employees who are happier demonstrate stronger interpersonal skills, better attendance and productivity, and are generally more motivated and successful than their somber counterparts. This seminar helps participants understand the need for positive thinking, develop skills for pursuing happiness on a daily basis, and learn best practices for living with intention and purpose.

SMART Goal Setting: A Healthier You

Applying the principles of SMART goal setting requires setting specific, meaningful and realistic goals that fit into your personal lifestyle. This seminar guides participants through the process of developing a plan of action around a change they are ready to make by asking a series of powerful questions. Participants walk away with the blueprint to build a healthier life.

Stretching the Workday

Mini stretch breaks help reduce muscle tension that comes from remaining static or fixed in one position for too long. Muscles that remain still naturally tire more easily which leads to decreased circulation, discomfort and fatigue. Participants learn how to use stretching to help relieve fatigue, aches and pain caused by repetitive movements, awkward postures and excessive force.

Basics of Men's Health

This seminar takes a look at men's unique health issues and needs. Participants learn about the leading causes of illness and death for men including risk factors and which screenings are recommended as part of men's preventative health routine.

Basics of Women's Health

This seminar discusses the unique aspects of women's health and wellness needs. Participants learn about the leading causes of illness and death for women including risk factors and recommended screenings as part of women's preventative health routine.

Women's Wellness for 40 Plus

This woman-to-woman discussion addresses the issues all ladies are concerned about regarding their health and happiness beyond 40. What role does exercise and stress play in our overall health as we age? Participants learn the answer to this question and many more in this lighthearted and informative seminar just for women.

Aging Well

We have the good fortune of living longer and healthier lives than any other generation in history. The way our society views age is changing and the individual perception of aging is evolving. Participants learn about best practices to promote aging well.

Don't Forget:

All seminars are 60 minutes unless otherwise noted.

Mental Health Awareness

Suicide Prevention

According to the National Institute of Mental Health, suicide is the cause of death for about 41,000 people each year in the United States. This seminar reviews the risk factors for suicide and the indicators of potentially suicidal behavior as well as practical tips on how to best help someone who may be at risk.

Behavioral Health Awareness In The Workplace

This interactive seminar incorporates scenarios that lead participants to think through appropriate responses to common behavioral health concerns that are encountered in the workplace. Guidelines are provided on how to most effectively support employees including helping someone who may be suicidal, distressed, behaving erratically, or exhibiting aggressive behaviors.

Psychological First Aid and Crisis Support

90 Minute Seminar

Providing support and psychological first aid after a crisis are key components in activating an individual's resilient qualities. In this seminar, participants will explore the characteristics, components and steps to provide psychological first aid, understanding of critical incidents and stages of recovery, and how to recognize and support an individual experiencing emotional distress, personal crisis, and suicidal thoughts.

Stress, Trauma & Psychological Wellness

Good stress can be a motivator to make changes, however, some individuals are exposed to chronic stressors that negatively impact psychological well-being. This seminar explores stress and stress reactions, trauma and secondary trauma, and fueling psychological wellness. Participants learn how to recognize the signs and symptoms of stress overload, create a stress management toolkit, and seek support.

Effects of Cumulative Stress

2 Hour Seminar

Cumulative stress is a common experience for people who work in chronically stressful situations. This is an advanced seminar building on the material covered in our *Stress, Trauma, and Psychological Wellness* presentation with in-depth information about the physical and neurological effects of chronic stress and cumulative trauma.



Contact your dedicated Account Manager to determine which topic will best achieve your objectives

800.356.0845 or training@paseap.com

At Work

Workplace Ethics

What are the core values and ethics of our business world? How do we live by them and why are they so important? This workshop addresses the philosophical aspects of ethics and values and provides tips for hands-on, practical approaches to apply them to life at work. Topics explored in this seminar include defining ethics, determining and doing what is right, identifying behaviors that are ethical vs. unethical, and reviewing case study examples.

Drug-Free Workplace Training

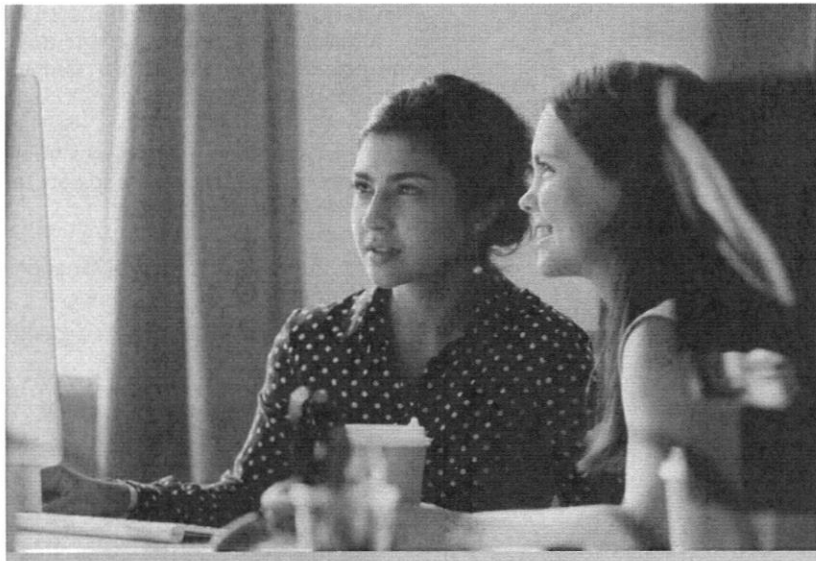
Employees and supervisors learn about the impact of drugs and alcohol in the workplace, the role of the EAP as a part of the drug-free workplace plan, safety considerations, signs and symptoms warranting reasonable suspicion, testing and return to work protocols. DOT/Federal Drug-Free Workplace-specific content is also available for compliance training purposes.

About PAS Workplace Trainings

PAS develops workplace-training topics to address some of the most common aspects of work and life that impact employee safety, productivity and well-being. These presentations may be customized to meet organizational or workgroup-specific needs. Please consult with your Account Manager about your specific needs and applicable customization fees.

To learn more, please contact PAS' Account Services Department

800.356.0845
training@paseap.com



Workplace Support Services



Requesting onsite support

If your organization has experienced a critical incident or disruptive event needing onsite support, please call for immediate consultation and to arrange services.

