

PROFESSIONAL CONSULTANT SERVICES AGREEMENT

NANCY K. BOHL, INC. doing business as
THE COUNSELING TEAM INTERNATIONAL

Employee Assistance Program Services

THIS PROFESSIONAL CONSULTANT SERVICES AGREEMENT (“Agreement”) is made and entered into this _____ day of _____, 2018 (“Effective Date”), by and between the CITY OF RIVERSIDE (“City”), a California charter city and municipal corporation and NANCY K. BOHL, INC, a California corporation, doing business as THE COUNSELING TEAM INTERNATIONAL (“Consultant”).

1. **Scope of Services.** City agrees to retain and does hereby retain Consultant and Consultant agrees to provide the services more particularly described in Exhibit “A,” “Scope of Services” (“Services”), attached hereto and incorporated herein by reference, in conjunction with Employee Assistance Program Services (“Project”).

2. **Term.** This Agreement shall be effective on July 1, 2018, and shall remain in effect until June 30, 2019, with the option of two 2-year extensions through June 30, 2023, unless otherwise terminated pursuant to the provisions herein.

3. **Compensation/Payment.** Consultant shall perform the Services under this Agreement for the total sum of Ninety-Two Thousand One Hundred Twenty-Four Dollars (\$92,124) per year payable in accordance with the terms set forth in Exhibit “B.” Said payment shall be made in accordance with City’s usual accounting procedures upon receipt and approval of an itemized invoice setting forth the services performed. The invoices shall be delivered to City at the address set forth in Section 4 hereof.

4. **Notices.** Any notices required to be given, hereunder shall be in writing and shall be personally served or given by mail. Any notice given by mail shall be deemed given when deposited in the United States Mail, certified and postage prepaid, addressed to the party to be served as follows:

To City

Human Resources Department
City of Riverside
Attn: Miriana Gonzalez
3900 Main Street, 5th Floor
Riverside, CA 92522

To Consultant

The Counseling Team International
Attn: Dr. Nancy Bohl-Penrod, Director
1881 Business Center Drive, Suite 11 & 12
San Bernardino, CA 92408

5. **Prevailing Wage.** If applicable, Consultant and all subcontractors are required to pay the general prevailing wage rates of per diem wages and overtime and holiday wages determined by the Director of the Department of Industrial Relations under Section 1720 et seq. of the California Labor Code and implemented by Resolution No. 13346 of the City Council of the City of Riverside. The Director's determination is available on-line at www.dir.ca.gov/dlsr/DPreWageDetermination.htm and is referred to and made a part hereof; the wage rates therein ascertained, determined, and specified are referred to and made a part hereof as though fully set forth herein.

6. **Contract Administration.** A designee of the City will be appointed in writing by the City Manager or Department Director to administer this Agreement on behalf of City and shall be referred to herein as Contract Administrator.

7. **Standard of Performance.** While performing the Services, Consultant shall exercise the reasonable professional care and skill customarily exercised by reputable members of Consultant's profession practicing in the Metropolitan Southern California Area, and shall use reasonable diligence and best judgment while exercising its professional skill and expertise.

8. **Personnel.** Consultant shall furnish all personnel necessary to perform the Services and shall be responsible for their performance and compensation. Consultant recognizes that the qualifications and experience of the personnel to be used are vital to professional and timely completion of the Services. The key personnel listed in Exhibit "C" attached hereto and incorporated herein by this reference and assigned to perform portions of the Services shall remain assigned through completion of the Services, unless otherwise mutually agreed by the parties in writing, or caused by hardship or resignation in which case substitutes shall be subject to City approval.

9. **Assignment and Subcontracting.** Neither party shall assign any right, interest, or obligation in or under this Agreement to any other entity without prior written consent of the other party. In any event, no assignment shall be made unless the assignee expressly assumes the obligations of assignor under this Agreement, in a writing satisfactory to the parties. Consultant acknowledges that any assignment may, at the City's sole discretion, require City Manager and/or City Council approval. Consultant shall not subcontract any portion of the work required by this Agreement without prior written approval by the responsible City Contract Administrator. Subcontracts, if any, shall contain a provision making them subject to all provisions stipulated in this Agreement, including without limitation, the insurance obligations set forth in Section 12. The Consultant acknowledges and agrees that the City is an intended beneficiary of any work performed by any subcontractor for purposes of establishing a duty of care between any subcontractor and the City.

10. **Independent Contractor.** In the performance of this Agreement, Consultant, and Consultant's employees, subcontractors and agents, shall act in an independent capacity as independent contractors, and not as officers or employees of the City of Riverside. Consultant acknowledges and agrees that the City has no obligation to pay or withhold state or federal taxes or to provide workers' compensation or unemployment insurance to Consultant, or to Consultant's employees, subcontractors and agents. Consultant, as an independent contractor, shall be responsible for any and all taxes that apply to Consultant as an employer.

11. Indemnification.

11.1 Design Professional Defined. For purposes of this Agreement, “Design Professional” includes the following:

- A. An individual licensed as an architect pursuant to Chapter 3 (commencing with Section 5500) of Division 3 of the Business and Professions Code, and a business entity offering architectural services in accordance with that chapter.
- B. An individual licensed as a landscape architect pursuant to Chapter 3.5 (commencing with Section 5615) of Division 3 of the Business and Professions Code, and a business entity offering landscape architectural services in accordance with that chapter.
- C. An individual registered as a professional engineer pursuant to Chapter 7 (commencing with Section 6700) of Division 3 of the Business and Professions Code, and a business entity offering professional engineering services in accordance with that chapter.
- D. An individual licensed as a professional land surveyor pursuant to Chapter 15 (commencing with Section 8700) of Division 3 of the Business and Professions Code, and a business entity offering professional land surveying services in accordance with that chapter.

11.2 Defense Obligation For Design Professional Liability. Consultant agrees, at its cost and expense, to promptly defend the City, and the City’s employees, officers, managers, agents and council members (collectively the “Parties to be Defended”) from and against any and all claims, allegations, lawsuits, arbitration proceedings, administrative proceedings, regulatory proceedings, or other legal proceedings to the extent the same arise out of, pertain to, or relate to the negligence, recklessness or willful misconduct of Consultant, or anyone employed by or working under the Consultant or for services rendered to the Consultant in the performance of the Agreement, notwithstanding that the City may have benefited from its work or services and whether or not caused in part by the negligence of an Indemnified Party. Consultant agrees to provide this defense immediately upon written notice from the City, and with well qualified, adequately insured and experienced legal counsel acceptable to City. Consultant will reimburse City for reasonable defense costs for claims arising out of Consultant’s professional negligence based on the percentage of Consultant’s liability. This obligation to defend as set forth herein is binding on the successors, assigns and heirs of Consultant and shall survive the termination of Consultant’s Services under this Agreement.

11.3 Indemnity For Design Professional Liability. When the law establishes a professional standard of care for Consultant’s services, to the fullest extent permitted by law, Consultant shall indemnify, protect and hold harmless the City and the City’s employees, officers, managers, agents, and Council Members (“Indemnified Parties”) from and against any and all claim for damage, charge, lawsuit, action, judicial, administrative, regulatory or arbitration proceeding, damage, cost, expense (including counsel and expert fees), judgment, civil fines and penalties,

liabilities or losses of any kind or nature whatsoever to the extent the same arise out of, pertain to, or relate to the negligence, recklessness or willful misconduct of Consultant, or anyone employed by or working under the Consultant or for services rendered to the Consultant in the performance of the Agreement, notwithstanding that the City may have benefited from its work or services and whether or not caused in part by the negligence of an Indemnified Party.

11.4 Defense Obligation For Other Than Design Professional Liability.

Consultant agrees, at its cost and expense, to promptly defend the City, and the City's employees, officers, managers, agents and council members (collectively the "Parties to be Defended") from and against any and all claims, allegations, lawsuits, arbitration proceedings, administrative proceedings, regulatory proceedings, or other legal proceedings which arise out of, or relate to, or are in any way connected with: 1) the Services, work, activities, operations, or duties of the Consultant, or of anyone employed by or working under the Consultant, or 2) any breach of the Agreement by the Consultant.

This duty to defend shall apply whether or not such claims, allegations, lawsuits or proceedings have merit or are meritless, or which involve claims or allegations that any or all of the Parties to be Defended were actively, passively, or concurrently negligent, or which otherwise assert that the Parties to be Defended are responsible, in whole or in part, for any loss, damage or injury. Consultant agrees to provide this defense immediately upon written notice from the City, and with well qualified, adequately insured and experienced legal counsel acceptable to City. This obligation to defend as set forth herein is binding on the successors, assigns and heirs of Consultant and shall survive the termination of Consultant's Services under this Agreement.

11.5 Indemnity For Other Than Design Professional Liability.

Except as to the sole negligence or willful misconduct of the City, Consultant agrees to indemnify, protect and hold harmless the Indemnified Parties from and against any claim for damage, charge, lawsuit, action, judicial, administrative, regulatory or arbitration proceeding, damage, cost, expense (including counsel and expert fees), judgment, civil fine and penalties, liabilities or losses of any kind or nature whatsoever whether actual, threatened or alleged, which arise out of, pertain to, or relate to, or are a consequence of, or are attributable to, or are in any manner connected with the performance of the Services, work, activities, operations or duties of the Consultant, or anyone employed by or working under the Consultant or for services rendered to Consultant in the performance of this Agreement, notwithstanding that the City may have benefited from its work or services. This indemnification provision shall apply to any acts, omissions, negligence, recklessness, or willful misconduct, whether active or passive, on the part of the Consultant or anyone employed or working under the Consultant.

12. Insurance.

12.1 General Provisions.

Prior to the City's execution of this Agreement, Consultant shall provide satisfactory evidence of, and shall thereafter maintain during the term of this Agreement, such insurance policies and coverages in the types, limits, forms and ratings required herein. The rating and required insurance policies and coverages may be modified in writing by the City's Risk Manager or City Attorney, or a designee, unless such modification is prohibited by law.

12.1.1 Limitations.

These minimum amounts of coverage shall not constitute any limitation or cap on Consultant's indemnification obligations under Section 11 hereof.

12.1.2 **Ratings.** Any insurance policy or coverage provided by Consultant or subcontractors as required by this Agreement shall be deemed inadequate and a material breach of this Agreement, unless such policy or coverage is issued by insurance companies authorized to transact insurance business in the State of California with a policy holder's rating of A or higher and a Financial Class of VII or higher.

12.1.3 **Cancellation.** The policies shall not be canceled unless thirty (30) days' prior written notification of intended cancellation has been given to City by certified or registered mail, postage prepaid.

