

1 AGREEMENT

2 **35262**

3 THIS AGREEMENT is made and entered, in duplicate, as of March 11, 2019,
4 for reference purposes only, pursuant to a minute order adopted by the City Council of the
5 City of Long Beach at its meeting on February 5, 2019, by and between NANCY K. BOHL,
6 INC. dba THE COUNSELING TEAM INTERNATIONAL, a California corporation
7 ("Consultant"), with a place of business at P.O. Box 10427, San Bernardino, CA 92423,
8 and the CITY OF LONG BEACH, a municipal corporation ("City").

9 WHEREAS, City requires specialized services requiring unique skills to be
10 performed in connection with critical incident support and counseling services ("Project");
11 and

12 WHEREAS, City has selected Consultant in accordance with City's
13 administrative procedures using a Request for Proposals Number HR18-139 ("RFP"),
14 incorporated herein by this reference, and City has determined that Consultant and its
15 employees are qualified, licensed, if so required, and experienced in performing these
16 specialized services; and

17 WHEREAS, City desires to have Consultant perform these specialized
18 services, and Consultant is willing and able to do so on the terms and conditions in this
19 Agreement;

20 NOW, THEREFORE, in consideration of the mutual terms, covenants, and
21 conditions in this Agreement, the parties agree as follows:

22 1. SCOPE OF WORK OR SERVICES.

23 A. Consultant shall furnish specialized services more particularly
24 described in Exhibit "A", attached to this Agreement and incorporated by this
25 reference, in accordance with the standards of the profession, and City shall pay for
26 these services in the manner described below, an annual amount not to exceed One
27 Hundred Seventeen Thousand Dollars (\$117,000), at the rates or charges shown in
28 Exhibit "B".

OFFICE OF THE CITY ATTORNEY
CHARLES PARKIN, City Attorney
333 West Ocean Boulevard, 11th Floor
Long Beach, CA 90802-4664

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B. The City's obligation to pay the sum stated above for any one fiscal year shall be contingent upon the City Council of the City appropriating the necessary funds for such payment by the City in each fiscal year during the term of this Agreement. For the purposes of this Section, a fiscal year commences on October 1 of the year and continues through September 30 of the following year. In the event that the City Council of the City fails to appropriate the necessary funds for any fiscal year, then, and in that event, the Agreement will terminate at no additional cost or obligation to the City.

C. Consultant may select the time and place of performance for these services; provided, however, that access to City documents, records and the like, if needed by Consultant, shall be available only during City's normal business hours and provided that milestones for performance, if any, are met.

D. Consultant has requested to receive regular payments. City shall pay Consultant in due course of payments following receipt from Consultant and approval by City of invoices showing the services or task performed, the time expended (if billing is hourly), and the name of the Project. Consultant shall certify on the invoices that Consultant has performed the services in full conformance with this Agreement and is entitled to receive payment. Each invoice shall be accompanied by a progress report indicating the progress to date of services performed and covered by the invoice, including a brief statement of any Project problems and potential causes of delay in performance, and listing those services that are projected for performance by Consultant during the next invoice cycle. Where billing is done and payment is made on an hourly basis, the parties acknowledge that this arrangement is either customary practice for Consultant's profession, industry or business, or is necessary to satisfy audit and legal requirements which may arise due to the fact that City is a municipality.

E. Consultant represents that Consultant has obtained all necessary information on conditions and circumstances that may affect its

1 performance and has conducted site visits, if necessary.

2 F. CAUTION: Consultant shall not begin work until this
3 Agreement has been signed by both parties and until Consultant's evidence of
4 insurance has been delivered to and approved by City.

5 2. TERM. The term of this Agreement shall commence at midnight on
6 April 1, 2019 and shall terminate at 11:59 p.m. on May 30, 2020. This Agreement may be
7 extended for four (4) additional one (1) year periods, unless sooner terminated as provided
8 in this Agreement.

9 3. COORDINATION AND ORGANIZATION.

10 A. Consultant shall coordinate its performance with City's
11 representative, if any, named in Exhibit "C", attached to this Agreement and
12 incorporated by this reference. Consultant shall advise and inform City's
13 representative of the work in progress on the Project in sufficient detail so as to
14 assist City's representative in making presentations and in holding meetings on the
15 Project. City shall furnish to Consultant information or materials, if any, described
16 in Exhibit "D", attached to this Agreement and incorporated by this reference, and
17 shall perform any other tasks described in the Exhibit.

18 B. The parties acknowledge that a substantial inducement to City
19 for entering this Agreement was and is the reputation and skill of Consultant's key
20 employee, named in Exhibit "E" attached to this Agreement and incorporated by this
21 reference. City shall have the right to approve any person proposed by Consultant
22 to replace that key employee.

23 4. INDEPENDENT CONTRACTOR. In performing its services,
24 Consultant is and shall act as an independent contractor and not an employee,
25 representative or agent of City. Consultant shall have control of Consultant's work and the
26 manner in which it is performed. Consultant shall be free to contract for similar services to
27 be performed for others during this Agreement; provided, however, that Consultant acts in
28 accordance with Section 9 and Section 11 of this Agreement. Consultant acknowledges

1 and agrees that (a) City will not withhold taxes of any kind from Consultant's compensation;
2 (b) City will not secure workers' compensation or pay unemployment insurance to, for or
3 on Consultant's behalf; and (c) City will not provide and Consultant is not entitled to any of
4 the usual and customary rights, benefits or privileges of City employees. Consultant
5 expressly warrants that neither Consultant nor any of Consultant's employees or agents
6 shall represent themselves to be employees or agents of City.

7 5. INSURANCE.

