

City Council Study Session

Monday, March 20, 2023 – 6:00 PM

27400 Southfield Road, Lathrup Village, Michigan 48076

In the Meeting Place

ADDRESSING THE CITY COUNCIL

- Your comments shall be made during times set aside for that purpose.
- Stand or raise a hand to indicate that you wish to speak.
- When recognized, state your name and direct your comments and/or questions to any City official in attendance.
- Each person wishing to address the City Council and/or attending officials shall be afforded one opportunity of up to three (3) minutes duration during the first and last occasion for citizen comments and questions and one opportunity of up to three (3) minutes duration during each public hearing. Comments made during public hearings shall be relevant to the subject for which the public hearings are held.
- In addition to the opportunities described above, a citizen may respond to questions posed to him or her by the Mayor or members of the Council, provided members have been granted the floor to pose such questions.
- No speaker may make personal or impertinent attacks upon any officer, employee, or City Council member or other Elected Official, that is unrelated to the manner in which the officer, employee, or City Council member or other Elected Official, performs his or her duties.
- No person shall use abusive or threatening language toward any individual when addressing the City Council.
- Any person who violates this section shall be directed by the Mayor to be orderly and silent. If a person addressing the Council refuses to become silent when so directed, such person may be deemed by the Mayor to have committed a “breach of the peace” by disrupting and impeding the orderly conduct of the public meeting of the City Council and may be ordered by the Mayor to leave the meeting. If the person refuses to leave as directed, the Mayor may direct any law enforcement officer who is present to escort the violator from the meeting.

1. **Call to Order** by Mayor Garrett

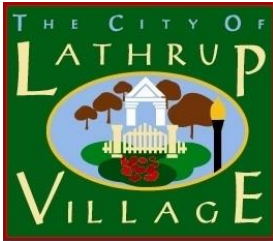
2. **Discussion Items**

- A. Ulliance Employee Assistance Program
- B. Lathrup Village AMI Proposal
- C. Communications Plan
- D. Council Goal Setting
- E. Southfield Public Schools Discussion
- F. DPW Security Camera Proposal

3. **Mayor and Council Comments**

4. **Public Comments**

5. **Adjourn**



Susan Montenegro

City Administrator

City of Lathrup Village

27400 Southfield Road | Lathrup Village, MI 48076

smontenegro@lathrupvillage.org

Office: 248.557.2600 x 225 | Cell: 248.520.0620

COUNCIL COMMUNICATION:

TO: Mayor Garrett and City Council Members

FROM: Susan Montenegro, City Administrator

DATE: March 20, 2023

RE: Ulliance Employee Assistance Program

Staff met with both the representative from our BCBS program and a rep from Ulliance to discuss an Employee Assistance Program (EAP). This is a requirement the City needs to meet as part of the accreditation process for the Lathrup Village Police Department through the Michigan Association of Chief's of Police. An EAP is a needed benefit for first responders so they can decompress from traumatic events and is a great way to look out for the well-being of our police officers.

A quote has been received from Ulliance in the amount of \$6,500 for an Employee Assistance Program. The cost is the same price whether just kept for the police department or for everyone. The EAP covers all employees of the City, their families, and City Council.

Representatives from Ulliance will be at the Council meeting to discuss and answer questions Council may have.

Suggested Motion:

To approve the Life Advisor Employee Assistance Program with Ulliance in the amount of \$6,500 per year.

LIFE ADVISOR EMPLOYEE ASSISTANCE PROGRAM® City of Lathrup Village Service Agreement

This Life Advisor Employee Assistance Program® Service Agreement ("Agreement"), effective April 1st, 2023 (the "Effective Date"), by and between **City of Lathrup Village**, including all divisions and/or sites currently, and while under this Service Agreement are owned by **City of Lathrup Village**, ("Customer"), and Ulliance, Inc., (and its successors and assigns) ("Ulliance"). Customer and Ulliance are collectively referred to as the "Parties" and as "Party." Ulliance shall provide Employee Assistance services and compensation therefore, according to the following terms and conditions:

1. **Term:** This agreement shall become effective on the Effective Date and shall continue for a minimum period of (1) one full year unless terminated as set forth herein. Following the initial one-year Agreement period, and unless otherwise terminated, this Agreement shall be automatically renewed for subsequent one-year periods.
2. **Services to be Provided:** Ulliance shall provide those services to the Customer's employees and their eligible spouses and dependents ("Participants") located in the United States ("Services").
 - a. **Consultation Prior to Life Advisor EAP® Implementation:** To ensure compatibility with Customer culture and other cost-containment, risk reduction and health promotion strategies, Ulliance provides initial and annual consultation with key Customer officials.
 - b. **Supervisor Life Advisor EAP® Orientation:** Ulliance may provide upon Customer's request, orientation for human resources, supervisors, managers and key employees, either in person or via electronic media. While this is essential at the initiation of a new program, it may be replicated periodically to accommodate new human resources staff and managers. Supervisor Life Advisor EAP® orientation includes:
 - Introduction to the Life Advisor EAP®.
 - Recognition of employee personal performance problems.
 - Clarification of the Life Advisor EAP® and human resources and supervisor's role with assisting troubled employees.
 - Effective management and documentation of employee work performance problems.
 - Life Advisor EAP® referral types & related processes.
 - Privacy, confidentiality issues and formal employee referral services available to supervisors.
 - c. **Employee Orientation:** Ulliance may provide, upon Customer's request, Life Advisor EAP® employee orientations either in person, or via electronic media to groups of Customer's employees ("Employees") to familiarize them with the Employee Assistance Program services and how they work.

- d. **Counseling Services:** Ulliance may provide professional, advance degreed and licensed/certified/credentialed counselors to assist Participants experiencing a variety of personal problems and work-life challenges.

Ulliance may respond to all calls or requests via website or mobile applications (where applicable) for assistance. This may involve telephone consultation, on-line chat (where applicable), or arrangements to meet at one of the counseling offices. Ulliance may assess the Participant's concern, the type of assistance necessary, the nature and scope of the problems, and the prudent course of action. A counselor will help the Participant define the problem, or issue, and develop a course of action toward assisting them.

Ulliance may provide counseling in cases where a Participant's problem(s) can be managed within a short-term counseling model otherwise known as the Resolution Model EAP®.

Ulliance will refer a Participant, when necessary, to longer-term counseling services, facilities or to a community resource for the treatment of the Participant's problem, or issue. Ulliance is not responsible for providing Life Advisor EAP Participants with insurance verification nor is Ulliance responsible for any treatment costs or any costs whatsoever covered or not covered by insurance. It is the Life Advisor EAP® Participant's responsibility to verify their insurance eligibility, coverage, and to pay any and all deductibles, co-insurance and/or costs associated with counseling/treatment rendered by, or through, treatment providers.

Ulliance does not control and is not responsible for the quality of services rendered by resources or affiliate providers nor does Ulliance review or monitor their activities. A referral by Ulliance to a resource or affiliate provider is not a recommendation, approval or representation by Ulliance regarding the standards, quality, competence or adequacy of such resource or its agents and employees or its facilities. The decisions as to whether to utilize a resource or affiliate provider identified by Ulliance shall rest solely with the Participant who has the sole and independent obligation to decide whether or not to contract with or otherwise retain or employ such resource or affiliate provider. Ulliance does not assume any liability regarding the Services performed by any resource or affiliate provider.

Ulliance may provide follow-up to Life Advisor EAP® Participants for continuing support and furnish additional counseling services, as necessary.

Ulliance may provide a 24-hour telephone "Crisis Line" which will be listed on promotional material distributed to Employees and/or displayed at the workplace.

Ulliance may promote the general health of the Participants by recommending and providing information about community resources.

Ulliance may provide individual client case management for chemical abuse/dependency and mental health problems.

Ulliance does not provide psychiatric service, psychological testing, detoxification, long-term psychotherapy, specialized mental health treatment for autism, dyslexia or mental retardation, child psychiatric services/testing, or inpatient, day treatment, residential or halfway house services for chemical dependency or mental health problems.

Counseling will be available by appointment. Times will be scheduled to accommodate the needs of the Participants in a timely manner, except on the following holidays: Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Easter, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Thanksgiving Friday. Crisis management services will be available at all times.

- e. **Enhanced Legal/Financial Access:** The Ulliance Enhanced Legal/Financial Access services provide up to 30 minutes of free initial consultation services with a network attorney and or a certified financial planning consultant. The financial and legal consultants are available for hire at the discretion of the Participant. Participants will receive a discount off normal hourly rates when working with a certified financial planner or legal consultant from a network of providers. It is solely at the Participants' discretion to hire and continue any services with the consultant after the initial consultation. Ulliance is not responsible for any legal or financial guidance provided or associated costs incurred in the event that a Participant hires legal counsel or a financial consultant.
- f. **Human Resources and Management Services:** Ulliance may provide a variety of Management Services including:
- **Human Resources and Management Consultations-** The Customer will receive unlimited consultations and interventions for human resources, managers/supervisors/key personnel who are confronted with Employee policy violations or work performance problems. These confidential consultations can help managers deal with troubled Employees and difficult situations in the most effective manner.
 - a. Life Advisor EAP® “coaching” is provided to human resources, management and key personnel who may be experiencing confusion, frustration, or personal distress as a result of an Employee’s personal performance problem and/or situation.
 - b. Ulliance provides consultation for human resources, managers, supervisors and key personnel with Employees who are under “Last Chance” or “Return-To-Work” guidelines for policy violations and other work performance problems to determine if a work performance referral is appropriate.
 - **Work Performance Referrals:** The formal referral process allows human resources, and management to refer an Employee who is at risk of termination due to personal work performance problems or Customer policy violations. This provides human resources and management with direct information regarding an Employee’s compliance with Life Advisor EAP® direction and recommendation and providing the Employee with an opportunity to help him/herself. Formal referrals provide management and, if appropriate, union leadership, with assistance in helping Employees.
 - **Critical Incident Stress Debriefings:** In the event the Customer experiences a critical incident or crisis at the worksite (e.g., workplace violence, suicide, natural disaster, fatality), Ulliance can provide on-site response. This service will help to reduce the possibility of post-traumatic stress, normalize reactions to the incident, provide continued support/counseling to those affected, and provide human resources, management and or union consultation to prevent recurrence and reduce overall long-term effects. In the event of a disaster (i.e. natural disaster, terrorist attack, or other major event), Customer shall be entitled up to a maximum of 7 hours for Critical Incident Stress Debriefing, (CISD) services per single event.
- g. **Service Report:** A Life Advisor EAP® Service Report will be provided to human resources management. Only demographic information will be submitted. To ensure confidentiality this information is limited to:
- Number of Employees using the Life Advisor EAP®.
 - Number of Participants contacts.
 - Demographics and types of problems identified.

- Number and types of referrals made.