800.356.0845

Critical Incident/Disruptive Event Support

PAS' specially trained counselors are available to provide on-site support for managers and employees who have been impacted by disruptive events at work. Our support services are designed to foster resilience, restore a sense of emotional safety, and communicate the availability of additional assistance to those in distress.

Our workplace consultants help you create a plan to activate employee resilience, taking into account the culture of your workforce. We will review the nature of the incident with you, what actions are already underway to promote resilience, and which on-site response services may be most beneficial for your employees based on the severity of the disruptive event and your employees' level of impact.

Our workplace responders provide support for disruptive events such as:

- Life threatening disaster
- Death of an employee
- Acts or threats of workplace violence
- Criminal activity
- Reductions in force
- Cumulative stress and trauma (chronic exposure to the suffering of others)

Pre-incident training videos for managers are available 24/7 from PAS' website, www.paseap.com, and can be viewed from any internet-enabled device:

- Critical Incident Response
- Setting the Stage for Resilience

Using the EAP as a Management Tool

Managers and supervisors are in a position to detect patterns of declining work performance, problematic absenteeism and tardiness, or troubling employee behavior. Confronting an employee about slipping performance is probably not the most comfortable part of the job, but work performance problems rarely correct themselves without some intervention on the supervisor's part.

Often these situations are successfully addressed and corrected with feedback and coaching around expectations for change. But when the problematic performance, attendance or behavior does not improve with typical supervision techniques, it is possible that the employee is experiencing personal concerns that are impacting them at work.

PAS provides an effective performance improvement tool for supervisors and managers - the mechanism to refer under-performing, potentially troubled employees to the EAP. PAS is available to provide on-site training about the EAP referral process either as part of a routine manager's meeting or as a stand-alone training.

Videos are also available as a training option through PAS' website 24/7, www.paseap.com, and can be viewed from any internet-enabled device:

- Introduction to PAS Management and Organizational Services
- Using the EAP as a Management Tool



Workplace Support Services

Employee Orientation to the EAP

Every one of us experiences demands for our time and energy, both on the job and off. The key to balancing it all is having access to the right tools, resources, and support. PAS offers a wide array of counseling, coaching and consultation services to help employees answer questions, address challenges, achieve goals and thrive in life.

PAS is available to come on-site to review the EAP benefit, describe the broad array of services that are available to employees and their families, discuss the confidential nature of the service, distribute EAP brochures, and answer any questions employees may have.

Employee orientation to the EAP, "What can PAS do for You?" is also available 24/7 via PAS' website, www.paseap.com, and may be viewed from any internet-enabled device.

Health or Benefit Fair Booth

PAS is available to host a booth at health and benefits fairs or open enrollment meetings to inform employees about EAP counseling, coaching, and consultation services. Brochures and flyers are also provided.

Workplace Restructuring Support

PAS is available to provide group and one-on-one support for employees facing organizational restructuring involving reductions in force. PAS provides in-the-moment support and also educates participants about the many services available to them through PAS (career coaching, money coaching, in-person personal and family counseling, and much more). Support is also offered to employees whose employment status remains unchanged, including all leadership directly involved in the restructuring process.

To learn more, please contact PAS' Account Services Department

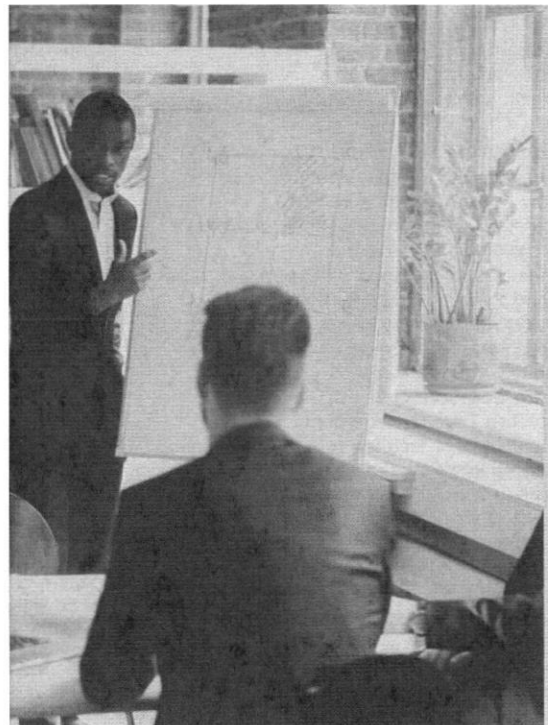
800.356.0845

training@paseap.com

Workplace Videos

PAS offers a selection of brief videos available 24/7 via the PAS website, www.paseap.com. The videos, listed below, may be viewed from any internet-enabled device and include information about EAP services including critical incident response, performance management, resilience and assisting individuals who are in emotional distress. Please consult with your account manager if you would like more extensive training on any of these topics.

- Introduction to Management and Organizational Services
- Critical Incident Response & Psychological First Aid for Managers and Human Resources
- Setting the Stage for Resilience for Managers and Human Resources
- Using the EAP as a Management Tool
- Employee Orientation to the EAP - What Can PAS do for You?
- ICU – Identify, Connect, and Understand coworkers in emotional distress



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Workplace Videos



TRAINING CATALOG

2020

Council Reviewing Proposed Fiscal Year 2021 Budget

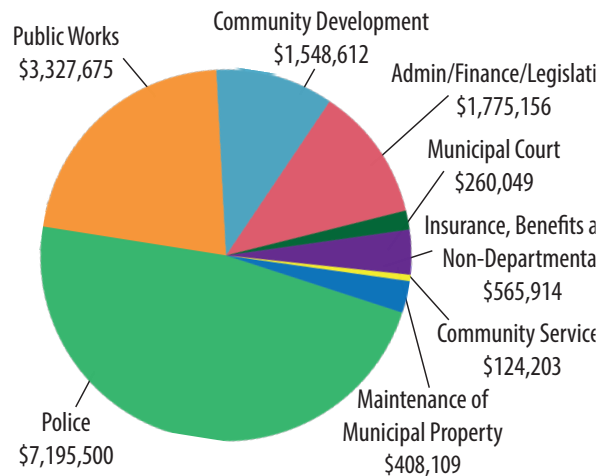
The City Council is currently reviewing the proposed budget for Fiscal Year 2021 (FY21), which begins July 1, 2020. In developing the annual budget, city staff rely upon a variety of planning documents, including the Comprehensive Plan 2030, the five-year Capital Improvement Plan, the FY2018-2020 Strategic Plan and the newly adopted Parks Master Plan. The budget is guided by the principles of maintaining high service levels, responsiveness to the needs of residents and businesses, preserving long-term financial stability and providing for well-planned capital investment to preserve infrastructure and facilities. FY21 will be a particularly challenging year due to the severe economic impact of the coronavirus pandemic.

