

Clerk's Contract and Agreement Cover Page

Year: 2010

Legistar File ID#: 2009-0539

Multi Year:

Amount \$30,000.00

Contract Type:

Professional Services

Contractor's Name:

Metropolitan Family Services Southwest

Contractor's AKA:

Execution Date:

Termination Date:

12/31/2010

Renewal Date:

12/31/2010

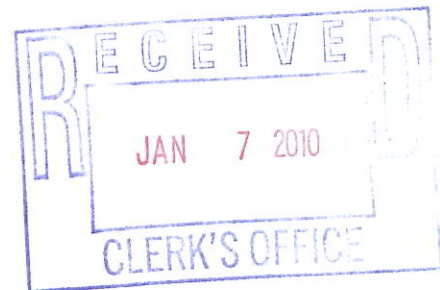
Department:

Administration/Village Manager

Originating Person:

Stephana Przybylski

Contract Description: Crisis Intervention - Metro Family Services



MAYOR
Daniel J. McLaughlin

VILLAGE CLERK
David P. Maher

14700 S. Ravinia Ave.
Orland Park, IL 60462
(708) 403-6100



VILLAGE HALL

TRUSTEES
Bernard A. Murphy
Kathleen M. Fenton
Brad S. O'Halloran
James V. Dodge
Edward G. Schussler III
Patricia Gira

December 22, 2009

Mr. Michael Brady
Metropolitan Family Services Southwest
10537 South Roberts Road
Palos Hills, Illinois 60465

Crisis Response Program 2010 Contract

Dear Mr. Brady:

This notification is to inform you that on November 16, 2009, the Village of Orland Park Board of Trustees approved awarding Metropolitan Family Services Southwest the contract for Crisis Response Program for an amount not to exceed Thirty Thousand and No/100 (\$30,000.00) Dollars annually.

Enclosed is the Contract for Crisis Repsonse Program 2010. Please sign two (2) copies and return them both directly to me. I will obtain signatures to fully execute the Contract and one original executed Contract will be returned to you.

Please deliver this information directly to me, Denise Domalewski, Contract Administrator, at Village Hall located at 14700 S. Ravinia Ave., Orland Park, IL 60462. If you have any questions, please do not hesitate to call me at 708-403-6173 or e-mail me at ddomalewski@orland-park.il.us.

Sincerely,
Denise Domalewski
Contract Administrator

cc: Stephana Przybylski

MAYOR
Daniel J. McLaughlin

VILLAGE CLERK
David P. Maher

14700 S. Ravinia Ave.
Orland Park, IL 60462
(708) 403-6100



VILLAGE HALL

TRUSTEES
Bernard A. Murphy
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Edward G. Schussler III
Patricia Gira

January 5, 2010

Mr. Michael Brady
Metropolitan Family Services Southwest
10537 South Roberts Road
Palos Hills, Illinois 60465

RE: Crisis Response Program 2010 Agreement

Dear Mr. Brady:

For your records I have enclosed the contract for Crisis Response Program 2010 for an amount not to exceed Thirty Thousand and No/100 (\$30,000.00) Dollars annually.

Please contact Stephana Przybylski at (708) 403-6166 with any questions regarding this contract.

Sincerely,

Denise Domalewski
Contract Administrator

cc: Stephana Przybylski

VILLAGE OF ORLAND PARK
Crisis Response
(Contract for Services)

This Contract is made this 22nd day of December, 2009 by and between The Village of Orland Park (hereinafter referred to as the "VILLAGE") and Metropolitan Family Services Southwest (hereinafter referred to as the "CONTRACTOR").