- h. **Printed Material:** Ulliance provides the format and information to the Customer for notices to Participants. However, it is the Customer's responsibility to print or to pay for the printing and postage of, and to distribute, notices about the program to eligible Participants. Said notices shall include, but not be limited to, posters, brochures or notices.
- i. **Travel Expenses:** It is the Customer's responsibility to pay for all reasonable travel expenses incurred by Ulliance associated with human resources, supervisor orientations, employee orientations, Life Advisor EAP® implementation meetings, critical incident stress debriefings and on-site consultations at locations more than 100 miles outside of areas served directly by local or regional offices. Mileage reimbursements will be no more than IRS rate. Customer must provide Ulliance with at least 72 hours advanced notice if it wishes to cancel any scheduled training, on-site intervention or other on-site services. Reasonable travel expenses may include but not limited to: airfare, hotel, commuter fees (taxi, tolls etc.). Customer will be charged for any non-refundable costs incurred by Ulliance. Customer may have prior approval of any reimbursable travel expense. For on-site Critical Incident Stress Debriefing's there is \$150 per Counsellor travel charge per trip to customer site.
- j. **Involvement in Legal Issues:** Ulliance cannot be involved in any capacity with legal problems – i.e., appearing in court for divorce/custody cases; writing reports for the courts for any legal purposes; providing documentation to assist in the application process for FMLA or disability claims; or with issues concerning the Customer, Participants or any bargaining agency or union issues.
- k. **Fee Schedule:** The Flat Fee schedule is based on a capitation rate of \$ 6,500 per year based on a headcount of less than 250 employees. The annual Life Advisor EAP fee will be based on an Employee headcount number provided by the Company prior to the beginning of each quarter. Headcounts will include all current Company Employees, and former Company employees who are eligible for Life Advisor EAP coverage through COBRA-elected benefits. There is no fee for Employees' dependent coverage. The Company will pay Ulliance, Inc. on an annual basis, the first payment due at the time of the start of the program and the following payments due upon the receipt of a Life Advisor EAP invoice. The Life Advisor EAP capitated fee may be reviewed and adjusted annually by Ulliance.

At the sole discretion of Ulliance, a late fee of 1.5% per month may be assessed on outstanding balances in excess of 30 days. Ulliance reserves the right to amend its fees in the event of any changes to Customer's benefit plan or in the event of any other program or administrative changes due to state or federal law.

In the event Ulliance must use legal means to pursue collection due to failure to pay timely for contracted services rendered, Customer shall pay all reasonable attorney fees and court costs. At the sole discretion of Ulliance, legal action may be taken on accounts with overdue balances in excess of 120 days.

3. **Taxes:** All fees quoted and payable under this Agreement exclude taxes. Customer will pay or reimburse Ulliance for all applicable sales, services and other taxes (excluding taxes on Ulliance' net income) that may be levied upon the performance of services under this Agreement.
4. **Plan Administration:** The Customer as Plan Administrator shall retain all final authority for benefit eligibility under any and all applicable insurance and claim administration Agreements and shall be fully responsible for its compliance with all applicable laws. Customer will at its cost, distribute all notices required by HIPAA to be provided by the Customer.

5. **Participant Information:** The Customer and Ulliance agree that any confidential Participant information shall not be disclosed by Ulliance or the Customer without the written consent or authorization of the Participant unless State or Federal law requires the sharing of information and then only in strict compliance with the applicable law(s).
6. **Facilities:** Ulliance shall provide or cause to be provided the physical facilities necessary for the Services to be provided for counseling. The Customer shall provide the facilities for Life Advisor EAP® presentations, training sessions and workshops Ulliance offers to the Customer and the Participants.
7. **Exclusivity:** During the term of this Agreement, Customer warrants that Ulliance shall be the exclusive provider of the services under this Agreement to all current U.S. and Canada based locations of Customer, and that all such employees at these locations shall be covered under this Agreement. This section, however, shall not preclude Customer from utilizing another vendor in a specific location if Ulliance informs Customer in writing that Ulliance is unable to provide services in such location.
8. **Force Majeure:** No failure, delay or default in performance of any obligation of Ulliance shall constitute an event of default or breach of the Agreement to the extent that such failure to perform, delay or default arises out of a cause, existing or future, that is beyond the control and without negligence of Ulliance, including, but not limited to: action or inaction of governmental, civil or military authority; fire, strike, lockout or other labor dispute; flood, war, terrorism, riot, theft, earthquake and other natural disaster.
9. **Program Information:** The Customer understands that the Employee Assistance Program information is confidential and proprietary to Ulliance and agrees to protect the confidentiality of any Ulliance program or service the Customer may acquire in the course of dealing with Ulliance. The Customer shall not disclose any such information to any person or organization without the express written approval of Ulliance. The Customer shall also use its best efforts to ensure that its employees or agents participating in Ulliance programs shall not disclose Ulliance program information.
10. **Non-Solicitation:** The Parties agree that they shall not solicit, recruit or employ or otherwise induce or influence any employee of the other Party's respective organizations to terminate employment with the other Party during the term of this Agreement, and for one-year following the Agreement termination date without the prior approval of the other Party.
11. **Insurance:** Ulliance agrees to maintain professional liability insurance covering counseling services provided by Ulliance under this Agreement. However, Ulliance cannot, and does not, guarantee the results of treatment or professional conduct.
12. **Clause Headings:** The clause headings appearing in this Agreement have been inserted for the purpose of convenience and ready reference. They do not purport to, and shall not be deemed to, define, limit or extend the scope or intent of the clauses to which they appertain.
13. **Facsimile/Signed Electronic Transmissions:** Facsimile or signed electronic transmission of an executed copy of this Agreement or any amendments hereto shall be accepted as evidence of a party's execution of the Agreement or amendment.
14. **Termination and Notice:** This Agreement may be terminated by either party for a breach of the terms in this Agreement by the other Party which is not corrected within 45 days following the receipt of written notice thereof. This agreement may not be terminated otherwise during the Agreement service period specified in paragraph 1 above. Discontinuation of Services without cause may occur only at the conclusion of a given term of service, with the Customer providing a

90-day notice of termination prior to the renewal date. In the event the Customer elects to terminate this Agreement without a breach during the service period, the Customer will be responsible for paying the total sums due for the remainder of the service term specified in paragraph 1, in addition to any other payments due Ulliance, whether or not Ulliance continues to provide Employee Assistance services. For purposes of this Agreement, notice shall be deemed received when deposited in the mail by certified or registered letter.

15. **Severability:** If and to the extent any provision of this Agreement is held illegal, invalid or unenforceable in whole or in part under applicable law, such provision of such portion thereof will be ineffective as to the jurisdiction in which it is illegal, invalid or unenforceable to the extent of its illegality, invalidity or unenforceability and will be deemed modified to the extent necessary to conform to applicable law so as to give the maximum effect to the intent of the parties. The illegality, invalidity or unenforceability of such provision in that jurisdiction will not affect the legality, validity or enforceability of such provision or any other provisions of this Agreement in any other jurisdiction.
16. **Equitable Relief:** It is understood and agreed that money damages would not be a sufficient remedy for any breach of this Agreement by the Parties hereto or their respective representatives and that irreparable harm shall be irrefutably presumed upon a breach, and that the other Party shall be entitled to a restraining order, preliminary injunction or permanent injunction as a remedy for any such breach. Such remedy shall not be deemed to be the exclusive remedy for any such breach of this Agreement but shall be in addition to all other remedies available at law or equity to such Party.
17. **Miscellaneous Provisions:**
- a. This Agreement may be executed in several counterparts, each of which shall be deemed an original and which together shall constitute one and the same instrument.
 - b. This Agreement contains the entire understanding of the Parties and shall be amended only by written instrument signed by both Parties.
 - c. This instrument shall be governed by and interpreted under Michigan law. The exclusive jurisdiction and venue is Oakland County Michigan.
 - d. This Agreement shall be binding upon the Parties, all divisions and/or sites, any part thereof, their successors, acquiring all or any part of contracted Customer, and assigns.

Ulliance, Inc.
900 Tower Drive, Suite 600
Troy, MI 48098
248-680-4611
Contract No. 2340 JS

City of Lathrup Village
27400 Southfield Rd
Lathrup Village, MI 48076

BY: _____
PRINTED NAME: Todd Lancaster
TITLE: Vice President of Sales & Marketing
DATE: _____

BY: _____
PRINTED NAME: _____
TITLE: _____
DATE: _____

Ulliance

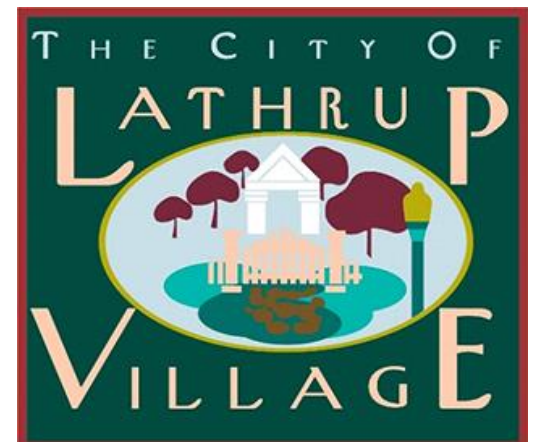
Enhancing **People**. Improving Business.

ulliance.com

Life Advisor

Total Well-being Program

Presenter: Joel Schudiske





01. INTRODUCTION
02. VISION & MISSION
03. WHO WE ARE
04. PARTNERS
05. SERVICES
06. HISTORY & STATS
07. PORTAL
08. EMPLOYEES & SERVICES
09. REPORTING & PROMOTION
10. FEES & BILLING

Table of Contents

Who We Are

For over 30 years, Ulliance has been providing a comprehensive range of services to keep your staff emotionally and physically fit.

*"Improving
the lives
of the people
we serve."*

Life Advisor Employee Assistance Program®



Solution-based counseling to manage workplace conflicts, address personal concerns and embrace life challenges.

“People bring more to work than just their cell phones or lunches.”

Life Advisor Wellness Program®



- Using a unique “solution focused” coaching model
- Higher employee engagement
- Customizable program to fit culture and budget
- Dedicated wellness account managers

Human Effectiveness Training



- On-site employee & manager training programs
- Compliance and legal training
- Multiple delivery options
- Customized programs to address specific issues

Organizational & Leadership Development



- Executive & Leadership coaching
- Organizational consulting projects
- Team building & development
- Leadership retreats

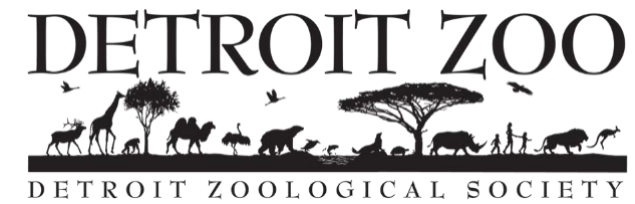
Career Transition Services



- Individual & group outplacement packages
- Experts at addressing the emotional side of job loss
- Mobile app with resumé builder
- Solution-focused counseling & coaching



Complete Well-being Solutions



Partner Organizations

We provide support for every industry sector: healthcare, manufacturing, banking & finance, nonprofit, education and higher-learning, professional services and government.