General Fund

The city's General Fund relies heavily on Intergovernmental Revenues, including sales tax (43% of revenues) and utility licenses (38% of revenues), and these revenues sources have essentially been flat for several years. As sales tax revenues are received by the city more than two months following their submission by retailers to the state, the impact of the coronavirus on the city's budget has not yet been realized.

(Continues on page 7)

General Expenditures by Department



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City Calendar
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Support Local Restaurants

Citizens Encouraged to Participate in Virtual Public Meeting

In order to follow the regulations and guidelines of the St. Louis County Department of Public Health and help curb the spread of COVID-19, the Creve Coeur City Council has passed emergency legislation to authorize videoconference and teleconference public meetings during a declared emergency.

Public participation plays an important role in municipal governance and is encouraged during virtual public meetings. Although the Government Center building remains closed to the public, citizens are invited to participate in public meetings in any of the following ways:

Video Livestream — City Council meetings and Planning and Zoning Commission meetings will be livestreamed online through a remote conferencing service called Zoom, which offers audio and videoconferencing. Members of the public can watch, listen and make public comments during the meeting by accessing the link listed in the meeting agenda.

Teleconference — All boards, committee and commission meetings will be accessible by teleconferencing, where individuals can call the phone number listed in the agenda to listen to a participate in the meeting.

Email — Public comments may also be emailed to the city clerk or city staff liaison prior to the meeting, to be shared with board, committee and commission members during the meeting.

Live Audio — As always, City Council meeting and Planning and Zoning Commission meeting have audio livestreams available (listen only). The audio livestream can be found by visiting the Agendas & Minutes page under the Government tab on the City's website. When the meeting is scheduled to begin, a link to the audio livestream will become available.

For up-to-date information on upcoming public meetings, please check the meeting agenda or the City calendar at www.crevcoeurmo.gov/calendar.



Proposed Fiscal Year 2021 Budget *Continued from page 1*

Sales tax revenues are expected to be down substantially in FY21, and staff will be monitoring all revenues closely and adjusting programs and services accordingly. General Fund revenues are expected to be down by at least 6.3% compared to budgeted revenues for FY20. Operating expenditures are projected to decrease 2.4% from what was budgeted in FY20 to \$15,205,218.

As a service organization, personnel-related expenditures comprise 72% of the General Fund. In consideration of this fact, the proposed FY21 budget includes a freeze on salaries and no new positions.

Capital Improvement Fund

The proposed budget is based on the five-year Capital Improvement Plan adopted by the City Council on April 27. The half-cent capital improvement sales tax is the major funding source, accounting for approximately \$2 million in projected FY21 revenues. The city has been successful in obtaining approximately \$893,000 in grant funding for FY21 capital projects. Proposed Capital Improvement Fund expenses include \$4,142,184 for projects, although some projects will likely be deferred to future years depending on how revenues are affected by COVID-19.

Municipal Enterprise Fund

The Enterprise Fund includes operations and maintenance of the golf course and ice arena. Operating revenues are projected to increase by 16.27% to \$1,139,130, due to the coronavirus pandemic decreasing revenues in FY20, as well as a projected increase in green fees for FY21. Operating expenses for the Enterprise Fund are anticipated to

increase by 4.41% to \$1,173,700, due to an increase in cleaning and painting of the ice arena, equipment purchases and an increase in normal operating expenditures.

Public Safety Sales Tax Fund

A countywide half-cent public safety sales tax was approved by voters on April 4, 2017. Cities in St. Louis County receive 5/8 of the revenues based on population. These revenues will help offset the increasing cost of providing high quality police services including maintaining required manpower, competitive salaries and benefits equipment, technology, training, and maintenance and operating expenses for the new police station.

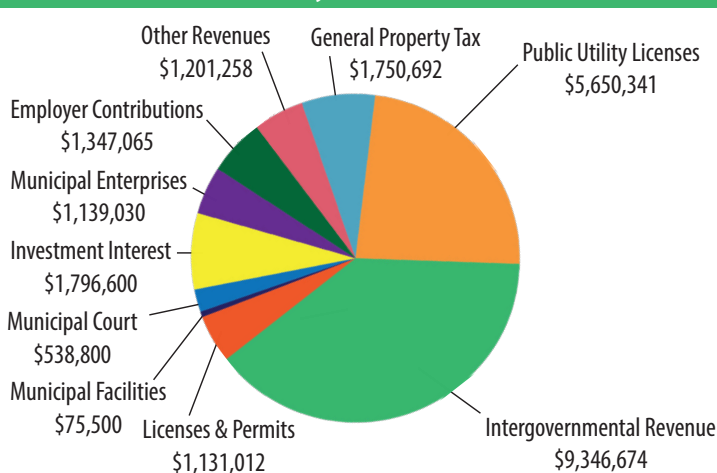
The Finance Committee is also in the process of reviewing the budget and will forward their recommendations to the City Council.

The proposed FY21 budget is available online at www.crevecoeurmo.gov/Budget. For questions or comments, please contact Mark Perkins, City Administrator, at (314) 872-2515. Citizens are encouraged to participate in the online public hearing Tuesday, May 26, at 7:00 p.m.

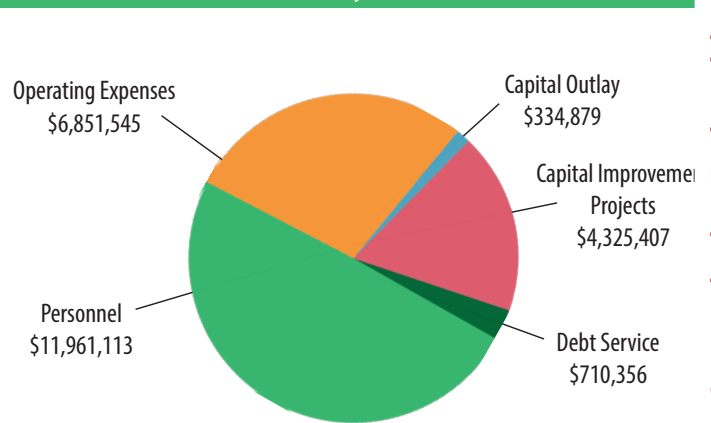
FY2021 Budget Public Hearing Tuesday, May 26, 7:00 p.m.

