



DEPARTMENT OF
HUMAN RESOURCES
ONE CITY SQUARE, SUITE 410
WARREN, MI 48093-5286
(586) 574-4670
FAX (586) 582-9999
www.cityofwarren.org

July 9, 2013

To Whom It May Concern:

CARE's WorkLife Solutions has been the employee assistance program provider for the City of Warren since 1994. The organization has provided training sessions as requested on various workplace and personal matters, as well as orientations to acquaint employees to the free and confidential services provided to individuals and their family members.

CARE's WorkLife Solutions' staff has provided the Human Resources Department with tailored services and specific information in regard to time sensitive situations. Our goal is to return an individual to work as soon as possible while ensuring the safety and wellbeing of all employees. CARE assists the city in making that possible.

Based upon the City of Warren's experience, CARE's WorkLife Solutions has provided a service oriented program that is workable to our organizational structure. Please feel free to contact me should you have further questions.

Sincerely,

A handwritten signature in cursive script that reads "Marilyn A. Warren".

Marilyn A. Warren, Benefits Administrator
Department of Human Resources

Charter Township of Clinton



Department of Human Resources

Director:
William S. Smith

Human Resources Technician:
Diane Stephens

OFFICERS:

Robert J. Cannon
Supervisor
Kim Meltzer
Clerk
William J. Sowerby
Treasurer

TRUSTEES:

Paul Gielegem
Kenneth Pearl
Dean J. Reynolds
Jenifer "Joie" West

July 9, 2013

To Whom It May Concern:

Now that you are considering CARE's Work Life Solutions for your employee assistance service, you can stop the search; you will find no one better. I have had the pleasure of working with CARE for the last five years. During that time, I have always found their professionalism and attentiveness to the Township's needs to be exemplary. CARE has supported the Township and its staff with individual professional development and various workshops, including harassment training. During times of institutional stress, their staff is a valuable resource, and we have come to rely upon them during those difficult times. Perhaps their greatest attribute is the ability to maintain trust and confidence with our employees. Without such trust, it would be impossible for them to work effectively.

Please contact me if I can answer any questions or be of any further assistance.

Sincerely,

William S. Smith

William S. Smith, Director
Human Resources

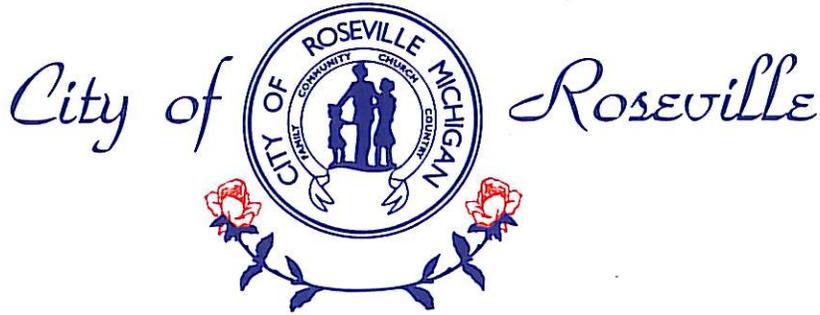
HUMAN RESOURCES

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CATHERINE J. HAUGH

July 9, 2013

To Whom It May Concern:

This letter is to serve as a recommendation for the services of CARE's WorkLife Solutions. I have been personally involved in the utilization of CARE's WorkLife Solutions as I have been the person who handles Human Resources for the City of Roseville for more than twenty years. I find the CARE staff to be very pleasant and courteous. They treat all clients in a very professional manner. The City of Roseville has been pleased with the quality of their counseling services, trainings, and communications. CARE's WorkLife Solutions staff have also been very responsive to our needs with Critical Incident Stress Debriefings for our staff and in handling mandatory staff referrals.

I can be reached at (586) 445-5412 for additional information.

Cordially,

Linda Huck
Human Resources Administrator
City of Roseville, Michigan

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Bldg. Inspections	445-5450	Community Develop	445-5423	Fire	445-5444	Purchasing	445-5425
City Assessor	445-5430	Controller	445-5417	Housing	778-1360	Recreation (Parks)	445-5480
City Clerk	445-5440	Dist. Court	773-2010	Library	445-5407	Senior Center	777-7177
City Manager	445-5410	D.P.W.	445-5470	Personnel	445-5412	Treasurer	445-5420
Code Enforce	445-5447	Engineering	445-5445	Police	775-2100	Water (Billing)	445-5460
						Water (Garage)	445-5466



August 2, 2012

We invited Care's *WorkLife* Solutions to help identify and develop a program focused around the leadership team in an effort to aid the business unit in achieving the culture necessary to support today's fast-paced world of competitive workplaces and turbulent economic conditions. This required the ability to increase retention, cultivate an environment of employee empowerment and a synergy around one vision.

We began this endeavor with Care's *WorkLife* Solutions presenting the topic of "You're Only as Effective as What You Accept". This training focused on leadership accountability and presented the team with tools on how to create an environment that is professional, efficient and productive. We addressed the leadership traits needed to enhance morale and work ethics. This training triggered the awareness that changing our management style wasn't as easy as taking one course and that there were no quick fixes to help us achieve our goals. Rather it required the same energy, enthusiasm and dedication that we have placed on our daily tasks.

Care's *WorkLife* Solutions developed individual coaching programs for our leadership team based on identified areas that required growth. The individual and group coaching/training session have helped us focus on the emotional intelligence needed to achieve the established business initiatives. Key outcomes of the coaching included being present, intentional listening, managing/understanding complex change and modeling the behaviors you expect from others. All of these tools have helped us achieve a more collaborative workplace resulting in efficiencies in all areas including increase return on time invested in meetings, we can all relate to this issue!

Care's *WorkLife* Solutions has many programs to assist in developing the culture needed to be successful in this ever changing environment. The staff at Care's *WorkLife* Solutions are knowledgeable and very good at making the connections needed to give each of us the tools necessary to become successful not only in our professional but personal lives. We will continue to utilize Care's *WorkLife* Solutions to maintain the competitive edge by ensuring we continue to invest in our number one asset, our people! Lynn Becker Human Resource Representative ITW Superb Products

Lynn Becker
Human Resource Manager



July 8, 2013

To Whom it May Concern:

Care's Worklife Solutions has been a partner of ours for a number of years, and has provided Medstar employees and managers with a variety of services which has always exceeded our expectations, such as:

- Individual Employee Consultation for a variety of everyday life personal reasons
- Professional Development Programs for our Management/Leadership team
- Smoking Cessation/wellness related programs
- Lunch & Learn programs for our staff on healthy living, stress management, and a variety of personal development topics
- Critical Response Team Support

Care consistently provides proactive tools for us to consider that helps us ensure a productive work/life balance. Their staff members are professional subject matter experts in their given disciplines. They are always there when we need them with their 24/7 coverage; and they take the extra time to follow up and ensure that any issue has been resolved to our satisfaction. Also, our employees have provided favorable feedback on their level of satisfaction when they have had a need to reach out to Care for a variety of personal issues.

It is without hesitation that I would recommend Care's Worklife Solutions to any organization who is need of a professional, affordable Employee Assistance Program partner.

Please feel free to contact me if you have any questions at 586-463-5134.

Sincerely,

A handwritten signature in black ink that reads "Robin Craig". The signature is written in a cursive style with a large, looping "R" and "C".

Robin Craig
Director, Human Resources
Medstar Ambulance
rcraig@medstarambulance.org