

PROFESSIONAL CONSULTANT SERVICES AGREEMENT

NANCY K. BOHL, INC., dba THE COUNSELING TEAM INTERNATIONAL

Employee Assistance Program Services

THIS PROFESSIONAL CONSULTANT SERVICES AGREEMENT (“Agreement”) is made and entered into this _____ day of _____, 2024 (“Effective Date”), by and between the CITY OF RIVERSIDE, a California charter city and municipal corporation (“City”), 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 from July 1, 2024, through June 30, 2029, with an option to extend for two (2) additional one (1)-year renewal terms, not to exceed seven (7) years, unless otherwise terminated pursuant to the provisions herein.

3. **Compensation/Payment.** Consultant shall perform the Services under this Agreement for the total sum not to exceed Two Hundred Sixteen Thousand Eight Hundred Thirty-Three Dollars and Ninety-Seven Cents (\$216,833.97), annually, and an additional Fifty Thousand Dollars (\$50,000.00) for the Police Department, and Twenty-One Thousand Dollars (\$21,000.00) for Fire, Fifteen Thousand Dollars (\$15,000.00) for Human Resources, for additional services needed per department request, for a total of Three Hundred Two Thousand Eight Hundred Thirty-Three Dollars and Ninety-Seven Cents (\$302,833.97), 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: Michelle Vizcarra
3900 Main Street
Riverside, CA 92522

To Consultant

Nancy K. Bohl, Inc.,
dba The Counseling Team International
Attn: Julie Koot
1881 Business Center Drive, Suite 11
San Bernardino, CA 92408-0133

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 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.

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.

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.

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, 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. In the event either party hereto shall bring suit to enforce any term of this Agreement or to recover any damages for and on account of the breach of any term or condition of this Agreement, it is mutually agreed that each party will bear their own attorney's fees and costs.

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. **Digital and Counterpart Signatures.** Each party to this Agreement intends and agrees to the use of digital signatures that meet the requirements of the California Uniform Electronic Transactions Act (Civil Code §§ 1633.1, et seq.), California Government Code § 16.5, and California Code of Regulations Title 2 Division 7 Chapter 10, to execute this Agreement. The parties further agree that the digital signatures of the parties included in this Agreement are intended to authenticate this writing and to have the same force and effect as manual signatures for purposes of validity, enforceability, and admissibility. For purposes of this section, a “digital signature” is defined in subdivision (d) of Section 16.5 of the Government Code and is a type of “electronic signature” as defined in subdivision (h) of Section 1633.2 of the Civil Code. This Agreement may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each certified or authenticated electronic copy of an encrypted digital signature shall be deemed a duplicate original, constituting one and the same instrument and shall be binding on the parties hereto.

34. **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.

34.1 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.

34.2 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.

34.3 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.

35. **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

[SIGNATURES ON THE FOLLOWING PAGE]

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

CITY OF RIVERSIDE, a California charter city and municipal corporation

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

By: _____
City Manager

By: Stephan Odom
Print Name: STEPHAN ODOM
Title: PRESIDENT
(Signature of Board Chair, President, or Vice President)

Attest: _____
City Clerk

and

By: Julie Custodier
Print Name: JULIE CUSTODIER
Title: CFO / EXEC DIR of operations
(Signature of Secretary, Assistant Secretary, CFO, Treasurer, or Assistant Treasurer)

Certified as to Availability of Funds:

By: [Signature]
for Chief Financial Officer

Approved as to Form:

By: [Signature]
Senior Deputy City Attorney

EXHIBIT "A"

SCOPE OF SERVICES

EXHIBIT A & B

Scope of Services and Compensation

Category	Unit of Measure	Cost
<p>Confidential 24-7, 365 days a year access to Counseling EAP Services for Public Safety Employees for up to ten (10) sessions per employee/family member (as defined below) per year. Includes all employees in the Fire Department (248) and Police Department (523) full-time and part-time permanent/benefited employees and their eligible family members, including family members that reside in the employee's household. EAP services shall include counseling for, but not limited to, the following:</p> <ul style="list-style-type: none"> a. Substance abuse (alcohol and drug) b. Anger management c. Death/suicide (grief counseling) d. Divorce e. Domestic violence f. Emotional (depression/anxiety) g. Employee/supervisor conflict h. Family/Parenting i. Financial j. Health k. Housing l. Job performance m. Job stress n. Legal o. Personal stress p. Physical/sexual assault q. Relationships (marital/couple/personal) <p>Eligible family members include Spouse/Domestic Partner and children (natural, adopted, foster or for whom the employee has legal guardianship). In addition, the following family members who currently reside in the same household as the employee are eligible:</p> <ul style="list-style-type: none"> • Parent/Step-Parent • Mother-in-law/Father-in-law • Grandchild/Step-grandchild • Grandparent • Sibling • Niece/Nephew <p>Conduct an initial orientation for command staff, upper administration and/or peer support one time per year concerning services provided by the Employee Assistance Program (EAP) for no charge. A video link of the recorded training must be provided for viewing after the initial orientation to provide to the staff on the services available.</p>	<p align="center">Per Year</p>	<p align="center">\$64,301.40</p>