*This public hearing may be held online due to COVID-19.
Please continue to check the City website for updates.*

Where the Money Comes From (All Funds)



Where the Money Goes (All Funds)



Creve Coeur Police Department Collecting Medical Supplies for Local Hospitals



The Creve Coeur Police Department is partnering with BJC HealthCare to collect medical supplies donations from the community to support local medical professionals who are directly caring for people with COVID-19.

"Through our partnership, the community can support health care workers by donating PPE that is crucial for their safety and protection," said Chief of Police Glenn Eidman. "We are seeing incredible people stepping forward to help, and we are truly grateful for the outpouring of support we have received."

Thanks to donations from individuals in our community, the bin in our lobby is completely filled two or three times per day with essential medical supplies."

Donations can be dropped off at the Creve Coeur Police Department (350 N. New Ballas Rd.) between 8:00 a.m. and 5:00 p.m., Monday through Friday. Items with high-priority needs include surgical masks, N95 masks, homemade masks, hand sanitizer and sanitizing wipes. A full list of needed supplies can be found at BJC.org/CoronavirusDonations.

Popular Annual Financial Report



Communication: Review of the PAFR (New Business)

City of Creve Coeur, Missouri
For Fiscal Year Ending June 30, 2019



Mark Perkins, ICMA-CM
City Administrator



Lori Obermoeller, CPFO
Director of Finance

A Message from the City Administrator and the Director of Finance

Creve Coeur Citizens,

In our ongoing effort to inform Creve Coeur citizens about the state of city finances, we are pleased to present the 2019 Popular Annual Financial Report (PAFR).

The report is reflective of our commitment to preserving the city's long-term financial health. Further evidence of this is the city's AAA Standard & Poor's bond rating; Creve Coeur is one of a handful of such highly rated cities in the state of Missouri. This bond rating was renewed prior to issuance of the city's 2017 General Obligation Debt.

The financial activity statements included herein are taken from the city's Comprehensive Annual Financial Report (CAFR). The CAFR provides more detailed information and includes an audit from an independent firm of licensed certified public accountants.

The CAFR is prepared in accordance with Generally Accepted Accounting Principles (GAAP) in the United States of America. The PAFR is prepared in accordance with the Government Finance Officers Association standards and in conformity with GAAP.

We do not include Fiduciary Fund information in the PAFR. Most of the City's services are included in the governmental funds and proprietary funds (operations of ice arena and golf course) so those are the funds that we include in the PAFR. Because the information in the CAFR can be technical and complex, we have developed the PAFR to provide citizens with an overview of the City's finances.

We hope you find this report to be informative and we welcome your comments and questions. Please feel free to contact either of us to discuss any aspect of this report. Citizens may keep apprised of the state of city finances by reviewing the CAFR or the quarterly financial reports posted to the city website at www.crevecoeurmo.gov/QuarterlyFinancial.

Sincerely,

Mark Perkins
City Administrator

Lori Obermoeller
Director of Finance

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Government Finance Officers Association

Award for Outstanding Achievement in Popular Annual Financial Reporting

Presented to

**City of Creve Coeur
Missouri**

For its Annual
Financial Report
for the Fiscal Year Ended

June 30, 2018

Executive Director/CEO

The City of Creve Coeur was the recipient of the Award for Outstanding Achievement in Popular Annual Financial Reporting by the Government Finance Officers Association of the United States and Canada for its Popular Annual Financial Report for fiscal year ending June 30, 2018. The Award for Outstanding Achievement in Popular Annual Financial Reporting is a prestigious national award recognizing conformance with the highest standard for preparation of state and local government popular reports.

Visit www.gfoa.org, for more information about this award and

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Financial Activity Statements for Years Ended

June 30, 2018 and June 30, 2019

All Government Fund Types		
Revenues	2018	2019
Property Taxes	\$1,394,024	\$1,525,424
Sales Tax	\$7,715,670	\$8,328,954
Public Utility Licenses	\$6,023,630	\$5,905,256
Other Taxes	\$134,540	\$136,425
Licenses and Permits	\$1,169,663	\$1,142,844
Municipal Facilities	\$81,432	\$72,462
Intergovernmental	\$2,413,260	\$2,134,189
Fines & Forfeitures	\$482,945	\$628,209
Charges for Services	\$51,431	\$39,730
Investment Income	\$257,277	\$735,686
Miscellaneous	\$252,257	\$1,055,370
Total Revenues	\$19,976,129	\$21,704,549
Expenditure by Function		
General Government	\$2,937,923	\$2,936,220
Public Safety	\$7,517,294	\$7,302,121
Public Works	\$3,271,193	\$3,362,777
Community Development	\$1,411,244	\$1,505,714
Capital Outlay	\$5,234,058	\$8,877,393
Debt Service (Principal & Interest)	\$565,622	\$711,656
Total Expenditures	\$20,937,334	\$24,695,881
Other Financing Sources/Uses		
Transfers-In	\$1,200,000	\$531,167
Transfers-Out	\$1,200,000	\$531,167
Net Bond Proceeds	\$0	\$0
Proceeds from Capital Lease	\$0	\$0
Proceeds from Sale of Capital Assets	\$56,026	\$54,549
Net Changes in Fund Balance	(\$905,179)	(\$2,936,783)

All Government Fund Types

All Governmental Funds for the City include the General Fund, the Capital Improvement Fund, the Sewer Lateral Fund, the Police Building Fund, the Debt Fund and the Public Safety Sales Tax Fund. During 2019, the city's revenues and sources were lower than expenditures and uses in its Governmental Funds by \$2,936,783, due to the construction costs for the police building.

Overall revenues increased \$1,728,420. Expenditures increased by \$3,758,547 with increases occurring in Public Works, Community Development, Capital Outlay and Debt Service.

