



PART A: **CRISIS RESPONSE**

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 lead 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 a-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



PART B: **EMPLOYEE ASSISTANCE & WORK-LIFE PROGRAM**

EMPLOYEE ASSISTANCE NETWORK - **BENEFITS SUMMARY**

For Employees:

- Employees and their families will receive professional counseling sessions for a variety of presenting concerns.
- Employees and their families will receive consultation with experts in areas including financial concerns, legal matters, eldercare, childcare, and career enhancement.
- Employees will be given referrals to other community resources as needed.
- Onsite health and wellness workshops will be provided. A broad range of presentations is available and listed in this proposal. Additional topics can be customized.
- Employees will have unlimited access to online assistance. An EAP website with an extensive work-life library and a variety of resources and self-administered assessment tools is available.
- EAN will coordinate post EAP services with the employees' health insurance plan for cost-effective care.

For Managers:

- A dedicated Account Manager will coordinate all aspects of the program.
- Ongoing, onsite employee orientations outlining EAP benefits will be provided.
- EAN will conduct management training, guiding supervisors to make effective referrals.
- EAN will provide unlimited management and organizational consultation to managers and supervisors covered under benefits through Village of Orland Park.
- EAN will provide Village of Orland Park with regular statistical reports outlining program utilization by employees and management.
- EAN will assist in policy development for Village of Orland Park. EAN complements and supports existing personnel policies with an Employee Assistance Program (EAP) policy statement. Also included are policies related to EAP, including: drug and alcohol in the workplace and last chance agreement, violence in the workplace, sexual harassment, Americans with Disabilities Act (ADA) related concerns, and workers' compensation.

Program Promotion:

- EAN will provide extensive written promotional materials to Village of Orland Park, including: introductory letter, brochures, wallet cards, posters, health & wellness newsletter, managers' handbook, e-promotions, tip sheets, workbooks, and other written guidance materials.
- Ongoing, unlimited orientations and management/supervisor training programs are also designed to increase awareness and utilization of the EAP program.

Specialized Substance Abuse Services:

- EAN will provide extensive specialized substance abuse services to Village of Orland Park, including: counseling, policy development, EAP follow-up and monitoring, organizational training, and SAP & other regulatory service compliance monitoring.

The following Scope of Services further details offerings in the Employee Assistance Program.

EMPLOYEE ASSISTANCE NETWORK - SCOPE OF SERVICES

EAN utilizes a wide array of solutions for employees, resources for managers, and promotional materials to help our clients exceed objectives. All employees, their families, and dependents are eligible for EAP services.

SOLUTIONS FOR EMPLOYEES

1. PROFESSIONAL COUNSELING SERVICES/FOLLOW-UP SERVICES

Employees will be seen by a clinically licensed professional counselor to define the problem and arrive at a plan of action. All counseling sessions are strictly confidential.

After counseling sessions with the EAP, if the employee is being referred for services outside the Metropolitan Family Services' provider system, the EAP will follow-up to make sure that the employee is satisfied with the referral provided. Recognizing the importance of continuity of care, many of our contracted providers are also covered under most major health plans, allowing employees a seamless transition to continue services with their EAP provider.

2. FINANCIAL COUNSELING SERVICES

Financial assessment and counseling services will be provided by certified financial counselors. These services, provided in-person or telephonically, include budgeting and assessment for debt management.

3. LEGAL SERVICES

A free in-person or telephonic legal consultation with an attorney on various areas of the law will be provided. (Work related cases are specifically excluded.) If requested, the referral will be to an attorney specializing in the problem area. The employee or dependent will receive a 25% discount off all attorney fees when referred through this service.

4. ELDERCARE SPECIALISTS

Eldercare specialists are available to assist employees of Village of Orland Park with the emotional and practical issues that affect families with aging relatives. In addition, the identified relative is always eligible to utilize the EAP benefit.

5. CHILDCARE CONSULTATION

Employees and their families will receive guidance regarding childcare issues as a part of the EAP/Work-life package. This ranges from parenting education and coaching to evaluating daycare options. EAN will assist with all childcare searches, thoroughly screening the options prior to referral.