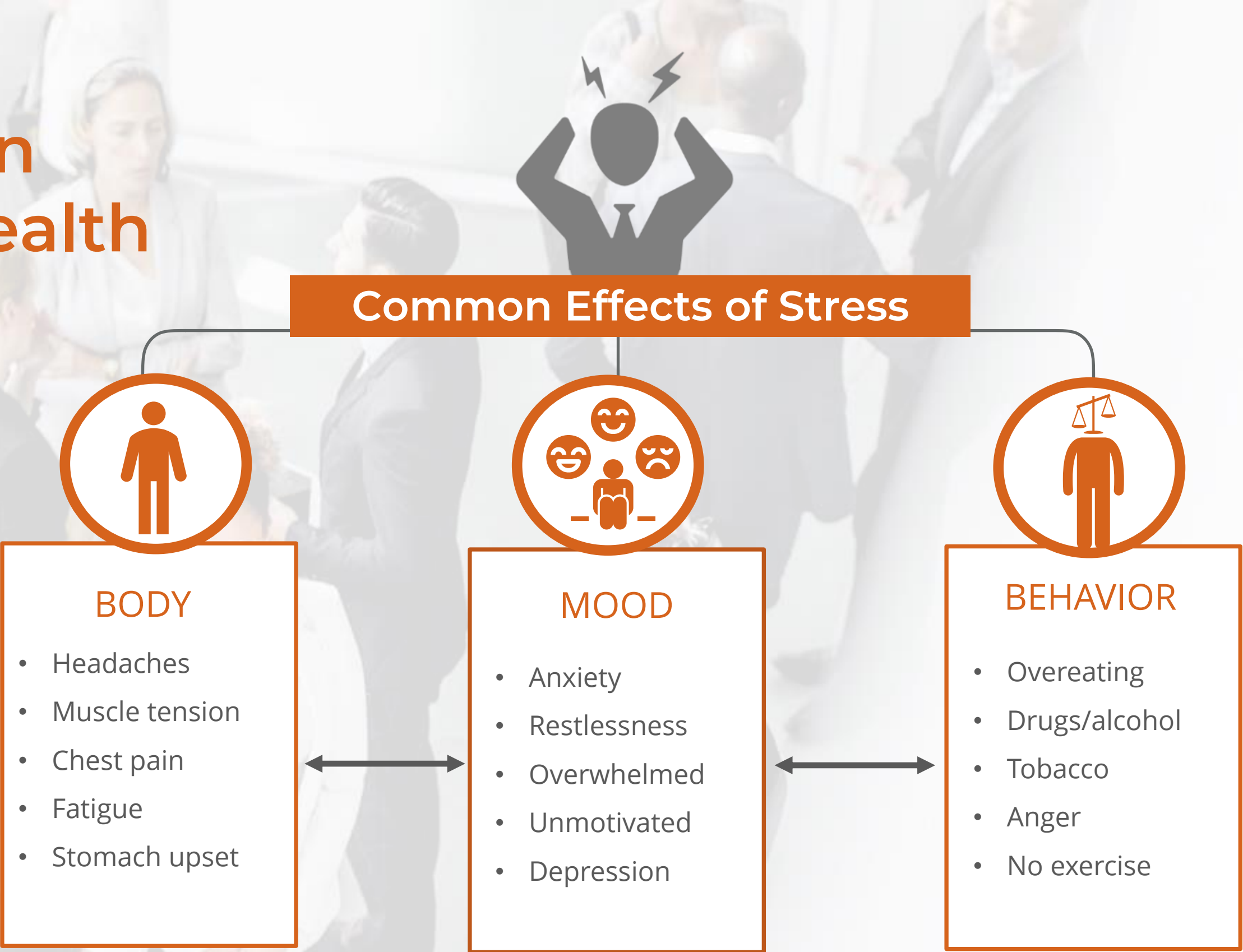


The Link Between Mental & Physical Health



Stress is the basic cause of **60%** of illness in America.

(Source - American Medical Association)

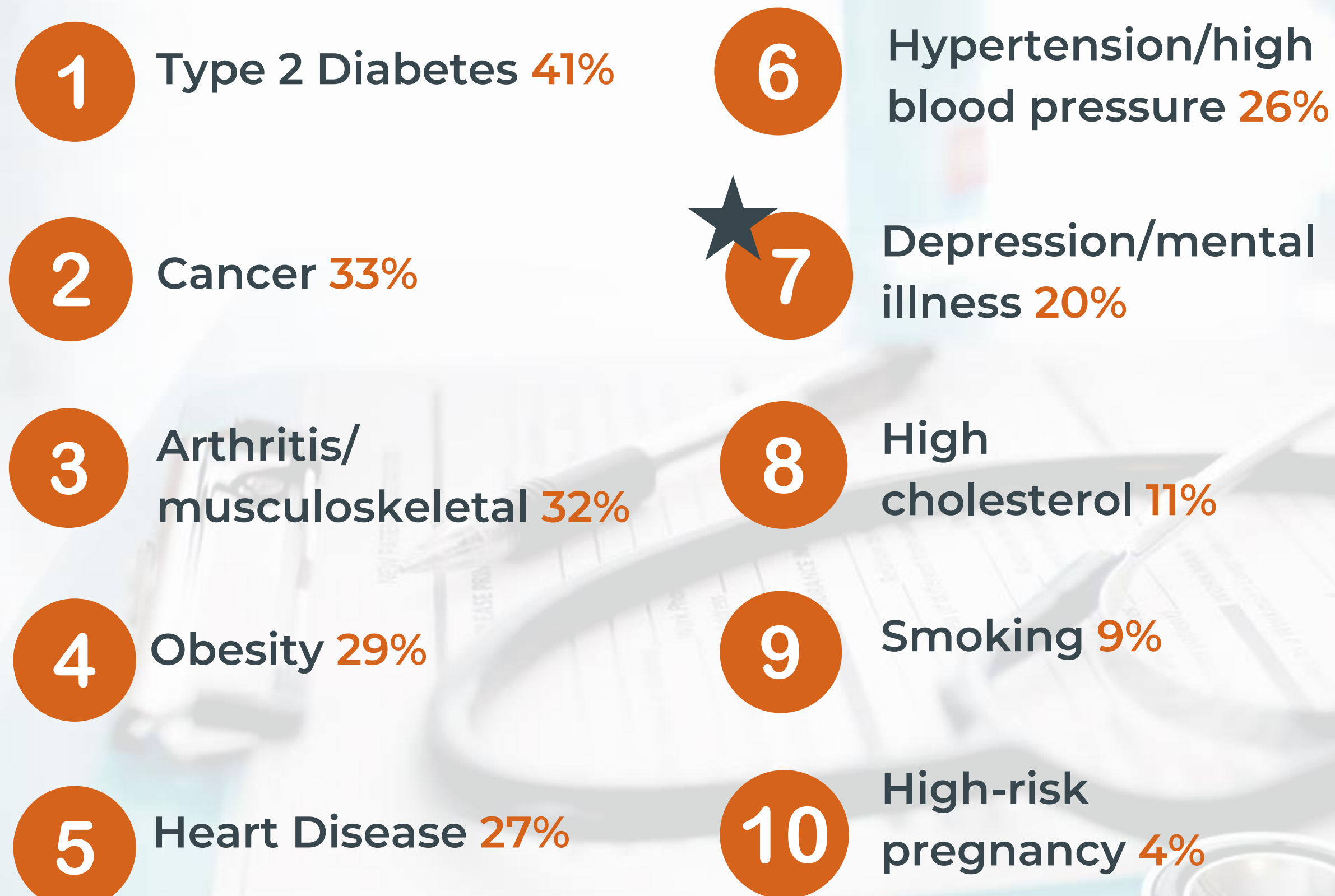


»» The Impact of Stress



The Impact of Depression

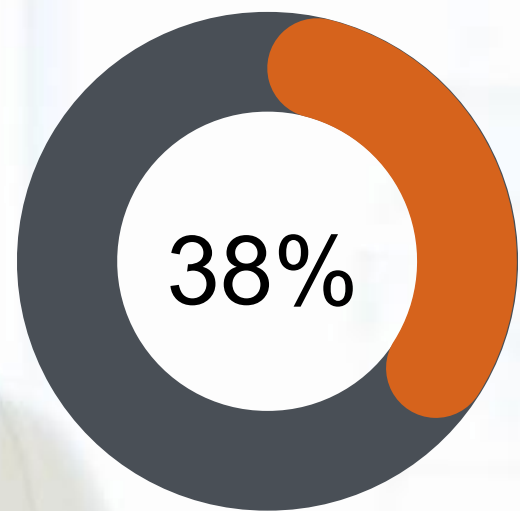
People with **depression** have **40%** higher risk of developing cardiovascular and metabolic diseases than the general population.



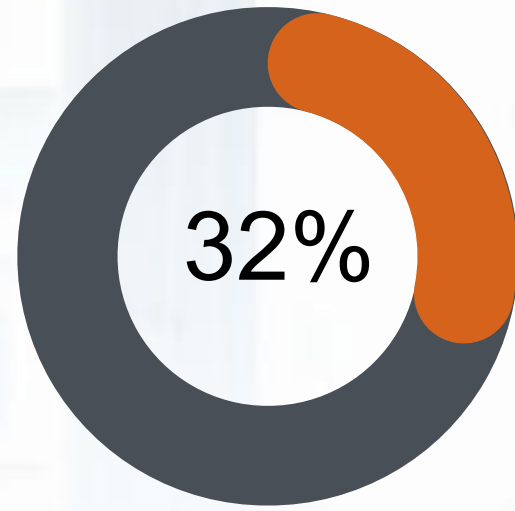
(Source - Workplace Wellness Trends Survey)

Top 10 Costly Health Conditions

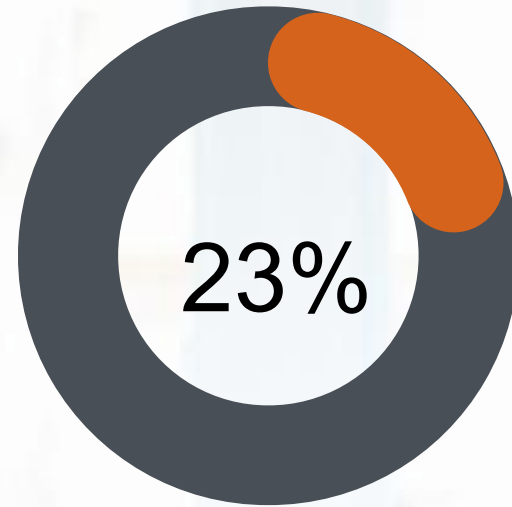
Mental Health And Our Behavior



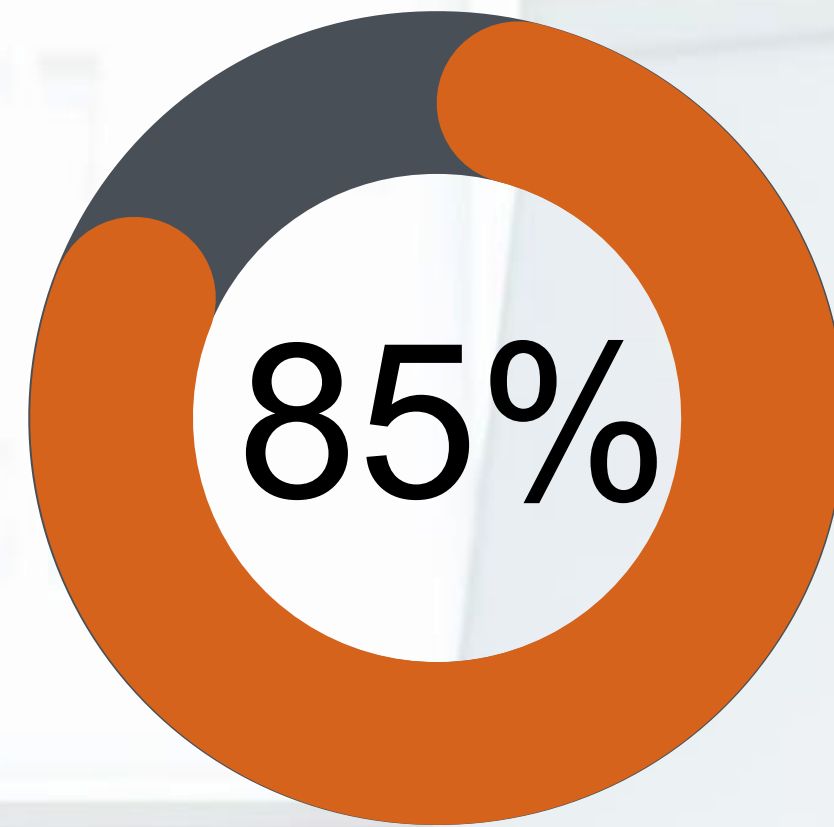
Difficulty concentrating



Avoiding social activities

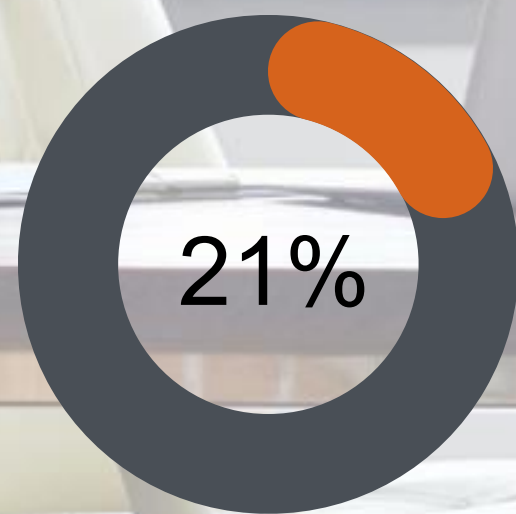


Less responsive to email and other communications



Absenteeism

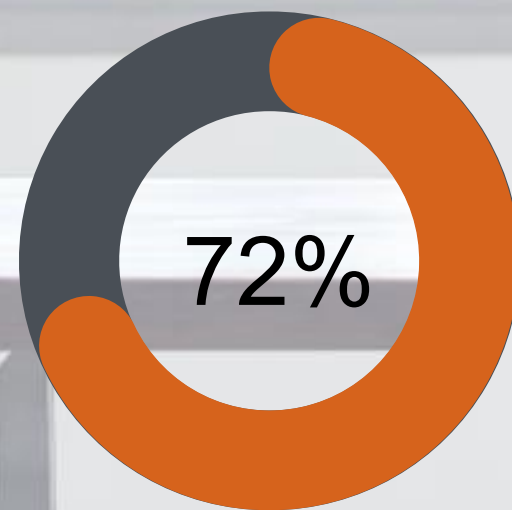
Respondents reported missing an average of eight days of work in the past year, an 85% increase from 2019. 17% of respondents missing more than 10 days of work due to mental health, 5.7 times more than in 2019 (3%).