Enterprise Fund		
Revenues	2018	2019
Food Service Revenues	\$56,759	\$58,341
Golf Course Revenues	\$355,508	\$359,400
Ice Arena Revenues	\$642,613	\$703,340
Total Operating Revenues	\$1,054,880	\$1,121,200
Operating Expenses		
Food Service Expenses	\$54,843	\$52,400
Golf Course Expenses	\$514,336	\$512,200
Ice Arena Expenses	\$497,863	\$530,600
Depreciation	\$294,322	\$296,300
Total Operating Expenses	\$1,361,364	\$1,391,700
Non-Operating Revenue (Expenses)		
Investment Income	\$39	\$0
Interest Expense	\$0	\$0
Loss on Disposal of Assets	\$6,245	\$0
Total Non-Operating Revenue (Expenses)	\$6,284	\$0
Loss Before Capital Contributions and Transfers	(\$300,200)	(\$270,538)
Capital Contributions	\$204,515	\$0
Transfers-In	\$0	\$0
Change in Net Assets	(\$95,685)	(\$270,538)
Net Assets, July 1	\$3,565,287	\$3,469,602
Net Assets, June 30	\$3,469,602	\$3,199,064

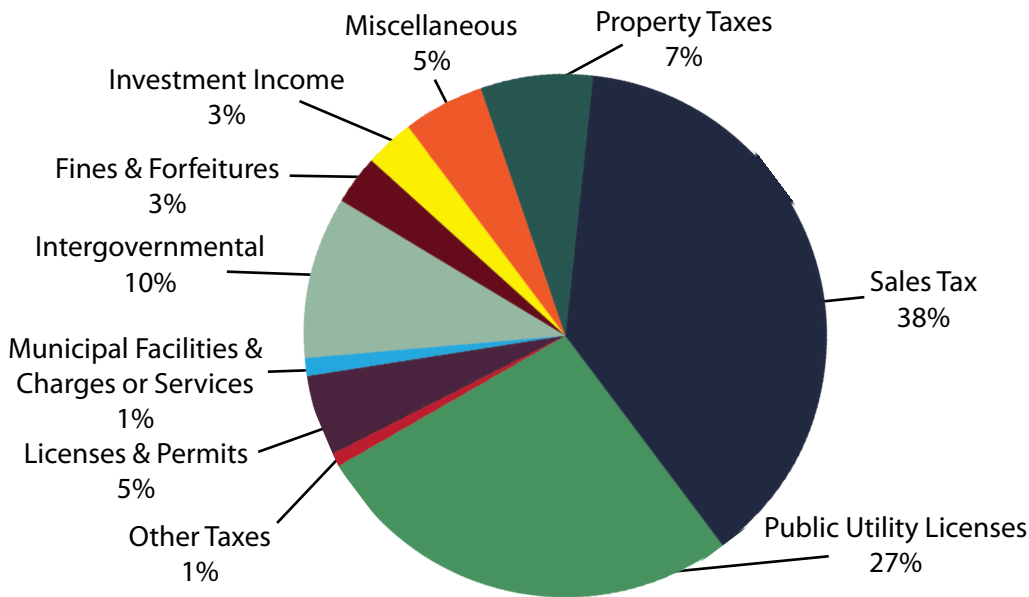
General Government and Public Safety expenditures were lower than the previous year.

Enterprise Fund

The Enterprise Fund records the financial activity of the recreation activities conducted at the Dielmann Recreation Complex. The operating loss of the Enterprise Fund decreased in 2019 from \$300,200 to \$270,538. The revenues of the Enterprise Fund covered all operating expenses in 2019 with the exception of depreciation of capital assets.

Communication: Review of the PAFR (New Business)

Where Does the Money Come From?



Government Fund Revenues	FY2019
Property Taxes	\$1,525,400
Sales Tax	\$8,328,900
Public Utility Licenses	\$5,905,200
Other Taxes	\$136,400
Licenses and Permits	\$1,142,800
Municipal Facilities and Charges for Services	\$112,100
Intergovernmental	\$2,134,100
Fines & Forfeitures	\$628,200
Investment Income	\$735,600
Miscellaneous	\$1,055,300
Total	\$21,704,500

Public Utility Licenses: As of the end of FY2019, the gross receipts tax on sales of electric, gas, telephone and water services within the city were 8 percent for commercial. Residential rates were 7 percent. These commercial rates were amended effective November 1, 2018. Residential electric rates were amended effective March 1, 2019. A 5 percent video service fee is also included.

Sales Tax: derived from the 1.25 percent general retail sales tax, the 0.5 percent capital sales tax, and the 0.5 percent public safety sales tax. A portion of the sales tax revenue is shared with other cities and St. Louis County (see article on page 6).

Intergovernmental: revenues from grants and pass-through monies from the state of Missouri and the U.S. government, including gasoline tax, auto sales tax and road and bridge money.

Fines & Forfeitures: derived from fines and costs levied in the court.

Licenses & Permits: includes building permits, business licenses, and other permits.

Property Taxes: derived from the city's real estate tax rate of \$0.075 for residential and \$0.077 for commercial property per \$100 assessed valuation. 2019 also includes a Creve Coeur debt levy of \$0.082.

Miscellaneous: derived from sources such as reimbursements, refunds and other sources.

Investment Income: revenue earned by investing city funds throughout the year, pursuant to the city's investment policy.

Other Taxes: primarily tax revenues for the sewer lateral program.

Municipal Facilities & Charges for Services: revenues from fees for use of city facilities and recreation programs and charges for services such as the school resource officer contract with the Parkway School District.

Capital Improvement Program

The Capital Improvement Program (CIP) is the city's long-range planning tool for improvements to infrastructure, parks and other community facilities and to establish funding for high-priority projects in a timely and cost-effective fashion. The CIP provides a systematic approach to replacing deteriorating infrastructure and major capital equipment, and adding new facilities that enhance the quality of life in Creve Coeur.

The CIP covers a five-year period and is updated annually. Projects are prioritized based on the following criteria:

- Public safety
- Condition of existing facility
- Operating efficiency
- Citizen demand
- Economic growth
- Protection and conservation
- Beautification
- Coordination (projects, regulations)
- Availability of funding