<p>Confidential 24-7, 365 days a year access to Counseling EAP Services for all other City employees (outside of Fire and Police Departments) for up to ten (10) sessions per employee/family member (as defined below) per year. Includes 1,406 full-time and part-time permanent/benefited employees and their eligible family members, including family members that reside in the employee's household. EAP services shall include counseling for, but not limited to, the following:</p> <ol style="list-style-type: none"> a. Substance abuse (alcohol and drug) b. Anger management c. Death/suicide (grief counseling) d. Divorce e. Domestic violence f. Emotional (depression/anxiety) g. Employee/supervisor conflict h. Family/Parenting i. Financial j. Health k. Housing l. Job performance m. Job stress n. Legal o. Personal stress p. Physical/sexual assault q. Relationships (marital/couple/personal) <p>Eligible family members include Spouse/Domestic Partner and children (natural, adopted, foster or for whom the employee has legal guardianship). In addition, the following family members who currently reside in the same household as the employee are eligible:</p> <ul style="list-style-type: none"> • Parent/Step-Parent • Mother-in-law/Father-in-law • Grandchild/Step-grandchild • Grandparent • Sibling • Niece/Nephew 	Per Year	\$134,132.40
Wellness Seminars	Per Hour	\$250.00 port to port
Training as necessary to City Supervisors, Managers or Department Heads related to dealing with resolving or improving employee/work related issues, conflicts, or critical incident response	Per Hour	\$250.00 port to port
Critical Incident Intervention	Per Hour	\$275.00 port to port
Pre-employment psychological testing	Per applicant	\$350.00

POST/STC Certified Training Classes	Per Class	POST/STC class fees are determined by POST/STC. They range from \$106.00 to \$299.00 per attendee, based on the class
Psychological Testing and COPS-R Psychological Evaluation	Per Applicant	\$375.00
Psychological Testing- CCW Applicants	Per Applicant	\$150.00 (as of January 1, 2024, no fee will be assessed to the department based on new legislation)
Mental Health Performance Training	Per Hour	\$160.00
Annual Administrative Fee (if not included under EAP Services Fees)	Per Year	\$3,000.00
Additional Scope of Services – No Charge Associated		
Utilization Reports A monthly report must be delivered to the Human Resources Director and/or designee no later than thirty (30) days after the end of each month containing the following information: Data regarding the number of employees/family members of the household referred and/or voluntarily seeking services and the types of services provided, the number of sessions provided, and/or problems for which employees/family members are receiving counseling, and Any other information that confidentiality laws permit and would be useful in resolving or anticipating employee relations problems and concerns.	Per Month	No-Charge
Attend Annual Health and Wellness Fair	One Per Year	No-Charge
Attend Annual Open Enrollment Event	Up to Six Per Year	No-Charge
Maximum 3 Health and Benefits Committee Meetings	Up to Three Per Year	No-Charge
Policies and Procedures Review	Per Policy	No-Charge
EAP Communication, Awareness Materials and Forms – Provide all forms, posters, brochures, and mailers. The City reserves the right to review all published materials prior to distribution.	As needed	No-Charge

Annual fee	Guaranteed for two years; starting with fiscal year three, four and five annual fee will have a 3% increase each year effective on 7/1/2026, 7/1/2027 and 7/1/2028.	
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EXHIBIT "B"
COMPENSATION