12.1.4 **Adequacy.** The City, its officers, employees and agents make no representation that the types or limits of insurance specified to be carried by Consultant pursuant to this Agreement are adequate to protect Consultant. If Consultant believes that any required insurance coverage is inadequate, Consultant will obtain such additional insurance coverage as Consultant deems adequate, at Consultant's sole expense.

12.2 **Workers' Compensation Insurance.** By executing this Agreement, Consultant certifies that Consultant is aware of and will comply with Section 3700 of the Labor Code of the State of California requiring every employer to be insured against liability for workers' compensation, or to undertake self-insurance before commencing any of the work. Consultant shall carry the insurance or provide for self-insurance required by California law to protect said Consultant from claims under the Workers' Compensation Act. Prior to City's execution of this Agreement, Consultant shall file with City either 1) a certificate of insurance showing that such insurance is in effect, or that Consultant is self-insured for such coverage, or 2) a certified statement that Consultant has no employees, and acknowledging that if Consultant does employ any person, the necessary certificate of insurance will immediately be filed with City. Any certificate filed with City shall provide that City will be given ten (10) days' prior written notice before modification or cancellation thereof.

12.3 **Commercial General Liability and Automobile Insurance.** Prior to City's execution of this Agreement, Consultant shall obtain, and shall thereafter maintain during the term of this Agreement, commercial general liability insurance and automobile liability insurance as required to insure Consultant against damages for personal injury, including accidental death, as well as from claims for property damage, which may arise from or which may concern operations by anyone directly or indirectly employed by, connected with, or acting for or on behalf of Consultant. The City, and its officers, employees and agents, shall be named as additional insureds under the Consultant's insurance policies.

12.3.1 Consultant's commercial general liability insurance policy shall cover both bodily injury (including death) and property damage (including, but not limited to, premises operations liability, products-completed operations liability, independent contractor's liability, personal injury liability, and contractual liability) in an amount not less than \$1,000,000 per occurrence and a general aggregate limit in the amount of not less than \$2,000,000.

12.3.2 Consultant's automobile liability policy shall cover both bodily injury and property damage in an amount not less than \$1,000,000 per occurrence and an aggregate limit of

not less than \$1,000,000. All of Consultant's automobile and/or commercial general liability insurance policies shall cover all vehicles used in connection with Consultant's performance of this Agreement, which vehicles shall include, but are not limited to, Consultant owned vehicles, Consultant leased vehicles, Consultant's employee vehicles, non-Consultant owned vehicles and hired vehicles.

12.3.3 Prior to City's execution of this Agreement, copies of insurance policies or original certificates along with additional insured endorsements acceptable to the City evidencing the coverage required by this Agreement, for both commercial general and automobile liability insurance, shall be filed with City and shall include the City and its officers, employees and agents, as additional insureds. Said policies shall be in the usual form of commercial general and automobile liability insurance policies, but shall include the following provisions:

It is agreed that the City of Riverside, and its officers, employees and agents, are added as additional insureds under this policy, solely for work done by and on behalf of the named insured for the City of Riverside.

12.3.4 The insurance policy or policies shall also comply with the following provisions:

- a. The policy shall be endorsed to waive any right of subrogation against the City and its sub-consultants, employees, officers and agents for services performed under this Agreement.
- b. If the policy is written on a claims made basis, the certificate should so specify and the policy must continue in force for one year after completion of the services. The retroactive date of coverage must also be listed.
- c. The policy shall specify that the insurance provided by Consultant will be considered primary and not contributory to any other insurance available to the City and Endorsement No. CG 20010413 shall be provided to the City.

12.4 **Errors and Omissions Insurance.** Prior to City's execution of this Agreement, Consultant shall obtain, and shall thereafter maintain during the term of this Agreement, errors and omissions professional liability insurance in the minimum amount of \$1,000,000 to protect the City from claims resulting from the Consultant's activities.

12.5 **Cyber Liability Insurance.** Prior to City's execution of this Agreement, Consultant shall obtain and maintain during term of this Agreement cyber liability insurance with limits not less than \$1,000,000 per occurrence or claim, \$1,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Consultant in this agreement and shall include, but not be limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of

private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.

12.6 Subcontractors' Insurance. Consultant shall require all of its subcontractors to carry insurance, in an amount sufficient to cover the risk of injury, damage or loss that may be caused by the subcontractors' scope of work and activities provided in furtherance of this Agreement, including, but without limitation, the following coverages: Workers Compensation, Commercial General Liability, Errors and Omissions, and Automobile liability. Upon City's request, Consultant shall provide City with satisfactory evidence that Subcontractors have obtained insurance policies and coverages required by this section.

13. Business Tax. Consultant understands that the Services performed under this Agreement constitutes doing business in the City of Riverside, and Consultant agrees that Consultant will register for and pay a business tax pursuant to Chapter 5.04 of the Riverside Municipal Code and keep such tax certificate current during the term of this Agreement.

14. Time of Essence. Time is of the essence for each and every provision of this Agreement.

15. City's Right to Employ Other Consultants. City reserves the right to employ other Consultants in connection with the Project. If the City is required to employ another consultant to complete Consultant's work, due to the failure of the Consultant to perform, or due to the breach of any of the provisions of this Agreement, the City reserves the right to seek reimbursement from Consultant.

16. Accounting Records. Consultant shall maintain complete and accurate records with respect to costs incurred under this Agreement. All such records shall be clearly identifiable. Consultant shall allow a representative of City during normal business hours to examine, audit, and make transcripts or copies of such records and any other documents created pursuant to this Agreement. Consultant shall allow inspection of all work, data, documents, proceedings, and activities related to the Agreement for a period of three (3) years from the date of final payment under this Agreement.

17. Confidentiality. All ideas, memoranda, specifications, plans, procedures, drawings, descriptions, computer program data, input record data, written information, and other materials either created by or provided to Consultant in connection with the performance of this Agreement shall be held confidential by Consultant, except as otherwise directed by City's Contract Administrator. Nothing furnished to Consultant which is otherwise known to the Consultant or is generally known, or has become known, to the related industry shall be deemed confidential. Consultant shall not use City's name or insignia, photographs of the Project, or any publicity pertaining to the Services or the Project in any magazine, trade paper, newspaper, television or radio production, website, or other similar medium without the prior written consent of the City. This provision shall survive the expiration or termination of this Agreement.

18. **Ownership of Documents.** All reports, maps, drawings and other contract deliverables prepared under this Agreement by Consultant shall be and remain the property of City. Consultant shall not release to others information furnished by City without prior express written approval of City. This provision shall survive the expiration or termination of this Agreement.

19. **Copyrights.** Consultant agrees that any work prepared for City which is eligible for copyright protection in the United States or elsewhere shall be a work made for hire. If any such work is deemed for any reason not to be a work made for hire, Consultant assigns all right, title and interest in the copyright in such work, and all extensions and renewals thereof, to City, and agrees to provide all assistance reasonably requested by City in the establishment, preservation and enforcement of its copyright in such work, such assistance to be provided at City's expense but without any additional compensation to Consultant. Consultant agrees to waive all moral rights relating to the work developed or produced, including without limitation any and all rights of identification of authorship and any and all rights of approval, restriction or limitation on use or subsequent modifications. This provision shall survive the expiration or termination of this Agreement.

20. **Conflict of Interest.** Consultant, for itself and on behalf of the individuals listed in Exhibit "C," represents and warrants that by the execution of this Agreement, they have no interest, present or contemplated, in the Project affected by the above-described Services. Consultant further warrants that neither Consultant, nor the individuals listed in Exhibit "C" have any real property, business interests or income interests that will be affected by this project or, alternatively, that Consultant will file with the City an affidavit disclosing any such interest.

21. **Solicitation.** Consultant warrants that Consultant has not employed or retained any person or agency to solicit or secure this Agreement, nor has it entered into any agreement or understanding for a commission, percentage, brokerage, or contingent fee to be paid to secure this Agreement. For breach of this warranty, City shall have the right to terminate this Agreement without liability and pay Consultant only for the value of work Consultant has actually performed, or, in its sole discretion, to deduct from the Agreement price or otherwise recover from Consultant the full amount of such commission, percentage, brokerage or commission fee. The remedies specified in this section shall be in addition to and not in lieu of those remedies otherwise specified in this Agreement.

22. **General Compliance With Laws.** Consultant shall keep fully informed of federal, state and local laws and ordinances and regulations which in any manner affect those employed by Consultant, or in any way affect the performance of services by Consultant pursuant to this Agreement. Consultant shall at all times observe and comply with all such laws, ordinances and regulations, and shall be solely responsible for any failure to comply with all applicable laws, ordinances and regulations. Consultant represents and warrants that Consultant has obtained all necessary licenses to perform the Scope of Services and that such licenses are in good standing. Consultant further represents and warrants that the services provided herein shall conform to all ordinances, policies and practices of the City of Riverside.

23. **Waiver.** No action or failure to act by the City shall constitute a waiver of any right or duty afforded City under this Agreement, nor shall any such action or failure to act constitute

approval of or acquiescence in any breach thereunder, except as may be specifically, provided in this Agreement or as may be otherwise agreed in writing.

24. **Amendments.** This Agreement may be modified or amended only by a written agreement and/or change order executed by the Consultant and City.

25. **Termination.** City, by notifying Consultant in writing, shall have the right to terminate any or all of Consultant's services and work covered by this Agreement at any time. In the event of such termination, Consultant may submit Consultant's final written statement of the amount of Consultant's services as of the date of such termination based upon the ratio that the work completed bears to the total work required to make the report complete, subject to the City's rights under Sections 15 and 26 hereof. In ascertaining the work actually rendered through the termination date, City shall consider completed work, work in progress and complete and incomplete reports and other documents only after delivered to City.

25.1 Other than as stated below, City shall give Consultant thirty (30) days' prior written notice prior to termination.

25.2 City may terminate this Agreement upon fifteen (15) days' written notice to Consultant, in the event:

25.2.1 Consultant substantially fails to perform or materially breaches the Agreement; or

25.2.2 City decides to abandon or postpone the Project.

26. **Offsets.** Consultant acknowledges and agrees that with respect to any business tax or penalties thereon, utility charges, invoiced fee or other debt which Consultant owes or may owe to the City, City reserves the right to withhold and offset said amounts from payments or refunds or reimbursements owed by City to Consultant. Notice of such withholding and offset, shall promptly be given to Consultant by City in writing. In the event of a dispute as to the amount owed or whether such amount is owed to the City, City will hold such disputed amount until either the appropriate appeal process has been completed or until the dispute has been resolved.

27. **Successors and Assigns.** This Agreement shall be binding upon City and its successors and assigns, and upon Consultant and its permitted successors and assigns, and shall not be assigned by Consultant, either in whole or in part, except as otherwise provided in paragraph 9 of this Agreement.