6. CAREER GUIDANCE

The Employee Assistance Network offers telephonic career guidance for employees and family members seeking direction on next steps in their professional development.

7. WELLNESS WORKSHOPS

As a means to broaden the opportunity for employee use of the Employee Assistance Program, and to provide a preventive component, Employee Assistance Network offers wellness group education seminars. When utilized as an adjunct to the EAP's customary

services, these workshops serve to increase the credibility and visibility of the EAP by giving employees a safe, informative environment in which to experience EAP staff in action. A list of wellness topics is provided in this proposal. Additional topics can be customized as needed.

8. ONLINE ASSISTANCE

EAN has a dedicated web site, which offers a wealth of informational resources, articles and contact information related to wellness and behavioral health. There is also a variety of self-administered assessment tools on the site.

RESOURCES FOR MANAGERS

1. DEDICATED ACCOUNT MANAGER

EAN will provide Village of Orland Park with a designated Account Manager who will respond quickly to all inquiries/concerns regarding the program. The Account Manager will coordinate implementation of the EAP and the scheduling of any on-site training. The Account Manager is always available, with back-up, for management consultation. In addition, the Account Manager proactively directs efforts to maximize utilization including, but not limited to EAP data analysis, utilization reporting, and promotional activities.

2. EAP ORIENTATION TRAINING

Employee Assistance Network will present information that introduces the EAP program and answer questions about using the EAP. A separate Executive Orientation is provided for senior management.

3. MANAGER/SUPERVISOR TRAINING

EAN will provide Village of Orland Park with on-site training aimed at maximizing utilization. Manager/supervisor training teaches managers and supervisors how to identify the most at-risk employees and make effective referrals.

4. MANAGEMENT CONSULTATION SERVICES

Helping managers and supervisors to effectively deal with troubled employees and to refer employees to the EAP when personal problems are interfering with job performance is an integral part of EAP services and organizational risk management. Consultation to managers and human resource personnel regarding specific situations is included in the EAP.

5. REGULAR STATISTICAL REPORTS

The Account Manager will provide Village of Orland Park with comprehensive utilization reporting, including aggregate statistics on utilization, primary problems reported, outcome data, and any other important information. No names are given; only non-identifiable information is provided. Reports will be tailored to the informational needs and provided on a regular basis. Based on utilization, recommendations to the organization are included in every report.

6. EAP POLICY AND PROCEDURES

The Employee Assistance Network will provide an EAP policy statement for Village of Orland Park. One key component to the program is the privacy and confidentiality of the service and this will be clearly outlined in the policy statement.

7. RELATED POLICY DEVELOPMENT

The Employee Assistance Network will review and make recommendations on all company policies related to EAP, including but not limited to: harassment, violence in the workplace, drug and alcohol in the workplace, etc.

8. DOWNSIZING CONSULTATION AND EXECUTIVE COACHING

EAN has expertise in providing downsizing consultation and coordination with outplacement assistance. On-site consultation is included in your benefit whenever needed. Executive Coaching can be available to assist employees and managers in reaching their own personal goals. A specific proposal for Executive Coaching will be provided upon request.

PROGRAM PROMOTION

The Employee Assistance Network will provide a comprehensive EAP promotional program with the primary objective to facilitate a positive program image of the Employee Assistance Program. Written materials include:

- An introductory letter explaining the Employee Assistance Program
- EAP program brochure of services provided
- EAP wallet card
- Posters for bulletin board display
- Articles for the internal newsletters of Village of Orland Park
- Health and Wellness ("Healthy Exchange") newsletter for employees
- Information to be disseminated at periodic employee/supervisory meetings
- Supervisors and Managers Handbook (to refer troubled employees)
- Email or Intranet promotional programs with tips and reminders
- EAP web site with work-life library and a variety of resources, including self-administered assessment tools
- Tip sheets, workbooks and other written guidance materials

In addition to the written materials, the EAP Orientation Training and Manager/Supervisor Training are designed to promote awareness and utilization of EAP services.

The EAP Account Manager will coordinate these promotional services.

