



W E S T C H I C A G O
CITY BULLETIN

FALL 2024



ADMINISTRATOR'S MESSAGE

Dear City of West Chicago staff:

In 2016, the West Chicago City Council adopted its first ever Strategic Plan for the period covering 2017 through 2022. While some significant progress was made during the first three years following its adoption (as well as some initiatives that were tried and were not successful), the pandemic then consumed the world, slowing the accomplishment of the later year objectives. Then, in 2022, the City Council approved an award-winning Comprehensive Plan update that, when coupled with the remaining relevant action items from the initial Strategic Plan illuminated our roadmap for a successful organization and community.

Within both of these planning documents are two critical components of a healthy, desirable, and livable municipality: (1) community investment; and (2) engagement. We all know that the market primarily drives business location decisions and that, with numerous commitments, residents and business owners globally struggle to consistently be involved in government initiatives. Though these are obstacles faced around the world, they shouldn't keep us from providing programs and services that maximize West Chicago's potential and continuing to find new ways to reach our community members. We are looking forward to finding the right framework to get there.

Towards that end, as part of the 2025 Budget process, the Senior Leadership Team is refocusing its efforts to target resources to these areas to achieve a greater impact. It is looking at the construct of the organization, the wants and desires of our business owners and residents as detailed within the Strategic Plan and Comprehensive Plan after extensive public input, and how we can address the remaining, relevant objectives in today's world. The dialogue thus far has been exciting and inspiring, and while no conclusions have yet been drawn, I believe the final outcomes will provide the strongest opportunity for success. To complement this initiative, the City enlisted the services of a public relations firm to help us tell our stories and successes in new and creative approaches to broaden our reach.

I encourage you to review these documents on our website and let us know what components resonate most with you and why. Are there any objectives relevant to your work or the community that you believe are missing and should be incorporated into an Action Plan?

Our next "Ask the Administrator" session will be held on Tuesday, November 19th from 2:30 – 4:00 p.m. at the Water Treatment Plant. Tia and I will be available to answer any questions you have and/or to chat about current happenings in the City. If you do get a chance to review the Strategic and Comprehensive Plans, we'd also love to hear your thoughts and ideas before we finalize an updated Action Plan.

Sincerely,

Michael Guttman, City Administrator



QUARTERLY QUOTABLES

When it is obvious that the goals cannot be reached, don't adjust the goals, adjust the action steps.

- Confucius

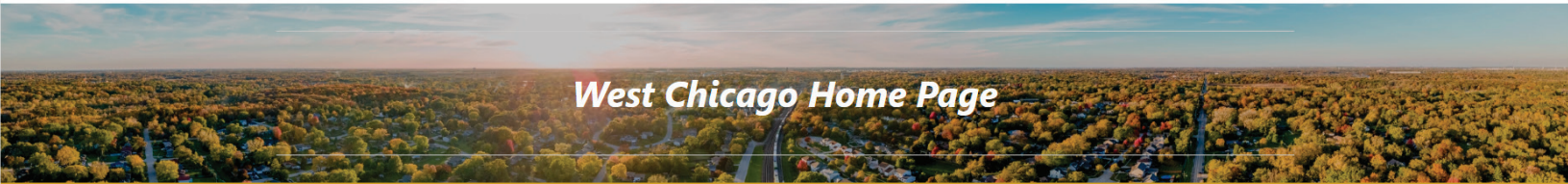


EMPLOYEE MILESTONES

Please extend a warm welcome to the following employees who have joined the City in the past season.

New Employees

- Jonathan LaPorta; Police Officer (08/21/2024)
- Andy Guerrero; Maintenance Worker I Streets Division (08/19/2024)



West Chicago Home Page

Top Resources

- Policies and Procedures
- Benefits Summary
- Dental: Delta Dental
- Health and Basic Vision...

West Chicago, IL
 68°F Sunny 73°/46° 10/10/2024 MSN Weather

The group West Chicago Test no longer exists. It may have been deleted.

Coming Soon: Employee Intranet

What is an Employee Intranet?

“Employee Intranet” means many different things across organizations, but at its core it is a private network for employee use. For West Chicago, this will serve as an internal staff resource site and announcement platform which will function similar to a website to make things easy to find and announce City-wide.

What will be on it?