8 A. As a condition precedent to the effectiveness of this
9 Agreement, Consultant shall procure and maintain, at Consultant's expense for the
10 duration of this Agreement, from insurance companies that are admitted to write
11 insurance in California and have ratings of or equivalent to A:V by A.M. Best
12 Company or from authorized non-admitted insurance companies subject to Section
13 1763 of the California Insurance Code and that have ratings of or equivalent to A:VIII
14 by A.M. Best Company, the following insurance:

15 i. Commercial general liability insurance (equivalent in
16 scope to ISO form CG 00 01 11 85 or CG 00 01 10 93) in an amount not less
17 than \$1,000,000 per each occurrence and \$2,000,000 general aggregate.
18 This coverage shall include but not be limited to broad form contractual
19 liability, cross liability, independent contractors liability, and products and
20 completed operations liability. City, its boards and commissions, and their
21 officials, employees and agents shall be named as additional insureds by
22 endorsement (on City's endorsement form or on an endorsement equivalent
23 in scope to ISO form CG 20 10 11 85 or CG 20 26 11 85 or both CG 20 10
24 07 04 and CG 20 37 07 04 or both CG 20 33 07 04 and CG 20 37 07 04),
25 and this insurance shall contain no special limitations on the scope of
26 protection given to City, its boards and commissions, and their officials,
27 employees and agents. This policy shall be endorsed to state that the insurer
28 waives its right of subrogation against City, its boards and commissions, and

1 their officials, employees and agents.

2 ii. Workers' Compensation insurance as required by the
3 California Labor Code and employer's liability insurance in an amount not
4 less than \$1,000,000. This policy shall be endorsed to state that the insurer
5 waives its right of subrogation against City, its boards and commissions, and
6 their officials, employees and agents.

7 iii. Professional liability or errors and omissions insurance
8 in an amount not less than \$1,000,000 per claim.

9 iv. Commercial automobile liability insurance (equivalent in
10 scope to ISO form CA 00 01 06 92), covering Auto Symbol 1 (Any Auto) in
11 an amount not less than \$500,000 combined single limit per accident.

12 B. Any self-insurance program, self-insured retention, or
13 deductible must be separately approved in writing by City's Risk Manager or
14 designee and shall protect City, its officials, employees and agents in the same
15 manner and to the same extent as they would have been protected had the policy
16 or policies not contained retention or deductible provisions.

17 C. Each insurance policy shall be endorsed to state that coverage
18 shall not be reduced, non-renewed or canceled except after thirty (30) days prior
19 written notice to City, shall be primary and not contributing to any other insurance
20 or self-insurance maintained by City, and shall be endorsed to state that coverage
21 maintained by City shall be excess to and shall not contribute to insurance or self-
22 insurance maintained by Consultant. Consultant shall notify City in writing within
23 five (5) days after any insurance has been voided by the insurer or cancelled by the
24 insured.

25 D. If this coverage is written on a "claims made" basis, it must
26 provide for an extended reporting period of not less than one hundred eighty (180)
27 days, commencing on the date this Agreement expires or is terminated, unless
28 Consultant guarantees that Consultant will provide to City evidence of uninterrupted,

1 continuing coverage for a period of not less than three (3) years, commencing on
2 the date this Agreement expires or is terminated.

3 E. Consultant shall require that all subconsultants or contractors
4 that Consultant uses in the performance of these services maintain insurance in
5 compliance with this Section unless otherwise agreed in writing by City's Risk
6 Manager or designee.

7 F. Prior to the start of performance, Consultant shall deliver to City
8 certificates of insurance and the endorsements for approval as to sufficiency and
9 form. In addition, Consultant shall, within thirty (30) days prior to expiration of the
10 insurance, furnish to City certificates of insurance and endorsements evidencing
11 renewal of the insurance. City reserves the right to require complete certified copies
12 of all policies of Consultant and Consultant's subconsultants and contractors, at any
13 time. Consultant shall make available to City's Risk Manager or designee all books,
14 records and other information relating to this insurance, during normal business
15 hours.

16 G. Any modification or waiver of these insurance requirements
17 shall only be made with the approval of City's Risk Manager or designee. Not more
18 frequently than once a year, City's Risk Manager or designee may require that
19 Consultant, Consultant's subconsultants and contractors change the amount, scope
20 or types of coverages required in this Section if, in his or her sole opinion, the
21 amount, scope or types of coverages are not adequate.

22 H. The procuring or existence of insurance shall not be construed
23 or deemed as a limitation on liability relating to Consultant's performance or as full
24 performance of or compliance with the indemnification provisions of this Agreement.

25 6. ASSIGNMENT AND SUBCONTRACTING. This Agreement
26 contemplates the personal services of Consultant and Consultant's employees, and the
27 parties acknowledge that a substantial inducement to City for entering this Agreement was
28 and is the professional reputation and competence of Consultant and Consultant's

1 employees. Consultant shall not assign its rights or delegate its duties under this
2 Agreement, or any interest in this Agreement, or any portion of it, without the prior approval
3 of City, except that Consultant may with the prior approval of the City Manager of City,
4 assign any moneys due or to become due Consultant under this Agreement. Any
5 attempted assignment or delegation shall be void, and any assignee or delegate shall
6 acquire no right or interest by reason of an attempted assignment or delegation.
7 Furthermore, Consultant shall not subcontract any portion of its performance without the
8 prior approval of the City Manager or designee, or substitute an approved subconsultant
9 or contractor without approval prior to the substitution. Nothing stated in this Section shall
10 prevent Consultant from employing as many employees as Consultant deems necessary
11 for performance of this Agreement.

12 7. CONFLICT OF INTEREST. Consultant, by executing this Agreement,
13 certifies that, at the time Consultant executes this Agreement and for its duration,
14 Consultant does not and will not perform services for any other client which would create
15 a conflict, whether monetary or otherwise, as between the interests of City and the interests
16 of that other client. Consultant further certifies that Consultant does not now have and shall
17 not acquire any interest, direct or indirect, in the area covered by this Agreement or any
18 other source of income, interest in real property or investment which would be affected in
19 any manner or degree by the performance of Consultant's services hereunder. And,
20 Consultant shall obtain similar certifications from Consultant's employees, subconsultants
21 and contractors.