28. **Venue.** Any action at law or in equity brought by either of the parties hereto for the purpose of enforcing a right or rights provided for by this Agreement shall be tried in the Superior Court of the County of Riverside, State of California, and the parties hereby waive all provisions of law providing for a change of venue in such proceedings to any other county.

29. **Nondiscrimination.** During Consultant's performance of this Agreement, Consultant shall not discriminate on the grounds of race, religious creed, color, national origin, ancestry, age, physical disability, mental disability, medical condition, including the medical condition of Acquired

Immune Deficiency Syndrome (AIDS) or any condition related thereto, marital status, sex, genetic information, gender, gender identity, gender expression, or sexual orientation, military and veteran status, in the selection and retention of employees and subcontractors and the procurement of materials and equipment, except as provided in Section 12940 of the California Government Code. Further, Consultant agrees to conform to the requirements of the Americans with Disabilities Act in the performance of this Agreement.

30. **Severability.** Each provision, term, condition, covenant and/or restriction, in whole and in part, of this Agreement shall be considered severable. In the event any provision, term, condition, covenant and/or restriction, in whole and/or in part, of this Agreement is declared invalid, unconstitutional, or void for any reason, such provision or part thereof shall be severed from this Agreement and shall not affect any other provision, term, condition, covenant and/or restriction of this Agreement, and the remainder of the Agreement shall continue in full force and effect.

31. **Authority.** The individuals executing this Agreement and the instruments referenced herein on behalf of Consultant each represent and warrant that they have the legal power, right and actual authority to bind Consultant to the terms and conditions hereof and thereof.

32. **Entire Agreement.** This Agreement constitutes the final, complete, and exclusive statement of the terms of the agreement between the parties pertaining to the subject matter of this Agreement, and supersedes all prior and contemporaneous understandings or agreements of the parties. Neither party has been induced to enter into this Agreement by and neither party is relying on, any representation or warranty outside those expressly set forth in this Agreement.

33. **Interpretation.** City and Consultant acknowledge and agree that this Agreement is the product of mutual arms-length negotiations and accordingly, the rule of construction, which provides that the ambiguities in a document shall be construed against the drafter of that document, shall have no application to the interpretation and enforcement of this Agreement.

33.1 Titles and captions are for convenience of reference only and do not define, describe or limit the scope or the intent of the Agreement or any of its terms. Reference to section numbers, are to sections in the Agreement unless expressly stated otherwise.

33.2 This Agreement shall be governed by and construed in accordance with the laws of the State of California in effect at the time of the execution of this Agreement.

33.3 In the event of a conflict between the body of this Agreement and Exhibit "A" - Scope of Services hereto, the terms contained in Exhibit "A" shall be controlling.

34. **Exhibits.** The following exhibits attached hereto are incorporated herein to this Agreement by this reference:

- Exhibit "A" - Scope of Services
- Exhibit "B" - Compensation
- Exhibit "C" - Key Personnel

IN WITNESS WHEREOF, City and Consultant have caused this Agreement to be duly execute the day and year first above written.

CITY OF RIVERSIDE, a California charter city and municipal corporation a California corporation

NANCY K. BOHL, INC., a California corporation, doing business as THE COUNSELING TEAM INTERNATIONAL

By: _____
City Manager

By: Nancy K Bohl Penrod PhD
Nancy K Bohl - Penrod, Ph.D.
[Printed Name]
Director/owner and President
[Title]

Attest: _____
City Clerk

Approved as to Form:

By: [Signature]
JULIE CASTO KOOT
[Printed Name]
CFO
[Title]

By: [Signature]
Deputy City Attorney

Certified as to Availability of Funds:

By: [Signature]
Chief Financial Officer/Treasurer

- e. An incident that, in the opinion of the command staff, has been sufficiently traumatized to constitute an acutely critical traumatic event.
 - D. Pre-employment Psychological Testing (Police and Fire Department only):
 - 1) TCTI will provide pre-hire psychological testing which will include administering a written test battery, an oral interview with a licensed Clinical Psychologist, and a written report submitted to the Riverside Police or Fire Departments upon completion of the oral interview.
3. Other services City-wide (including Police and Fire Departments):
- A. TCTI will provide four (4) annual trainings to City Supervisors, Managers or Department Heads related to dealing with resolving or improving employee/work related issues, concerns or conflicts as well as how to best refer employees to services.
 - B. TCTI will provide annual attendance and/or presentation at the City's annual Spring Health and Wellness Fair and at the annual Fall Open Enrollment event(s).
 - C. TCTI will conduct up to a maximum of six (6) 60-minute brown bag lunchtime workshop annually at wellness seminars throughout the year. Topics to include, but are not limited to, fitness, nutrition, stress management, and general wellness. Presenters shall be experienced and knowledgeable in each subject area.
 - D. TCTI will assist City Staff in contracting and coordinating vendor participation in a variety of events.
4. Communications, to include the following:
- A. Management Summary Report: TCTI will provide a quarterly report delivered in duplicate to the Human Resources Director and/or designee no later than thirty (30) days after the end of each quarter containing the following information:
 - 1) Data regarding the number of employees/dependents referred and/or voluntarily seeking services and the types of issues and/or problems for which employees/dependents are receiving counseling; and,
 - 2) Any other information that confidentiality laws permit and would be useful in resolving or anticipating employee relations problems and concerns.
 - B. Services Manual: TCTI will provide a detailed description of services offered in the following areas:
 - 1) Alcohol abuse counseling/referral
 - 2) Marital and family counseling
 - 3) Stress management
 - 4) Post traumatic incident intervention and aftercare
 - 5) Services offered to members of the employee's family
 - 6) Drug abuse counseling/referral

- 7) Ongoing in-service training on employee assistance matters of management and supervisory personnel and regularly scheduled updates on subject material
- 8) New employee orientation
- 9) New supervisory EAP services training
- 10) Peer support group training
- 11) Career counseling
- 12) Health and Wellness
- 13) Other services

Note: TCTI will provide a list of contracted EAP Counselors or advisors that would be providing services listed above.

5. Forms and Materials: TCTI will provide all forms, posters, brochures, mailers, and cover all printing and mailing costs. TCTI understands the City reserves the right to review all printed materials prior to their distribution.
6. Program Implementation: If TCTI is the chosen EAP vendor, working with the Human Resources Department, TCTI will submit a written plan for implementation that addresses the following areas:
 - A. Policy Statement, including administrative and management approach (includes program evaluation, training of staff, usage of methods and techniques to increase utilization)
 - B. Summary of Services, Tools and Resources Provided
 - C. Marketing and Communication Strategy
 - D. Training/Orientation of Management, Supervisors and Employees
 - E. Proposed seminar summaries
7. Program Evaluation: If TCTI is the chosen EAP vendor TCTI will agree to extend its cooperation to the City or its designated representative(s) in periodic evaluations or audits. TCTI understands the time for such audits will be determined by the City of Riverside but will not be scheduled in such a manner that will place an unreasonable hardship on TCTI.

Exhibit B Compensation

1. Cost Breakdown for City Employees (City Only):

TCTI will provide EAP services to employees, including the employee's eligible dependents.

- A. Short-term confidential, professional counseling for approximately 1383 part-time and full-time employees and their eligible dependents.
- B. Follow-up Sessions for employees involved in Critical Incidents.
- C. TCTI will conduct an initial orientation for all levels, including management concerning services provided by the Employee Assistance Program (EAP). TCTI will provide all literature for management, employees and their eligible dependents, i.e., brochures, flyers, supervisor handbooks.
- D. TCTI will attend one health fair a year at no charge.
- E. Quarterly Management Summary Report
- F. Consultation services.

ALL services above WILL NOT EXCEED the annual amount of \$29,043.00. This will be at the rate of \$2,420.25 per month.

Additional Services not included in the annual amount.

- A. Critical Incident Intervention - provide Stand-By-Status (SBS) 24/7/365 on-call Critical Incident Stress Management Services at the rate of **\$175.00 per hour port-to-port.**
- B. Hostage Negotiation Assistance – provide Stand-By-Status (SBS) 24/7/365 Hostage Negotiation Assistance at the rate of **\$175.00**
- C. Pre-Employment Psychological Evaluation – provide written test, oral interview and written report to the department at the rate of **\$275.00 per applicant.**
- D. Training – provide a wide variety of training classes at the reduced rate of **\$125.00** per hour. There will be an additional **\$50.00** fee per hour for travel. All ICISF certified classes will be billed at the set rate for the requested subject.

2. Cost Breakdown for Police and Fire Employees ONLY:

TCTI will provide EAP services to employees, including the employee's eligible dependents.

- A. Short-term confidential, professional counseling for approximately 726 police and fire employees and their eligible dependents.
- B. Follow-up Sessions for employees involved in Critical Incidents.

- C. TCTI will conduct an initial orientation for all levels, including management concerning services provided by the Employee Assistance Program (EAP). TCTI will provide all literature for management, employees and their eligible dependents, i.e., brochures, flyers, supervisor handbooks.
- D. TCTI will attend one health fair a year at no charge.
- E. Quarterly Management Summary Report
- F. Consultation services.

ALL services above WILL NOT EXCEED the annual amount of \$29,620.80. This will be at the rate of \$2,468.40 per month.

Additional Services not included in the annual amount.

- A. Critical Incident Intervention - provide Stand-By-Status (SBS) 24/7/365 on-call Critical Incident Stress Management Services at the rate of **\$175.00 per hour port-to-port.**
- B. Hostage Negotiation Assistance – provide Stand-By-Status (SBS) 24/7/365 Hostage Negotiation Assistance at the rate of **\$175.00 per hour port-to-port.**
- C. Pre-Employment Psychological Evaluation – provide written test, oral interview and written report to the department at the rate of **\$275.00 per applicant.**
- D. Training – provide a wide variety of training classes at the reduced rate of **\$125.00 per hour.** There will be an additional **\$50.00** fee per hour for travel. All ICISF certified classes will be billed at the set rate for the requested subject.