WITNESSETH

In consideration of the promises and covenants made herein by the VILLAGE and the CONTRACTOR (hereinafter referred to collectively as the "PARTIES,") the PARTIES agree as follows:

SECTION 1: THE CONTRACT DOCUMENTS: This Contract shall include the following documents (hereinafter referred to as the "CONTRACT DOCUMENTS") however this Contract takes precedence and controls over any contrary provision in any of the CONTRACT DOCUMENTS. The Contract, including the CONTRACT DOCUMENTS, expresses the entire agreement between the PARTIES and where it modifies, adds to or deletes provisions in other CONTRACT DOCUMENTS, the Contract's provisions shall prevail. Provisions in the CONTRACT DOCUMENTS unmodified by this Contract shall be in full force and effect in their unaltered condition.

This Contract
The Terms and Conditions
The proposal submitted by Contractor to the extent it does not conflict with this contract

SECTION 2: SCOPE OF THE WORK AND PAYMENT: The CONTRACTOR agrees to provide labor, equipment and materials necessary to provide the services as described in the CONTRACT DOCUMENTS and further described below:

To provide the Orland Park Police Department with crisis intervention services, and community outreach and training.

Crisis Intervention Program:

1. *To provide crisis intervention coverage to the Orland Park Police Department, 24 hours a day, 7 days a week, 365 days a year. Crisis intervention services may be requested by the Police Department to assist such situations as family domestic issues, youth lockouts, suicide threats, or general counseling support. Referrals will be screened through the shift commanders and/or appropriated supervisory personnel, who will then authorize contact with the Crisis Intervention Program staff.*
2. *A crisis counselor will be made available to respond to crisis calls as requested by the Police Department. The crisis counselor will go to the Orland Park Police Station for the purpose of conducting a clinical assessment and referral when the situation requires such*

evaluation. The crisis counselor is to be provided with a work area in the Police Station that is conducive to confidential assessments, and has a telephone that the counselor can use. The crisis counselor will endeavor to provide for a 60 minute response time to the crisis site. After the situation has been deemed safe by the counselor, the requesting police officers will be excused from the scene while the counselor continues to provide counseling.

3. *The crisis counselor will be provided with the appropriate identification that states the affiliation with the Orland Park Police Department.*
4. *It is understood and mutually agreed upon that professional standards and ethics require universal guarantee of client confidentiality, and personal data regarding content of any communication between a client and a counselor will be disclosed in compliance with the Mental Health and Developmental Disabilities Confidentiality Act.*

Please note: Pricing is based on an estimated case load of 70-75 clients per year.

24 hour on call availability (evenings, weekends, holidays)	\$8,000.00
On-site Emergency Response and Crisis Intervention	\$5,000.00
Post-crisis Intervention and Follow-up Counseling (up to 4 sessions per referral)	\$15,000.00
Program Administration/Documentation	<u>\$2,000.00</u>
Total Annual Costs (75 clients):	\$30,000.00

(hereinafter referred to as the "WORK") and the VILLAGE agrees to pay the CONTRACTOR pursuant to the provisions of the Local Government Prompt Payment Act (50 ILCS 505/1 et seq.) the following amount for performance of the described services:

TOTAL: an amount not to exceed Thirty Thousand and No/100 (\$30,000) Dollars per year, invoiced monthly by Contractor.

SECTION 3: ASSIGNMENT: CONTRACTOR shall not assign the duties and obligations involved in the performance of the WORK which is the subject matter of this Contract without the written consent of the VILLAGE.

SECTION 4: TERM OF THE CONTRACT: The term of the services contract herein granted shall be one (1) year commencing on January 1, 2010, with the option to renew the contract for four (4) additional one-year terms on anniversary date, unless either party, at its sole option, shall have given the other party at least thirty (30) days prior written notice of its intent not to extend the contract.