22 8. MATERIALS. Consultant shall furnish all labor and supervision,
23 supplies, materials, tools, machinery, equipment, appliances, transportation and services
24 necessary to or used in the performance of Consultant's obligations under this Agreement,
25 except as stated in Exhibit "D".

26 9. OWNERSHIP OF DATA. All materials, information and data
27 prepared, developed or assembled by Consultant or furnished to Consultant in connection
28 with this Agreement, including but not limited to documents, estimates, calculations,

1 studies, maps, graphs, charts, computer disks, computer source documentation, samples,
2 models, reports, summaries, drawings, designs, notes, plans, information, material and
3 memorandum ("Data") shall be the exclusive property of City. Data shall be given to City,
4 and City shall have the unrestricted right to use and disclose the Data in any manner and
5 for any purpose without payment of further compensation to Consultant. Copies of Data
6 may be retained by Consultant but Consultant warrants that Data shall not be made
7 available to any person or entity for use without the prior approval of City. This warranty
8 shall survive termination of this Agreement for five (5) years.

9 10. TERMINATION. Either party shall have the right to terminate this
10 Agreement for any reason or no reason at any time by giving fifteen (15) calendar days
11 prior written notice to the other party. In the event of termination under this Section, City
12 shall pay Consultant for services satisfactorily performed and costs incurred up to the
13 effective date of termination for which Consultant has not been previously paid. The
14 procedures for payment in Section 1.B. with regard to invoices shall apply. On the effective
15 date of termination, Consultant shall deliver to City all Data developed or accumulated in
16 the performance of this Agreement, whether in draft or final form, or in process. And,
17 Consultant acknowledges and agrees that City's obligation to make final payment is
18 conditioned on Consultant's delivery of the Data to City.

19 11. CONFIDENTIALITY. Consultant shall keep all Data confidential and
20 shall not disclose the Data or use the Data directly or indirectly, other than in the course of
21 performing its services, during the term of this Agreement and for five (5) years following
22 expiration or termination of this Agreement. In addition, Consultant shall keep confidential
23 all information, whether written, oral or visual, obtained by any means whatsoever in the
24 course of performing its services for the same period of time. Consultant shall not disclose
25 any or all of the Data to any third party, or use it for Consultant's own benefit or the benefit
26 of others except for the purpose of this Agreement.

27 12. BREACH OF CONFIDENTIALITY. Consultant shall not be liable for
28 a breach of confidentiality with respect to Data that: (a) Consultant demonstrates

1 Consultant knew prior to the time City disclosed it; or (b) is or becomes publicly available
2 without breach of this Agreement by Consultant; or (c) a third party who has a right to
3 disclose does so to Consultant without restrictions on further disclosure; or (d) must be
4 disclosed pursuant to subpoena or court order.

5 13. ADDITIONAL COSTS AND REDESIGN.

6 A. Any costs incurred by City due to Consultant's failure to meet
7 the standards required by the scope of work or Consultant's failure to perform fully
8 the tasks described in the scope of work which, in either case, causes City to request
9 that Consultant perform again all or part of the Scope of Work shall be at the sole
10 cost of Consultant and City shall not pay any additional compensation to Consultant
11 for its re-performance.

12 B. If the Project involves construction and the scope of work
13 requires Consultant to prepare plans and specifications with an estimate of the cost
14 of construction, then Consultant may be required to modify the plans and
15 specifications, any construction documents relating to the plans and specifications,
16 and Consultant's estimate, at no cost to City, when the lowest bid for construction
17 received by City exceeds by more than ten percent (10%) Consultant's estimate.
18 This modification shall be submitted in a timely fashion to allow City to receive new
19 bids within four (4) months after the date on which the original plans and
20 specifications were submitted by Consultant.

21 14. AMENDMENT. This Agreement, including all Exhibits, shall not be
22 amended, nor any provision or breach waived, except in writing signed by the parties which
23 expressly refers to this Agreement.

24 15. LAW. This Agreement shall be construed in accordance with the laws
25 of the State of California, and the venue for any legal actions brought by any party with
26 respect to this Agreement shall be the County of Los Angeles, State of California for state
27 actions and the Central District of California for any federal actions. Consultant shall cause
28 all work performed in connection with construction of the Project to be performed in

1 compliance with (1) all applicable laws, ordinances, rules and regulations of federal, state,
2 county or municipal governments or agencies (including, without limitation, all applicable
3 federal and state labor standards, including the prevailing wage provisions of sections 1770
4 *et seq.* of the California Labor Code); and (2) all directions, rules and regulations of any fire
5 marshal, health officer, building inspector, or other officer of every governmental agency
6 now having or hereafter acquiring jurisdiction.

7 16. PREVAILING WAGES.

8 A. Consultant agrees that all public work (as defined in California
9 Labor Code section 1720) performed pursuant to this Agreement (the "Public
10 Work"), if any, shall comply with the requirements of California Labor Code sections
11 1770 *et seq.* City makes no representation or statement that the Project, or any
12 portion thereof, is or is not a "public work" as defined in California Labor Code
13 section 1720.

14 B. In all bid specifications, contracts and subcontracts for any
15 such Public Work, Consultant shall obtain the general prevailing rate of per diem
16 wages and the general prevailing rate for holiday and overtime work in this locality
17 for each craft, classification or type of worker needed to perform the Public Work,
18 and shall include such rates in the bid specifications, contract or subcontract. Such
19 bid specifications, contract or subcontract must contain the following provision: "It
20 shall be mandatory for the contractor to pay not less than the said prevailing rate of
21 wages to all workers employed by the contractor in the execution of this contract.
22 The contractor expressly agrees to comply with the penalty provisions of California
23 Labor Code section 1775 and the payroll record keeping requirements of California
24 Labor Code section 1771."

25 17. ENTIRE AGREEMENT. This Agreement, including all Exhibits,
26 constitutes the entire understanding between the parties and supersedes all other
27 agreements, oral or written, with respect to the subject matter in this Agreement.