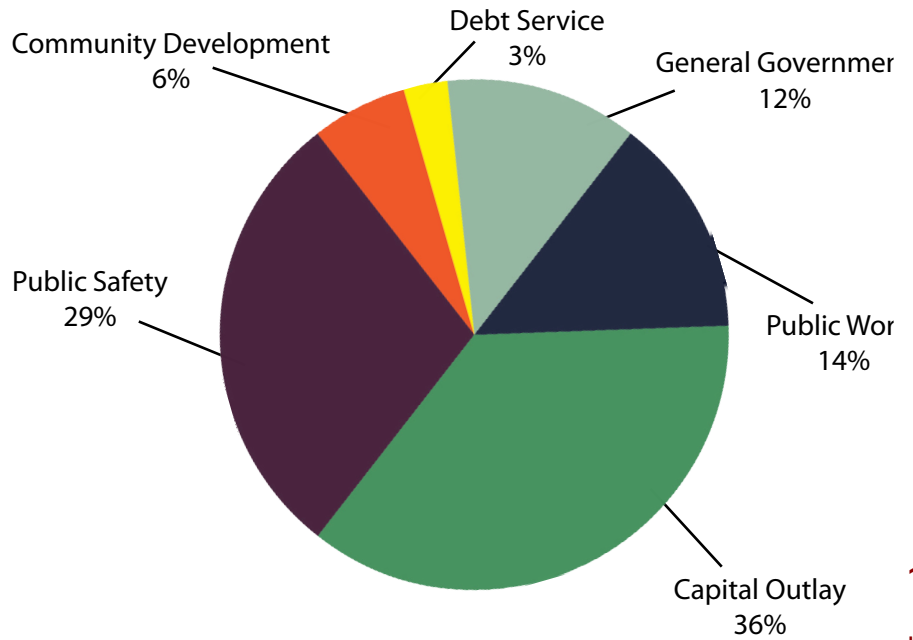
Capital Fund Expenditures	FY2019
Streets & Sidewalks	\$2,034,700
Stormwater	\$3,100
Parks and Recreation	\$100,500
Government Facilities	\$324,200
Capital Equipment	\$316,800
Administration	\$83,600
Total	\$2,863,200

The Planning and Zoning Commission and Finance Committee review the plan and forward a recommendation to the City Council. The City Council holds a public hearing and ultimately decides on CIP's adoption.

The CIP and other long-range planning documents are available for review at the Government Center and on the city's website ... www.crevecoeurmo.gov/CIP.

Where Does the Money Go?

Government Fund Expenditures	FY2019
Community Development	\$1,505,714
Debt Service	\$711,656
General Government	\$2,936,220
Public Works	\$3,362,777
Capital Outlay	\$8,877,393
Public Safety	\$7,302,121
Total	\$24,695,881



Community Development: expenditures relating to planning, zoning, building inspection and code enforcement.

Debt Service: debt service payments include both principal and interest debt issued for the construction of the police building (2017). Construction was completed during fall of 2019.

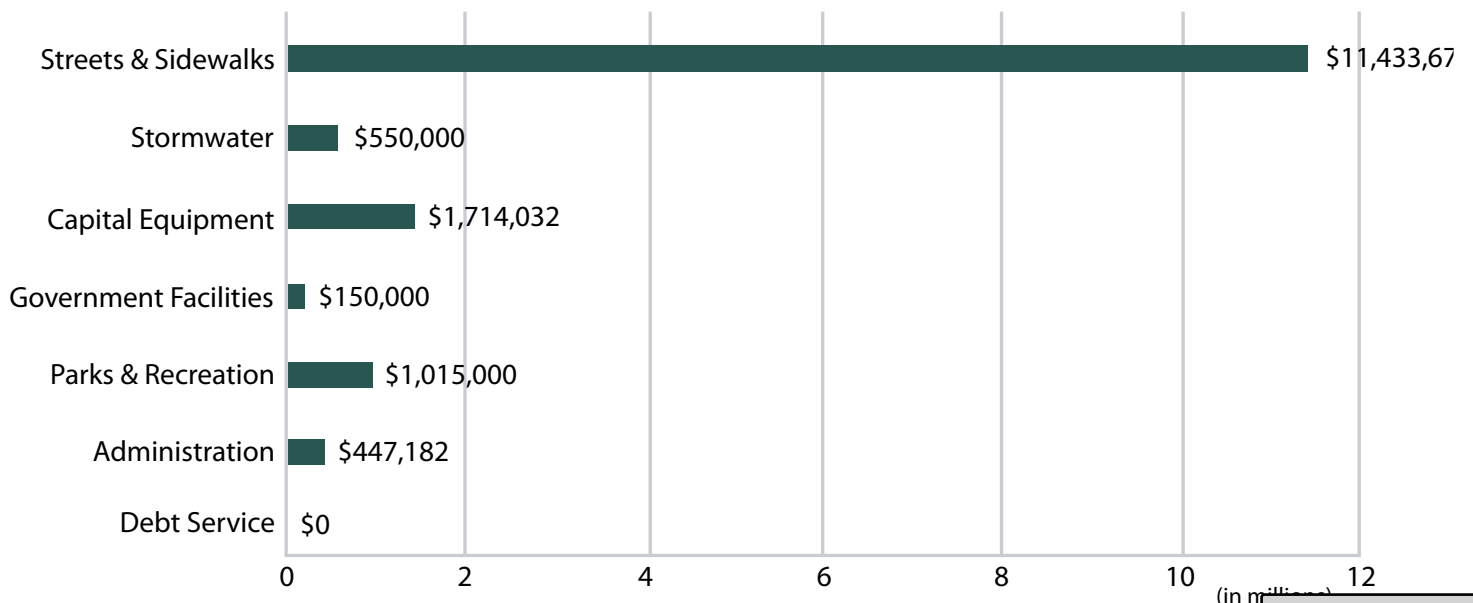
General Government: expenditures relating to city council, city clerk, city administrator's office, finance, municipal court, insurance, sewer lateral program and other related functions.

Public Works: expenditures relating to services such as streets : sidewalk maintenance, parks, building maintenance, refuse and recycling collection, engineering and other related services.

Capital Outlay: accounts used to purchase capital items and th construction or acquisition of major capital facilities.

Public Safety: expenditures relating to the police department, including administration, investigation, patrol and dispatching.