SPECIALIZED SUBSTANCE ABUSE SERVICES

1. SUBSTANCE ABUSE COUNSELING

The Employee Assistance Network has experienced licensed clinical / certified addictions counselors on staff who will provide comprehensive drug and alcohol assessments, outpatient counseling as appropriate, and case management services. Problems requiring higher levels of care will be referred to specialty alcohol and substance abuse treatment programs in coordination with the employee's health insurance coverage. The EAP counselor will monitor progress and assist with work-related issues.

2. SUBSTANCE ABUSE POLICY DEVELOPMENT

As part of the Employee Assistance Program implementation, EAN will review and help your organization develop a specific policy on substance abuse. Policy will address:

- Compliance with Drug Free Workplace Act 1988

- Rules of conduct related to substance use or possession
- Inspections for substances on premises
- Alcohol and / or drug testing
- Formal referrals to the EAP for substance abuse concerns
- How the EAP can help substance abusing employees, either on a voluntary or formal basis

EAN will also construct a “Last Chance Agreement” for your organization, which outlines the referral and monitoring process for employees who have positive drug screens, or who are identified to be in need of ongoing monitoring for substance abuse problems. EAN will provide ongoing review to insure these policies remain effective.

3. SUBSTANCE ABUSE: EAP FOLLOW UP AND MONITORING

EAN will offer extensive case management to ensure compliance with a signed “Last Chance Agreement”. This includes:

- Providing consultation to management regarding enforcement of Last Chance Agreement and reviewing work performance concerns
- Providing the initial assessment
- Coordinating all additional assessments
- Referring to all levels of treatment
- Assisting with employee medical benefit access and pre-certification process
- Acting as a liaison with all treatment providers
- Providing ongoing contact with a representative from your organization to report status of compliance. Due to confidentiality requirements, this must be with the employee's written consent.

4. ORGANIZATIONAL TRAINING ON SUBSTANCE ABUSE

EAN will provide training for supervisors/managers which address the proper way for managers to intervene with employees suspected of substance abuse. Objectives of this training include:

- Provide an overview on current substance abuse concerns in the workplace.
- Help employers increase awareness on how drug and alcohol abuse impacts the workforce today.
- Identify signs and symptoms of substance abuse.
- Increase awareness of your organization's drug free workplace policy.
- Describe how the EAP can provide help for employees who abuse substances.
- Review the referral and treatment process for employees subject to the “Last Chance Agreement.”

EAN will also provide training for your general employee population on Substance Abuse. Objectives include:

- Identify the problems resulting from substance abuse relating to the substance abuser, his/her family, and the workplace.
- Describe the effects of specific drugs of abuse, as well as their signs and symptoms.
- Understand the progression of addiction and the impact on both the addict and family.
- Identify ways for employees to help co-workers to seek help with substance abuse concerns.
- Increase employee awareness of your substance abuse policy.
- Describe how the EAP can provide help for employees who abuse substances.

5. SUBSTANCE ABUSE PROFESSIONAL (“SAP”) SERVICES & OTHER REGULATORY SERVICE COMPLIANCE MONITORING

Your organization may require specific regulatory service compliance monitoring for employees under certain regulatory bodies (e.g. Department of Transportation, Physicians, Nursing, etc.) who are identified to have substance abuse concerns. This often requires the employee be evaluated by a Substance Abuse Professional (SAP), a specific specialty with exclusive compliance regulations. The SAP provides structured evaluation and monitoring for employees needing substance abuse treatment. The SAP ensures full compliance with regulations for particular impaired professionals. Metropolitan Family Services EAN will connect employees with Substance Abuse Professionals (SAP) whenever necessary.



