

AGENDA REPORT

To: Mayor Pat Humphrey and the Clare City Commission
From: Ken Hibl, City Manager
Date: June 2, 2010
Regarding: Mutual Referral Agreement – Listening Ear Crisis Center

For the Agenda of June 7, 2010

Background. The City has received a request (*copy att'd*) from Listening Ear Crisis Center asking that the City become a signatory to a proposed Mutual Referral Agreement (*copy att'd*), which increases their potential to receive a high standard for professional performance. As we have a Listening Ear Crisis Center Office in Clare that serves our residents, and the City maintains a professional relationship with that office, the City Commission is asked approve the agreement.

Issues & Questions Specified. Should the City Commission approve the proposed Mutual Referral Agreement?

Alternatives.

1. Approve the proposed Agreement.
2. Do not approve the proposed Agreement.
3. Defer the matter for further consideration and/or deliberation at a subsequent meeting.

Financial Impact. None.

Recommendation. I recommend that the City Commission approve the proposed Mutual Referral Agreement by adoption of Resolution 2010-055.

Attachments.

1. Letter Request.
2. Mutual Referral Agreement.
3. Resolution 2010-055.

LISTENING EAR CRISIS CENTER

107 E. Illinois - P.O. Box 800
Mt. Pleasant, MI 48804-0800
24-Hour Helpline - (989) 772-2918
Business Calls - (989) 773-6904
www.listeningear.com

"Focusing on What People Can Do 24-Hours a Day"

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April 19, 2010

Greetings,

According to the Council On Accreditation the Listening Ear Crisis Center "Meets the Highest National Standards of Professional Performance." One of the requirements for the standards is to have signed "agreements" with the primary agencies with whom we make and receive referrals, where appropriate. This documentation confirms our willingness to work together for our citizens in a more efficient and effective manner. Enclosed is the Mutual Referral Agreement. Please sign it, make a copy for your agency if you wish, and return it to Listening Ear Crisis Center in the enclosed envelope.

We appreciate your assistance in this matter as we continue to serve and meet the needs of our mutual consumers.

Sincerely,



Kathleen D. Tarrant
Crisis Center Director



ACCREDITED

COUNCIL ON ACCREDITATION
OF SERVICES FOR FAMILIES
AND CHILDREN, INC.



MUTUAL REFERRAL AGREEMENT

BETWEEN

CLARE CITY COMMISSION

AND

LISTENING EAR

The purpose of this agreement is to promote a mutual understanding of programs and
Facilitate efficient referrals between

CLARE CITY COMMISSION

AND

LISTENING EAR

The above agencies mutually agree to:

Develop and maintain an understanding of program philosophy, services, and confidentiality regulations.

Communicate, dependent on appropriate release of information.

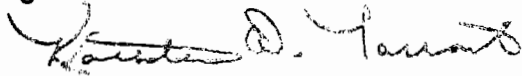
Accept referrals when program capability exists and admission policy is met.

Work together in determining and/or providing after care, and/or follow-up referral.

Assure that eligibility for service not be limited on the basis of race, creed, color, or national origin.

Review this agreement when necessary or annually.

**Community Agency Representative
Signature and Title**



**Listening Ear Crisis Center Representative
Crisis Center Director**

Date

4-19-10

Date