The intranet is for shared employee resources. This includes information on benefits and links

to benefit logins, commonly used forms like W4s or direct deposit authorizations, City calendars, IT information, easy links to GIS and Communications resources, information on safety procedures and health initiatives, new job opportunities, and more. The content and layout of the site will change with your feedback and as we develop more City-wide resources.

How will I access it, and can I access it from home?

The site will be set to open by

default on your browsers as long as you are logged into your Microsoft account. You can also access it by going to Office 365 and navigating to the SharePoint app to see your sites. Additionally, you will be able to access it from home. But because you need to log into Microsoft you must have access to your two-factor authentication device outside of work to view the site from home. You can schedule to transfer two-factor authentication to a mobile device by emailing helpdesk@westchicago.org.

Benefit Open Enrollment Begins Nov. 11

In mid-November, the City will begin its open enrollment period for insurance benefits, allowing you to review and update your insurance coverage, flexible spending accounts, dependents, beneficiaries, and more.

Please note that this is an active enrollment process, so you must log in and update your information online, even if you plan to keep your current benefits.

2024 Changes

Dental Coverage

Based on the October 2023 employee benefits survey, family-friendly changes are being made to dental coverage. The Lifetime Orthodontia Maximum will increase from \$1,500 to \$2,000 per covered dependent. Adult orthodontia coverage will also be added, covering employees and their spouses up to the new Lifetime

Orthodontia Maximum, at no cost to employees.

Prescription Drug Coverage

Prescription drug coverage will shift from a two-tier to a three-tier structure. This change includes an increase in costs for filling retail and mail-order prescriptions. The new three-tier structure aligns with widely used employer plans and aims to provide price stability in response to rising drug costs.



2025 OPEN ENROLLMENT PLANNER

November 11th to November 22nd

Verify Your Information



- Log in or register (1st time users) in the PlanSource benefit portal
- Confirm or change your address, phone, e-mail
- Confirm or change your covered dependents
- Confirm or change your beneficiary information
- Confirm or change your benefit enrollments
- Read and access annual benefit notices and disclosures
- Submit your elections and enrollment in the portal



Ask Yourself Questions



- What were my coverages and expenses last year?
- Have I experienced any life events in the last year?
- Do I expect out-of-pocket health expenses to rise or fall?
- What is my number one health & wellness goal for 2025?
- What is my number one financial goal for 2025?
- Will I be making any large purchases?
- How can I best reduce my debt?
- Do I need to save more?

Pick the Best Mix of Benefits



- HMOs** are often best for lower out-of-pocket costs, fewer bills, and provide some budget stability.
- PPOs** are often best for the ability to choose your own doctors and medical providers.
- If your family has high out-of-pocket expenses for vision care, consider the **VSP Standalone Vision Plan**.
- FSAs** are useful for reducing your taxable income and paying for eligible out-of-pocket expenses such as childcare, transit, medical, dental, vision and eligible over-the-counter items.
- Supplemental life insurance and AD&D** is important because it provides a financial safety net for your beneficiaries on top of your Basic Life and AD&D.
- A **457(b) Deferred Compensation Plan** can help grow your retirement savings in addition to your pension.

Learn About Benefits



- The annual **Open Enrollment Memo** highlights changes, new benefits and action items.
- The **benefit portal** is full of information and can be found at: <https://benefits.plansource.com>.
- The **DecisionIQ** feature in the Benefits Platform makes AI powered plan recommendations for you.
- Search for providers and stay in-network by using the **provider search** on each carrier's website.
- Annual disclosures and notices** can be found in the Employee Shared Drive and the benefit portal.
- Log in to the BCBSIL Member Access portal** to learn about your claims, deductible accumulator, compare costs for services and use other tools.
- The **Delta Dental Enhanced Benefits Program** provides additional preventative care benefits to participants with specific medical conditions.
- Contact HR** for insurance and benefit questions.
- Contact your voluntary plan reps** directly.

Find Discounts



- Blue 365** (Name brand health & wellness discounts)
- Blue Points** (Reward program for healthy activities)
- PPO Rewards** (\$\$ back when you comparison shop for high quality/lower cost service providers)
- VSP Vision Special Offers** (Discounts + promotions off of name brand vision, hearing, health and financial wellness products and services.)



