



Psychological Resource Associates

Employee Assistance
Programs

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1. General

1.1 Program Goals

The principal objective of an effective EAP program is to help employees overcome the emotional and behavioral problems that interfere with their job performance.

To measure success the following goals are proposed:

- The following counseling services will be furnished to employees:
 - Alcohol/drug abuse of employee and family members
 - Dysfunctional marital and family relationships
 - Depression and anxiety disorders
 - Psychological disorders and compulsive behaviors
 - Post-traumatic stress secondary to physical or emotional trauma
 - Drug and Alcohol Testing
 - Emotional, personal and stress-related problems
 - Management conflict or work issues
 - Job dissatisfaction
 - Stress from financial and legal crisis
 - Legal consultations
 - Childcare and eldercare issues and matters
 - Education Resources

- Employers can expect:
 - Reduced absenteeism and sick leave
 - Reduced Workers Compensation claims; particularly stress related claims
 - Reduced general medical use of health insurance
 - Reduced employee turnover and/or disciplinary actions
 - Reduced employee grievances
 - Reduced liability occurring due to the inappropriate behavior of an employee

The success of PRA's Employee Assistance Programs is a direct result of the **employee trust, quality and accountability** in a readily **available resource** in times of personal crisis. Psychological Resource Associates is committed to continuing its 33 years of successful EAP programming for employees.

1.2 Procedures for Administering the Program

Program Development: The staff of Psychological Resource Associates meets with administrative personnel to develop a plan to acquaint employees with the EAP. The plan includes:

1. Send a brochure to all employees describing the EAP program, referral procedures and office locations
2. Meet with management and staff to introduce and describe the program
3. Develop promotional materials.
4. Meet annually with the Human Resources Director to review program activity.

Employee Orientation: At the request of department managers, members of our PRA staff meet with employees at their regularly scheduled service or staff meetings. These orientation sessions review the program; describe the self-referral and supervisory referral process; and answer questions regarding eligibility, confidentiality and services.

Promotional Program and Materials: During the EAP orientation and once each year, all employees receive pamphlets describing their EAP program. Additionally, pamphlets with information on topics such as depression, alcohol or drug use, stress management or legal problems are available on specially designed acrylic racks in employee lounges or job sites. (See enclosed pamphlets “EAP – Employee Assistance Program” and Behavioral Health and Wellness Resources section of this proposal).

Administration: All administrative and accounting services necessary to prepare the monthly reporting and the annual **Utilization and Employee Satisfaction Report** are included in the EAP contract. Examples of the Utilization and Employee Satisfaction Report are also included with this proposal.

1.3 Procedures for Evaluating the Program

Each year the Human Resources Director and Department Heads are provided with the annual **Utilization Report and Employee Satisfaction Survey**. See the enclosed sample Utilization & Satisfaction Report.

1.4 Current Operations

Psychological Resource Associates has been providing Employee Assistance Programming since 1979. Currently, we currently offer EAP services to:

- 1685 Yolo County Government employees**
- 823 Davis Joint Unified School District employees**
- 194 Yolo County Office of Education employees**
- 65 Davis Waste Removal employees**

With over thirty-three years of experience, Psychological Resource Associates is uniquely qualified to provide employee assistance services that meet the specific needs of local businesses, organizations and agencies.

1.5 Capabilities

Each PRA provider is an independently licensed therapist, free to set his or her own schedule. As a condition of participating in PRA, however, therapists agree to give EAP referrals their highest priority. PRA has 44 contracted network providers in the greater Sacramento area to ensure the all employees are seen in a timely fashion.

Emergency sessions are scheduled the same day. Non-emergency referrals are seen within a few days. Having a dedicated Intake Coordinator and 24 hour/7 day a week On-Call Therapist guarantees that routine and emergency situations are competently handled in a timely manner.

2. Scope of Services

PRA will furnish all labor, transportation, facilities, materials, equipment and professional expertise to provide psychological counseling services for employees and their dependents, through employers EAP Program.

3. Service Availability

3.1 Appointments: will be scheduled within 24 hours of request by the employee, dependent, families, or other groups.

3.2 Location of Counselor Offices

PRA offices are conveniently located in **Davis** and **Woodland**. Employees may come in during their lunch hour, immediately after work or during regular working hours as allowed by the employer's policy. Counseling services are also offered in the evenings and weekends by some of our staff.

Locations:

Administrative Office
1627 Oak Avenue, Suite A
Davis, CA 95616

285 W. Court St., Suite 202
Woodland, CA 95695

3.3 Additional Services

Counseling and Psychological Services

Counseling and psychological services are available to all eligible individuals, couples, and immediate family members. Additional counseling sessions beyond those covered by the EAP may be available to the employees through their insurance or at a reduced fee.