SECTION 5: INDEMNIFICATION AND INSURANCE: The CONTRACTOR shall indemnify and hold harmless the VILLAGE, its trustees, officers, directors, agents, employees and representatives and assigns, from lawsuits, actions, costs (including attorneys' fees), claims or liability of any character, incurred due to the alleged negligence of the CONTRACTOR, brought because of any injuries or damages received or sustained by any person, persons or property on account of any act or omission, neglect or misconduct of said CONTRACTOR, its officers, agents and/or employees arising out of, or in performance of any of the provisions of the CONTRACT

DOCUMENTS, including any claims or amounts recovered for any infringements of patent, trademark or copyright; or from any claims or amounts arising or recovered under the "Worker's Compensation Act" or any other law, ordinance, order or decree. In connection with any such claims, lawsuits, actions or liabilities, the VILLAGE, its trustees, officers, directors, agents, employees, representatives and their assigns shall have the right to defense counsel of their choice. The CONTRACTOR shall be solely liable for all costs of such defense and for all expenses, fees, judgments, settlements and all other costs arising out of such claims, lawsuits, actions or liabilities.

The Contractor shall not make any settlement or compromise of a lawsuit or claim, or fail to pursue any available avenue of appeal of any adverse judgment, without the approval of the Village and any other indemnified party. The Village or any other indemnified party, in its or their sole discretion, shall have the option of being represented by its or their own counsel. If this option is exercised, then the Contractor shall promptly reimburse the Village or other indemnified party, upon written demand, for any expenses, including but not limited to court costs, reasonable attorneys' and witnesses' fees and other expenses of litigation incurred by the Village or other indemnified party in connection therewith.

Execution of this Contract by the VILLAGE is contingent upon receipt of Insurance Certificates provided by the CONTRACTOR in compliance with the CONTRACT DOCUMENTS.

SECTION 6: COMPLIANCE WITH LAWS: CONTRACTOR agrees to comply with all federal, state and local laws, ordinances, statutes, rules and regulations including but not limited to the Illinois Human Rights Act as follows: CONTRACTOR hereby agrees that this contract shall be performed in compliance with all requirements of the Illinois Human Rights Act, 775 ILCS 5/1-101 *et seq.*, and that the CONTRACTOR and its subcontractors shall not engage in any prohibited form of discrimination in employment as defined in that Act and shall maintain a sexual harassment policy as the Act requires. The CONTRACTOR shall maintain, and require that its subcontractors maintain, policies of equal employment opportunity which shall prohibit discrimination against any employee or applicant for employment on the basis of race, religion, color, sex, national origin, ancestry, citizenship status, age, marital status, physical or mental disability unrelated to the individual's ability to perform the essential functions of the job, association with a person with a disability, or unfavorable discharge from military service. CONTRACTOR and all subcontractors shall comply with all requirements of the Act and of the Rules of the Illinois Department of Human Rights with regard to posting information on employees' rights under the Act. CONTRACTOR and all subcontractors shall place appropriate statements identifying their companies as equal opportunity employers in all advertisements for workers to be employed in work to be performed under this contract.

The CONTRACTOR shall obtain all necessary local and state licenses and/or permits that may be required for performance of the WORK and provide those licenses to the VILLAGE prior to commencement of the WORK.

SECTION 7: NOTICE: Where notice is required by the CONTRACT DOCUMENTS it shall be considered received if it is delivered in person, sent by registered United States mail, return receipt requested, delivered by messenger or mail service with a signed receipt, sent by facsimile or e-mail with an acknowledgment of receipt, to the following:

To the VILLAGE:

Denise Domalewski
Contract Administrator
Village of Orland Park
14700 South Ravinia Avenue
Orland Park, Illinois 60462
Telephone: 708-403-6173
Facsimile: 708-403-9212
e-mail: ddomalewski@orland-park.il.us

To the CONTRACTOR:

Michael Brady
Jean Xoubi
Metropolitan Family Services
10537 South Roberts Road
Palos Hills, Illinois 60465
Telephone: 708-974-5150
Facsimile: 708-974-2498
e-mail: bradym@metrofamily.org

or to such other person or persons or to such other address or addresses as may be provided by either party to the other party.