EXHIBIT A & B

Scope of Services and Compensation

Category	Unit of Measure	Cost
<p>Confidential 24-7, 365 days a year access to Counseling EAP Services for Public Safety Employees for up to ten (10) sessions per employee/family member (as defined below) per year. Includes all employees in the Fire Department (248) and Police Department (523) full-time and part-time permanent/benefited employees and their eligible family members, including family members that reside in the employee’s household. EAP services shall include counseling for, but not limited to, the following:</p> <ul style="list-style-type: none"> a. Substance abuse (alcohol and drug) b. Anger management c. Death/suicide (grief counseling) d. Divorce e. Domestic violence f. Emotional (depression/anxiety) g. Employee/supervisor conflict h. Family/Parenting i. Financial j. Health k. Housing l. Job performance m. Job stress n. Legal o. Personal stress p. Physical/sexual assault q. Relationships (marital/couple/personal) <p>Eligible family members include Spouse/Domestic Partner and children (natural, adopted, foster or for whom the employee has legal guardianship). In addition, the following family members who currently reside in the same household as the employee are eligible:</p> <ul style="list-style-type: none"> • Parent/Step-Parent • Mother-in-law/Father-in-law • Grandchild/Step-grandchild • Grandparent • Sibling • Niece/Nephew <p>Conduct an initial orientation for command staff, upper administration and/or peer support one time per year concerning services provided by the Employee Assistance Program (EAP) for no charge. A video link of the recorded training must be provided for viewing after the initial orientation to provide to the staff on the services available.</p>	<p align="center">Per Year</p>	<p align="center">\$64,301.40</p>

<p>Confidential 24-7, 365 days a year access to Counseling EAP Services for all other City employees (outside of Fire and Police Departments) for up to ten (10) sessions per employee/family member (as defined below) per year. Includes 1,406 full-time and part-time permanent/benefited employees and their eligible family members, including family members that reside in the employee’s household. EAP services shall include counseling for, but not limited to, the following:</p> <ol style="list-style-type: none"> a. Substance abuse (alcohol and drug) b. Anger management c. Death/suicide (grief counseling) d. Divorce e. Domestic violence f. Emotional (depression/anxiety) g. Employee/supervisor conflict h. Family/Parenting i. Financial j. Health k. Housing l. Job performance m. Job stress n. Legal o. Personal stress p. Physical/sexual assault q. Relationships (marital/couple/personal) <p>Eligible family members include Spouse/Domestic Partner and children (natural, adopted, foster or for whom the employee has legal guardianship). In addition, the following family members who currently reside in the same household as the employee are eligible:</p> <ul style="list-style-type: none"> • Parent/Step-Parent • Mother-in-law/Father-in-law • Grandchild/Step-grandchild • Grandparent • Sibling • Niece/Nephew 	Per Year	\$134,132.40
Wellness Seminars	Per Hour	\$250.00 port to port
Training as necessary to City Supervisors, Managers or Department Heads related to dealing with resolving or improving employee/work related issues, conflicts, or critical incident response	Per Hour	\$250.00 port to port
Critical Incident Intervention	Per Hour	\$275.00 port to port
Pre-employment psychological testing	Per applicant	\$350.00

POST/STC Certified Training Classes	Per Class	POST/STC class fees are determined by POST/STC. They range from \$106.00 to \$299.00 per attendee, based on the class
Psychological Testing and COPS-R Psychological Evaluation	Per Applicant	\$375.00
Psychological Testing- CCW Applicants	Per Applicant	\$150.00 (as of January 1, 2024, no fee will be assessed to the department based on new legislation)
Mental Health Performance Training	Per Hour	\$160.00
Annual Administrative Fee (if not included under EAP Services Fees)	Per Year	\$3,000.00
Additional Scope of Services – No Charge Associated		
<p>Utilization Reports</p> <p>A monthly report must be delivered to the Human Resources Director and/or designee no later than thirty (30) days after the end of each month containing the following information:</p> <p>Data regarding the number of employees/family members of the household referred and/or voluntarily seeking services and the types of services provided, the number of sessions provided, and/or problems for which employees/family members are receiving counseling, and</p> <p>Any other information that confidentiality laws permit and would be useful in resolving or anticipating employee relations problems and concerns.</p>	Per Month	No-Charge
Attend Annual Health and Wellness Fair	One Per Year	No-Charge
Attend Annual Open Enrollment Event	Up to Six Per Year	No-Charge
Maximum 3 Health and Benefits Committee Meetings	Up to Three Per Year	No-Charge
Policies and Procedures Review	Per Policy	No-Charge
EAP Communication, Awareness Materials and Forms – Provide all forms, posters, brochures, and mailers. The City reserves the right to review all published materials prior to distribution.	As needed	No-Charge

Annual fee	Guaranteed for two years; starting with fiscal year three, four and five annual fee will have a 3% increase each year effective on 7/1/2026, 7/1/2027 and 7/1/2028.	
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EXHIBIT "C"

KEY PERSONNEL

E. Company Personnel

This section shall contain names, contact numbers and description of experience, including licenses and/or certifications, of all key personnel who would be assigned to perform the Services. Members of the Company's professional team (managers, contact person, etc.) should be identified by name and title and should include contact phone numbers. Include also major subcontractors (if any) and their degree of involvement in this program. If the Company is including any subcontractors, the Company shall identify how long the Company has worked with the subcontractor as well as outline their professional qualifications.