Exhibit C

Key Personnel

Nancy Bohl-Penrod, PhD – Director or Julie Casto Koot, Chief Financial Officer

Contact Number: 800-222-9691 (24/7/365)

Contact Person:	<u>Julie Koot, CFO</u>	Phone No.	<u>800-222-9691 x225</u>
Email:	<u>jkoot@thecounselingteam.com</u>		
Company Name:	<u>Nancy K Bohl, Inc dba The Counseling Team International</u>		
Corporation:	<u>Yes</u>		

Mailing Address:

PO Box 10427, San Bernardino, CA 92423

Branch Offices:

Brea

135 So. State College Blvd., Suite 200, Brea, CA 92821

Carlsbad

7220 Avendia Encinas, Suite #125, Carlsbad, CA 92011

Claremont

232 Harrison, Suite D, Claremont, CA 91711

Corona

4160 Temecal Canyon Road, Suite 309, Corona, CA 92883

Costa Mesa

3151 Airway Avenue, Suite D-2, Costa Mesa, CA 92626

Encinitas

621 2nd Street, Suite A, Encinitas, CA 9024

Huntington Beach

2124 Main Street, Suite 230, Huntington Beach, CA 92648

Irvine

4199 Campus Drive, #550, Irvine, CA 92612

Los Angeles

6210 Glen Alry Street, Los Angeles, CA 90068

Murrieta

39755 Murrieta Hot Springs Road, Suite D160, Murrieta, CA 92563

Newhall

25050 Peachland Avenue, Suite 250, Newhall, CA 91321

Newport Beach

1151 Dove Street, Suite 105, Newport Beach, CA 92660

Palm Desert

74-075 El Paseo, Building A, Suite A-9, Palm Desert, CA 92270

Palm Springs

193 S. Civic Drive, Suite 6, Palm Springs, CA 92262

Rancho Cucamonga

9330 Baseline Road, Suite 102, Rancho Cucamonga, CA 91701

Rancho Santa Margarita

30021 Tomas, Suite 300, Rancho Santa Margarita, CA 92688

Riverside

5790 Magnolia Avenue, Suite 202, Riverside, CA 92506

San Diego-Mission Valley

444 Camino Del Rio South, Suite 215, San Diego, CA 92108

Santa Barbara

26 W. Mission Street, Suite #4, Santa Barbara, CA 93101

Santa Barbara

5290 Overpass Road, #107, Santa Barbara, CA 93111

Santa Barbara – Montecito

539 San Ysidro Road, Santa Barbara, CA 93108

San Dimas

150 N. Walnut Ave., Suite E, San Dimas, CA 91773

Upland

818 N. Mountain Avenue, Suite 219, Upland, CA 97186

Valencia

25000 Avenue Stanford, #161, Valencia, CA 91355

Ventura

701 E. Santa Clara Street, Suite 43, Ventura, CA 93001

Victorville

15415 Anacapa Road, #7, Victorville, CA 92392

Company Personnel

Nancy Bohl-Penrod, Ph.D. (Director) 800-222-9691 x 235

Dr. Bohl-Penrod is a Psychotherapist and trainer, who holds a Ph.D. in Clinical Psychology and a Masters Degree in Counseling/Education. She is the Director of The Counseling Team International (TCTI), which is also, The Southern California Critical Incident Stress Management Team. She is a member of the American Association of Suicidology (AAS), is one of the past presidents of the International Association of Chiefs of Police (IACP) Psychological Services Section. Nancy is a certified Master Trainer for the QPR Institute focusing on Suicide Prevention and Intervention for first responders. She is also a certified trainer for the International Critical Incident Stress Foundation (ICISF), ICEMA for Emergency Medical Technicians (EMT), Peace Officer and Standard in Training (POST) and Standards and Training for Corrections (STC). She is an adjunct professor in the Criminal Justice Departments for Riverside and San Bernardino Valley Community Colleges. She is a frequent guest speaker for the Federal Law Enforcement Training Center (FLETC), the Bureau of Indian Affairs (BIA), Federal Bureau of Investigation (FBI) Academies and she was honored to present at the United Nations for their security police. She is one of the past Presidents of the International Association of Chiefs of Police (IACP) Psychological Services Section as well as one of the founders of the Public Safety Peer Support Association (PSPSA).

Dr. Bohl-Penrod is certified in EMDR (Eye Movement Desensitization and Reprocessing), which is a technique she uses to help trauma survivors. Dr. Bohl-Penrod is known for her 5-day Basic Peer Support and Critical Incident Stress Management training that The Counseling Team International has taught to over 10,000 first responders throughout the United States and Canada. Nancy's personal experience over the years has allowed her to develop a personal approach to helping first responder families by providing "Significant Other Survival" (SOS) training and the importance of Wellness and Behavioral Health.

Nancy has responded to more than 1,000 critical incidents in her career. Some of the major incidents she has responded to, are the ATF incident in Waco, Texas, the TWA Flight 800 disaster in Long Island, New York, the Typhoon disaster in Guam and the Alaska Air Disaster in Los Angeles. She led a team of Mental Health Professionals in assisting those severely impacted by the Terrorist Attacks in New York. While in New York she was sent by the FBI to the Pentagon to provide her services. Her team responded to the California Wildfires of 2003 and they assisted the U.S. Forest Service in the loss of Engine 57 firefighters in the Esperanza Fire of 2006. More recently her team's services were used for the Big Bear Manhunt (Dorner Case), the Los Angeles International Airport TSA shooting, Seal Beal Beauty Salon shooting, assisted the U.S. Forest Service with the loss of three firefighters in Washington State. She also helped first responders with the San Bernardino Terrorist Attack at Inland Regional Center, Las Vegas 91 Harvest Shooting, California Tubbs and Thomas wildfires and most recently the Santa Barbara County mudslides.

Over the past twenty-five years Nancy has developed over fifty public safety wellness divisions for departments of all sizes through her public safety "Employee Support Services" program. Dr. Bohl-Penrod has written numerous articles and book chapters focusing on mental health issues for police and fire personnel. She recently was on the team who has created an APP to guide public safety peer supporters and supervisors in their endeavor to help each other. One of her greatest achievements was receiving a certificate of appreciation from the Director of the Federal Bureau of Investigations (FBI) for her Exceptional Service in the Public Interest.

Kathleen Wellbrock, Ph.D. (Assistant Director) 800-222-9691 x241

Dr. Wellbrock is a Licensed Clinical Psychologist (PSY17906). Dr. Wellbrock earned her Doctorate in Clinical Psychology from the California School of Psychology. Before joining TCTI, Dr. Wellbrock worked as a Law Enforcement Licensed Mental Health Professional (MHP) for Los Angeles County Sheriff's Department serving in various capacities. She provided therapy to department members, worked on-call emergency response, conducted critical incident debriefings, hostage negotiations, and was responsible for management consultation and training for sworn and civilian employees. In addition, Dr. Wellbrock was an Adjunct Professor at the University of La Verne where she taught various classes in the graduate and undergraduate program. Her related work experience allowed a seamless transition to her similar responsibilities now with TCTI. Her role includes handling the majority of our pre-hire psychological testing for law enforcement, fire personnel, dispatch and other service-oriented positions for agencies throughout California including the California Department of Corrections. Dr. Wellbrock provides training around the country for numerous agencies including the Federal Air Marshall Service. She also provides Critical Incident Stress Management Debriefings (CISD) and has responded to major incidents such as the LAX Shooting, Big Bear Manhunt in 2013 and the San Bernardino Terrorist Attack at Inland Regional Center. Dr. Wellbrock is trained in EMDR (Eye Movement Desensitization and Reprocessing) therapy and currently serves clients for TCTI out the San Bernardino

office.

Mental Health Professional Team

Tiffany Atalla, M.A. – August 2012 to Present

Tiffany is a Licensed Marriage and Family Therapist (MFT47788). Tiffany earned her B.A. in Psychology and M.A. in Marriage Family and Child Counseling from the University of San Diego. Before joining TCTI, Tiffany worked as a clinician for the Psychiatric Emergency Response Team in San Diego. During the 40 hours a week in a police unit, Tiffany learned a great deal about the needs of the law enforcement community, while gaining valuable hands on emergency response experience. Tiffany also has background as a community mental health provider and Clinical Director for inpatient psychiatric center. Her specialties include: PTSD, anxiety disorders, depression, family/relational conflicts and working with adolescents/children. Tiffany is trained as a professional capable of risk and depression assessments, EMDR (Eye Movement Desensitization Reprocessing) and Critical Incident Stress Management. Tiffany also has years of experience as an Equine Assisted Psychotherapist (EAGALA). Tiffany teaches Crisis Intervention for the Human Service Department at California State University Fullerton. She values working with clients to find balance in their lives and often draws upon her background as a Yoga Practitioner to encourage clients to learn about relaxation and mindfulness techniques.

Alejandrina Flores Burrell, M.S. – July 2008 to Present

Alejandrina is a Licensed Marriage and Family Therapist (MFT34266). Alejandrina joined the team in 2008. She received her B.A. in Behavioral Sciences from the University of San Diego and her Masters in Counseling from San Diego State University. Throughout her career, she has provided mental health services to various school and treatment centers to include children, adolescents, and their parents as well as adult outpatient centers. Currently she provides counseling to governmental agencies, city personnel and their families as well as Victims of Crime. She is on the approved referral list for Riverside County parenting/co-parenting classes and provides this service in a 1:1 setting. She is bilingual (Spanish/English) and bi-cultural in her personal and professional life giving her first-hand experience in relating to a diverse population. Her personal life also includes the military, law enforcement and civil servant culture which makes her empathic when addressing issues specific to these groups. Alejandrina is certified in Critical Incident Stress Management (CISM) and responds to crisis situations providing employee support.

Audree Chapman, M.A. – April 2012 to Present

Audree is a Licensed Marriage and Family Therapist (MFT 42249) joined TCTI part-time in 2014. As EAP Coordinator for the FBI Los Angeles Division since 2000, she provided therapy to agents and high-level management, worked 24/7 on-call emergency response, conducted CISM debriefings, and was responsible for management consultation and training. She counseled agents, support, and their families on issues such as depression, anxiety, PTSD, work stress, grief, trauma, marital issues, child issues, suicide prevention, and domestic violence. She responded to innumerable critical incidents and provided CISM debriefings for the Alaskan Airlines disaster, support for the 911 terrorist attacks, the Long Beach ICE shootings, the journalist Daniel Pearl kidnapping, the 2004 Glendale commuter train crash, Agent-involved shootings, kidnappings, body recoveries, and fugitive captures. She provided support and behavioral/psychological analysis for the 2013 Big Bear (Dorner) manhunt, and ran first responder CISM groups after the 2016 San Bernardino terrorist attack. She also was a member of the FBI CNT (Crisis Negotiation Team). She has provided therapeutic support and CISM to local law enforcement agencies in Glendale, Ventura

County and Santa Maria after officer suicides and assaults, upon management request. In addition to providing guidance to FBI management on employee performance improvement and behavior problems, she single-handedly developed, implemented and coordinated the FBI's first Suicide Prevention Program. The program continues to be in use in all 79 divisions of the FBI nationwide. Before the Bureau, she worked with veterans for seven years at the VA Medical Center in North Hills. She worked an additional five years with domestic violence perpetrators in a Mandatory Sentencing Program for batterers, running 12-month anger management and relapse prevention groups.