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1 18. INDEMNITY.

2 A. Consultant shall indemnify, protect and hold harmless City, its
3 Boards, Commissions, and their officials, employees and agents ("Indemnified
4 Parties"), from and against any and all liability, claims, demands, damage, loss,
5 obligations, causes of action, proceedings, awards, fines, judgments, penalties,
6 costs and expenses, arising or alleged to have arisen, in whole or in part, out of or
7 in connection with (1) Consultant's breach or failure to comply with any of its
8 obligations contained in this Agreement, including any obligations arising from the
9 Project's compliance with or failure to comply with applicable laws, including all
10 applicable federal and state labor requirements including, without limitation, the
11 requirements of California Labor Code section 1770 *et seq.* or (2) negligent or willful
12 acts, errors, omissions or misrepresentations committed by Consultant, its officers,
13 employees, agents, subcontractors, or anyone under Consultant's control, in the
14 performance of work or services under this Agreement (collectively "Claims" or
15 individually "Claim").

16 B. In addition to Consultant's duty to indemnify, Consultant shall
17 have a separate and wholly independent duty to defend Indemnified Parties at
18 Consultant's expense by legal counsel approved by City, from and against all
19 Claims, and shall continue this defense until the Claims are resolved, whether by
20 settlement, judgment or otherwise. No finding or judgment of negligence, fault,
21 breach, or the like on the part of Consultant shall be required for the duty to defend
22 to arise. City shall notify Consultant of any Claim, shall tender the defense of the
23 Claim to Consultant, and shall assist Consultant, as may be reasonably requested,
24 in the defense.

25 C. If a court of competent jurisdiction determines that a Claim was
26 caused by the sole negligence or willful misconduct of Indemnified Parties,
27 Consultant's costs of defense and indemnity shall be (1) reimbursed in full if the
28 court determines sole negligence by the Indemnified Parties, or (2) reduced by the

1 percentage of willful misconduct attributed by the court to the Indemnified Parties.

2 D. The provisions of this Section shall survive the expiration or
3 termination of this Agreement.

4 19. AMBIGUITY. In the event of any conflict or ambiguity between this
5 Agreement and any Exhibit, the provisions of this Agreement shall govern.

6 20. NONDISCRIMINATION.

7 A. In connection with performance of this Agreement and subject
8 to applicable rules and regulations, Consultant shall not discriminate against any
9 employee or applicant for employment because of race, religion, national origin,
10 color, age, sex, sexual orientation, gender identity, AIDS, HIV status, handicap or
11 disability. Consultant shall ensure that applicants are employed, and that
12 employees are treated during their employment, without regard to these bases.
13 These actions shall include, but not be limited to, the following: employment,
14 upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or
15 termination; rates of pay or other forms of compensation; and selection for training,
16 including apprenticeship.

17 B. It is the policy of City to encourage the participation of
18 Disadvantaged, Minority and Women-Owned Business Enterprises in City's
19 procurement process, and Consultant agrees to use its best efforts to carry out this
20 policy in its use of subconsultants and contractors to the fullest extent consistent
21 with the efficient performance of this Agreement. Consultant may rely on written
22 representations by subconsultants and contractors regarding their status.
23 Consultant shall report to City in May and in December or, in the case of short-term
24 agreements, prior to invoicing for final payment, the names of all subconsultants
25 and contractors hired by Consultant for this Project and information on whether or
26 not they are a Disadvantaged, Minority or Women-Owned Business Enterprise, as
27 defined in Section 8 of the Small Business Act (15 U.S.C. Sec. 637).

28 21. EQUAL BENEFITS ORDINANCE. Unless otherwise exempted in

1 accordance with the provisions of the Ordinance, this Agreement is subject to the
2 applicable provisions of the Equal Benefits Ordinance (EBO), section 2.73 et seq. of the
3 Long Beach Municipal Code, as amended from time to time.

4 A. During the performance of this Agreement, the Consultant
5 certifies and represents that the Consultant will comply with the EBO. The
6 Consultant agrees to post the following statement in conspicuous places at its place
7 of business available to employees and applicants for employment:

8 “During the performance of a contract with the City of Long Beach, the
9 Consultant will provide equal benefits to employees with spouses and its
10 employees with domestic partners. Additional information about the City of
11 Long Beach’s Equal Benefits Ordinance may be obtained from the City of
12 Long Beach Business Services Division at 562-570-6200.”

13 B. The failure of the Consultant to comply with the EBO will be
14 deemed to be a material breach of the Agreement by the City.

15 C. If the Consultant fails to comply with the EBO, the City may
16 cancel, terminate or suspend the Agreement, in whole or in part, and monies due or
17 to become due under the Agreement may be retained by the City. The City may
18 also pursue any and all other remedies at law or in equity for any breach.

19 D. Failure to comply with the EBO may be used as evidence
20 against the Consultant in actions taken pursuant to the provisions of Long Beach
21 Municipal Code 2.93 et seq., Contractor Responsibility.

22 E. If the City determines that the Consultant has set up or used its
23 contracting entity for the purpose of evading the intent of the EBO, the City may
24 terminate the Agreement on behalf of the City. Violation of this provision may be
25 used as evidence against the Consultant in actions taken pursuant to the provisions
26 of Long Beach Municipal Code Section 2.93 et seq., Contractor Responsibility.

27 22. NOTICES. Any notice or approval required by this Agreement shall
28 be in writing and personally delivered or deposited in the U.S. Postal Service, first class,

1 postage prepaid, addressed to Consultant at the address first stated above, and to City at
2 333 West Ocean Boulevard, Long Beach, California 90802, Attn: City Manager, with a copy
3 to the City Engineer at the same address. Notice of change of address shall be given in
4 the same manner as stated for other notices. Notice shall be deemed given on the date
5 deposited in the mail or on the date personal delivery is made, whichever occurs first.