Key Personnel

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

See Exhibit A for licenses and certifications.

Nancy Bohl-Penrod, Ph.D. (Consulting Director)

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 Consulting 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 1,200 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 the Santa Barbara County mudslides.

Over the past thirty-eight (38) years Nancy has developed multiple 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. 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.

Stephen A. Odom, Ph.D., (President)

Dr. Stephen Odom is a notable healthcare and addiction treatment professional with more than 30 years of expertise in the field. He is the founder and Chief Clinical Officer of First Responder Wellness. He possesses an educational background in organizational behavior, clinical psychology, and healthcare administration. This valuable combination allows him to integrate current research knowledge, clinical and administrative practice understanding, and practical, directly relevant experience. Dr. Odom holds a bachelor's degree in Organizational Behavior from Covenant College, a Master's in Experimental Psychology (University of Tennessee), a Master's in Clinical Psychology (Palo Alto University), and a Doctorate (Ph.D.) with a focus in Healthcare Administration (Capella University). He is also a licensed marriage and family therapist in the state of California.

Dr. Odom has served in multiple roles during his career, including CEO & Chief Clinical Officer of New Vista Behavioral Health, a Director's post of Program Development for CRC Health and multiple Administrative and Clinical Director posts at various behavioral health and chemical dependency treatment centers and hospitals in California, including Hoag Hospital in Newport Beach and El Camino Hospital in the San Francisco Bay area.

Moreover, Stephen served as a university adjunct faculty member in Psychology and Child Development and continues to work in private practice. Dr. Odom has been coined as a wellness and behavioral health expert with peer-reviewed articles published on mental health, substance abuse and technology; was presented the national Behavioral Health Champion award in 2018; has appeared on The Today Show; the 2016 documentary film California High, and multiple print, radio, and podcast media channels.

Dr. Odom's focus on First Responder Wellness was born of his family's career backgrounds with the military, healthcare, law enforcement and public safety, and was honed as he created and led specialty programs for physicians, nurses, first responders and their families. In his distinguished and extensive career in behavioral health and addiction treatment, Dr. Odom's empathetic and therapeutic approach has allowed him to connect not only with his clinical teams but each first responder who walks through the door.

Alana Negroni, M.S. (Executive Director of Clinical Operations)

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. She has recently taken on a new role as the Executive Director of Clinical Operations, helping to run the day to day operations of our clinical staff and organizational needs.

Julie Casto Koot (Executive Director of Operations/CFO)

Julie began her employment at TCTI in 1990, where her duties were assisting our Clinical Psychologist, in 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 was instrumental in setting up department profiles for executive evaluations. Because of Julie’s extraordinary abilities, she was moved to a more administrative position where she served as the Chief Financial officer for the past 20 years and more recently has been moved to the position of Executive Director of Operations where she works laterally with the Executive Director of Clinical Operations and helps to run the day-to-day operation of the organization. Julie has been trained and is certified in Verbal Judo, Peer Support Training and is an Honorary Deputy Sheriff for the San Bernardino County Sheriff’s Department. She also received training from the International Critical Incident Stress Foundation in Stress, Trauma and Coping in Emergency Service Professions. She was instrumental in coordination of several major disasters such as the Northridge Earthquakes, Hurricane Andrew, Columbine, the Waco incident, Oklahoma Bombing, 9-11 and the Big Bear Manhunt.

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.

Cory Candelas, M.S. – November 2021 to Present

Cory is a Licensed Marriage and Family Therapist LMFT106895). Cory is working with the Grove Counseling and Community Center in Riverside as a Supervisor for MFT and LPCC trainees, interns, and with clinicians for Rebirth Homes, an outreach and recovery program for victims of human trafficking. Cory has extensive experience with individuals, couples, and families. She focuses on trauma processing and improving family functioning for first responders and healthcare workers. While working as a

therapist, Cory was also a full-time Deputy Sheriff in Riverside County for almost 8 years, most currently working patrol level functions, until she resigned to pursue working as a therapist full-time.

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.

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.

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.