SECTION 8: STANDARD OF SERVICE: Services shall be rendered to the highest professional standards to meet or exceed those standards met by others providing the same or similar services in the Chicagoland area. Sufficient competent personnel shall be provided who with supervision shall complete the services required within the time allowed for performance. The CONTRACTOR'S personnel shall, at all times present a neat appearance and shall be trained to handle all contact with Village residents or Village employees in a respectful manner. At the request of the Village Manager or a designee, the CONTRACTOR shall replace any incompetent, abusive or disorderly person in its employ.

SECTION 9: PAYMENTS TO OTHER PARTIES: The CONTRACTOR shall not obligate the VILLAGE to make payments to third parties or make promises or representations to third parties on behalf of the VILLAGE without prior written approval of the Village Manager or a designee.


SECTION 10: COMPLIANCE: CONTRACTOR shall comply with all of the requirements of the Contract Documents, including, but not limited to, the Illinois Prevailing Wage Act where applicable and all other applicable local, state and federal statutes, ordinances, codes, rules and regulations.


SECTION 11: LAW AND VENUE: The laws of the State of Illinois shall govern this Contract and venue for legal disputes shall be Cook County, Illinois.

SECTION 12: MODIFICATION: This Contract may be modified only by a written amendment signed by both PARTIES.

SECTION 13: COUNTERPARTS: This Contract may be executed in two (2) or more counterparts, each of which taken together, shall constitute one and the same instrument.

This Contract shall become effective on the date first shown herein and upon execution by duly authorized agents of the parties.

FOR: THE VILLAGE
By: 
Print Name: PAUL G. GRIMES
Its: Village Manager
Date: 1/4/10

FOR: THE CONTRACTOR
By: 
Print Name: Michael J. Brady
Its: Executive Director
Date: December 23, 2009



...the organization's mission and vision... and the organization's commitment to excellence... and the organization's dedication to its employees and customers...

...the organization's commitment to excellence... and the organization's dedication to its employees and customers... and the organization's commitment to excellence...

PART A: CRISIS RESPONSE

...the organization's commitment to excellence... and the organization's dedication to its employees and customers... and the organization's commitment to excellence...

...the organization's commitment to excellence... and the organization's dedication to its employees and customers... and the organization's commitment to excellence...

...the organization's commitment to excellence... and the organization's dedication to its employees and customers... and the organization's commitment to excellence...

BACKGROUND

Metropolitan Family Services is the oldest and largest non-profit, non-sectarian family service agency in Illinois. Founded in 1857, Metropolitan Family Services provides an expansive range of innovative programs and services through a team of licensed professionals that includes social workers, lawyers, financial counselors and eldercare specialists. This multi-disciplinary team works together to ensure families in need get the support they require to manage life's challenges. Metropolitan Family Services is headquartered at One North Dearborn Chicago, Illinois 60602.

Metropolitan Family Services has enjoyed many years of success as the Community Mental Health Provider in the Southwest Suburbs. Mental health issues touch families and individuals in many different ways. Through caring counsel and supportive services, the team of professionals at our Southwest Center strives to help families and individuals reach a brighter future. Serving southwest Cook County since 1966, we cross cultural barriers and work in partnership throughout the community to help families manage daily challenges and crisis situations. A wide variety of services are offered to children, adults and seniors by licensed social workers, counselors and case managers to support clients in alleviating crisis and in identifying and mobilizing their strengths and resources so that they can engage in problem solving and goal directed activities well into the future.

Metropolitan Family Services has embraced the collaborative relationship with the Village of Orland Park to succeed in our mission to strengthen families. Crisis intervention services provided to residents of the community who were referred by the Orland Park Police Department have achieved many successful outcomes. As a result of our services clients involved in domestic concerns were able to develop safety plans to prevent future crisis from occurring in addition to processing anxiety, depression and other emotional stressors that result from domestic violence. Counseling services provided to families in conflict improved their communication skills and fostered deeper understanding of family dynamics. Parents were able to enhance their parenting skills to better manage conflicts with their children while adolescent clients were afforded the opportunity to express their thoughts and feelings about family issues engendering improved cooperation with their parents.