6 23. COPYRIGHTS AND PATENT RIGHTS.

7 A. Consultant shall place the following copyright protection on all
8 Data: © City of Long Beach, California _____, inserting the appropriate year.

9 B. City reserves the exclusive right to seek and obtain a patent or
10 copyright registration on any Data or other result arising from Consultant's
11 performance of this Agreement. By executing this Agreement, Consultant assigns
12 any ownership interest Consultant may have in the Data to City.

13 C. Consultant warrants that the Data does not violate or infringe
14 any patent, copyright, trade secret or other proprietary right of any other party.
15 Consultant agrees to and shall protect, defend, indemnify and hold City, its officials
16 and employees harmless from any and all claims, demands, damages, loss, liability,
17 causes of action, costs or expenses (including reasonable attorney's fees) whether
18 or not reduced to judgment, arising from any breach or alleged breach of this
19 warranty.

20 24. COVENANT AGAINST CONTINGENT FEES. Consultant warrants
21 that Consultant has not employed or retained any entity or person to solicit or obtain this
22 Agreement and that Consultant has not paid or agreed to pay any entity or person any fee,
23 commission or other monies based on or from the award of this Agreement. If Consultant
24 breaches this warranty, City shall have the right to terminate this Agreement immediately
25 notwithstanding the provisions of Section 10 or, in its discretion, to deduct from payments
26 due under this Agreement or otherwise recover the full amount of the fee, commission or
27 other monies.

28 25. WAIVER. The acceptance of any services or the payment of any

1 money by City shall not operate as a waiver of any provision of this Agreement or of any
2 right to damages or indemnity stated in this Agreement. The waiver of any breach of this
3 Agreement shall not constitute a waiver of any other or subsequent breach of this
4 Agreement.

5 26. CONTINUATION. Termination or expiration of this Agreement shall
6 not affect rights or liabilities of the parties which accrued pursuant to Sections 7, 10, 11,
7 17, 19, 22 and 28 prior to termination or expiration of this Agreement.

8 27. TAX REPORTING. As required by federal and state law, City is
9 obligated to and will report the payment of compensation to Consultant on Form 1099-
10 Misc. Consultant shall be solely responsible for payment of all federal and state taxes
11 resulting from payments under this Agreement. Consultant shall submit Consultant's
12 Employer Identification Number (EIN), or Consultant's Social Security Number if
13 Consultant does not have an EIN, in writing to City's Accounts Payable, Department of
14 Financial Management. Consultant acknowledges and agrees that City has no obligation
15 to pay Consultant until Consultant provides one of these numbers.

16 28. ADVERTISING. Consultant shall not use the name of City, its officials
17 or employees in any advertising or solicitation for business or as a reference, without the
18 prior approval of the City Manager or designee.

19 29. AUDIT. City shall have the right at all reasonable times during the
20 term of this Agreement and for a period of five (5) years after termination or expiration of
21 this Agreement to examine, audit, inspect, review, extract information from and copy all
22 books, records, accounts and other documents of Consultant relating to this Agreement.

23 30. THIRD PARTY BENEFICIARY. This Agreement is not intended or
24 designed to or entered for the purpose of creating any benefit or right for any person or
25 entity of any kind that is not a party to this Agreement.

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IN WITNESS WHEREOF, the parties have caused this document to be duly executed with all formalities required by law as of the date first stated above.

NANCY K. BOHL, INC. dba THE COUNSELING TEAM INTERNATIONAL, a California corporation

_____, 2019

By *Nancy K. Bohl*
Name *Nancy K. Bohl, PhD*
Title *Director/President*

_____, 2019

Tom Modica
Assistant City Manager

By *Tom Modica*
Name *Tom Modica*
Title *CFO*

EXECUTED PURSUANT TO SECTION 301 OF THE CITY CHARTER

"Consultant"

CITY OF LONG BEACH, a municipal corporation

June 5, 2019

By *T.B. Ull*
City Manager

"City"

This Agreement is approved as to form on *June 4*, 2019.

CHARLES PARKIN, City Attorney

By *Harry J. Anderson*
Deputy

OFFICE OF THE CITY ATTORNEY
CHARLES PARKIN, City Attorney
333 West Ocean Boulevard, 11th Floor
Long Beach, CA 90802-4664

EXHIBIT "A"

Scope of Work/Services

Summary of Services

- Professional Short-term confidential counseling for sworn and civilian personnel who work in front line public safety functions and their eligible dependents living within the home
- Professional Short-term confidential counseling for sworn personnel who are transitioning into either service retirement or an industrial disability retirement, if requested on a voluntary basis – limited to six (6) sessions
- Supervisor Referrals – provide consultations with supervisors regarding employees who present challenges in the workplace
- Follow up sessions for employees involved in critical incidents
- An initial orientation for all levels, including management concerning critical incident intervention and support services at no charge. TCTI will provide all literature for management, employees and their eligible dependents, i.e. brochures, flyers, supervisor handbooks, employee wallet cards and posters.
- TCTI will attend one health fair per year

EXHIBIT "B"

Rates or Charges

Monthly Fee

- The above services will be provided at the monthly rate of \$9,750 per month.