Andy Clack, M.A. – October 2013 to Present

Andy is a Licensed Marriage and Family Therapist (MFT96297). Andy earned his master's degree in psychology with an emphasis on marriage and family therapy from Chapman University. He is trained in Critical Incident Stress Management (CISM) and Eye Movement Desensitization and Reprocessing (EMDR). Andy has extensive experience working with diagnosis and treatment of adults and children in all aspects of family issues, divorce, substance abuse, and domestic violence. In addition, he has worked with victims of crime and individuals suffering from complex trauma. He has facilitated groups for anger management, parenting, domestic violence relapse prevention, and introducing individuals to mindfulness-based therapy. Since arriving at TCTI Andy has been providing counseling services to employees in governmental agencies, including law enforcement, firefighters, emergency service personnel, and their families.

Kristina de Bree, M.A. – October 2017 to Present

Kristina is a Licensed Marriage and Family Therapist (MFT98046). She has extensive experience working with children, teens and adults who struggle with depression, anxiety, trauma, and chronic and terminal medical illnesses. She has helped individuals overcome a wide range of challenges including those associated with physical, sexual and emotional violence, childhood difficulties, needle phobias and medical procedures. Kristina is trained in Eye Movement Desensitization and Reprocessing (EMDR). In addition to utilizing EMDR with adults, she has advanced education, training and experience allowing her to perform EMDR with children ages 5 and older. Furthermore, Kristina has experience in using psychotherapy to help individuals maintain and develop healthy interpersonal and professional relationships, set and achieve goals and foster personal growth. Kristina is passionate about relationships and connection, from helping her clients improve their efficiency in the workplace to fostering more meaningful connections with friends and family.

Sara DeLeon, Psy.D. – June 2005 to Present

Dr. DeLeon is a Licensed Clinical Psychologist (PSY21374). Dr. DeLeon graduated from the University of La Verne in 2004 with her Psy.D. in Clinical Psychology. She has been conducting individual, family and group therapy in various agencies and centers since 2000. Dr. DeLeon provides Critical Incident Stress Management (CISM) to contract and non-contract departments alike and conducts pre-employment psychological evaluations for law enforcement, probation and fire personnel. Dr. DeLeon is certified in Eye Movement Desensitization and Reprocessing therapy (EMDR).

Kendra Devor, Psy.D. – September 2015 to Present

Dr. Devor is a Licensed Clinical Psychologist (PSY28397). Dr. Devor earned her Doctorate in Applied Clinical Psychology from The Chicago School of Professional Psychology. Before joining TCTI, Dr. Devor worked in a private practice setting serving in various capacities. She worked with individuals, couples and families, helping them to restore hope, find

solutions and transform their lives. In addition, Dr. Devor is an Adjunct Professor at Argosy University where she teaches in the graduate program. Her personal experiences with military and law enforcement allowed for a seamless transition to working with the population. She currently works with military veterans with the reintegration process as they make the mental transition into civilian life. Her work with veterans also includes facilitating veteran groups.

James Donckels, M.S. – September 2005 to Present

James is a Licensed Marriage and Family Therapist (MFT43947). Jim joined the team in 2005 and has since provided 24 hour on-call Critical Incident Stress Management (CISM) to contract and non-contract departments alike. He has responded to major incidents throughout Southern California including the Big Bear Manhunt in 2013 and the San Bernardino Terrorist Attacks in 2016. Prior to joining TCTI, Jim received his B.A. in Criminology from the University of California, Berkeley and spent five years as a police officer with the Berkeley Police Department. In 1969 he joined the F.B.I. and spent 32 years with them as a Special Agent and a Supervisory Special Agent. The last 25 years of his career was in the Santa Ana Resident Agency, ending his career as the Senior Supervisory Resident Agent. Prior to retiring, he returned to California State University, Fullerton, where he earned his M.S. in counseling. He received his certification as a Crisis Intervention Specialist following 120 hours of training with the International Critical Incident Stress Foundation of Baltimore, MD. He has also retired from teaching part time at the Criminal Justice Training Center and Golden West College in Huntington Beach, California.

Rebecca Flores, M.S.W. – October 2017 to Present

earned her Master's Degree in Social Work from the University of New England and received her Bachelor's Degree in Psychology at Clarke University. She is currently a registered Associate Clinical Social Worker (ASW76360). Her professional experiences includes working with adults suffering from chronic mental illness at a residential facility, children and families at the elementary level and domestic violence survivors and their families. Rebecca has led trainings on healthy relationships, healing from trauma, bullying and domestic violence. She holds a certificate in human trafficking, domestic violence and motivational interviewing.

Deana Kahle, M.S. – February 2011 to Present

Deana is a Licensed Marriage and Family Therapist (MFT99258). Deana earned her Master's degree in counseling psychology from California Baptist University. She is certified in Critical Incident Stress Management (CISM), Eye Movement Desensitization and Reprocessing (EMDR) and Police Officer Standards of Training (P.O.S.T.) instruction. Deana has experience working with adults, couples and children with specific expertise in the areas of substance abuse and addiction as well as Cognitive Behavioral Therapy (CBT) intervention. Deana provides Peer Support training and other TCTI class offerings around the country for numerous agencies including the Federal Air Marshal Service. She also provides Critical Incident Stress Debriefings (CISD) for law enforcement, fire personnel and other first responders and responded to major incidents such as the LAX shooting and Big Bear Manhunt in 2013. Working for TCTI, Deana provides marriage, family, child and individual therapy to governmental agencies, city personnel and their families.

Tammy McCoy-Arballo, Psy.D. – July 2014 to Present

Dr. McCoy-Arballo is a licensed Clinical Psychologist (PSY 28762). Dr. McCoy-Arballo earned her doctorate degree in Clinical Forensic Psychology from the California School of Forensic Studies in San Diego. She is certified in Critical Incident Stress Management

(CISM) and completed crisis counseling training when she was volunteered as a suicide hotline counselor in the 1990's. Dr. McCoy-Arballo is an Eye Movement Desensitization Reprocessing (EMDR) trained therapist who worked extensively with first responders and civilian employees in the wake of 12/2/15 terrorist attack in San Bernardino. She was subsequently recognized for her work with the San Bernardino County Probation Department. Dr. McCoy-Arballo is experienced in couples counseling, testing, diagnosing, and treating adults for depression, anxiety, anger management, substance abuse, and personality disorders. Additionally, she facilitated groups focused on grief, substance dependency and recovery, coping skills, and mindfulness. Her experience also extends to working with members of the LGBTQ community. Beyond treatment, Dr. McCoy-Arballo is The Counseling Team's lead researcher on a study examining pre-employment screening of law enforcement candidates. Her research on pre-employment screenings as well as the use of brief personality measures to predict behavior were selected for presentation at national and international conferences, including the Society of Police and Criminal Psychology.

Dorothy Miyaoka M.A. – November 2017 to Present

Dorothy is a Licensed Marriage and Family Therapist (LMFT77992). She received her B.A. in Psychology from San Diego State University in 1988 and her Masters in Marriage and Family Therapy from Alliant International University in 2006. Additionally, she is also certified in Eye Movement Desensitization and Reprocessing Therapy (EMDR). Dorothy started her career working with adolescents involved in gangs in the community. Her professional experiences also include working with adults suffering from chronic mental illness at hospitals and residential facilities. She has facilitated group and individual therapy, taught anger management techniques, relaxation skills, emotional coping skills and personal life management skills. While working toward her licensure hours, Dorothy spent numerous hours at different intensive outpatient drug and alcohol programs.

She has extensive experience working with adults who struggle with addiction, depression, anxiety, trauma, and PTSD. She works with individuals to identify dysfunctional reoccurring patterns that are holding them back, and helps them change the way they look at themselves and relate to others in a healthier way. She also focuses on stress management and helping people create a healthy balance in their life. Her goal as a therapist is to create a supportive environment where her clients can explore their emotional needs and overcome their obstacles. She utilizes a compassionate, collaborative and goal oriented approach in therapy to support her clients. She also works with couples to develop increased intimacy, communication and connectedness in their relationships, utilizing attachment theory to bring couples closer together.

Alana Negroni, M.S. – April 2008 to Present

Alana is a Licensed Marriage and Family Therapist (MFT85936). She earned her masters degree in counseling psychology from California Baptist University and is certified in Critical Incident Stress Management (CISM). Her professional experience includes working with children and families through Easter Seals as well as high school students in the Chaffey Joint Union High School District. Alana has been a member of The Counseling Team International (TCTI) since 2008 and has worked in both the testing and training departments. Currently, she is providing counseling services to employees in governmental agencies, including law enforcement, firefighters, emergency service personnel, and their families. She is also currently a member of the 24-hour critical incident stress debriefing team.

Mynda Ohs, Ph.D. – May 2014 to Present

Dr. Ohs is a Licensed Mental Health Professional (MFT 50291) for The Counseling Team Intl. She currently works at TCTI's Headquarters office in San Bernardino, CA providing 24-hour on-call Critical Incident Debriefings. She has worked several critical incidents involving police and fire departments, including the recent fatality debriefs of Tanker 81 in Yosemite, Twisp Fire, Six Rivers (off duty), Modoc, and the Occupation of the Malheur Wildlife Refuge. While working these incidents, she integrated into Interagency Incident Management Teams to provide mental health services. She played a major debriefing role of first responders to the San Bernardino Shootings. Prior to joining TCTI, she worked in EMS as an EMT for Life Care Ambulance and was an ER Tech at Community Hospital of San Bernardino. Not only does she have over 14 years of experience working in the field of crisis intervention and suicide prevention, but has been married to a Battalion Chief for 20 years. This has given her a unique perspective of living within the first responder community and family, while adding to her education and professional experiences.

Jeffery E. Oostyen, Psy.D. – January 2012 to Present

Dr. Oostyen is a Licensed Clinical Psychologist (PSY26998). Dr. Oostyen earned his doctorate degree from Alliant International University/California School of Professional Psychology in Clinical Psychology with an emphasis on child, family and relationship therapy. Prior to working for TCTI Jeff gained experience working with law enforcement, fire service, emergency medical, and emergency dispatch agencies as an intern and later as an employee of Focus Psychological Services. He has been with FPS for over 11 years. FPS has been the psychological services provider to the San Diego Police Department since 1990. Dr. Oostyen also provides 24-hour Critical Incident Stress Management (CISM) to contract and non-contract departments, is certified in Eye Movement Desensitization and Reprocessing (EMDR) therapy and holds a certificate in Hostage Negotiation from the FBI. Jeff has extensive experience working with adolescents and individuals with Autism, has been a semi-annual guest speaker at Palomar College's Emergency Medical Department and a program supervisor for the STAR program. Dr. Oostyen currently works for the California Department of Corrections and Rehabilitation as a Correctional Psychologist where he is on the CDCR Peer Support Team. At CDCR Dr. Oostyen works closely with a caseload of psychiatric inmates, as well as, performing Mental Health Evaluations and taking on-call assignments for psychiatric emergencies. Working for TCTI, Dr. Oostyen provides marriage, family, child and individual therapy to governmental agencies, city personnel and their families, assists the training department as an instructor on various topics and responds to critical incidents.