During fiscal year 2008, MFS staff also provided direct crisis debriefing and counseling services to police officers and dispatchers when the department experienced several traumas within a 24-hour period. This included MFS staff attending all police department roll-calls to discuss implications of trauma on one's emotional and mental well-being, healthy ways to manage reactions to trauma, and discussion on available resources through the Employee Assistance Program. Staff also provided a small group discussion for individuals who were direct witnesses to the trauma to allow for processing and discussing their concerns. Two counselors were also available for open office hours for any walk-ins who had further questions or concerns. Officers took advantage of speaking with the counselors to process the crisis situations they were involved in. Many employees commented how it was helpful to have MFS on-site and available for their employees who needed mental health services. Clients have benefited from these services in being able to return to their previous level of functioning, feeling heard and supported, and provided with effective resources for on-going needs.

Metropolitan Family Services would be pleased to continue our long standing relationship with the Village of Orland Park via the provision of crisis intervention services, community outreach and in service trainings. We are committed to providing services at the highest level of quality and integrity as outlined below.

PROGRAM DESCRIPTION

The Orland Park Crisis Program serves all village residents who have been involved in a traumatic event or crisis situation that has led to the police department's involvement. Services are available twenty four (24) hours, seven days per week on an on call basis. The primary mission of the program is to de-escalate the immediate crisis through therapeutic intervention for both the community residents and police officers. We also offer follow up services such as individual and family counseling. Case management services are implemented to assist in effective resource development together with referrals and linkages for further services after the crisis situation has been resolved. The Crisis Program also provides a one time substance abuse assessment for adolescents involved with the Orland Police Department. Supplemental support services such as education and training; service referrals and de-briefing sessions are provided to the police department so they can better serve their community's needs

PROGRAM GOALS

The primary goals of the program include:

- To assist residents and employees of Orland Park in immediate crisis situations
- To restore prior level of functioning for individuals with mental health concerns and family conflicts
- To assist clients in finding effective community resources following a crisis
- To assist consumers to build natural resources in the community to aid in recovery and maintenance of psychiatric stability
- To assist the Police Department employees with understanding and processing personal reactions to crisis situations

PROBLEMS AND CONDITIONS ADDRESSED BY THE PROGRAM

The staff at Metropolitan Family Services offer the diverse array of clinical expertise needed to assist children, adolescents and adults alleviate crisis and achieve stability in their personal and familial situations. Areas typically addressed within the course of our work include: mental health/psychiatric, domestic violence, child or elder abuse, legal, parent-child relational conflicts, financial and housing crisis, substance abuse problems and relationship issues.

SERVICES

The program provides counseling, crisis intervention services, and referral linkage to community children, adolescents and adults experiencing a crisis. The program provides mediation, education, counseling and crisis intervention for the staff of the Police Department to help process community crisis situations that are impacting them due to their occupation.

Program activities include initial and on-going crisis assessment and treatment planning, individual and (immediate) family counseling, individual community support (skill building), case management, family education and support, and pre and post crisis planning, intervention and counseling. We provide 24 hours crisis on-call coverage for the police department.

Services are provided by members of the treatment team comprised of Licensed Clinical Social Workers or Professional Counselors, and Master's level Clinicians and Interns.

SERVICE LOCATIONS

Services are provided at the Orland Park Police Department, Metropolitan Family Services' Palos Hills Office, and in the Orland Park Community.

PRICING

Please note: Pricing is based on an estimated case load of 70-75 clients per year.