Taking longer to do tasks



Difficulty thinking, reasoning, or deciding



Overall performance



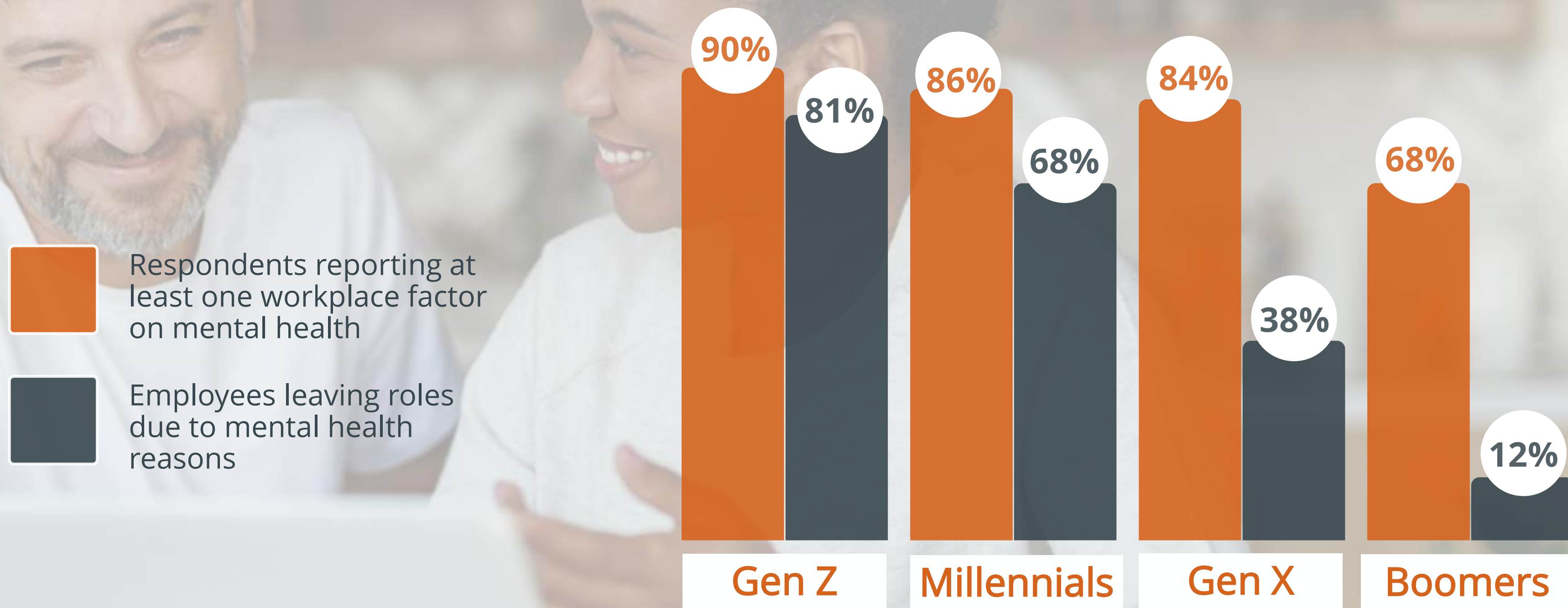
The Impact of Mental Health



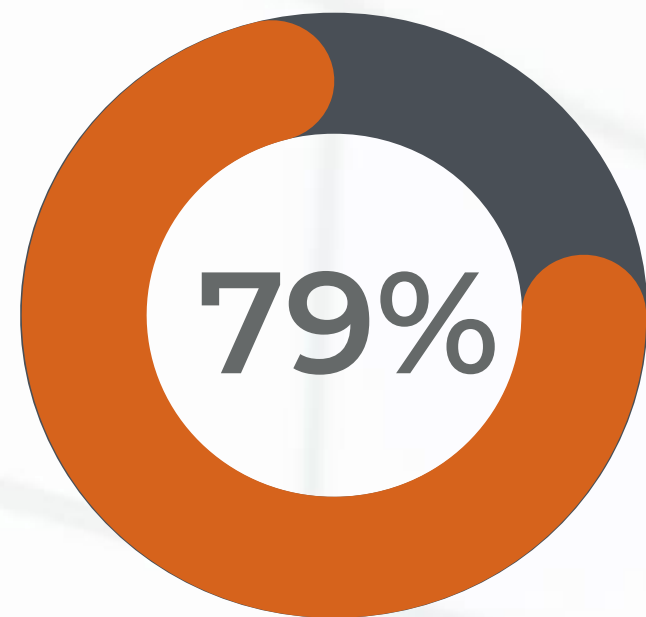
Mental and physical health are interrelated and equally as important. Research shows that our environments — including the workplace— have a direct impact on our mental health. **Unhealthy work environments have been shown to cause the onset of mental health conditions.**

Source:<https://www.who.int/teams/mental-health-and-substance-use/promotion-prevention/mental-health-in-the-workplace>

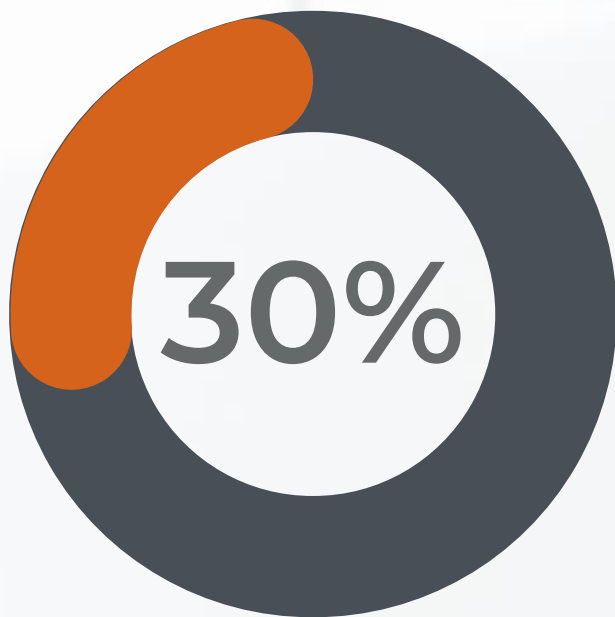
Generational Impacts of Mental Health



The Impact of Mental Health

**2020**

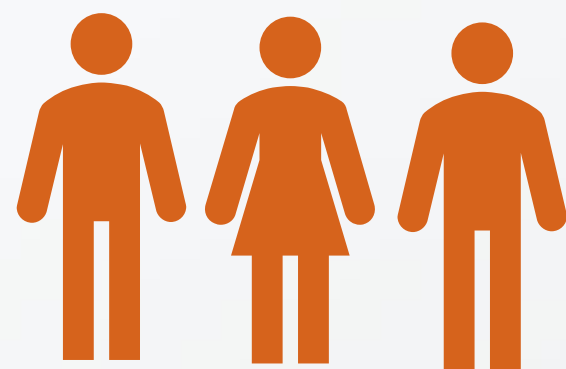
Over 79% of adults aged 19-25 suffered moderate to severe depression. Over 75% in the same age group suffered moderate to severe anxiety.

**INCREASE**

The national suicide rate has increased 30% between 2000 - 2020. Suicide is the 2nd leading cause of death for Americans under the age of 35.

3X

Pressure of education, social acceptance and lack of life structure greatly impacts the mental well-being of millennials—they are more than 3X as likely to suffer from depression and anxiety.



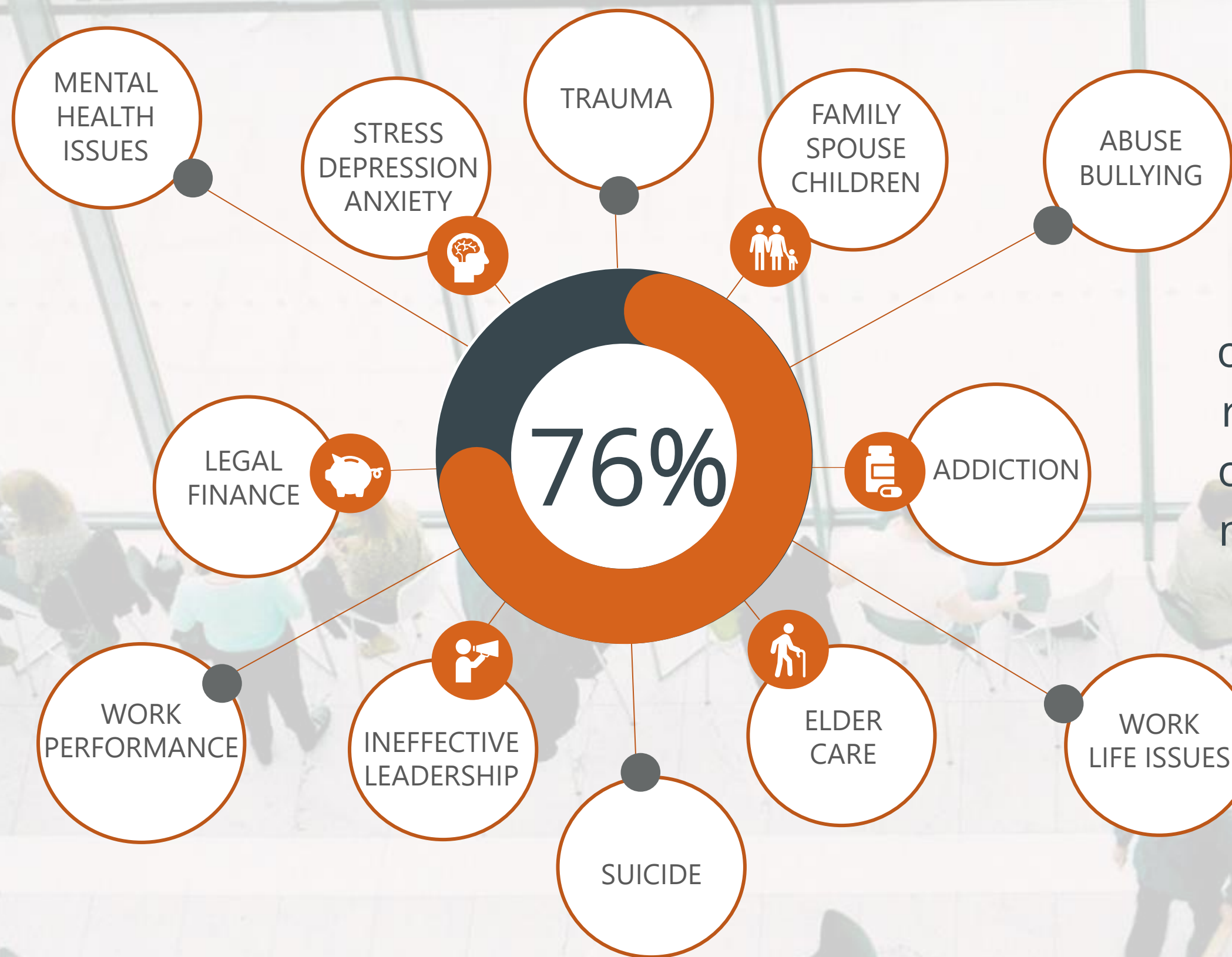
“The Changing Workforce”

Millennials (those born between about 1980 and 2000) comprise half of the American workforce and by 2025, 75 percent of the global workforce.