Capital Improvement Plan Five-Year Projections 2020-2024

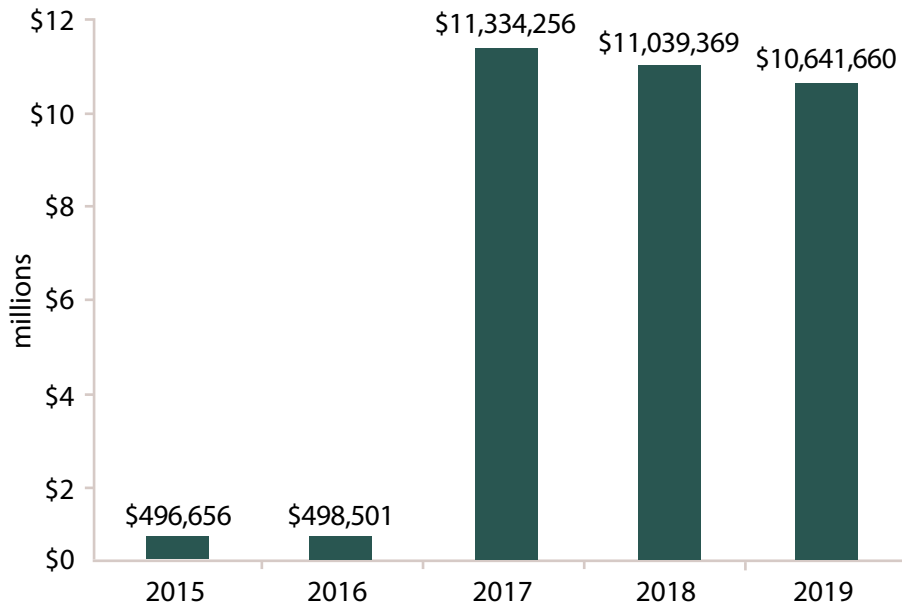


Where Does Property Tax Go?

Tax Entity (FY2019)	Rate	Cost
Parkway School District	3.7661	\$2,863
Ladue School District	3.5425	\$2,693
Creve Coeur Fire District	1.0000	\$760
Special School District	1.1077	\$842
County	0.4430	\$337
Community College	0.1986	\$151
Metro Zoo	0.2549	\$194
Library	0.2120	\$162
Disability	0.0750	\$57
City of Creve Coeur	0.1570	\$120
State	0.0300	\$23
MSD Sewer	0.1077	\$82
Total Parkway School District	7.3520	\$5,591
Total Ladue School District	7.1284	\$5,421

The average Creve Coeur homeowner (\$400,000 market value house) pays \$5,421 to \$5,591 in real estate taxes to all taxing entities combined. Of this amount, the City of Creve Coeur receives \$120, or about 2 percent of the total tax bill. These revenues support the City's General Fund (0.075) and Debt Service (0.082). Sewer taxes vary subject to your location.

Outstanding Debt 2015-2019



City of Creve Coeur Outstanding Debt June 30, 2019

Police Building Debt	\$10,080,61
Capital Lease Payable	\$
Compensated Absences	\$561,04
Total Debt	\$10,641,66

2017 Police Building Debt: in April 2017, Creve Coeur issued general obligation bonds to finance the construction, furnishing and equipping of a new police station and to fund safety, security and accessibility improvements to the Creve Coeur Government Center. The bonds bear interest ranging from 2 to 3.125 percent. The debt service is expected to be paid from a property tax levy of .082 per \$100 of assessed valuation. The bonds will mature March 1, 2037.

Capital Lease Payable: provided funds to acquire certain office equipment for city departments.

Compensated Absences: reflects the outstanding liability on the city's financial statement for the value of employees' accumulated vacation time. Most of this vacation will be used during the normal course of operations during the city's fiscal year.

Creve Coeur Shares Sales Tax With Other Cities, St. Louis County

Retail sales in St. Louis County are subject to a 1 percent local sales tax that is shared among the cities in St. Louis County and the county itself. St. Louis County is the only county in the state where sales tax sharing applies, pursuant to state legislation adopted in 1993 which identifies each city as either 'A', 'B' or 'A/B'. The city's one-half cent capital improvement sales tax and one-quarter cent local option sales tax are also shared.

'A' Cities: 'A' cities, or 'point-of-sales' cities, receive sales tax revenue generated within their city limits, but sharing applies if the average sales tax income per capita within an individual city exceeds the average sales tax income per capita countywide. If Creve Coeur's per capita average exceeds the prior year's countywide per capita average, the city shares 7.5 percent of the sales tax income. If Creve Coeur's per capita average exceeds the county's prior year per capita average by 25 percent or more, the city shares 12.5 percent of the sales tax income with St. Louis County for the pool. This sharing percentage continues to increase with the city per capita sales tax income.

'B' Cities: 'B' cities, also called 'pool' cities, receive a population based pro-rated share of the sales tax revenue collected by St. Louis County. Newly created cities and areas annexed since the sharing formula became effective are 'B' cities.

'A/B' Cities: 'A/B' cities are those that were in existence at the time the sharing formula was created and are a mixture of 'A' ('point-of-sale') and 'B' ('pool').

Creve Coeur is an 'A/B' city, primarily a 'point-of-sale' ('A') city, except for parts of Ward 4 that were annexed in the 1990s, which are 'pool' ('B'). Total sales tax revenue generated in Creve Coeur last year was approximately \$9,564,612 for general, capital and public safety sales tax. However, \$1,235,658 was shared with other cities under the County formula, resulting in net sales tax revenue for Creve Coeur of \$8,328,954. As a result of the sharing legislation, the City of Creve Coeur receives approximately 87 percent of the sales tax revenue generated by Creve Coeur businesses with the remaining 13 percent shared with other cities and the county.