24 hour on call availability (evenings, weekends, holidays)	\$8,000.00
On-site Emergency Response and Crisis Intervention	\$5,000.00
Post-crisis Intervention and Follow-up Counseling (up to 4 sessions per referral)	\$15,000.00
Program Administration/Documentation	<u>\$2,000.00</u>
Total Annual Costs (75 clients):	\$30,000.00

EXPECTED OUTCOMES

A successful client is one who is actively engaged in services to work toward the achievement of crisis resolution and treatment plan goals. The client manages his/her crisis situation and/or mental health condition effectively through the use of crisis intervention, therapy/counseling, skill building and case management services. The client is stable and has returned to their previous level of functioning prior to the crisis situation or life situation and is taking effective steps toward rebalancing their daily overall functioning.

OUTCOME MEASURES

Several tools are utilized to measure outcomes including:

- Resolution of crisis situation
- Pre and Post Global Assessment of Functioning (GAF) scores
- Goals achieved at case closing
- Knowledge and skills learned at case closing
- Client satisfaction survey



VILLAGE OF ORLAND PARK

14700 Ravinia Avenue
Orland Park, IL 60462
www.orland-park.il.us

Master

File Number: 2009-0539

File ID: 2009-0539

Type: MOTION

Status: PASSED

Version: 1

Reference:

Controlling Body: Board of Trustees

Department: Village Manager

Cost:

File Created Date : 11/06/2009

Agenda Entry: EAP and Crisis Response Program

Final Action: 11/16/2009

Title: EAP and Crisis Response Program

Notes:

Code Sections:

Agenda Date: 11/09/2009

Indexes:

Agenda Number:

Sponsors:

Res/Ord Date:

Attachments: EAN Summary, EAP Proposal Overview

Res/Ord Number:

Drafter:

Hearing Date:

Department
Contact:

Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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0	Village Manager	11/06/2009	INTRODUCED TO COMMITTEE	Finance Committee			
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Action Text: INTRODUCED TO COMMITTEE to the Finance Committee

0	Finance Committee	11/09/2009					
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Notes: Village Manager Paul Grimes stated that the Village of Orland Park has contracted with Metropolitan Family Services (MFS) for the Crisis Response and Employee Assistance (EAP) Programs since the mid 1990s. The quality of these programs has been strong and provides an invaluable service to the Village. Since the mid 1990s we have paid MFS an annual fee ranging from \$60,000 - \$66,000 for these services. Recently, we requested that MFS provide a breakdown of the expenses associated with the Crisis Response Program versus the expenses associate with the EAP.

Upon receipt of this expense breakdown, staff requested that The Horton Group analyze and market the Crisis Response/EAP Programs and learned that the Crisis Response program offered by MFS is unique. The program assists the Police Department with various issues that affect the community, such as but not limited to, on-site/telephonic concerns and/or escalated crisis situations involving substance abuse, delinquent behavior, domestic violence/family disputes, parent/child conflict, suicide related incidents and neglect.

The EAP program is more similar to other EAP programs; however, it offers an unlimited plan whereas other plans typically have an annual limit on the number of counseling sessions an employee can attend. Our usage history indicates that some employees attend weekly counseling sessions, thus providing for a need to maintain an unlimited plan. Attached is a summary of the proposals provided by prospective EAP vendors, as well as the proposal from MFS.

During this process, MFS provided us with information regarding the expenses associated with the

specific services offered. In addition, they provided us with a breakdown of various levels of EAP services and offered to provide services using their EAN network, allowing for additional services than our prior EAP plan structure at a lower cost than prior years. Quotes and services for the following MFS EAP/Work-Life models are outlined in the attachments. Four levels of service were quoted:

Core (3 session counseling model)	\$1.65 per employee/per month
Enhanced (6 session counseling model)	\$2.00 per employee/per month
Premium (9 session counseling model)	\$2.75 per employee/per month
Unlimited (true unlimited)	\$19,500 flat annual fee

After careful consideration of the plans and the service levels provided by MFS, staff's recommendation is to continue to contract with MFS in FY2010 for the Crisis Response and EAP Programs utilizing the "Unlimited" EAP model.