<https://www.cdc.gov/nchs/products/databriefs/db330.htm>

<https://mhanational.org/research-reports/2022-state-mental-health-america-report>

»»» The Future of Mental Health



76%
of the workforce
reported at least
one symptom of
mental health in
the past year.

(Source- Inc. Magazine)

DIRECT COSTS

- \$ Physical Health Claims
- \$ Behavioral Health Claims
- \$ Psychotropic Medications – RX
- \$ Workers' Comp Claims
- \$ Loss of Revenue
- \$ Recruiting Costs

PRODUCTIVITY COSTS

- \$ Time Loss/Productivity
- \$ Presenteeism
- \$ Turnover
- \$ Safety
- \$ Culture & Engagement
- \$ Burnout



Personal Issues Impact the Workforce Cost Impact—Behavioral Health

76%

Life issues
impacting your
workforce.

80%



70%



60%



50%



40%



30%



20%



10%



4%

**4%**

National
EAP
Utilization



“

*With anxiety and
stress related issues
on the rise—
traditional EAPs with
low utilization rates
are NOT the solution
to address this
growing epidemic.*



Traditional EAPs



85% of first responders have experienced symptoms related to mental health conditions. They are also impacted by PTSD. In 2020, 116 police officers died by suicide. In 2021, more than 140 police officers died by suicide.

Traditional EAPs

Nearly every organization offers some form of an EAP, and yet mental health concerns are on the rise while EAP utilization remains very low.

WHY IS THAT?

POOR
COMMUNICATION

Whether intentional or not, EAP benefits are typically communicated very poorly. HR and Benefits teams already have too much on their plate to develop an effective communication strategy. Their EAP partners provide minimal help.

NO CHAMPION

With good intentions, most EAP programs get implemented with the best goals in mind. However, without a dedicated effort, accountability and resources, the utilization reports tell the rest of the story.

MISSION DRIFT

What is the mission of your EAP provider? Many organizations are part of, or affiliated with, an insurance company. When the mission is to sell more insurance, EAP utilization is treated more like claims experience than program success.

LIMITED
COVERAGE

One of the biggest limitations to utilization is access to coverage. Not having a robust network for face-to-face visits, web resources, mobile applications, video counseling, and language interpretation support are just some of the reasons employees are not using EAP assistance.



Broken Model

Fixed visit models are not meeting the needs of today's organizations. Often advertised as an assess-and-refer model, most fixed visit models act more as a behavioral health concierge (that help people 'get help') rather than providing a solution that is focused on resolving issues.

Resolution EAP Model®

What makes our program different?

Our trademarked **Resolution EAP Model®** is a proprietary short-term counseling model that offers a flexible number of visits - unlike the fixed number of visits offered by traditional EAP's. We have developed this program specifically to meet the mental health needs of today's complex and changing workforce.

- 1) Flexible visits** – The Resolution EAP Model® is not limited by a predetermined number of visits.
- 2) Issue resolution** – Our 'solution-focused' approach helps to resolve or manage 94% of the situations within the EAP.
- 3) Total Well-being** – Life Advisor Portal & Health Tracker
- 4) HR & Benefits services** - Dedicated service features with a customized approach.
- 5) Health plan protection** – Diverts behavioral health and claims to the EAP and reduces the associated health claims that are attributed from mental health.



The 
Ulliance
Proven
Process



5 to Thrive

Total Well-Being—the full integration of the five dimensions of well-being.

1. EMOTIONAL
2. PHYSICAL
3. FINANCIAL
4. CAREER
5. COMMUNITY



Well-being Dimensions

We meet people
where they are on their
well-being journey.



TECH

Tech prefers to
communicate via
technology.



TALK

Talk prefers
communicating via
phone or in person.



FLEX

Flex prefers to communicate
via technology & direct communication.



User Personas

OUR PROVEN PROCESS



*"Meeting your employees
where they are."*

TECH | FLEX | TALK

»»» Life Advisor Resolution EAP Model



Our Resolution EAP Model Process



Short Term Solution Focused Counseling

- **Stage 1**
Assess and clarify the core problem
- **Stage 2**
Identify solutions and alternatives
- **Stage 3**
Develop a plan of action
- **Stage 4**
Implement the plan while making adjustments

Our **Resolution EAP Model®** led by **certified counselors**, utilizing an upward spiral approach, helps individuals explore and ultimately resolve problems that could be impacting performance, happiness or success in one's life.



Results are
our Evidence

10%

Clinical Utilization

Our client annual clinical utilization is more than double the **national average (4%)**

18%

Service Utilization

On average 18% of staff/dependents issues are managed within our Solution-Focused Resolution EAP Model® — avoiding additional claims costs

98%

Renewal Rate

Our client renewal rate is nearly 100% for 30 years and counting



Counseling

- Short-term, solution focused counseling
- Life Advisor EAP counselors
 - Seasoned professionals
 - On average, 8 years of post-master experience
 - State licensed and/or certification(s)
 - Specialized training in short-term treatment
 - National & international counseling network
- Available in-person, via video & telephonically
- Coverage for your family:
 - Employees
 - Spouse/partner
 - Dependent children



Employee Services

Services

- **24-hour Crisis line**

- Counselors can be reached 24 hours a day, 365 days a year, to assist with an urgent problem or crisis. There is no cost to the employee/dependent for this call.

- **Language Line**

- Ulliance utilizes a state-of-the-art language line that has the capability to interpret over 200 languages. Special telephone services are available for hearing impaired employees and dependents.

- **Confidentiality**

- Confidentiality is crucial to a successful EAP. To ensure client confidentiality, Ulliance complies with all Federal and State regulations including HIPAA & HITECH.





Coaching

- Telephonic and video coaching
- Assistance in setting and achieving self-improvement or professional development goals.

This may include:

- Professional development
- Communication skills
- Stress reduction
- Conflict resolution
- Financial or savings goals
- Well-being goals
- Self-Improvement goals
- Educational goals



Employee Services



Life Transitions

Today's work environment promotes the balancing of career and personal life commitments. We will provide employees with support, referrals and assistance with many of life's transitions.

- Child Care & Aged Loved Ones Assistance
- Grandparents
- Parenting
- Relationships
- Special Needs
- Work & Family Balance
- Retirement
- Expatriate/Repatriating
- Moving/Job Relocation
- Getting Married
- Having a baby



Employee Services

Life Advisor Well-being Portal & Health Tracker

- 5 Dimensions of Well-being
- Resource library featuring assessments, 750+ videos, 35,000+ articles on behavioral health, finance, wellness, prevention & more
- On-demand orientation videos
- **Smart Manager Webinars** - on topics such as: Improve Your Mood, Avoiding Burn Out, etc.
- **Smart Employee Webinars**
- First Responder Bulletin
- Well-being journal
- Newsletters
- Health and well-being trackers
- Individual well-being challenges

**Integrations from wearables requires Wellness Program addition*



Well-being Portal

Life Advisor Well-being Portal

- *Text* to request an appointment
- *Click to send an email* to open your default email application
- *Click to call* to speak with one of our trained employee counselors
- *Fully responsive* portal on all handheld devices
- *Watch a video* on how the EAP works
- *Send us your questions* directly through the form in the portal
- *Log in* & request a call or appointment
- *Connect with us*—we're social
- *Browse* through a robust resource library

Ulliance
Enhancing People. Improving Business.

EMPLOYEE DISCOUNTS & SPECIAL OFFERS
working ADVANTAGE

Ulliance, Inc. is proud to offer you FREE access to the Working Advantage members-only program! This unique program gives you access to exclusive discounts and special offers to theme parks, shopping, movie tickets, hotels, Broadway shows and much more - with savings up to 60% Off!

WELCOME!

SOME OF THE BENEFITS INCLUDE:

- Theme Park & Amusement Park Tickets
- Online Shopping and Service Discounts
- Broadway Theatre
- Movie Tickets
- Ski Tickets
- Hotels Worldwide
- Rental Cars Worldwide
- Zoos and Aquariums

RETURNING USERS: LOG IN

Email

Password

☐ Remember Me [Forgot Your Password?](#) **LOG IN**

OR

NEW USERS: SIGN UP TO BECOME A MEMBER
(All Fields Required)

First Name*

Personal Password*

Confirm Password*

Email Address*

Confirm Email*

Country*

Working Advantage Discount Program

The Working Advantage Discount Program provides discounts of up to **70%** off to employees and their dependents **on travel, food, clothing, activities and more!** Free to sign up!



WorkingAdvantage.com/ulliance.com



Employee Services



Financial Counseling

Members can find possible causes and solutions to their financial concerns by utilizing **a free 30 minute (per issue) telephonic or in-person consultation with a financial counselor.**

This rate will include a 15% discount.

Examples Include:

- Debt Management Programs
- Financial Education
- Budgeting
- Financial Planning



Employee Services



Legal Consultation

Members can receive up to 30-minute consultations (per issue) with local Plan Attorney and a **25% discount off attorney's normal hourly rate.**

- Up to 6-page document review FREE or at 25% discount
- Simple Dispute Resolution included
- Simple Will included



Employee Services

Legal Services

DID YOU KNOW?

There were 4.8 million identity theft and credit card fraud reports to the Federal Trade Commission in 2020, resulting in \$4.5 billion total loss.

Identity theft and fraud can cause stress, anxiety and even financial hardships. This is why Ulliance has partnered with **IDIQ** to provide a **FREE** credit & identity theft protection element to our EAP!

Employees can sign up for this **FREE** service through our LifeAdvisor.com portal.

We recognize that the threat of having your identity stolen is at an all time high. Protecting your identity is essential in today's ever-evolving tech world.