EAP & WORK-LIFE PRICING

VILLAGE OF ORLAND PARK

CORE

EAP & WORK-LIFE MODEL

CORE EAP AND WORK-LIFE MODEL

CATEGORY

SERVICES INCLUDED

PROGRAM AND ACCOUNT MANAGEMENT

Program Implementation / Executive Orientation	Included and ongoing
Corporate and Management Consultation	Unlimited consultation for Human Resources and Managers
EAP Policy & Substance Abuse Policy Development	Unlimited assistance including: • Substance Abuse policy • Customized Last Chance Agreement for substance abuse and work performance concerns • EAP Policy • D.O.T. compliance
Specialty Workshops exclusive to Managers includes: • Executive coaching • Managing a difficult employee • Violence in the work place • Team building • Communication • Conflict resolution • Trauma	** Included (60-90 minutes each)
Management and Supervisory Handbook	Unlimited copies
Wellness Training Seminars (topics included in this proposal)	** Included (60-90 minutes each)
On-line EAP and Work-Life Resources	Web Site access included / A variety of tip sheets, workbooks and other written guidance materials available as requested.
Onsite EAP Employee Orientation Training	Unlimited
Onsite EAP Supervisor Training	Unlimited
Onsite Downsizing Assistance	Unlimited consultation and resources as requested
EAP Provider Network Development	Ongoing as needed
Utilization Reporting	Quarterly

SERVICES TO EMPLOYEES AND FAMILY MEMBERS

In-Person and Telephonic Assessment and Referral for: Marital / Family Issues, Addictions, Emotional, Stress Management, Wellness Resources and other personal concerns.

- Up to **three (3)** in-person sessions (per problem Area, per employee, per year) with a Masters Level, Clinically Licensed Professional
- Unlimited telephone consultation and referral

Eldercare and Childcare guidance and consultation

In-person and telephonic assistance

Financial/credit counseling, budget counseling, debt management program, mortgage information, etc.

In-person and telephonic assistance

Legal Consultation and Referral

One free consultation with an Attorney and referral to a specialist with a 25% fee discount

Career enhancement consultation

One free telephonic consultation

Referrals to Community Resources

Unlimited

24 Hour Toll Free Clinical Access Line

24 hours a day, 365 days per year

Coordination of Substance Abuse Evaluations

Assessment and case management for all employees placed on a "Last Chance Agreement". Referrals to "Substance Abuse Professionals" (SAP) whenever needed.

EMPLOYEE COMMUNICATION "PROMOTIONAL" MATERIALS

Health Benefit Fairs

One time annually

Posters and EAP Brochures

Unlimited as requested

Employee Benefit "Wallet Size" ID Card

Unlimited as requested

EAN's Exclusive On-Line Library (Includes hundreds of wellness-related articles, screenings, calculators and other resources)

Unlimited access

"Healthy Exchange" Newsletter

3 times annually and online

"Email promotional"

6 times annually

PRICING

\$1.65 per employee/per month

**** Two (2) hours** of onsite workshops included per year. Additional workshops will be billed at a rate of \$225 per staff hour. Please reference page 75 of this proposal for a sample list of our workshops.

ENHANCED EAP & WORK-LIFE MODEL

ENHANCED EAP AND WORK-LIFE MODEL

CATEGORY

SERVICES INCLUDED

PROGRAM AND ACCOUNT MANAGEMENT

Program Implementation / Executive Orientation	Included and ongoing
Corporate and Management Consultation	Unlimited consultation for Human Resources and Managers
EAP Policy & Substance Abuse Policy Development	Unlimited assistance including: • Substance Abuse policy • Customized Last Chance Agreement for substance abuse and work performance concerns • EAP Policy • D.O.T. compliance
Specialty Training exclusive to Managers includes: • Executive coaching • Managing a difficult employee • Violence in the work place • Team building • Communication • Conflict resolution • Trauma	** Included (60-90 minutes each)
Management and Supervisory Handbook	Unlimited copies
Wellness Training Seminars (topics included in this proposal)	** Included (60-90 minutes each)
On-line EAP and Work-Life Resources	Web Site access included / A variety of tip sheets, workbooks and other written guidance materials available as requested.
Onsite EAP Employee Orientation Training	Unlimited
Onsite EAP Supervisor Training	Unlimited
Onsite Downsizing Assistance	Unlimited consultation and resources as requested
EAP Provider Network Development	Ongoing as needed
Utilization Reporting	Quarterly

SERVICES TO EMPLOYEES AND FAMILY MEMBERS

In-Person and Telephonic Assessment and Referral for: Marital / Family Issues, Addictions, Emotional, Stress Management, Wellness Resources and other personal concerns.