1 Village Manager 11/12/2009 INTRODUCED TO BOARD of Trustees

Action Text: INTRODUCED TO BOARD to the Board of Trustees

1 Board of Trustees 11/16/2009 APPROVED

Pass

Action Text: This matter was APPROVED on the Consent Agenda.

Notes: The Village of Orland Park has contracted with Metropolitan Family Services (MFS) for the Crisis Response and Employee Assistance (EAP) Programs since the mid 1990s. The quality of these programs has been strong and provides an invaluable service to the Village. Since the mid 1990s we have paid MFS an annual fee ranging from \$60,000 - \$66,000 for these services. Recently, we requested that MFS provide a breakdown of the expenses associated with the Crisis Response Program versus the expenses associate with the EAP.

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The EAP program is more similar to other EAP programs; however, it offers an unlimited plan whereas other plans typically have an annual limit on the number of counseling sessions an employee can attend. Our usage history indicates that some employees attend weekly counseling sessions, thus providing for a need to maintain an unlimited plan.

During this process, MFS provided us with information regarding the expenses associated with the specific services offered. In addition, they provided us with a breakdown of various levels of EAP services and offered to provide services using their EAN network, allowing for additional services than our prior EAP plan structure at a lower cost than prior years. Four levels of service were quoted:

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Unlimited (true unlimited)	\$19,500 flat annual fee

After careful consideration of the plans and the service levels provided by MFS, staff's recommendation is to continue to contract with MFS in FY2010 for the Crisis Response and EAP Programs utilizing the "Unlimited" EAP model.

Aye: 7 Trustee Murphy, Trustee Fenton, Trustee O'Halloran, Trustee Dodge, Trustee Schussler, Trustee Gira, and Village President McLaughlin

Nay: 0

Text of Legislative File 2009-0539

..Title
EAP and Crisis Response Program

History

The Village of Orland Park has contracted with Metropolitan Family Services (MFS) for the Crisis Response and Employee Assistance (EAP) Programs since the mid 1990s. The quality of these programs has been strong and provides an invaluable service to the Village. Since the mid 1990s we have paid MFS an annual fee ranging from \$60,000 - \$66,000 for these services. Recently, we requested that MFS provide a breakdown of the expenses associated with the Crisis Response Program versus the expenses associated with the EAP.

Upon receipt of this expense breakdown, staff requested that The Horton Group analyze and market the Crisis Response/EAP Programs and learned that the Crisis Response program offered by MFS is unique. The program assists the Police Department with various issues that affect the community, such as but not limited to, on-site/telephonic concerns and/or escalated crisis situations involving substance abuse, delinquent behavior, domestic violence/family disputes, parent/child conflict, suicide related incidents and neglect.

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Enhanced (6 session counseling model)	\$2.00 per employee/per month
Premium (9 session counseling model)	\$2.75 per employee/per month
Unlimited (true unlimited)	\$19,500 flat annual fee

After careful consideration of the plans and the service levels provided by MFS, staff's recommendation is to continue to contract with MFS in FY2010 for the Crisis Response and EAP Programs utilizing the "Unlimited" EAP model. A summary market analysis and supporting information for staff's recommendation is attached.

On November 9, 2009, this item was reviewed and approved by the Finance Committee and referred to the Board for approval.

Financial Impact

2,000 to cover the expenses associated with the Village's Crisis Response and Employee Assistance Programs.

Part A: Crisis Response \$30,000

Part B:EAP/Work-Life \$19,500
Horton Service Retainer Fee \$ 2,500
\$52,000

This is a reduction in annual cost of nearly \$14,000.

Recommended Action/Motion

I move to approve entering an agreement with Metropolitan Family Services to provide Crisis Response and Employee Assistance Programs effective January 1, 2010 at a cost not to exceed \$52,000.

es for this purpose at the recommended rate for