Employee Services

Account Management

Dedicated Account Manager

- Advanced Degreed/Licensed Counselors
- Seasoned/Experienced professionals
- Experienced in providing consultation regarding personal performance problems and work/life concerns
- Conducts quarterly service reports
- An Account Manager is always on call **24/7/365**



Employee Orientations

- Educate & inform employees of the valuable resources in the EAP
- Delivered in-person or video

Supervisor Orientations

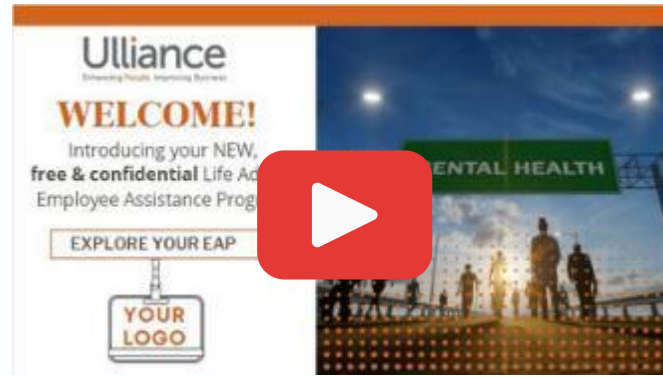
- Become familiar with critical incident support, HR consults and the informal & formal referral process



HR & Employee Orientations



Explainer video



Postcards



Employee webinars



Manager webinars



Monthly employee newsletter



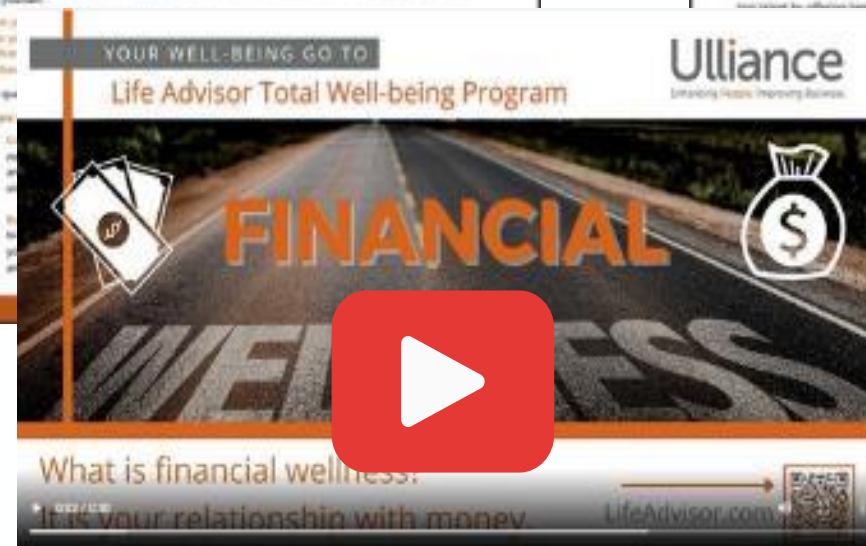
Quarterly Manager newsletter



Cards



Monthly employee video



- Introduction/welcome letters
- Printed flyers, posters, wallet cards
- Postcards sent to employee's home
- Monthly Employee Life Advisor Newsletter & bonus material
- Monthly video to post onsite
- Custom "How It Works" video
- Quarterly Smart Manager Bulletin
- Smart Manager webinars
- Employee webinars
- Vendor fair - Ulliance attendance
- Explainer Videos



EAP Promotion & Communication



HR Consultations

- Harassment & Conflict
- Gambling Problems
- Co-worker Conflict
- Critical Incident Stress Management
- Emotional/Psychiatric
- Anger Management
- Substance Abuse/Addiction
- Workplace Aggression/Anger
- Employee Death/Suicide
- Performance Issues
- Policy Violations
- Difficult Terminations



Item 2A.



HR & Management Services



Referrals

Informal Referral

- Suggestion from Administration to use the EAP benefit
- Participation information not available due to HIPAA

Formal Referral

- Employee demonstrates work performance issue
- Release allows for attendance and compliance updates



**CRISIS
AHEAD**

Managing Critical Incidents In The Workplace ► Crisis Support (CISD)

- Critical Incident Stress Debriefing
- 24-hour expert support and intervention
- Expert help to stabilize organizational crisis
- Specialized crisis management team
- **Unlimited** on-site debriefings and in-person grief counseling
- Fast response for sudden crises

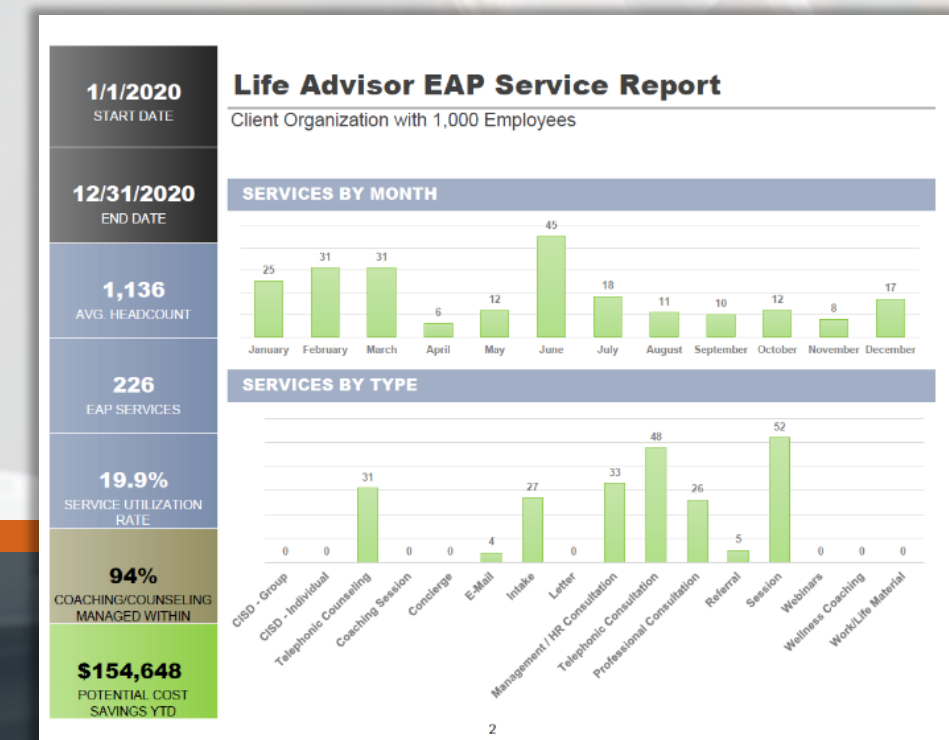


HR & Management Services



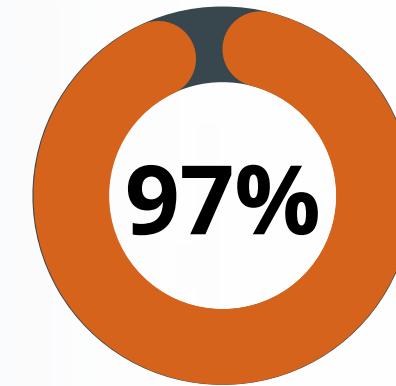
Service Reports

- Quarterly Reports reviewed with your Account Administration
- Valuable information on EAP usage & trends
- Develop action items to improve employee population

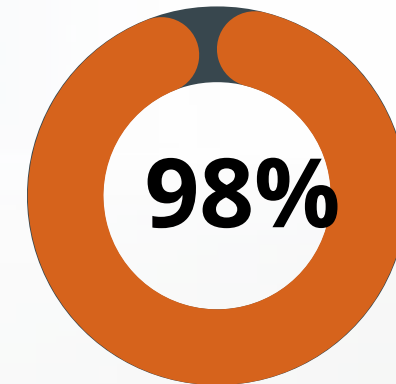


HR & Management Services

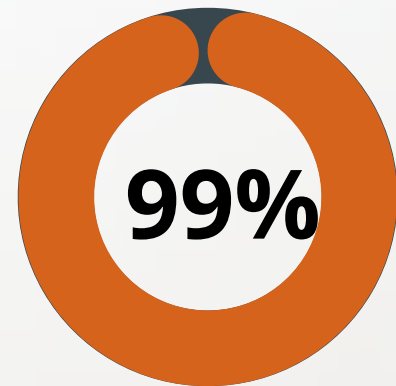
What People Say...



*Satisfaction with
counseling and
authorization process*



*Satisfaction
with counselor (choice
& or quality)*



Overall Satisfaction

» Client Satisfaction Results



Fees & Billing

Item 2A.

 Flexible Visit Resolution EAP Model®	
Your Return on Investment	94%
Dedicated Account Manager	✓
Discount Program	✓
Legal Support	✓
Promotional Materials	✓
Orientations	✓
Resource Portal	✓
Coaching	✓
Mobile App	✓
Credit Debt Management	✓
Custom Explainer Video	✓
Service Reports	Quarterly
CISD	Unlimited
Fees	\$6,500 Per Year

*Quote is based on 25 employees

Once fees are quoted, they are valid for the next sixty days.

Created 01-20-2023

“



We stand behind our
commitment to provide
your organization with
the highest caliber
of service!

”



If for any reason you are
dissatisfied with Ulliance
services during the first
120 days of implementing
your Life Advisor EAP,
Ulliance will refund 100%
of your fees paid.

We believe actions speak
louder than words and are
ready to deliver quality
service!



***No other EAP provider offers a 100%
money back performance guarantee.***



10 Ways We're Different

Item 2A.

1

Trademarked
Proven Process

2

Dedicated
Account Manager

3

HR Services

4

Promotion

5

Technology

6

Utilization

7

ROI

8

Total Well-being

9

Implementation

10

International
Coverage/Local
Presence

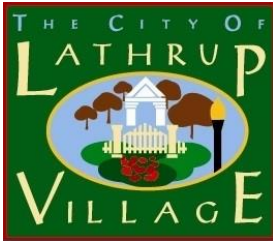


Ulliance

Enhancing People. Improving Business.



Thank you!



Susan Montenegro

City Administrator

City of Lathrup Village

27400 Southfield Road | Lathrup Village, MI 48076

smontenegro@lathrupvillage.org

Office: 248.557.2600 x 225 | Cell: 248.520.0620

COUNCIL COMMUNICATION:

TO: Mayor Garrett and City Council Members

FROM: Susan Montenegro, City Administrator

DATE: March 20, 2023

RE: Lathrup Village AMI Proposal

The Infrastructure Study Group submitted a proposal to Council on October 17, 2022 for the Water System Technology Upgrade of the technology used to collect water reads for water billing rather than using the current drive-by method. Upgrading the technology portion will significantly reduce costs, improve efficiency, provide better customer service, faster billing, improved cash flow, and allow for near real-time tracking of adverse water events.

A quote has been received from Ferguson Waterworks in the amount of \$119,496.09 to furnish Neptune 360 AMI Software, install the necessary AMI infrastructure, and purchase backup reading equipment. Ferguson is the sole source provider in Michigan for Neptune water meters installed in the City. No other manufacturer's gateways will read Neptune's meters.

The quote may need to be adjusted for the following reasons:

1. A quote of 1774 Neptune AMI Software was given. The City has 1998 meters currently in use, so the dollar amount would increase by \$907.20 to \$8,091.90 and would increase the total amount of the proposal to \$120,403.29.
2. Three R900 Gateway, UPS and Antenna + installation is quoted. The City might only need two rather than three, so this amount would be reduced if only two are installed.

The Capital Improvement Bond has \$120K reserved for technology upgrades to the current water meter system.

Suggested Motion:

Waive the bidding process because Ferguson Waterworks is the sole source provider of Neptune water meters and approve the Lathrup Village AMI Proposal in an amount not to exceed \$120,403.29.



March 13, 2023

Ms. Susan Montenegro
City Administrator
Lathrup Village
27400 Southfield Rd.
Lathrup Village, MI 48076

Dear Ms. Montenegro:

Please see below for pricing to furnish Neptune 360 AMI Software, install the necessary AMI Infrastructure, and purchase backup reading equipment.

Software, Infrastructure, and Reading Equipment

Description	Qty	Price	Subtotal
Neptune 360 AMI Software	1774	\$4.05	\$7,184.70
Neptune 360 AMI Setup Fee	1	\$4,100.00	\$4,100.00
R900 Gateway, UPS, and Antenna + Installation*	3	\$31,000.00	\$93,000.00
MRX 920 Mobile Data Collector	1	\$9,420.29	\$9,420.29
R900 Belt Clip Transceiver	1	\$5,791.10	\$5,791.10
Total			\$119,496.09

*Total cost is estimated pending a site survey

Please review the proposal and if you should have any questions or you would like to discuss it I would be happy to set up a meeting to do that.

Thank you so much for the opportunity to partner with Lathrup Village once more!