- Up to **six (6)** in-person sessions (per problem Area, per employee, per year) with a Masters Level, Clinically Licensed Professional
- Unlimited telephone consultation and referral

Eldercare and Childcare guidance and consultation

In-person and telephonic assistance

Financial/credit counseling, budget counseling, debt management program, mortgage information, etc.

In-person and telephonic assistance

Legal Consultation and Referral

One free consultation with an Attorney and referral to a specialist with a 25% fee discount

Career enhancement consultation

One free telephonic consultation

Referrals to Community Resources

Unlimited

24 Hour Toll Free Clinical Access Line

24 hours a day, 365 days per year

Coordination of Substance Abuse Evaluations

Assessment and case management for all employees placed on a "Last Chance Agreement". Referrals to "Substance Abuse Professionals" (SAP) whenever needed.

EMPLOYEE COMMUNICATION "PROMOTIONAL" MATERIALS

Health Benefit Fairs

One time annually

Posters and EAP Brochures

Unlimited as requested

Employee Benefit "Wallet Size" ID Card

Unlimited as requested

EAN's Exclusive On-Line Library (Includes hundreds of wellness-related articles, screenings, calculators and other resources)

Unlimited access

"Healthy Exchange" Newsletter

3 times annually and online

"Email promotional"

6 times annually

PRICING

\$2.00 per employee/per month

**** Four (4) hours** of onsite workshops included per year. Additional workshops will be billed at a rate of \$225 per staff hour. Please reference page 75 of this proposal for a sample list of our workshops.

PREMIUM

EAP & WORK-LIFE MODEL

PREMIUM EAP AND WORK-LIFE MODEL

CATEGORY

SERVICES INCLUDED

PROGRAM AND ACCOUNT MANAGEMENT

Program Implementation / Executive Orientation	Included and ongoing
Corporate and Management Consultation	Unlimited consultation for Human Resources and Managers
EAP Policy & Substance Abuse Policy Development	Unlimited assistance including: • Substance Abuse policy • Customized Last Chance Agreement for substance abuse and work performance concerns • EAP Policy • D.O.T. compliance
Specialty Training exclusive to Managers includes: • Executive coaching • Managing a difficult employee • Violence in the work place • Team building • Communication • Conflict resolution • Trauma	** Included (60-90 minutes each)
Management and Supervisory Handbook	Unlimited copies
Wellness Training Seminars (topics included in this proposal)	** Included (60-90 minutes each)
On-line EAP and Work-Life Resources	Web Site access included / A variety of tip sheets, workbooks and other written guidance materials available as requested.
Onsite EAP Employee Orientation Training	Unlimited
Onsite EAP Supervisor Training	Unlimited
Onsite Downsizing Assistance	Unlimited consultation and resources as requested
EAP Provider Network Development	Ongoing as needed
Utilization Reporting	Quarterly

SERVICES TO EMPLOYEES AND FAMILY MEMBERS

In-Person and Telephonic Assessment and Referral for: Marital / Family Issues, Addictions, Emotional, Stress Management, Wellness Resources and other personal concerns.

- Up to **nine (9)** in-person sessions (per problem Area, per employee, per year) with a Masters Level, Clinically Licensed Professional
- Unlimited telephone consultation and referral

Eldercare and Childcare guidance and consultation

In-person and telephonic assistance

Financial/credit counseling, budget counseling, debt management program, mortgage information, etc.

In-person and telephonic assistance

Legal Consultation and Referral

One free consultation with an Attorney and referral to a specialist with a 25% fee discount

Career enhancement consultation

One free telephonic consultation

Referrals to Community Resources

Unlimited

24 Hour Toll Free Clinical Access Line

24 hours a day, 365 days per year

Coordination of Substance Abuse Evaluations

Assessment and case management for all employees placed on a "Last Chance Agreement". Referrals to "Substance Abuse Professionals" (SAP) whenever needed.