Services are provided for any personal problem that significantly interferes with the employee's job performance or job safety. Personal problems may include: alcohol and drug abuse, marital and family problems, depression, job stress and legal or financial concerns.

Psychological testing and assessment are utilized, when appropriate, to determine the severity of the problem or the appropriateness of a referral to a medical or other professional resource. PRA staff are particularly sensitive to those employees who pose a serious risk to the general public or other employees, have the potential for Workers' Compensation claims or have extreme deterioration in job performance.

Dedicated Intake Coordinator

Finding the right therapist with openings can often be a difficult and intimidating process. One of the unique and valuable aspects of PRA is that each person who calls receives immediate assistance in selecting and scheduling an appointment with a therapist. Our Intake Coordinator functions as a Client Advocate and follows up with both the therapist and the employee in order to ensure that the referral is appropriate and that the employee is seen in a timely fashion. The Intake Coordinator is available to answer any questions or resolve any issues that arise.

Comprehensive Psychological Assessment

Sixty-five psychological assessments and questionnaires are available through our office to assist the clinician in making appropriate diagnostic and treatment formulations. The computerized scoring and interpretation provide immediate information to the clinician. All assessments meet the American Psychological Association Standards for Educational and Psychological Testing.

Bilingual/Bicultural Spanish Speaking Therapist

Marta Induni, MFT is a native Spanish therapist who is available to work with individuals, couples and families whose native language is Spanish. She is sensitive to cultural differences and offers an important and reassuring alliance for family members

Substance Abuse Professional

Tina Dolin, L.C.S.W. is a Substance Abuse Professional (SAP) certified by the Department of Transportation (DOT). As one of the few DOT SAPs in Northern California she is qualified to evaluate and make treatment recommendations to agencies whose DOT regulated employees test positive for drug use.

A DOT approved treatment plan is available at an additional cost of \$500 per evaluation. The plan includes:

1. Initial evaluation
2. Treatment recommendations
3. Monitoring progress of treatment
4. Follow-up evaluation
5. Notification to employer of compliance and a follow-up testing schedule

Legal Assistance

We have an in-house legal attorney who also practices as a licensed clinical social worker, Myles Montgomery. Myles can provide legal advice, mediation, and legal referrals to all employees.

Drug and Alcohol Testing

If alcohol and drug testing is required, the services of the following companies will be utilized:

- **ADTS, Inc** in Rohnert Park, CA 94928
- **Arc Point of Sacramento** in Sacramento, CA 95825

Community Resources and Referral Services

Over the last thirty-two years, Psychological Resource Associates has developed a comprehensive knowledge of human service resources in the Yolo, Sacramento, and Placer County Areas. Clients are provided information and referral to organizations such as the Senior Center, Alcoholics Anonymous, Narcotics Anonymous, Family Service Agencies, public health services, and other professional providers in the local area.

Critical Incident Debriefing

The professional staff of Psychological Resource Associates is available for critical incident intervention and debriefing. Immediate arrangements are made to see the effected employee or employees within twenty-four hours of the incident. Other employees indirectly affected by the traumatic incident are provided support and debriefing either individually or as a group at the earliest opportunity.

On-Call, 24 Hour Availability

A PRA clinician is available and “on-call” after normal business hours, 7 days a week. In the rare event that hospitalization of an employee or family member is required, an assessment is made of the individual’s needs, community resources and insurance benefits. Immediate assistance is always available.

Seminars

PRA staff is available to present brief seminars to employees on various topics. In the past, topics have included: Stress management, conflict resolution with other staff or the public, team-building, and organizational development. **The Seminars Tab** provides a partial list of topics.

Organizational Development & Group Consultation

Consultation, training and facilitation are available to the employer for organizational development and group consultation. Several tools are available to promote teamwork, cooperation and efficiency in a department. The Myers-Briggs personality assessment is a typical tool used to improve team functioning, promote conflict resolution and identify employee strengths within a department.

Financial Counseling

Psychological Resources uses the services of ClearPoint for all financial counseling services. ClearPoint Credit Counseling Solutions is an established, national non-profit organization that helps consumers obtain a clear perspective of their financial situation through counseling and education. Offices are located on Watt Avenue in Sacramento.

- **Credit Counseling**
- **Pre-retirement planning and assistance**
- **Identity Theft Counseling**
- **Default and Foreclosure Counseling**
- **First-time Homebuyer Workshops**

Child and Elder Care Services

One of PRA's therapists is a specialist in both the **school-age child** and **elder care**. EAP covered employees enjoy a broad range of both child and elder care resources and services. **Judith Blum, MFT** has 20 years of experience working with children and elders. She is familiar with the Federal, State, and local agencies that provide service to this population.

Legal Services and Resources

Employees have two areas of need for legal service:

- Sound legal information
- Access to a local attorney.