Sincerely,

Steve Daniell

Steve Daniell
AMI Specialist
Ferguson Waterworks

August 18, 2021

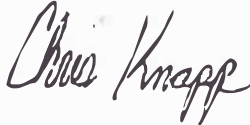
To Whom It May Concern:

At this time Ferguson Waterworks is the only Neptune distributor authorized to sell RF meter reading equipment and Neptune water meters and parts in the State of Michigan. Ferguson Waterworks is authorized by Neptune to submit an offer for Neptune water meters and related products.

Neptune Technology Group is the only manufacturer of Neptune meters. Our headquarters and manufacturing facility is located in Tallahassee, Alabama. Additional company information can be found at our website www.neptunetg.com.

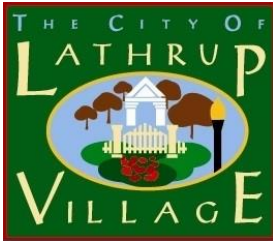
Thank you for your interest in Neptune products. If you have any questions, please contact your local Neptune representative, Sam Mitchell at 517-420-0428.

Regards,



Chris Knapp
Field Support Manager





Susan Montenegro

City Administrator

City of Lathrup Village

27400 Southfield Road | Lathrup Village, MI 48076

smontenegro@lathrupvillage.org

Office: 248.557.2600 x 225 | Cell: 248.520.0620

COUNCIL COMMUNICATION:

TO: Mayor Garrett and City Council Members

FROM: Susan Montenegro, City Administrator

DATE: March 20, 2023

RE: Communications Plan

A Communications Plan defines the strategy used to disseminate information quickly and establish a clearly defined method that is easy to follow. Mayor Garret has asked to have this added to the agenda going forward until an effective communications plan is developed.

To start the discussion, I've attached an example of a communication strategy chart from the City of Hudsonville. The chart outlines various events, level of urgency, audience, and identifies who is responsible for forwarding those communications. While this is a starting point, it does offer some help in determining the flow of communication.










CITY OF HUDSONVILLE COMMUNICATION STRATEGY

Item 2C.

Adopted by City Commission: September 8, 2020

FACILITIES

Closures, cancellations, hour changes

EVENT	LEVEL	AUDIENCE	OWNER	COMMUNICATION METHOD											
Occurrence that necessitates city communication	Urgency of communication	Who will receive the communication	Who creates content, handles questions, and makes statements	How is the message communicated and who is responsible for delivery of the message											
															
				SOCIAL	WEB	NEWS-LETTER	LED SIGN	PRESS RELEASE	E-BLAST	HAND DELIVER	INTERNAL CALL/ EMAIL	EXTERNAL CALL/ EMAIL	PRESS CONF	SIREN	
City Hall	3	C - R - S	○	●	●		●			●	○				
DPW	3	C - S	●								●				
Library	3	C - R - S	●	●	●	●	●			●	●				
Parks	3	C - R - S	●	●	●	●				●	●				
Terra Square	3	C - R - S	○	○	○	○	●			●	○	○			

CITY SERVICES

PSAs, service changes/reminders of infrequent services

Assessing/Taxes	3	R - S	●	●	●	●	●				●			
Elections	3	R - S	○	●	●	○	●				○			
Leaf drop	3	R - S	●	●	●	●	●		●					
Library	3	R - S	●	●	●	●			●					
Sewer	3	R - S	●	●							●			
Snow plowing	3	R - S	●	●	●	●			●		●			
Storm debris pick up	3	R - S	●	●	●				●		●			
Utility billing	3	R - S	●	●	●	●			●		●			
Water	3	R - S	●	●	●	●			●		●			

CRIME

Public Threat (Active shooter, bomb threat, etc)	1	C - R - S	●					●	●		○		●	
Significant Felony (Armed robbery, homicide, etc)	1	C - S	●								○			
Missing Person	1	C - R - S	●	●					●		○			

PUBLIC EMERGENCY

Hazardous material spill impacting public domain	1	C - R - S	●	●	●				●		●	●		●
Sewer spill into waterway	1	C - R - S	●	●	●				●		●	●		
Significant structure fire	2	C - S	●								○			
Significant train accident	1	C - S	●	●							○			
Activation of Emergency Operations Center	2	C - S	●	●							○			

INFRASTRUCTURE

Road Closure (Traffic Incident)	1	R - S	●									●		
Road Closure (Construction)	3	R - S	●	●	●				●		●			
Upcoming Road Work	3	R - S	●	●	●	●			●		●			
Sewer Backup	1	A - I - R - S	●	●	●				●	●	●	●		
Watermain Break	1	R - S	●	●					●	●	●	●		
Boil Water Alert	1	R - S	●	●						●	●			

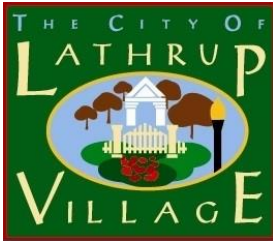
PUBLIC CONCERN OR INCIDENT

Significant Public Complaint	3	A - C - S	○								○	○		
Protest/Gathering	1	C - S	●	●							○			
Injury/Crime on Public Property	2	A - C - I	●								○	●	○	
Threat of legal action	3	A - C - I	○								○	●	○	

WEATHER

Severe Thunderstorm Warning	1	S	●								●			
Tornado Watch	1	S	●								●			
Tornado Warning	1	R - S	●								●			●
Winter Storm Warning	1	S	●								●			

LEGEND				PRIME DIRECTIVE ON COMMUNICATION	
○ CITY MANAGER	● LIBRARY	A CITY ATTORNEY	1 High level of urgency: requires immediate communication.	All communication should be clear, concise, and factual, and should answer the following: <ul style="list-style-type: none"> What: Describe what happened or will happen Who: Describe who is impacted and who will be addressing the issue Where: Detail the location or affected area When: When the event will or did happen and length of impact Why: Explain the factual reason for the event How: Describe next steps and action items 	
○ CLERK	● MARKETING	C CITY COMMISSION			
● DPW	● MAYOR	I INSURANCE PROVIDER			
● EMERG OPERATIONS	● OC SHERIFF'S OFFICE	R AFFECTED RESIDENTS	2 Moderate level of urgency: requires communication within 24 hours.		
● FINANCE/ASSESSING	● PLANNING/ZONING	S AFFECTED STAFF	3 Low level of urgency: communication as needed.		
● FIRE	○ TERRA SQUARE	CM City Manager			



Susan Montenegro

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COUNCIL COMMUNICATION:

TO: Mayor Garrett and City Council Members

FROM: Susan Montenegro, City Administrator

DATE: March 20, 2023

RE: Council Goals

A copy of the 2021-2022 City Council goals as well as a new document for the 2023-2024 City Council goals is attached. I've included the goals from the previous administration as this was the last time goal setting was done. The goals listed can be considered a stepping point because Council can look at the goals to determine what has or has not been accomplished. Please take time to put goals on the blank sheet that you believe Council should focus on in the coming fiscal year.

Goal setting for this Council, as for any Council, must be intentional and in line with things that are important to the residents Council serves and represents. I realize the study session for March 20, 2023 is limited in time for discussion. My recommendation is to set a special meeting for goal setting.

CITY OF LATHRUP VILLAGE – CITY COUNCIL
DISCUSSION OF GOALS/PERFORMANCE MEASURES
FISCAL YEAR 2021/2022

CITY COUNCIL		
VALUES/GOALS	OBJECTIVES / PERFORMANCE MEASURES	RANKING
Transparent, Open and Honest Government – This value reflects our first and most important responsibility. We maintain an organization reputation for openness, honesty and integrity		
Dedication to Service – our primary duty is the people we serve. We are accessible, responsive, consistent and understanding. We provide assistance beyond our customer’s expectations and we find effective solutions to problems that are brought to our attention.		
Fiscal Responsibility – proper use of community resources in a public trust which we continually guard. In the management of this trust, we must avoid even the appearance of impropriety. In our management of public funds, we will strive for the greater possible efficiency and effectiveness.		
Personal Honesty and Integrity – each of us demonstrates the highest standards of personal integrity and honesty in public activities to inspire confidence and trust in our government.		

CITY OF LATHRUP VILLAGE – CITY COUNCIL
DISCUSSION OF GOALS/PERFORMANCE MEASURES
FISCAL YEAR 2021/2022

CITY COUNCIL		
VALUES/GOALS	OBJECTIVES / PERFORMANCE MEASURES	RANKING
Excellence – we continually pursue excellence by being creative, professional, taking risks, showing initiative and being committed to our team. In this pursuit, we support continuing education and training for all team members.		
Teamwork – we are a team that emphasizes high levels of trust and cooperation and commitment to excellent communication with the organization. We encourage employees to exercise independent judgement in meeting customer needs through professional behavior that is consistent with our values.		
A Humane and Diverse Organization – we are a humane organization that honors diversity and protects individual rights. Open communication, respect for others compassion and a sense of humor contribute to our positive working environment. We make every attempt for every employee to reach his or her full potential. We value cultural and social diversity that is reflected in our community, and we welcome the changes and new perspectives that this diversity brings us.		

CITY OF LATHRUP VILLAGE – CITY COUNCIL
DISCUSSION OF GOALS/PERFORMANCE MEASURES
FISCAL YEAR 2021/2022

CITY COUNCIL		
VALUES/GOALS	OBJECTIVES / PERFORMANCE MEASURES	RANKING
OTHER CATEGORY		

CITY OF LATHRUP VILLAGE – CITY COUNCIL
DISCUSSION OF GOALS/PERFORMANCE MEASURES
FISCAL YEAR 2021/2022

CITY COUNCIL		
VALUES/GOALS	OBJECTIVES / PERFORMANCE MEASURES	RANKING
Transparent, Open and Honest Government – This value reflects our first and most important responsibility. We maintain an organization reputation for openness, honesty and integrity	• Improve Communications with Residents and Local Businesses	• 2
	• Develop effective document management and paperless processes	• 2
	• Improve website design to make info more easily accessible	• 2
	• Do more Town Halls	• 3
Dedication to Service – our primary duty is the people we serve. We are accessible, responsive, consistent and understanding. We provide assistance beyond our customer’s expectations and we find effective solutions to problems that are brought to our attention.	• Improve operations through upgrades in technology	• 1
	• Maintain high quality neighborhoods and housing stock	• 3
	• Maintain robust and attractive business corridors	• 1
	• Promote a safe and secure community	• 2
	• Develop and prioritize improvements to parks and playgrounds	• 2
	• Improve quality of life for residents of all ages	• 1
	• Continue improvement in response time to residents for any type of contact	• 2
	• Increase code enforcement in business district including a quarterly assessment\walk thru of every property.	• 1
	• Provide a maximum 1 work day initial response to See Click Fix reports with an additional response every 3 business days until the issue is resolved.	• 2

CITY OF LATHRUP VILLAGE – CITY COUNCIL
DISCUSSION OF GOALS/PERFORMANCE MEASURES
FISCAL YEAR 2021/2022

CITY COUNCIL		
VALUES/GOALS	OBJECTIVES / PERFORMANCE MEASURES	RANKING
Fiscal Responsibility – proper use of community resources in a public trust which we continually guard. In the management of this trust, we must avoid even the appearance of impropriety. In our management of public funds, we will strive for the greater possible efficiency and effectiveness.	<ul style="list-style-type: none"> • Support economic vitality to attract and retain local businesses 	<ul style="list-style-type: none"> • 1
	<ul style="list-style-type: none"> • Maintain Infrastructure 	<ul style="list-style-type: none"> • 1
	<ul style="list-style-type: none"> • Continue reviewing contracts\suppliers\business arrangements to ensure we are spending as little as possible for goods and services 	<ul style="list-style-type: none"> • 2
Personal Honesty and Integrity – each of us demonstrates the highest standards of personal integrity and honesty in public activities to inspire confidence and trust in our government.	<ul style="list-style-type: none"> • Update Council Rules and Procedures 	<ul style="list-style-type: none"> • 4
	<ul style="list-style-type: none"> • Code of Ethics provided to all new elected/appointed council and board members 	<ul style="list-style-type: none"> • 2
	<ul style="list-style-type: none"> • Attend Meetings and provide ample notification for absences (and when absent watch the missed meeting on YouTube) 	<ul style="list-style-type: none"> • 1
	<ul style="list-style-type: none"> • Read entire meeting packets BEFORE MEETINGS. 	<ul style="list-style-type: none"> • 1
	<ul style="list-style-type: none"> • Respond by agreed upon deadlines. 	<ul style="list-style-type: none"> • 1
	<ul style="list-style-type: none"> • Be on time. 	<ul style="list-style-type: none"> • 1