Elizabeth Ramquist, Ph.D. – January 2017 to Present

Dr. Ramquist is a Licensed Clinical Psychologist (PSY28252). She specializes in treating adults and older adolescents who want to pursue a life of health and psychological wellness. In addition to working with people who desire internal and relational growth, for the past 15 years. Dr. Ramquist has been working with people who experienced trauma in their childhood or more recently as adults. She is a Licensed Clinical Psychologist in California and Indiana and a member of the American Psychological Association, Division 56: Trauma Psychology. Dr. Ramquist completed her pre-doctoral training in PTSD at the VA Puget Sound. There, she worked with combat veterans from the Vietnam conflict, Operation Iraqi Freedom, and Operation Enduring Freedom. She went on to practice as a Staff Psychologist

at the University of Notre Dame, providing treatment to individuals with a breadth of concerns, including those who experienced war trauma, traumatic death of a loved one, sexual and physical violence, and childhood abuse and neglect. Dr. Ramquist works collaboratively with her patients to provide interventions that are evidence-based (i.e., scientifically proven to work well with people who have had similar difficulties in life).

Julie Rathbun, Ph.D. – July 1995 to Present

Dr. Rathbun is a Licensed Clinical Psychologist (PSY 21135). Dr. Rathbun earned her doctorate in Clinical Psychology at The Graduate School of Psychology Fuller Theological Seminary in Pasadena, California. She first joined TCTI as a mental health professional in 1995. Before coming to TCTI, Dr. Rathbun worked for Didi Hirsch Community Mental Health Center in Culver City and developed a strong background in crisis intervention. Presently, Dr. Rathbun provides individual, marriage, and family therapy to governmental agencies including law enforcement and fire service personnel, city employees, and their families. Her specialties include treatment in the areas of trauma, PTSD, crisis intervention, depression, anxiety, grief and bereavement, stress management, anger, and relationships. Dr. Rathbun is trained in Eye Movement Desensitization and Reprocessing (EMDR) therapy. She is the current manager of TCTI's 24-hour Critical Incident Stress Management (CISM) team and provides CISM services with appropriate follow-up counseling to law enforcement, firefighters, emergency service personnel and other agencies. She has responded to many types of critical incidents, including officer involved shootings, line of duty deaths, baby deaths, suicides, school shootings, workplace violence, and bank robberies. Dr. Rathbun has provided services following major critical incidents such as the Columbine school shooting, the Big Bear Manhunt (Dorner case) for Riverside and San Bernardino, and the recent San Bernardino terrorist attack at Inland Regional Center.

Angelika Robinson, Psy.D. – May 2011 to Present

Dr. Robinson is a Licensed Clinical Psychologist (PSY18385) who earned her doctoral degree in 1997. She has provided therapy services in inpatient and outpatient settings and has directed several residential treatment facilities for adults and adolescents. Dr. Robinson specializes in trauma, grief and loss, and eating disorders. She joined TCTI in 2006 and has been providing therapy and Critical Incident Stress Debriefings (CISD) for law enforcement, paramedics, firefighters, and other agencies. Dr. Robinson also provides training for the Federal Air Marshall Service as well as psychological testing for the California Department of Corrections. She is trained in EMDR (Eye Movement Desensitization & Reprocessing).

Vanessa Rodriguez, Psy.D. -

Dr. Rodriguez is a Licensed Marriage and Family Therapist (MFT 511545) currently serving TCTI clients in the county of San Diego. Dr. Rodriguez earned her B.A. in Psychology at the University of Hawai'i and went on to receive her Master's and Doctorate in Marital and Family Therapy in her hometown of San Diego at Alliant International University. Dr. Rodriguez has worked alongside the El Cajon Police Department in patrol as a clinician with PERT (Psychiatric Emergency Response Team). As a PERT clinician, Dr. Rodriguez co-responded with law enforcement to mental health related emergency calls and collaboratively conducted in field psychiatric assessments to determine 5150 involuntary confinements. Her dissertation, "The Impact of Psychiatric Emergency Response Team (PERT) on Law

Enforcement Officers on Time and Disposition Responding to Mental Health Related Emergencies in Urban, Suburban and Rural Communities” utilized data from the San Diego Sheriff’s Office and has been published on ProQuest. Dr. Rodriguez specializes in trauma and relationships as she has worked with foster youth in a residential setting, juvenile offenders at the Chula Vista Police Department, as well as victims and offenders of sexual assault and domestic violence in an individual and group setting. She currently provides counseling, training, and critical incident stress management (CISM) services for The Counseling Team International (TCTI)

Angela Ronan, Ph.D. – April 2011 to Present

Dr. Ronan is a Licensed Clinical Psychologist (PSY 17942). Dr. Ronan graduated from the California School of Professional Psychology with her Doctorate in Clinical Psychology. Prior to working for TCTI she gained experience working in many different capacities including a community mental health center, university counseling centers and a hospital setting doing both group, individual and family therapy. Dr. Ronan is certified by the FBI in crisis negotiations and is EMDR trained. Dr. Ronan provides marriage, family, child and individual therapy to governmental agencies, city personnel and their families, focusing on a myriad of issues and problems. She is trained in critical incident stress debriefings and has assisted in many critical incidents including the recent terrorist attacks at the Inland Regional Center in San Bernardino. Additionally, Dr. Ronan assists the training department as an instructor on various topics. Dr. Ronan increased her role with TCTI by conducting pre-hire psychological testing for law enforcement, fire personnel, dispatch, and other service-oriented positions.

Debbie Rubright, M.S. – August 2017 to Present

Debbie is a Licensed Marriage and Family Therapist (MFT84377). Debbie earned her Master’s degree in counseling psychology from California Lutheran University. She is trained in Eye Movement Desensitization and Reprocessing (EMDR), family mediation, and is a Gottman trained couple’s therapist. She is also a member of the Anxiety and Depression Association of America (ADAA). Debbie specializes in anger management and parent education, having been a court-ordered instructor. She has experience working with adults, adolescents and children with specific expertise in the areas of substance abuse and addiction as well as Cognitive Behavioral Therapy (CBT) intervention. Debbie’s previous career was as a law enforcement officer with the Ventura County Sheriff’s Department for 21 years, where she received her advanced Peace Officers Standard of Training (P.O.S.T.) certificate. During her law enforcement career, she worked a multitude of assignments including: Detention Services, Patrol Services, Sex Crimes, Robbery, Assault, and finished her career in homicide before medically retiring.

Gina Sickels, M.A. -

Gina is a Licensed Marriage and Family Therapist (LMFT36485). She received her Bachelor of Science degree in Social Ecology at the University of California, Irvine in 1991. She had a double emphasis in Psychology and Criminal Justice. In 1995, Gina completed her Master’s degree in Counseling at California State University, Fullerton. While working toward her licensure hours, Gina spent numerous hours at an outpatient clinic where she received valuable experience with various populations. This is where she realized her passion to work

with people such as first responders to improve the quality of their lives. Gina spent the next 14 years from 1996 – 2010 at a residential treatment facility, Crittenton Services for Children and Families. While there, she had the privilege of working with abused and neglected children and adolescents who trusted her to guide them through the healing process. For the first 7 years, she has worked with abuse, neglect, dual diagnosis, family conflict, adolescent and young adults issues, crisis management, addiction, depression, anxiety and behavioral problems. Additionally, Gina has worked in recovery at different intensive outpatient drug and alcohol programs where she has been able to blend a holistic approach with Cognitive Behavioral Therapy. Gina enjoys helping her clients achieve relaxation, mindfulness and guided imagery techniques are practiced in session. Gina has completed Reiki Level I certification and currently working toward becoming a Certified Yoga Instructor and will be certified in December 2017. She has been practicing yoga for 20 years. Gina's experience with first responders and public safety personnel will be a great asset to The Counseling Team International.

Deborah Silveria, Ph.D. – August 2009 to Present

Dr. Silveria is a Licensed Clinical Psychologist (PSY 14637) and Marriage and Family Therapist (LMFT 30476). Dr. Silveria earned her Doctorate in Counseling Psychology from the University of Southern California. She has maintained a part-time private practice since 1993. Dr. Silveria is an EMDR Part One Trainer for Trauma Recovery Network. She is a Certified EAGALA, Equine Assisted Therapist and Approved ICISF Instructor for Individual Crisis Intervention and Peer Support and Comprehensive Crisis Preparation and Response in the Workplace. She is also an Approved Instructor for Continuing Education for the California Board of Behavioral Sciences. Dr. Silveria consults and teaches workshops for continuing education on Post-Traumatic Stress Disorder (PTSD), child abuse and group psychotherapy. She also provides workshops for corporate clients and EAPs on various topics such as stress management, anger management and trauma preparedness. She teaches at Cerritos College in their Foster and Kinship Program, is an Adjunct Professor at National University, and teaches Law Enforcement Crisis Intervention Training (CIT). She is part of TCTI's CISM team and has responded to the San Bernardino terrorist attacks and the Big Bear Manhunt.

Joyce E. Smith, M.A. – January 2018 to Present

Joyce is a Licensed Marriage and Family Therapist (BBS MFT 50195). She earned her MFT degree from Phillips Graduate University and her BA in Music from Sonoma State University. Furthermore, Joyce is certified in Eye Movement Desensitization and Reprocessing (EMDR). With her prior background in music, she composed bilateral music that is used in the EMDR community as a way to enhance the trauma processing. Joyce is specialized in post-traumatic stress disorder and trauma. As a PTSD survivor herself, she understands the healing process from the inside out and strongly believes in these modalities as a way to heal. Joyce has worked extensively with issues such as sexual assault/abuse, physical assault/abuse, emotional abuse, panic attacks, phobias, vicarious traumatization, dissociation, divorce, chronic pain, migraines, depression, addictions, infertility and infidelity. She developed an eight-week curriculum that was presented at an in-patient addiction facility addressing the correlation of trauma and addiction. Joyce has worked with

adults, couples, adolescents and children. She is passionate about helping her clients regain a sense of wholeness and empowerment.

Stan Speck, M.A. – March 2017 to Present

Stan is a Licensed Marriage and Family Therapist (MFC28113) with over 30 years of treatment experience including individual, couples and family therapy. He has extensive treatment experience with adolescents and elementary school age children and has years of experience working with co-occurring disorders and substance abuse including the impact it has on significant others, families and the community. Stan is a long-term resident of Santa Barbara with a B.A. degree in Psychology from Westmont College and an M.A. degree from Antioch University Santa Barbara in Clinical Psychology. In addition to his experience as a therapist he also has helped to develop and manage quality treatment programs in non-profit and hospital settings. Mr. Speck has extensive experience in Residential Treatment Administration and he is an advocate for best practice treatment and coordinating treatment care with local resources.