Maura Kane, Psy.D.- January 2021 to Present

Maura is a Licensed Clinical Forensic Psychologist (PSY 29766). She holds a Bachelor of Arts in Criminal Justice from California State University, San Bernardino, and a Master of Arts and Doctor of Psychology (Psy.D.) in Clinical Forensic Psychology from Alliant International University. She completed her post-doctoral fellowship with the South Carolina Law Enforcement Division's Behavioral Sciences Unit focusing on criminal investigative analysis, threat assessment and management related to public officials, criminal trial preparation, and case analysis. Dr. Kane has testified and qualified as an expert

witness in Forensic Psychology and Pathway to Targeted Violence and has participated in case preparation and research on capital murder death penalty cases. Dr. Kane worked as an Occupational Psychologist with the City of Los Angeles' Medical Services Division, where she ran the Citywide Threat Assessment Team (CTAT) and Workplace Violence Prevention team performing workplace violence assessments. Dr. Kane is the founder and owner of One Asterisk Consulting, Inc., a consulting firm that provides training and continuing education for public officials, municipal government, and law enforcement. She is a trainer for the Technical Training for Clerks program at the University of California Riverside where she conducts seminars for municipal clerks. Along with her assessment and consulting work, Dr. Kane provides psychological treatment at several locked in-patient facilities housing individuals with severe mental illness. Dr. Kane enjoys assessments and pre-employment testing. She is skilled in conducting individual and group therapy focusing on the rehabilitation and reintegration of mentally ill individuals back into the community, as well as providing treatment to veterans. Dr. Kane's dissertation and research focuses on past and current attacks and threats on public officials and how that information can be used to better prepare for future events. She is a member of the Association of Threat Assessment Professionals. Dr. Kane is married to a Sergeant with the Riverside Sheriff's Department.

Carl Mascarella, M.A. – August 2019 to Present

Carl is a Licensed Marriage and Family Therapist (MFT29791). Carl began his counseling career 42 years ago working in outpatient, inpatient, and residential profit and non-profit community mental health programs. In the 80's he became a post certified reserve and regular officer in Orange County before heading back to school to earn his master's degree in marriage and family therapy from Hope International University. Carl has extensive experience working with adults, couples, and children in multiple modalities and environments. He is trained in Eye Movement Desensitization and Reprocessing (EMDR) and has over 28 years of experience utilizing EMDR to help stop the pain and suffering of those exposed to trauma. In addition, he has worked with first responders, school personnel and medical caregivers that have been exposed to traumatic events. Carl also spent 15 years as the assistant pastor over adult singles programs, international missions, and local church outreach at a large church in the Inland Empire.

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 Exhibit theory to bring couples closer together.

Caitlyn Munger, MA – June 2018 to Present

Caitlyn is a Licensed Marriage and Family Therapist (MFT107219) and Licensed Clinical Professional Counselor (LPCC6398). Caitlyn earned her B.A in Psychology from California Baptist University and M.A. in Clinical Psychology with an emphasis in Marriage and Family Therapy from Pepperdine University. Before joining TCTI, Caitlyn worked with first time youth offenders through Orange County Sheriff's Department. Caitlyn also worked at an agency that allowed her to see an expansive range of clients. She treated children, individuals, couples, and families with a wide range of presenting problems. She has facilitated classes in parenting, victims of domestic violence and anger management. Her specialties include: anxiety disorders, depression, PTSD, relational conflicts, and working extensively with children and adolescents. Caitlyn comes from a dance background and draws upon her experience in teaching children to connect with children and teens in the therapy process. Caitlyn is married to a firefighter which gives 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.

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.

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.

Gina Sickels, M.A. - November 2017 to Present

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 is 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.

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.

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.

Karre Winge, MS, LMFT, CADC II - November 2023 to Present

Karre has several years of experience ranging from being a substance abuse counselor all the way to becoming a therapist. She is trained in Dialectical Behavioral Therapy (DBT), Trauma Focused Cognitive Behavioral Therapy (TF-CBT), and Eye Movement Desensitization and Reprocessing (EMDR). Her undergraduate and graduate degrees are from California Baptist University. She works with children, adolescents, adults, couples, and families and meets clients when they are dealing with adjustment issues, anxiety, depression, addiction, trauma, and many other complications we face at different times in our lives. She has 19 years of experience working with the Native American population. Karre’s approach is warm and inviting and is guided by trauma informed care. She is sensitive to cultural issues and welcomes learning from others while being a witness to change.

Administrative Personnel

Stephanie Cortes (Psychological Testing Coordinator) 800-222-9691 x 224

Gina Maldonado (Psychological Testing Coordinator) 800-222-9691 x 300

Dave Weiner (Training Manager) – 800-222-9691 x 241

Julie Cramer (Training Coordinator) 800-222-9691 x 241

Julia Palacio (Training Coordinator) 800-222-9691 x 241

Dana Bloom (Training Coordinator) 800-222-9691 x 241

Katherine Oliva (Training Coordinator) 800-222-9691 x 241

Jordyn Pollack (Client Care Coordinator) 800-222-9691 x 300

Jose Neria (Client Care Coordinator) 800-222-9691 x 301

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