Additional services not included in the annual/monthly amount:

- Critical Incident Intervention – provide Stand-by-Status (SBS) 24/7/365 on-call Critical Incident Stress Management Services at the rate of \$200 per hour port to port (these services are billed on a fee for service basis).
- Hostage Negotiation Assistance – provide Stand-by-Status (SBS) 24/7/365 Hostage Negotiation Assistance at the rate of \$200 per hour port to port (these services are billed on a fee for service basis).
- Training – POST credit is provided
- Wide variety of training classes, \$150 per hour + \$50 per hour for travel
- Training Day Rate – day rate training is a flat rate that includes travel: \$1,200 day rate and \$600 half day rate
- 24 participant minimum if hosting a training. Training can be opened to outside agencies
- Three Day Basic Peer Support (POST Plan III) - \$299 per student
- Two-Day Basic Critical Incident Stress Management (CISM) \$199 per student
- Two-Day Advanced Peer Support - \$199 per student
- Peer Support Meeting (Quarterly) - \$150 per hour + \$50 per hour for travel
- Peer Support Candidate Interviews - \$150 per hour + \$50 per hour for travel

EXHIBIT “C”

City’s Representative:

Michelle Hamilton, HR Officer

(562) 570-6371

EXHIBIT "D"

Additional Materials/Information Furnished:

NONE

EXHIBIT “E”

Consultant’s Key Employee:

Nancy K. Bohl

EXHIBIT “F”

Selected Vendor Complete RFP



City of Long Beach
 Purchasing Division
 333 West Ocean Boulevard, 7th Floor
 Long Beach, CA 90802

City of Long Beach
Request for Proposals Number HR18-139
 for
Critical Incident Support and Counseling Services

Release Date:	09/05/2018
Questions Due to the City:	09/12/2018
Posting of the Q & A:	09/24/2018
Due Date:	10/02/2018

City Contact: Sokunthea (Soey) Kol Buyer II 562-570-6123

See Section 4 for instructions on submitting proposals.

Company Name Nancy K Bohl, Inc dba The Counseling Team International Contact Person Nancy K Bohl-Penrod, Ph.D.
 Address PO Box 10427 City San Bernardino State CA Zip 92423
 Telephone (800) 222-9691 x234 Fax (909) 384-0734 Federal Tax ID No. 33-0838064
 E-mail: nbohl@thecounselingteam.com

Prices contained in this proposal are subject to acceptance within 180 calendar days.

I have read, understand, and agree to all terms and conditions herein. Date 9-30-18

Signed *Nancy K Bohl-Penrod Ph.D.*
 Print Name & Title Nancy K BOHL-PENROD PHD DIRECTOR

Rev 2016 0919

Cover Letter (4.11.1)

September 24, 2018

To Whom It May Concern:

The Counseling Team International (TCTI) is pleased to submit this bid in response to the City of Long Beach, Request for Proposal (RFP) for Critical Incident Support and Counseling Services for Long Beach Police Department (LBPB), sworn personnel and civilian personnel who work in front-line public safety functions. TCTI has reviewed and understands all elements of this RFP. These services will offer short-term counseling, employee training, referrals to long-term care options, critical incident support and response.

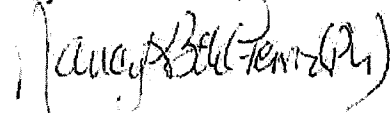
The experience and credentials of TCTI are impeccable and we meet all minimum and desirable qualifications. TCTI has over 33 years of experience providing Critical Incident Support and Counseling Services to law enforcement and fire department agencies. TCTI provides 24/7/365 "Stand by Status" Critical Incident Response. TCTI's Mental Health Professionals (MHPs) are certified by the International Critical Incident Stress Foundation (ICISF) and have two MHPs that are certified instructors for ICISF. For two decades now, the MHPs of TCTI have helped public safety employees cope with the stressors inherent in their careers. Over this time it has been proven that our services are essential for a department to function in a healthy manner, as well as provide for the mental and emotional health of their employees and their families.

Our mental health professionals and support staff operate as a team and are "dedicated to serving those who serve". Our staff strives to be acknowledged as outstanding leaders by their peers. Our clients' well-being is our greatest concern. We constantly strive to remain the best mental health organization in the Employee Assistance field for public safety personnel. We fulfill our mission in an ethically and socially responsible manner and we take great pride in being multidisciplinary.

We sincerely believe that TCTI can best satisfy the needs of the City of Long Beach Police Department and look forward to continuing to work with the City.

If there are any questions regarding this proposal, please contact me at 909-884-0133 or 800-222-9691 or via e-mail at nbohl@thecounselingteam.com.

Stay Safe & Be Well,



Nancy K. Bohl-Penrod, Ph.D.

Director

The Counseling Team International (TCTI)

800-222-9691 x243

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Understanding and Approach (4.11.2)

TCTI understands the City is inviting qualified professionals to provide critical incident intervention and support services for the LBPB. TCTI understands the awarded contractor(s) will be used on an as-needed basis to provide counseling, training, and critical incident support for front-line public safety personnel and their families.

TCTI understands the LBPB employs approximately 848 sworn personnel and 366 civilian personnel who work in front-line public safety functions.

Understanding Basic Services (3.1):

1. TCTI understands TCTI shall provide short-term counseling services to LBPB employees and their eligible immediate family members.
2. TCTI understands counseling, training and critical incident response services shall be provided by certified Mental Health Practitioners who possess the required education, California-certified licenses, and credentials to provide such services. TCTI understands Mental Health Practitioners shall have demonstrated competence and experience in working with other public safety organizations and public safety crisis intervention deployments.
3. TCTI understands that if a Mental Health Practitioner determines that a LBPB employee or eligible family member is deemed to require long-term treatment, the Mental Health Practitioner shall provide referrals to a long-term care solution that may be pursued by the participating employee or family member.
4. TCTI understands TCTI shall provide counseling services and scheduling options in a manner flexible and convenient to accommodate LBPB personnel who work traditional and non-traditional work hours. TCTI understands TCTI shall provide counseling and support on-call services 24 hours a day, 7 days a week, 365 days a year.
5. TCTI understands TCTI shall provide supplemental trainings that assist front-line public safety personnel and their families in the areas of critical incidents (i.e., natural disasters, school shootings, line of duty deaths, suicide prevention, work/life balance. And healthy relationships, etc.)
6. TCTI understands TCTI shall provide counseling and support services in the event of critical incidents and other high stress events that emerge without any pre-planning or advanced notice. TCTI understands the assigned Mental Health Practitioner (s) must respond to LBPB designated location within 3-hours of receiving a request from LBPB. TCTI understands in-person counseling services shall be provided to LBPB employees impacted by the incident and requesting services.
7. TCTI understands TCTI shall demonstrate the ability to maintain the strictest levels of confidentiality for all participating employees and eligible family members. TCTI understands records must be kept in accordance with California State laws, Federal regulations, and any other code of ethics or guidelines pertinent to the Mental Health Profession.
8. TCTI understands TCTI must be an International Critical Incident Stress Foundation (ICISF) Certified Trainer for Peer Support, Crisis Intervention and any other courses pertaining to managing critical incidents. TCTI understands TCTI must be able to provide hostage/crisis negotiation support and that TCTI's MHPs hold certificates from Hostage/Crisis Negotiation Training. TCTI understands Peer Support Training must be California STC and POST certified.