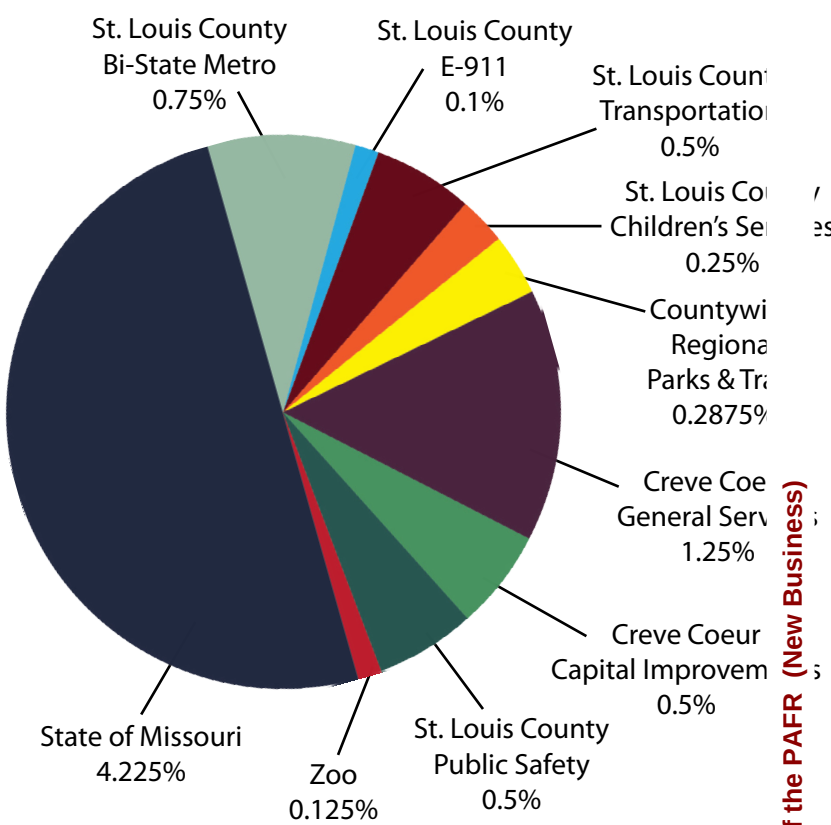
Public Safety Sales Tax

Voters approved a half-cent St. Louis County Public Safety sales tax in April 2017. St. Louis County Police receives over half of it while the rest will be divided among other municipal police departments in St. Louis County based on population.

The City of Creve Coeur anticipates receiving about \$875,000 annually to be used for police operating costs, public safety capital items, maintenance and operation costs for the new police building and reserve for pension liabilities.

The City received \$1,041,890 in FY2019.

Distribution of Sales Tax Rate



Sales Tax Rate Comparison

The City of Creve Coeur total sales tax is among the lowest of area cities.

Municipality	Sales Tax Rate
Olivette	9.2375%
Des Peres	9.2375%
Brentwood	9.7375%
Richmond Heights	9.2375%
Frontenac	9.2375%
Clayton	9.2370%
Town & Country	8.9875%
Chesterfield	8.7375%
Creve Coeur	8.4875%
Maryland Heights	8.2375%

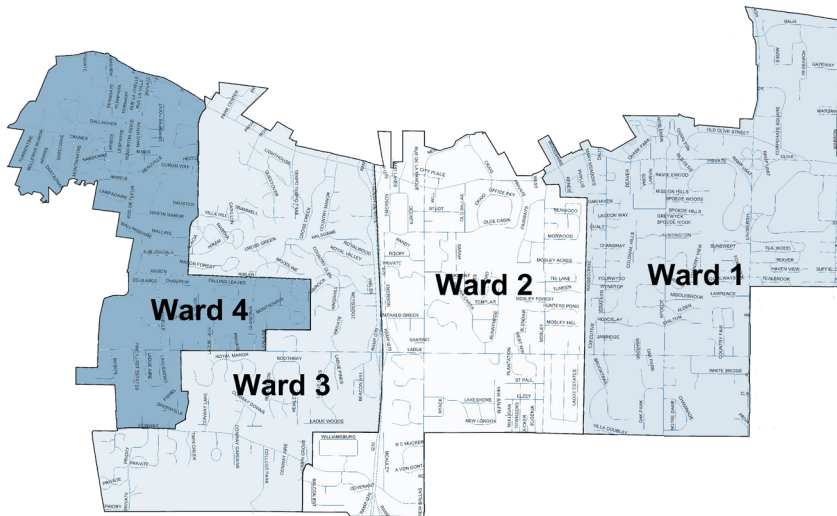
Note: Tax rates do not include special taxing districts, such as Transportation Development Districts (TDD).

The information contained in this report is from the City of Creve Coeur Comprehensive Annual Financial Report (CAFR). A copy of the CAFR is available at the Government Center.

Communication: Review of the PAFR (New Business)

Miscellaneous Statistical Data

Year of Incorporation	1949
Year Home Rule Charter Adopted	1976
Form of Government	Council-City Administrator
Area	11.4 square miles
Wards	4
Housing Units	7,800
Miles of Streets (City Maintained)	112.5 miles
Population	18,702
Number of Full-Time Employees	104
Number of Sworn Officers	49
Number of Parks	6
Acre of Parks	95
Number of Tennis Courts	8
Indoor Ice Arena	1
9-Hole Golf Course	1
Median Household Income	\$101,462
Median Age	48 years



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Acknowledgments

Thank you to the Finance Committee and Audit Committee for their hard work, support and dedication in advising the City Council on financial matters impacting the City.

The Finance Committee consists of seven to nine members. Primary responsibilities and duties include review of the annual budget annually, review the Capital Improvement Plan (CIP) annually, and advising the City Council on other financial matters impacting the City as requested by the City Council or staff.

The Audit Committee consists of three Council members and two Finance Committee members serving as an advisory body to the City Council on matters concerning the City's annual audit. Primary responsibilities and duties of the committee include coordinating the process of soliciting, selecting and hiring of the auditing firm, working cooperatively with the auditing firm and reviewing and presenting recommendations and audit results to the City Council.

The information in the City of Creve Coeur Popular Annual Financial Report is taken from the City of Creve Coeur Comprehensive Annual Financial Report (CAFR).

A copy of the CAFR is available at the Government Center and online at www.crevecoeurmo.gov/CAFR.

Communication: Review of the PAFR (New Business)



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**City of Creve Coeur
Finance Committee
FY21 Proposed Meeting Schedule
Meeting Time 4:00 PM to 5:30 PM**

DATE	TOPIC
August 25, 2020	Nominate Chair & Committee Liaisons 4 th Quarter Financials and Year-End Further Discussion of Revenue Options
October 27, 2020	Review of 1 st Quarter Financials, Further Discussion of Revenue Options
January 26, 2021	Review of 2nd Quarter Financials, Review of Financial Policies
March 8, 2021	Joint Work Session with City Council to Review of Proposed 5-Year Capital Plan
March 23, 2021	Review Proposed 5-Year Capital Plan
April 27, 2021	Review Proposed Budget Preview Review 3 rd Quarter Financials
May 11, 2021	Review of Proposed Budget
June 22, 2021	Olive/Graeser TDD Audit (every 3 years) Update/Further Review of Budget Review of Budget/PAFR Publications

FINANCE COMMITTEE PRIORITIES

- As part of the budget review process, evaluate economic justification and risks of proposed single-project capital and operational expenditures in excess of \$100,000 or a combination of multiple similar projects or the aggregate value of multi-year projects over \$1 million.
- Review proposed financing, bond indebtedness, taxation and leases greater than \$10,000 prior to council action.
- Review project closeout reports for scope, schedule and cost variation.
- Periodically review and comment on the surplus funds investment policy and financial performance.
- Review opportunities for cooperative purchasing or contracting ventures with other municipalities.