PRA currently provides the first area of legal service.

PRA utilizes **Legal Match**, a national internet company that provides clients with an extensive law library written for the consumer of legal services. The law library has information on over **220 legal topics**, each filled with general guidance expressed in clear terms so the employee can better understand the law.

Categories include the following areas of law: **Business, Family, Government, Personal Injury and Health, Job Employment, Real Estate and Housing, Criminal Law and Police, Finances, Immigration, Intellectual Property and Products**. This information is available to the employee directly from our office in written form or via our website. Our Administrative Associate/Client Advocate will assist in providing the employee with any desired information.

Management / Supervisory Resources

Management seminars will include:

1. Presentation to management integrating the Employee Assistance Program with current employers management policy. Typically training will include an orientation to the EAP, review of the employers policy and how the two are integrated. Briefly the EAP policy suggests:

A. Documentation of performance problems to determine if it is a chronic or an occasional problem.

B. Informational meeting with employee outlining problem, expectation, timeframe until next review, and consequence if performance is resolved or not resolved. Voluntary referral to the EAP, along with description of the program.

C. Formal meeting covering above issues, this time with written documentation going into the personnel file. Voluntary referral to the EAP along with a statement that standard disciplinary procedures will be followed.

D. Beginning of progressive discipline according to the employers policy.

2. PRA maintains an EAP MANAGEMENT GUIDE on the PRA website outlining this policy which managers can refer to at any time.

3. PRA also maintains a link to Authenticity Consulting LLC which maintains an Online Library for Personal, Professional & Organizational Development. The library contains over 650 topics and 10,000 links to assist managers in private and non-profit agencies with management issues. The link is: www.managementhelp.org

4. Other management training can be developed to meet the needs of the employer.

Extended Panel Provider Network

Psychological Resource Associates also contracts with over **40 licensed psychologists, marriage and family therapists and licensed clinical social workers** in **Yolo, Solano, Sacramento, Nevada and Placer Counties**. Additional therapists can be contracted if an employee requests someone in their local area.

Employees have the option to choose one of these licensed and insured mental health professionals for EAP services. This option can be used when:

Psychological Resource Associates

- The employee has an existing relationship with a therapist not associated with Psychological Resource Associates.
- A specialization is required that is not available through PRA.
- It is more convenient for the employee to see a therapist closer to the employee's home.

The employee can request that the EAP benefits cover the services of any counselor who meets the State mandated professional requirements, carries malpractice insurance, is in good standing with their professional State board and agrees to the EAP contract rates.

Utilization and Satisfaction Reports

Utilization statistics currently are included in the **Annual Utilization and Satisfaction Report**. It details the number of employees and dependents seen; agencies and network providers utilized and consultation provided to management personnel.

Employee satisfaction is very important the ultimate success of the EAP. Employees are given or mailed a questionnaire to evaluate the personal benefits derived from the program. They are asked to comment on the availability of service; skills of their therapist; adequacy of number of visits to resolve problems and perception of the job performance before and after counseling. All comments are provided unedited, in the **Annual Utilization and Satisfaction Report**. A copy of the **2009-2010 EAP Utilization and Employee Satisfaction Report** Davis Joint Unified School District is included in this proposal.

4. Qualification of Counselors

Psychological Resource Associates is an association of independent practitioners, all licensed in their specific discipline and having their own private practice. These practitioners specialize in providing comprehensive Employee Assistance Programs to Yolo County, Davis Joint Unified School District and the Office of Education in Davis. PRA has been an EAP provider since **1979**.

PRA has 14 independent **licensed psychologists, licensed clinical social workers and marriage & family therapists** located in the Davis and Woodland offices.

Dean A. Dickerson, Ph.D. Dean is a licensed psychologist. He has an interest in emotional trauma, including the treatment modality EMDR (Adaptive Information Processing); substance abuse; relationship issues and men's development. He works with adults, adolescents and

couples. He also provides administration and consultation for Employee Assistance Programming for both private and public agencies. He is a Diplomate in the American Academy of Experts in Trauma.

Susan H. Dickerson, LCSW. Susan is a licensed clinical social worker with special interest in brief therapy for life transitions, grief and loss, stress management, relationship issues, communication skills, and women's issues. She works with adults, teens and couples.

Judith Feldman, LCSW. Judith is a licensed clinical social worker with additional training in Public Health. She has a special interest in the development of self, relationship issues, life transitions, separation and divorce, stress management, grief and loss, and issues related to health and well-being. She works with adults and adolescents and sees individuals, couples and families.

Judith Blum, MFT. Judith is a licensed marriage, family and child therapist serving children, adolescents, adults, couples and families. She has extensive experience working with school age children, blended families and the elderly. She has specialized training working with ADD related issues in both children and adults. Additionally, her interests include career change, individuals in transitions, couples, grief and loss, stress management and coping skills for emotional well-being.