9. TCTI understands TCTI must demonstrates the ability to provide clear and concise employee communications and/or templates (i.e. print, electronic) that can be used to promote the availability of the services provided in the contract.

Understanding Records (3.2):

1. TCTI understands invoices shall be submitted monthly via email to HR-AcctsPay@longbeach.gov, no later than 30 days after the end of each month.
2. TCTI understands summative monthly metrics shall be delivered to HR's point of contact and will be forwarded to LBPB. TCTI understands monthly metrics shall include anonymous information related to usage of services. TCTI understands monthly metrics shall include the number of LBPB employees and number of family members who participate in counseling services, the number of counseling sessions provided per individual, number of referrals, the number of group counseling sessions and number of trainings provided.

TCTI's General Approach

Counseling Services:

1. TCTI will provide short-term face-to-face counseling to the LBPB personnel and their families, who are experiencing problems, which affect job performance and overall well-being. These problems include, but are not limited to: family and relationship conflicts, alcohol and/or substance abuse, co-dependency, stress, behavioral, or emotional problems, child and elder care, addictive behaviors, anger issues, anxiety/panic attacks, bereavement, career concerns, co-workers issues, critical incidents, depression, disability, disciplinary issues, domestic violence, medical problems, parents, suicidal ideations, supervisor or subordinate problems. TCTI's support staff works closely with the MHPs and is knowledgeable of their background, training and areas of preference. TCTI's support staff will ask the client to give a brief description of their issue, and any preferences they may have regarding the type of MHP with whom they are assigned. They will be scheduled an appointment with a MHP that works best with their issue, preferences, location and schedule.
2. To make an appointment for counseling, an employee or eligible family member will telephone our main headquarters office at (800) 222-9691 between the hours of 7:30am and 4:30pm Monday through Friday. All new clients are offered an available appointment within 5-days. Our MHPs have a variety of appointment times. TCTI's services will be delivered in a timely manner.
3. TCTI will conduct educational seminars and briefings concerning services provided by our program, which will promote the services provided to LBPB personnel and their families.
4. TCTI will provide training to supervisors regarding our counseling program availability and procedures. They will receive training sessions on how the program works, and how he or she can relate to the program and support it. It is important to build the relationship between supervisors so they can work together as part of a cooperative team. Training them together supports this teamwork.
5. TCTI will provide publicity for the program, which will include printing and distribution of brochures and marketing information for employees. This is a great way to provide awareness among the employees and their eligible dependents.
6. TCTI's records are kept secure in accordance with our professional code of ethics, Federal Regulations and state laws. All records are located in our "Headquarters Office" locked in filing

cabinets. We also have a top of the line security alarm system installed, which protects our records. TCTI is HIPPA compliant.

Training Services:

1. TCTI is able to provide a wide variety of training classes. This educational approach can serve as a proactive measure, as well as a follow-up tool. Classes can be tailored to fit the Long Beach Police Departments specific needs and can range from 2 to 8 hours.
2. TCTI will provide Basic Peer Support training (3-days) that brings together peer supporters that have been selected by their department, from all ranks and positions within the workplace. Throughout the training, peer supporters will acquire supportive skills designed to help them assist co-workers who are experiencing a variety of life crisis situations. Peer support provides a way for employees and their family members to confidentially talk about personal/professional problems with specially trained co-workers who understand and want to help.
3. The Basic CISM (2-day) training program is designed to present the core elements of a comprehensive, systematic and multi-component crisis intervention curriculum. The course prepares participants to understand a wide range of crisis intervention services including pre and post incident crisis education, significant other support services, on-scene support services, crisis intervention for individuals, Rest Information Transition Services (RITS), after large-scale traumatic incidents, small group defusings and the group intervention known as Critical Incident Stress Debriefing (CISD). The Considerable evidence gathered to date strongly supports the multi-component crisis intervention strategy, which is discussed in this course
4. TCTI's Instructors are certified to teach for the International Critical Incident Stress Foundation (ICISF), Police Officer Standards of Training (POST), and Standards and Training for Corrections (STC). Our trainers are very flexible and will be delighted to work with the LBPD staff to develop and update the curriculum.
5. TCTI has two training coordinators available between the hours of 7:30 am and 4:30 pm Monday through Friday. To schedule a training, call TCTI's training coordinator at 800-222-9691. TCTI's training coordinator will ask a few questions to assure we meet all the needs for the requested training.

Critical Incident Support:

1. TCTI provides three (3) MHPs on-call for emergency on-call response 24/7/365 "Stand By Status" (SBS) to respond to events requested by LBPD. TCTI also has twenty-two (22) additional MHPs available to be on stand-by for major incidents. TCTI's MHPs are certified by the International Critical Incident Stress Foundation (ICISF).
2. TCTI conducts a follow up with officers following a shooting within five (5) days and/or prior to returning to work. Face-to-face contact with the officer(s) four (4) weeks, six (6) months and one (1) year following the shooting is encouraged. However, with permission from the officer a phone call at four (4) weeks, six (6) months and one (1) year following the shooting will be conducted should the officer refuse face-to-face follow-ups. These are conducted to assess the officers progress following the shooting. Family members will be included in the initial follow up session should the MHP, officer or their family members agree that this would be effective in helping them understand the issues that may arise as a result of such an incident. Follow up counseling and treatment will be appropriately recommended following all other critical incidents.