Support Veterans' Day Drive through November

In an effort to support those in need, the City is once again partnering with West Chicago Elementary School District 33 for a month-long drive dedicated to assisting homeless Veterans. From October through mid-November, a collection bin will be set up within the City Hall vestibule as well as in other locations across the community.

Each bin will be accompanied by a list of requested items, which include the following items:

Household Supplies

- Paper towels
- Toilet paper
- Kleenex
- Garbage bags (13 gal.)
- Sheet set (K, Q, F)
- Comforter (K, Q)
- Pillow (Standard, King)
- Towel set
- Bath rug
- Shower curtain
- Trash can
- Laundry pods
- Dishwasher pods
- Dryer sheets
- Disinfectant spray
- Disinfectant wipes
- All-purpose cleaner (liquid)
- All-purpose cleaner (spray)
- Toilet bowl cleaner
- Toilet brush
- Bleach
- Ajax/Comet
- SOS pads
- Sponges
- Glass cleaner

- Bathroom cleaner
- Dish soap
- Liquid hand soap

Kitchen Supplies

- Microwave
- Coffeemaker
- Toaster
- Crock pot
- Pots and pans set
- Dishes set
- Silverware set
- Knife set
- Blender
- Baking pans
- Food storage containers
- Trash can
- Paper napkins and plates
- Ziploc bags
- Aluminum foil
- Plastic wrap
- Towels
- Dish cloths

Personal Care and Clothing

- Men's white t-shirt (all sizes)
- Men's underwear (all sizes)
- Women's underwear
- Socks
- Men's winter coats (all sizes)
- Women's winter coats (all sizes)
- Gloves
- Hats

All donations will be collected and distributed after Veterans Day in November. We encourage City staff members to contribute to this meaningful cause, helping to make a difference for homeless Veterans in West Chicago and DuPage County.



All Fitness Reimbursement Requests Due by Year's End

A reminder that the City offers fitness membership reimbursement for the fitness center of your choice, as well as approved virtual fitness options. This initiative reflects our ongoing commitment to supporting the health and wellness of all staff.

Employees not already covered with a fitness reimbursement detailed in a Collective Bargaining Agreement can have 50% of their fitness center membership reimbursed, up to \$100. This program applies to any fitness center and staff are eligible for an additional reduced Corporate Rate at the West Chicago Park District's ARC Center. Verified reimbursements can be expected by the end of January 2025.

To take advantage of this benefit, please submit your membership receipt/s to the Human Resources Office by the end of this year.

TIPS & TRICKS

for Microsoft Office



File Sharing & Storage Options

As a multi-department local government, finding the right file sharing and storage option is key for efficient collaboration and workflow. With the tools available through Microsoft Office 365, our goal is to help you choose the best option for your needs, whether it's Network File Shares, OneDrive, Teams, or SharePoint.

Network File Shares

Purpose

Traditional file storage hosted on City of West Chicago servers, ideal for departmental and cross-departmental file access like our Employee Shared and the City Hall Drives.

Use Cases

Departmental Storage: For documents and files accessed and shared within a department.

Legacy Systems: For files tied to older systems that don't integrate well with cloud solutions.

How to Access

Access through a mapped drive on-site or via VPN when remote.



Microsoft OneDrive

Purpose

Personal cloud storage for individual use, allowing file sync and sharing across devices. Documents are stored locally on the user's computer and synced to the Microsoft Cloud automatically.

Use Cases

Personal Document Storage: For work files and notes that are not frequently shared with others.

Backup and Sync: Ensures important personal files are backed up and accessible from any device.

Temporary Sharing: Useful for sharing files inside or outside the organization on a temporary basis. This is NOT a great tool for long-term file sharing. If the original document sharer leaves the organization, the other users may lose access to the content.

How to Access

Via computer, web browser, or OneDrive mobile app.



Microsoft Teams

Purpose

More than an alternative to Zoom, Microsoft Teams is a collaboration platform for real-time communication and file sharing. It provides secure storage where Microsoft files can be edited by multiple employees simultaneously.

Use Cases

Real-Time Collaboration: Share and edit files during meetings or ongoing projects.

Team Sites and Projects: Organize files related to specific teams, goals, or projects for quick access.

Communication Integration: Combine file sharing with ongoing discussions or meetings.