CITY OF LATHRUP VILLAGE – CITY COUNCIL
DISCUSSION OF GOALS/PERFORMANCE MEASURES
FISCAL YEAR 2021/2022

CITY COUNCIL		
VALUES/GOALS	OBJECTIVES / PERFORMANCE MEASURES	RANKING
Excellence – we continually pursue excellence by being creative, professional, taking risks, showing initiative and being committed to our team. In this pursuit, we support continuing education and training for all team members.	<ul style="list-style-type: none"> • Register and participate in training offered by MML and other organizations 	<ul style="list-style-type: none"> • 2
	<ul style="list-style-type: none"> • Subscribe\read journals, organizations and periodicals (e.g. Inside 208,Bridge, MML magazine, etc.) 	<ul style="list-style-type: none"> • 2
Teamwork – we are a team that emphasizes high levels of trust and cooperation and commitment to excellent communication with the organization. We encourage employees to exercise independent judgement in meeting customer needs through professional behavior that is consistent with our values.	<ul style="list-style-type: none"> • Provide teamwork opportunities to City staff (e.g. workshops, cross functional work, social outings, etc.) 	<ul style="list-style-type: none"> • 3
CITY COUNCIL		
VALUES/GOALS	OBJECTIVES / PERFORMANCE MEASURES	RANKING
A Humane and Diverse Organization – we are a humane organization that honors diversity and protects individual rights. Open communication, respect for others compassion and a sense of humor contribute to our positive working environment. We make every attempt for every employee to reach his or her full potential. We value cultural and social diversity that is reflected in our community, and we welcome the changes and new perspectives that this diversity brings us.	<ul style="list-style-type: none"> • Appointments to boards and commissions – reflective of the cultural and social diversity of the community 	<ul style="list-style-type: none"> • 2

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OTHER CATEGORY	Continue best practices in maintaining city grounds, parks and entrances	2
	Code enforcement classes (e.g., how do I maintain my ditch & culvert)	2
	Identify cross functional opportunities (e.g. police officers & Code Enforcement)	2



Prepared by
Trendset Communications Group

Proposal #: 3277
Date: 03/14/2023
Terms: Net 30

Item 2F.

Prepared For:

Lathrup Village - City Hall
27400 Southfield Rd
Lathrup Village, MI 48076

Location:

Lathrup Village - DPW
19101 W Twelve Mile Rd
Lathrup Village, MI 48076

Sales Person

Ken Buckley

Project Name

3277

Proposed Service:

NAME	DESCRIPTION	QTY	TOTAL
Verkada CD62-E	Verkada - Outdoor Dome Camera D62 Series - 30 Days	3	\$3,700.41
Verkada CB52-TE	Verkada - Outdoor Bullet Camera B52 Series - 128GB, :	1	\$1,088.27
Verkada License Camer:	License - Verkada - 5 Year	4	\$2,610.68
Verkada Arm Mount	Verkada Arm Mount	3	\$193.83
Verkada Pendant Cap M	Verkada Pendant Cap Mount	3	\$150.27
Cat6 BN Cable - Black	CAT6 - BN - Plenum - 4 Pair 23AWG - Black	500	\$155.00
Cat6 Biscuit Box Signan	Signamax Surface Mount Box, 1-Port - White	4	\$6.28
Cat6 Coupler Female	Signamax Category 6 Panel Mount Feed-Thru Couple	4	\$18.16
Cat6 Patch Cable 3'	Cat6 Patch Cable 3' Black	4	\$8.72
Misc Conduit Allocation	Misc Conduit Allocation	1	\$50.00
Beam Clamps	Beam Clamps, 1/4"-20 Iron, 1 unit, electroplated finish	20	\$18.20
J-Hooks 3/4"	J-Hooks 3/4"	60	\$90.60
Hardware/Fasteners	Hardware/Fasteners	1	\$25.00
Cable Management	Dust Covers, Velcro, Tie Wraps, Labeling	1	\$40.00
Labor - Installation	Installation	24	\$1,560.00
Truck Roll	Truck Roll	1	\$150.00

Customer Signature _____

SUB TOTAL \$9,865.42

SALES TAX \$0.00

Quote is Valid for 30 Days from Date

TOTAL \$9,865.42

Trendset Communications
Group
23885 Denton St
Clinton Twp, MI 48036

Phone: (586) 765-0770
Fax: (586) 948-9977
Email: tcgadmin@tcg-pros.com





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STANDARD TERMS & CONDITIONS

- 1. SERVICES:** Trendset Communications Group (henceforth referred to as TCG) shall install, service, and warranty the system(s) as designed by TCG and approved by Customer, in accordance with TCG's Proposal (attached).
- 2. INSTALLATION CHARGES:** The Customer agrees to pay TCG, its agents or assigns, the installation charge and, if applicable, the maintenance, and/or lease charge as listed in the Proposal, subject to the terms and conditions as listed in the Proposal and Sales Agreement.
- 3. INSTALLATION, MAINTENANCE, SERVICE:** Customer hereby authorizes and empowers TCG to perform or cause to be performed the work necessary to fulfill the terms of this Agreement, including but not limited to installation, maintenance, inspection, testing, and repair of the systems on its premises. Such work shall be performed in a workmanlike manner in accordance with TCG's standard practices and shall be completed in accordance with a mutually agreed upon schedule, unless stated otherwise in the Proposal. The obligation of TCG to provide service related to the maintenance of the system pertains solely to the items specified in the Bill of Materials as listed in the Proposal. TCG is not obligated to maintain, repair, service, replace, operate or assure the operation of any device, system, or property belonging to Customer or to any third party to which such specified systems or components are attached, unless specifically agreed upon in the Proposal. In order to protect Customer from losses resulting from, damage to, or destruction of TCG systems, Customer shall include such systems in the coverage provided in its liability and fire insurance policies. TCG will provide service availability in accordance with the coverage requirements listed in the Proposal and defined under "coverage type" while the equipment is located on the premises upon which it was installed. The service to be provided is intended to keep the equipment in, or restore the equipment to, good working order. Unscheduled, on-call remedial maintenance is also to be provided by TCG under this Agreement as necessary. Service provided by TCG under this Agreement does not assure against, nor does TCG assume any liability for, interruptions in operation of the equipment covered by this Agreement. When covered by our SERVICE AGREEMENT, the service also includes preventative maintenance based upon the specific needs of the individual equipment as determined by TCG.
- 4. ACCESS:** TCG's technicians shall have full and free access upon their arrival to the equipment covered under this Agreement to provide service thereon.
- 5. OWNERSHIP:** For existing installations, the Customer represents that it is the owner of the equipment to be serviced under this Agreement, or, if not the owner, has authority from the owner to include such equipment under this Agreement.
- 6. OPERATION:** Customer represents and agrees to use the equipment properly and follow proper operating procedures (if customer requires TCG service); if TCG representatives are sent to Customer's premises in response to a service call caused by the Customer improperly following operating instructions or failing to close or properly secure a protected point, to pay an additional service charge at the prevailing rate per occurrence.
- 7. DELAYS - INTERRUPTION OF SERVICE:** TCG shall not be liable for any delays, however caused, or for interruptions of service caused by strikes, riots, floods, acts of God, loss of communication and/or other signal transmission lines, or by any event beyond the control of TCG. TCG will not be required to furnish service to Customer while such interruption shall continue.
- 8. EQUIPMENT COVERED:** Refer to attached Proposal, as applicable.
- 9. EXCLUSIONS:** Services to be provided by TCG pursuant to this Agreement do not include:
 - a) Repair of damage or increase in service time caused by failure to continually provide a suitable operating environment with all facilities as prescribed by TCG and/or the equipment manufacturer, including, but not limited to, the failure to provide, or the failure of, adequate and regulated electrical power, air conditioning or humidity control; or such special requirements as contained in the Proposal hereto.



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Item 2F.

- b) Repair of damage or increase in service time caused by use of the equipment for other than the ordinary use for which the equipment was designed or purpose for which it was intended.
- c) Repair of damage, replacement parts (due to other than normal wear) or repetitive service calls caused by the use of unauthorized supplies or equipment.
- d) Repair of damage or increase in service time caused by: accident, disaster, which shall include, but not be limited to, fire, flood, water, wind and lightning; transportation, neglect or misuse, alterations, which shall include, but not be limited to, any deviation from TCG's physical, mechanical or electrical machine design; attachments, which are defined as the mechanical, electrical or electronic interconnecting to non-TCG equipment and devices not supplied by TCG.
- e) Electrical work external to the equipment or accessories furnished by TCG.

10. ADDITIONAL CHARGES: Unless otherwise specified in the Proposal, service charges for the system are based upon coverage as specified in the "hours of operation". Service performed outside this window, or as a result of the failure of the Customer to adhere to the requirements as specified by either the manufacturer or outside the scope of the Agreement, shall be chargeable at TCG's prevailing rates. Customer shall not tamper with, adjust, alter, move, remove, or otherwise interfere with equipment without TCG's specific permission, nor permit the same by other Contractors. Any work performed by TCG to correct Customer's breach of the foregoing obligation shall be corrected and paid for by Customer at TCG's prevailing rates. Remedial maintenance due to Acts of God or events beyond the control of TCG shall be corrected by TCG and paid for by Customer in accordance with TCG's prevailing rates. TCG shall have the right to increase or decrease the periodic service charge provided above at any time or times after the expiration of one year from the date service is operative under this Agreement, upon giving Customer written notice thirty (30) days in advance of the effective date of such increase or decrease.

11. RENEWAL: The Service Agreement portion of these conditions is self-renewing for the term provided herein and at the prices in effect as of the date of renewal unless modified or canceled by either party in writing not less than thirty (30) days prior to the expiration date of this Agreement.

12. TERMINATION/PAYMENT: TCG has the option to terminate this agreement for cause should any payment due from Customer to TCG remain overdue for a period of more than thirty (30) days. Should TCG elect to exercise such cancellation option, said exercise shall be in writing, sent by certified mail, return receipt requested, and such cancellation shall be effective upon receipt.

13. SUCCESSORS: The Agreement is not assignable by Customer except upon the written consent of TCG, which consent will not unreasonably be withheld.

14. ENTIRE AGREEMENT: This Agreement is to govern the providing of services by TCG to Customer as described herein. Nothing in this Agreement is to be construed as creating a lease or a leasehold agreement between the parties. This Agreement is not binding unless approved in writing by an authorized representative of TCG. If approval is not obtained, the only liability of TCG shall be to return to Customer the amount, if any, paid to TCG upon the signing of the Agreement by its Sales Representative. This writing, together with any individually signed acceptance of Proposals, rider, other attachments pertaining to this Agreement is intended by the parties as the final expression of their agreement with respect to the subject matter contained herein and also as the complete and exclusive statement of the terms and such Agreement, notwithstanding any prior, contemporaneous or subsequent purchase order or other document relating to said subject matter. There is no course of dealing or usage of the trade what would supplement or conflict with its terms. This Agreement may only be amended in writing signed by both parties.

15. JURISDICTION: This Agreement shall be governed by the laws of the Commonwealth of Michigan.