EMPLOYEE COMMUNICATION "PROMOTIONAL" MATERIALS

Health Benefit Fairs

One time annually

Posters and EAP Brochures

Unlimited as requested

Employee Benefit "Wallet Size" ID Card

Unlimited as requested

EAN's Exclusive On-Line Library (Includes hundreds of wellness-related articles, screenings, calculators and other resources)

Unlimited access

"Healthy Exchange" Newsletter

3 times annually and online

"Email promotional"

6 times annually

PRICING

\$2.75 per employee/per month

**** Six (6) hours** of onsite workshops included per year. Additional workshops will be billed at a rate of \$225 per staff hour. Please reference page 75 of this proposal for a sample list of our workshops.

UNLIMITED

EAP & WORK-LIFE MODEL

Please note: The Unlimited Model described in the pages which follow reflects the level of service that the Village of Orland Park is currently receiving from Metropolitan Family Services' Southwest Center, with the addition of the Work-life component and account management services. Pricing assumes similar levels of utilization.

This Unlimited Model is not an industry standard EAP. While some contracts state "unlimited," those contracts typically contain a disclaimer that excludes "long-term" care. The services currently provided by Metropolitan Family Services' Southwest site are truly unlimited.

UNLIMITED EAP AND WORK-LIFE MODEL

CATEGORY

SERVICES INCLUDED

PROGRAM AND ACCOUNT MANAGEMENT

Program Implementation / Executive Orientation	Included and ongoing
Corporate and Management Consultation	Unlimited consultation for Human Resources and Managers
EAP Policy & Substance Abuse Policy Development	Unlimited assistance including: • Substance Abuse policy • Customized Last Chance Agreement for substance abuse and work performance concerns • EAP Policy • D.O.T. compliance
Specialty Training exclusive to Managers includes: • Executive coaching • Managing a difficult employee • Violence in the work place • Team building • Communication • Conflict resolution • Trauma	** Included (60-90 minutes each)
Management and Supervisory Handbook	Unlimited copies
Wellness Training Seminars (topics included in this proposal)	** Included (60-90 minutes each)
On-line EAP and Work-Life Resources	Web Site access included / A variety of tip sheets, workbooks and other written guidance materials available as requested.
Onsite EAP Employee Orientation Training	Unlimited
Onsite EAP Supervisor Training	Unlimited
Onsite Downsizing Assistance	Unlimited consultation and resources as requested
EAP Provider Network Development	Ongoing as needed
Utilization Reporting	Quarterly

SERVICES TO EMPLOYEES AND FAMILY MEMBERS

In-Person and Telephonic Assessment and Referral for: Marital / Family Issues, Addictions, Emotional, Stress Management, Wellness Resources and other personal concerns.

- **Unlimited** in-person sessions (per problem Area, per employee, per year) with a Masters Level, Clinically Licensed Professional
- Unlimited telephone consultation and referral

Eldercare and Childcare guidance and consultation

In-person and telephonic assistance

Financial/credit counseling, budget counseling, debt management program, mortgage information, etc.

In-person and telephonic assistance

Legal Consultation and Referral

One free consultation with an Attorney and referral to a specialist with a 25% fee discount

Career enhancement consultation

One free telephonic consultation

Referrals to Community Resources

Unlimited

24 Hour Toll Free Clinical Access Line

24 hours a day, 365 days per year

Coordination of Substance Abuse Evaluations

Assessment and case management for all employees placed on a "Last Chance Agreement". Referrals to "Substance Abuse Professionals" (SAP) whenever needed.

EMPLOYEE COMMUNICATION "PROMOTIONAL" MATERIALS

Health Benefit Fairs

One time annually

Posters and EAP Brochures

Unlimited as requested

Employee Benefit "Wallet Size" ID Card

Unlimited as requested

EAN's Exclusive On-Line Library (Includes hundreds of wellness-related articles, screenings, calculators and other resources)

Unlimited access

"Healthy Exchange" Newsletter

3 times annually and online

"Email promotional"

6 times annually

PRICING

\$19,500 flat annual rate

**** Twenty (20) hours** of onsite workshops included per year. Additional workshops will be billed at a rate of \$225 per staff hour. Please reference page 75 of this proposal for a sample list of our workshops.