How to Access

Through the Teams app on your computer or mobile device.



Microsoft SharePoint

Purpose

A web-based platform for managing and sharing content, knowledge, and applications within the organization. We will be rolling out a BETA City of West Chicago SharePoint Intranet and encourage you to take a look.

Use Cases

Intranet and Company-Wide Sharing: Share documents, announcements, and resources that need to be accessible across the organization.

Document Management: Manage large sets of relatively static documents with version control and approval workflows.

How to Access

Via web browser or SharePoint mobile app.

Selecting the right file sharing and storage solution leads to efficient operations and collaboration. Whether you need the secure access of Network File Shares, the personal storage of OneDrive, the dynamic tools of Teams, or the comprehensive management of SharePoint, Microsoft Office 365 offers robust options to enhance productivity and teamwork.

Cybersecurity Month: Staying Vigilant in the Digital Age

Welcome to Cybersecurity Month!

With new technology comes new opportunities for cybercriminals to disrupt us at home, school, or work. As public servants, maintaining robust cybersecurity is essential to protect the sensitive information we handle and ensure the continuity of our operations. Cyber attacks often aim to access, change, or destroy sensitive information, extort money, or disrupt government services. As our reliance on technology grows, so does the sophistication of cyber threats.

Our previous campaigns have provided you a solid foundation in cybersecurity. This Cybersecurity Awareness Month, we aim to deepen that knowledge by highlighting today's most prevalent risks and discussing the evolving role of artificial intelligence (AI) in cyber attacks.

Phishing Attacks: Phishing remains one of the most common and dangerous cyber threats. These attacks involve deceptive emails or messages designed to trick you into providing sensitive information like passwords, financial details, or Multi-Factor Authentication (MFA) access. Today, phishing emails are more sophisticated, with the help of AI cybercriminals create highly convincing messages that mimic legitimate sources. Unlike older phishing attempts, these emails rarely contain obvious typos or grammatical errors, making them harder to spot.

What You Can Do:

- Verify the sender's email address and, if uncertain, call them at a known number.
- Look for subtle inconsistencies in the message.

- Avoid clicking on links or attachments from unknown sources and verify any unusual links or attachments from trusted sources.

- Report suspicious emails to IT using the Phish Alert Button or by forwarding the message to helpdesk@westchicago.org.

Deepfake Technology: AI has enabled the creation of deepfakes – synthetic media where a person in an existing image, video, or audio is replaced with someone else's likeness. This technology can be used to impersonate individuals, manipulate public opinion, or create false evidence.

Lookout for the NEW tactic of Callback Phishing, where a complex phishing attempt includes a call back number where cyber criminals use AI and deepfake technology to impersonate a trusted source.

What You Can Do:

- Be skeptical of unexpected or unusual requests, even if they appear to come from a trusted source. You have strong intuition, use it!
- Verify the authenticity of media files through secondary channels. Don't be afraid to visit a colleague's desk or call them at a known number.
- Stay informed about the latest developments in deepfake technology and how to recognize it.

Ransomware Attacks & Bitcoin Scams: Ransomware is malicious software that encrypts a victim's files. The attacker then demands a ransom to restore access, often in cryptocurrencies like Bitcoin. Cybercriminals also run Bitcoin scams, they may claim to have embarrassing information or access

to your personal devices for blackmail or pose as legitimate investment opportunities/services that require payment in Bitcoin.

What You Can Do:

- Regularly back up important data and ensure backups are stored securely (read our article on file storage best practices for details).
- Reboot your devices regularly to protect against known vulnerabilities.
- Be cautious when downloading software or opening email attachments.
- Verify any requests for Bitcoin payments, especially if they seem unusual or urgent.
- Report threats to the FBI's Internet Crime Complaint Center at <https://www.ic3.gov/>.

Conclusion

As we celebrate Cybersecurity Awareness Month, let's commit to staying informed and proactive in our cybersecurity efforts. Don't forget to check out the cybersecurity resources on our employee shared drive and our soon to be released Employee Intranet. Also keep your eyes open for some voluntary training resources. By understanding the latest threats and adopting best practices, we can protect ourselves and the City. Remember, cybersecurity is a shared responsibility – let's work together to create a safer digital environment.

Stay safe and secure!

If you have any questions or need further assistance, please contact our IT Help Desk.