Amanda Steiger, M.A. – April 2015 to Present

Amanda is a License Marriage and Family Therapist (MFT #84761). Amanda earned her master's degree in Counseling Psychology with an emphasis on Marriage and Family Therapy from the University of San Francisco in 2005. Amanda's professional experience has included over seven years as a Child Abuse Investigator, then a supervisor with Riverside County Child Protective Services. During that time, Amanda developed key relationships with and worked collaboratively with local law enforcement, victim witness advocates and the District Attorney's Office. Amanda also worked closely with the Drug Endangered Children's Team of the Riverside County Sheriff's Department, the Coachella Valley Narcotics Task Force and the Indio Police Department on countless child abuse investigations involving crimes against children. Amanda has observed hundreds of forensic interviews, forensic medical exams, has testified in Juvenile and Criminal Court cases and has received countless trainings in child abuse/neglect, de-escalation, trauma, motivational interviewing, the effects of abuse/trauma on victims and domestic violence. Amanda became a certified Team Decision Meeting facilitator in 2007 through the Annie E. Casie Foundation, and also has experience providing individual and milieu therapy for adolescent girls, providing individual therapy for female victims of domestic violence, educational research, involuntary 5150 hold certification, crisis intervention, de-escalation, psychosocial assessments, end of life care and medical social work at JFK Memorial Hospital. She is part of TCTI's CISM team and has assisted in many critical incidents including the recent San Bernardino terrorist attacks where she debriefed both first responders and civilian employees.

Niki Stepanian, M.A. – April 2017 to Present

Niki is a Licensed Marriage and Family Therapist (MFT96376). Niki received her Bachelor's of Art degree in English from the University of LaVerne and Master's of Art degree in Psychology from Chapman University. She is also a Certified Trauma Therapist with the International Association of Trauma Professionals (IATP) and holds a Domestic Violence Training Certificate. Niki has worked extensively with domestic violence victims, serving as a crisis therapist in a Los Angeles County emergency DV shelter. Niki also has extensive experience working with adolescents, as she was a school-based therapist for the Chaffey

Joint Union High School District and for Chaffey College. She has also facilitated anger management groups, domestic violence groups and art therapy groups. Currently, she is providing counseling services to employees in governmental agencies, including law enforcement, firefighters, emergency service personnel, teachers, and their families.

Phyllis Stroud, M.A. – December 2015 to Present

Phyllis is a Licensed Marriage and Family Therapist (MFT53166). Phyllis earned her Master's degree in Psychology from Azusa Pacific University and is trained in Critical Incident Stress Management (CISM). She currently works on the TCTI 24-hour CISM team. Before coming to TCTI Phyllis had extensive experience in treating and diagnosing issues related to depression, anxiety, anger management, trauma, PTSD, gender dysphoria and attention in outpatient and residential treatment centers for adults, adolescents and children. She has provided Critical Incident Stress Debriefings (CISD) with various entities such as law enforcement, hospitals and governmental agencies involving officer involved shootings, deaths and suicide. She has extensive training in Disaster Relief and has worked in the San Bernardino Fires, in Haiti after the earthquake, and in Mali, Africa. Phyllis serves clients in private practice in her Upland office providing individual, family and couple's therapy. She uses various modes of therapy treatment including CBT and Trauma Resiliency Model. She has provided training on bullying, parenting and self-care.

Wisconsin Sturm, M.A. – January 2010 to Present

Wisconsin is a Licensed Marriage and Family Therapist (MFT 45190). Wisconsin has a Master's degree in Depth Psychology from Pacifica Graduate Institute in Santa Barbara, California. She completed a three-year postgraduate professional training program at the IBP Institute in Los Angeles and she is a certified Integrative Body Psychotherapist (IBP). Wisconsin is in private practice in Palm Springs and has over 14 years of experience as a therapist. In addition to specializing in all relationship issues, anxiety, depression, and couple's therapy, she has taught parenting classes and facilitated groups in men's anger management and women's empowerment. Wisconsin is currently becoming certified in Somatic Experiencing (SE) a form of therapy that works specifically with trauma. She serves clients for TCTI in the Palm Springs office.

Christine Sumpter, M.S. – July 2010 to Present

Christine is a Licensed Marriage and Family Therapist (MFT19217). Christine earned her master's degree in Marriage and Family Counseling from California State University, Dominguez Hills. Christine has been helping individuals and families navigate the difficulties of life for over 30 years. Her diverse background as a psychotherapist has allowed her to develop expertise in a wide range of areas effecting individuals and families. Christine is experienced in working with individuals from all walks of life, particularly first-responders and their families. Her experience working with individuals, couples, families, and adolescents gives her the ability to understand the current need while helping prioritize and process the challenges being faced. She has served as instructor and counselor in high school and college programs. She has worked with individuals and families during grief and loss crises. Her experience with Law Enforcement, First Responders, and current/former military makes her particularly qualified to assist police, fire, and military personnel and their

families with their unique challenges. Additionally, Christine has specialized training and experience in helping couples work through the process of Affair Recovery. She has extensive experience in dealing with ADD/ADHD and brain health/wellness issues. Christine is a trained EMDR therapist and uses this treatment frequently in helping individuals process current and past trauma.

Michael Uthoff, Psy.D. – May 2014 to Present

Michael is Licensed Clinical Psychologist (PSY 27619). Dr. Uthoff earned his doctorate in Clinical Psychology from Forest Institute of Professional Psychology. He is certified in Critical Incident Stress Management (CISM) and provides these services during crisis situations. Dr. Uthoff joined the team in 2014 providing in office therapy serving individuals, couples, adolescents, and families. His professional experience includes having worked at the Greene County Sheriff's Office in Springfield, Missouri. There he facilitated crisis intervention, clinical interviews, comprehensive psychological evaluations, pre-employment evaluations, and conducted trainings for public safety officers dealing with the mentally ill and suicide prevention. Dr. Uthoff has also worked as a member of the interdisciplinary team at Mercy Hospital in Saint Louis, Missouri. During his time at Mercy he provided psychological care to patients and their families by addressing and treating emotional and mental distress brought on by a medical condition and worked with individuals on the behavioral health unit manage and cope with anxiety related issues to reduce risk taking behaviors. In addition, Dr. Uthoff has held adjunct professor positions at the university level teaching various psychology courses. Throughout his professional and academic careers

Dr. Uthoff has led numerous trainings on such topics as anxiety management, coping with stress, processing traumatic grief and loss, family communication, and motivational interviewing. He has worked in a variety of community mental health centers serving children, individuals, couples, and families. Currently, he is providing counseling services to employees in governmental agencies, including law enforcement, firefighters, emergency service personnel, and their families, as well as 24-hour critical incident stress management services.

David A. Vest, M.S. is a Licensed Marriage and Family Therapist (MFT103919). He earned his Masters of Counseling Psychology from California Baptist University. He recently joined TCTI and is available in the Victorville office. David is currently a registered Marriage and Family Therapist intern (64214) testing for licensure after completing all other licensing requirements. He has received basic level EMDR training, is a certified Prepare/ Enrich marriage therapist, FBI trained Crisis Negotiator (CNT) and has been an adjunct professor for undergraduate level classes at California Baptist University. He is currently working towards a doctorate in Clinical Psychology and wants to specialize in forensic psychology working with victims and first responders in court processes. He has experience in working with mindfulness, marriage counseling, individual, child therapy and religious integration of therapy. David is a Navy Veteran and a full time police officer with 13 years of police experience including: CNT, Detective, FTO, OIC, CIT, Arson/ Post-Blast investigation, and patrol.

Michael C. Walker, Psy.D. is a Licensed Mental Health Professional (PSY 20652) and joined TCTI in 2006. Since that time he has been providing psychological services to governmental agencies, city personnel and their families, as well as conducting Critical Incident Stress Debriefings (CISD). He graduated from Loma Linda University in 2001 with his Psy.D. in Clinical Psychology. He has been active in individual and marriage therapy. Additionally, he provides presentations on a variety of topics, such as health, trauma, depression, and how to make positive change. Dr. Walker has interests in trauma resolution, teaching people the skills to 'stress proof' their lives and how to make positive change in the real world. He utilizes various tools, such as EMDR, hypnosis, and biofeedback in his clinical work. Dr. Walker has a special interest in serving those who serve, such as police officers, fire fighters and first responders. He gained first hand understanding of the issues that first responders are face with during his 29 years of service with the Riverside Police Department.

Christa Wallis, M.A. – February 2005 to Present

Christa is a Licensed Marriage and Family Therapist (MFT 48068). Christa received her Master's degree in Psychology from Chapman University in 2005. Since arriving at TCTI she has been providing psychotherapy to adults, families, children and couples with a focus on employees in governmental agencies, educators, police officers, firefighters, emergency medical personnel, paramedics, and dispatchers. She also provides 24-hour Critical Incident Debriefings and has worked a variety of small and large-scale critical incidents including, but not limited to, the Esperanza Fire and the San Bernardino Terrorist Attack at Inland Regional Center. She is certified in EMDR (Eye Movement Desensitization and Reprocessing) therapy. Her specializations include treatment of: depression, anxiety, PTSD, trauma recovery, stress, grief and loss, anger management and children. She is fluent in Spanish and is available to see Spanish-speaking clients. She is available to teach various classes for our contracted departments.

Jennifer Weeks, M.A. is a Licensed Marriage and Family Therapist (MFT 47271). Jennifer earned her Master's degree in Clinical Psychology from Antioch University in 2002. Jennifer specializes in substance abuse, Acute and Post Traumatic Stress, Family Therapy and Couple's Counseling. She has worked in the field of chemical dependency and trauma healing for over fifteen years. She particularly tuned-in to the debilitating experience of co-dependency, which has made her an expert at facilitating mental and emotional freedom. Her clients regain inner strength and enjoy the relief of satisfying relationships. She works with clients by offering ways to shift perception, increase perspective and realize one's own potential.

Sarah Wilkinson, Psy.D. – August 2008 to Present

Dr. Wilkinson is a Licensed Clinical Psychologist (PSY 24115) for TCTI. She has been providing counseling to children, adults, and couples, in both an inpatient and counseling center setting. Sarah also has experience in the health psychology field doing a rotation at Loma Linda University working with individuals diagnosed with Cancer and ALS (Lou Gehrig's disease). Sarah currently provides counseling services to emergency personnel such as firefighters, police officers dispatchers and first responders. She also specializes in

cognitive behavioral therapy and in working with individuals with depression, anxiety, and stress management. Sarah also provides 24 hour critical incident stress debriefing.

Professional Team (managers, contact person, etc.)