Tina Dolin, LCSW & SAP. Tina is a licensed clinical social worker and certified alcohol and drug abuse counselor. In addition to working with clients with substance abuse issues, she works with individuals, couples and families coping with depression, anxiety, abuse, trauma, parenting and divorce issues. Tina also is a Substance Abuse Professional and provides DOT mandated testing and referral.

Rory Osborne, Ph.D. Rory is a licensed clinical psychologist. He has a background in trauma and critical incident response on both an individual and an organizational level. He currently provides individual, couples, and family therapy. Professional interests include life transition, trauma, and organizational development.

Marta Induni, MFT. Marta is a licensed marriage and family therapist. She is bi-cultural and bilingual (Spanish) and currently provides individual, couples and family therapy. Professional interests include life transitions, stress management and people affected by chronic physical ailments.

Janet Oleson, LCSW. Janet is a licensed clinical social worker. She provides services for individuals, couples and families coping with significant life stressors. Her experience includes work-related stress, family conflicts, grief, chronic illness, depression, anxiety and alcohol and substance abuse. She has special interests in a solution oriented approach with an integration of the bio-psycho-spiritual-social aspects of change.

Reina Hudson, LCSW. Reina is a licensed clinical social worker, who has worked in the helping profession for over 10 years. She has a strong background working with youth, families

and transition aged adults. She has a multi-cultural perspective that allows her to work effectively with individuals from various ethnicities, cultures and backgrounds. Reina utilizes a strength-based therapy and believes in assisting individuals to utilize their innate skill set to achieve success and happiness in their lives.

Julie Hansen, Psy.D. Julie is a licensed Psychologist. She has extensive experience working with adolescents, adults, elders, and couples on a wide variety of issues including grief, anxiety, depression, relationship difficulties, parenting challenges, life transitions, and self-esteem issues.

Janet Perkins, MFT. Janet is a licensed marriage and family therapist with more than ten years of experience providing child, adolescent, and family therapy in Davis and Woodland schools, outpatient, and residential settings. She is currently a therapist and clinical coordinator at EMQ Families First. Her work focuses on helping clients to increase personal fulfillment, as well as the quality of their family relationships.

Kevin Wheeler, LCSW. Kevin has practiced clinical social work since 1994. He has worked as a social worker since 1987 as a school counselor in a middle school, a home-based mental health service provider, and as a clinical director and therapist for a residential treatment program for latency age and adolescent boys and their families. He is currently a clinical social worker for UC Davis Medical Center. His emphasis is supporting families to create their own solutions and to realize their dreams.

Myles Montgomery, LCSW & Esq. Myles is a licensed clinical social worker. He has ten years' experience working with Davis-Woodland youth and their families, working in the fields of education, public child welfare, and community-based service. Myles provides brief and interpersonal family therapy with a focus on building consensus and constructing solutions. In addition to therapy, Myles also acts as a mediator for disputes arising within agencies between individuals and among groups. Additionally, Myles is licenced Attorney and is able to provide limited legal consultation for Yolo County Employees.

Carol LaPerle, MFT. Carol is a licensed Marriage and Family Therapist specializing in the treatment of children, adolescents, and families experiencing a wide variety of psychological, behavioral, academic and relational problems. She also holds a board certification in art therapy and biofeedback and finds these strategies to be extremely helpful as well as engaging for her clients.

Professional Training and Code of Ethics:

Clinical psychologists must complete 36 hours of continuing education every 2 years licensing renewal. Six hours must be in the area of California Law and Professional Ethics. Other mandated topics have included: Domestic Violence, Alcohol and Drug Abuse, Aging, and Elder Abuse.

Licensed Clinical Social Workers and Licensed Marriage and Family Therapists must complete 36 hours of continuing education units every 2 years to renew their license. Six hours must be in the area of California Law and Professional Ethics. Other mandated topics have included: Domestic Violence, Alcohol and Drug Abuse, Aging, Elder Abuse, AIDS and Child Abuse.

Summary

Psychological Resource Associates has thirty-two years of experience as the EAP provider for nearly 3,500 local employees. Program services are provided by professional clinicians with a broad diversity of expertise and specialization. PRA provides psychological counseling that is able to resolve the underlying issues for most employees. Employee utilization and satisfaction is one of the highest in the State.

We are a locally based organization, with an extensive knowledge of, and a strong commitment to the Yolo/Sacramento community. In addition, PRA contracts with 44 network providers to provide convenience and specializations required by employees living outside the Davis/Woodland area. We offer a comprehensive and effective Employee Assistance Program that restores productivity to troubled employees.

As a result of our experience, we are very aware of the complex personal, social and medically related problems facing your employees.