Dee Campanaro (Office Assistant) - June 2008 to Present

800-222-9691 x226

Dee has worked in the administrative field for over 48 years and currently works part-time at TCTI as an Office Assistant. She is responsible for ordering supplies, setting up meetings and assisting the support staff with various duties in the San Bernardino office (Headquarters) location

Madison Casto-Berg (Psychological Testing Assistant) – September 2017 to Present

800-222-9691 x220

Madison began working on a part-time basis. She assists the Testing Department by overseeing the CCW psychological testing. She is scheduled to receive a Bachelor's degree in Business from ASU in May of 2018.

Brenda Hulsey (Executive Assistant to the Director) – June 2000 to Present

800-222-9691 x223

Brenda assists our Director in all aspects of her routine and works with our Marketing Research Department handling the scheduling of events and keeping the marketing department Director well informed. She also coordinates requests from our Organizational Development Team and has been a great success in keeping the team well organized and running smoothly. Brenda is certified as a Peer Supporter in 2001 and also attended a Critical Incident Stress Management course in October of 2001. She was also a coordinator in organizing a mental health team to provide assistance for the victims of the Southern California Firestorm in 2003 and the Big Bear Man Hunt Death of Detective MacKay and Officer Crain. She also assisted with The Counseling Team International's command post for first responders with the San Bernardino Terrorist Attack at Inland Regional Center and Las Vegas 91 Harvest Shooting.

Rocelia Jimenez (Scheduling Secretary) – April 2016 to Present

800-222-9691 x241

Rocelia joined TCTI as the front desk receptionist. Because of Rocelia's organizational skills and ability to multi-task she was moved into scheduling for all of our Mental Health Professionals. She assisted our clients over the phone and in person to set appointments and answers their questions about the services we offer. She was most recently moved into the training division as the training coordinator assistant.

Julie Koot (Chief Financial Officer/Business Manager) – October 1990 to Present

800-222-9691 x225

Julie handles all of the accounting/financial details for The Counseling Team International. She has been trained and is certified in Verbal Judo and Peer Support. She also received training from the International Critical Incident Stress Foundation (ICISF) in Stress, Trauma and Coping in Emergency Service Professions. She was instrumental in the coordination of

disasters such as the Northridge Earthquakes, Hurricane Andrew, Columbine School Shooting, the Waco ATF incident, the Oklahoma City Bombing. She also assisted The Counseling Team International's command post for the Big Bear Man Hunt Death of Detective Mackay and Officer Crain, for first responders with the San Bernardino Terrorist Attack at Inland Regional Center and Las Vegas 91 Harvest Shooting. Julie began her employment at TCTI in 1990, where her duties were assisting the pre-hire psychological testing department as well as other various duties. From 1992 until 2000, she held the position of Psychological Testing Coordinator where she set up department profiles for executive evaluations. Because of Julie's financial planning aptitude, she was moved to a more administrative position in 2004 where she assists the Director with business decisions and supervises the administrative staff.

Melinda Pasley (Administrative Assistant) – April 2016 to Present

800-222-9691 x273

Melinda joined TCTI to assist with a broad variety of administrative tasks for the Chief Financial Officer/Business Manager including: managing an extremely active calendar of appointments; composing and preparing correspondence that is sometimes confidential; ensures the CFO's schedule is followed providing a "gatekeeper" and "gateway" role, creating win-win situations for direct access to the CFO's time in the office; and compiling documents for travel-related meetings. Melinda has over 10 years of administrative experience with a strong background in health and benefits. Her job duties have been expanded to cover the managed care and network development for of our Mental Health Professionals.

Shirley M. Sharkey (Receptionist) – September 2013 to Present

800-222-9691 x221

Shirley joined as an intern assigned to digitize existing files; her duties have been expanded to cover reception, managed care and network development. You will see her most days at the front counter of our San Bernardino office greeting you.

Exhibit A

Scope of Services

TCTI understands EAP Services, to include the following:

1. TCTI will provide unlimited assessment sessions with 24/7 access to services for all employees and their eligible family members (eligible dependents as defined by City policy).
2. City, Police Department and Fire Department employees.
 - A. TCTI will provide assistance in developing necessary policies and procedures relative to implementation and operation of a viable Employee Support Services program for all employees including public safety.
 - B. Critical Incident Response and Assistance:
 - 1) TCTI will provide support and assistance in response to critical work site incidents which may occur within the Riverside Police Department, Riverside Fire Department or the City of Riverside. TCTI will provide counselors trained and equipped to handle the specifics of the particular incident.
 - 2) TCTI will have the capability to establish a mobile trauma center at City sites for incidents requiring such services.
 - 3) TCTI will provide mental health professionals on-call emergency response 24-hours a day, 7 days a week.
 - C. Critical Incident Stress Debriefing (CISD):
 - 1) TCTI will provide unlimited CISD sessions. TCTI will provide onsite assistance in a timely fashion for emergencies, including CISD, defusing's and other crisis response needs for city management and employees, including Public Safety employees within the City Departments.
 - 2) TCTI understands acutely traumatic events that occur in the line of duty to Public Safety employees and require critical incident debriefing shall include but not be limited to:
 - a. A public safety employee being placed in mortal jeopardy at the hands of a suspect, inmate or private citizen;
 - b. A public safety employee being present when a co-worker is killed or seriously injured in the line of duty;
 - c. An officer shooting a suspect in the line of duty;
 - d. An public safety employee responding to a fire, accident or crime scene that involved bodily dismemberment or mutilation, and;

- e. An incident that, in the opinion of the command staff, has been sufficiently traumatized to constitute an acutely critical traumatic event.
 - D. Pre-employment Psychological Testing (Police and Fire Department only):
 - 1) TCTI will provide pre-hire psychological testing which will include administering a written test battery, an oral interview with a licensed Clinical Psychologist, and a written report submitted to the Riverside Police or Fire Departments upon completion of the oral interview.
- 3. Other services City-wide (including Police and Fire Departments):
 - A. TCTI will provide four (4) annual trainings to City Supervisors, Managers or Department Heads related to dealing with resolving or improving employee/work related issues, concerns or conflicts as well as how to best refer employees to services.
 - B. TCTI will provide annual attendance and/or presentation at the City's annual Spring Health and Wellness Fair and at the annual Fall Open Enrollment event(s).
 - C. TCTI will conduct up to a maximum of six (6) 60-minute brown bag lunchtime workshop annually at wellness seminars throughout the year. Topics to include, but are not limited to, fitness, nutrition, stress management, and general wellness. Presenters shall be experienced and knowledgeable in each subject area.
 - D. TCTI will assist City Staff in contracting and coordinating vendor participation in a variety of events.
- 4. Communications, to include the following:
 - A. Management Summary Report: TCTI will provide a quarterly report delivered in duplicate to the Human Resources Director and/or designee no later than thirty (30) days after the end of each quarter containing the following information:
 - 1) Data regarding the number of employees/dependents referred and/or voluntarily seeking services and the types of issues and/or problems for which employees/dependents are receiving counseling; and,
 - 2) Any other information that confidentiality laws permit and would be useful in resolving or anticipating employee relations problems and concerns.
 - B. Services Manual: TCTI will provide a detailed description of services offered in the following areas:
 - 1) Alcohol abuse counseling/referral
 - 2) Marital and family counseling
 - 3) Stress management
 - 4) Post traumatic incident intervention and aftercare
 - 5) Services offered to members of the employee's family
 - 6) Drug abuse counseling/referral

- 7) Ongoing in-service training on employee assistance matters of management and supervisory personnel and regularly scheduled updates on subject material
- 8) New employee orientation
- 9) New supervisory EAP services training
- 10) Peer support group training
- 11) Career counseling
- 12) Health and Wellness
- 13) Other services

Note: TCTI will provide a list of contracted EAP Counselors or advisors that would be providing services listed above.

5. Forms and Materials: TCTI will provide all forms, posters, brochures, mailers, and cover all printing and mailing costs. TCTI understands the City reserves the right to review all printed materials prior to their distribution.
6. Program Implementation: If TCTI is the chosen EAP vendor, working with the Human Resources Department, TCTI will submit a written plan for implementation that addresses the following areas:
 - A. Policy Statement, including administrative and management approach (includes program evaluation, training of staff, usage of methods and techniques to increase utilization)
 - B. Summary of Services, Tools and Resources Provided
 - C. Marketing and Communication Strategy
 - D. Training/Orientation of Management, Supervisors and Employees
 - E. Proposed seminar summaries
7. Program Evaluation: If TCTI is the chosen EAP vendor TCTI will agree to extend its cooperation to the City or its designated representative(s) in periodic evaluations or audits. TCTI understands the time for such audits will be determined by the City of Riverside but will not be scheduled in such a manner that will place an unreasonable hardship on TCTI.

A0585599

CERTIFICATE OF AMENDMENT
OF
ARTICLES OF INCORPORATION

ENDORSED - FILED
in the office of the Secretary of State
of the State of California

AUG 28 2002

BILL JONES, Secretary of State

The undersigned certifies that:

1. She is the President and Secretary, respectively, of **NANCY K. BOHL A PSYCHOLOGICAL CORPORATION.**

2. Article I of the Articles of Incorporation of this Corporation is amended to read as follows:

ARTICLE I.

The name of this Corporation shall be NANCY K. BOHL,
INC.

3. Article II of the Articles of Incorporation of this Corporation is amended to read as follows:

ARTICLE II.

The purpose of this Corporation is to engage in any lawful act or activity for which a corporation may be organized under the General Corporation Law of California other than the banking business, the trust company business or the practice of a profession permitted to be incorporated by the California Corporations Code.

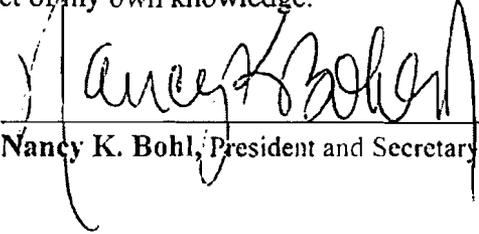
4. Article V of the Articles of Incorporation is deleted in its entirety.

5. The foregoing amendment of the Articles of Incorporation has been duly approved by the Board of Directors.

6. The foregoing amendment of Articles of Incorporation has been duly approved by the required vote of the shareholders in accordance with Section 902, California Corporations Code. The total number of outstanding shares of the Corporation is one hundred (100). The number of shares voting in favor of the amendment equaled or exceeded the vote required. The percentage vote was more than fifty percent (50%).

I further declare under penalty of perjury under the laws of the State of California that the matters set forth in this Certificate are true and correct of my own knowledge.

Dated: July 30, 2002



Nancy K. Bohl, President and Secretary





SECRETARY OF STATE

I, *BILL JONES*, Secretary of State of the State of California, hereby certify:

That the attached transcript of 2 page(s) has been compared with the record on file in this office, of which it purports to be a copy, and that it is full, true and correct.

IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of



SEP 03 2002

Secretary of State