- TCTI's staff can be reached by calling 1-800-222-9691. During business hours, calls will be answered by a member of our clerical staff who has been trained in crisis intervention. The clerical staff will assure that a qualified MHP will respond to the department, as requested. All after-hour calls will be automatically transferred to TCTI's answering service. Calls are answered immediately. The caller will be assured that a MHP will return the call within 15 minutes, and will render the services that are requested by the department. Those services may be one of the following i.e., one-on-one, defusings, debriefings, Rest Information Transition Services (RITS), Crisis Management Briefings (CMB), Psychological First Aid or phone consultation.

Hostage/Barricade Negotiation Incident Support:

TCTI has nine (9) Hostage Negotiators presently on staff to consult with, regarding psychological profiles of suspects, effects of medications on suspect behavior, negotiation techniques, and the probable impact of certain techniques with the suspect(s). TCTI's MHPs are available to provide consultations over the phone or to respond to the field.

TCTI is available for immediate response 24/7/365 "Stand By Status (SBS). TCTI MHPs have training from one of the following i.e., California Association of Hostage Negotiators, San Jose State University or the Federal Bureau of Investigation.

Staffing (Identifies On-Call Project Manager's):

The Counseling Team International			
Headquarters Office: 1881 Business Center Drive, Suites 11 & 12 San Bernardino, CA 92408 (800) 222-9691 24/7/365 "Stand By Status" (SBS)			
Satellite Offices in the Cities of: Brea, Camarillo, Carlsbad, Claremont, Corona, El Cajon, Huntington Beach , Irvine, La Jolla, Los Angeles, Murrieta, Newhall, Newport Beach , Palm Desert, Palm Springs, Rancho Cucamonga, Rancho Santa Margarita, Riverside, San Diego, Upland, Valencia , Victorville, Yorba Linda			
On-Call Project Manager's	Key Staff	Support Staff	Additional MHP's
Nancy K Bohl-Penrod, Ph.D. Director	Tiffany Atalla, M.A.	Dee Campanaro, Scheduling Secretary II	Alejandrina Burrell, M.S.
Kathleen Wellbrock, Ph.D., Assistant Director	Kendra Devor, Psy.D.	Savannah Citron, Scheduling Secretary	Andy Clack, M.A.
	Shonna Hill, Psy.D.	Brenda Hulsey, Executive Assistant	Sara DeLeon, Psy.D.
Julie Koot, CFO/Office Manager	Deana Kahl, M.S.	Rocelia Jimenez, Training Assistant	James Donckels, M.S.
	Julie Rathbun, Ph.D.	Jeneane Mohsin, Training Coordinator	Tammy McCoy, Psy.D.
	Gina Sickels, M.A.	Rachel Nemeth, Receptionist	Alana Negroni, M.S.
	Deborah Silveria, Ph.D.	Melinda Pasley, Administrative Assistant	Jeff Oostyen, Psy.D.
		Shirley Sharkey, Training Assistant	Angelika Robinson, Psy.D.
		Maria Velasco, Testing Coordinator	Vanessa Rodriguez, Psy.D.
		Kellie West, Back Office Assistant	Angela Ronan, Ph.D.
		Ed Sherman, Psy.D.	
		Phyllis Stroud, M.A.	
		Wisconsin Sturm, M.A.	
		Christine Sumpster, M.A.	
		Michael Uthoff, Psy.D.	
		Christa Wallis, M.A.	
		Sarah Wilkinson, Psy.D.	

Project Manager's Experience:

Nancy Bohl-Penrod, Ph.D. (Director) is a Psychotherapist and trainer, who holds a Ph.D. in Clinical Psychology and a Masters Degree in Counseling/Education. She is the Director of The Counseling Team International (TCTI), which is also, The Southern California Critical Incident Stress Management Team. She is a member of the American Association of Suicidology (AAS) and 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 has been a 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 to 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. She is known for her 5-day Basic Peer Support and Critical Incident Stress Management training that The Counseling Team International has taught to over 12,000 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.

Some of the major incidents Dr. Bohl-Penrod 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 Beach 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 the Inland Regional Center, Las Vegas 91 Harvest Shooting, California Tubbs and Thomas wildfires and most recently the Santa Barbara County mudslides. She developed eight (8) MHPs to assist with the Hurricane Florence.

One of her greatest achievements was receiving the "Exceptional Service in the Public Interest" a certificate of appreciation from the Director of the Federal Bureau of Investigations.

Julie Casto Koot (Chief Financial Officer/Business Manager) began her employment at TCTI in 1990, where her duties were assisting the pre-hire psychological testing department as well as other various duties. From 1992 until 2000, she held the position of Psychological Testing Coordinator where she set up department profiles for executive evaluations. Because of Julie's financial planning aptitude, she was moved to a more administrative position in 2004 where she assists the Director with business decisions and supervises the administrative staff. Julie handles all of the accounting/financial and contract details for The Counseling Team International. She has been trained and is certified in Verbal Judo and Peer Support. She also received training from the International Critical Incident Stress Foundation (ICISF) in Stress, Trauma and Coping in Emergency Service Professions. She was instrumental in the coordination of disasters such as the Northridge Earthquakes, Hurricane Andrew,

Columbine School Shooting, the Waco ATF incident, the Oklahoma City Bombing, The IRC Terrorist Attack and the Route 91 Harvest Shooting in Las Vegas. She also ran The Counseling Team Intentional command post for the Big Bear Man Hunt Death of Detective Mackay and Officer Crain. Julie is also the co-coordinator for the annual Public Safety Peer Support Association (PSPSA) conference.

Staffing Resources and Qualifications (4.11.3)

In 1985, The Counseling Team International (TCTI) began providing employee support services to law enforcement, fire, emergency services and governmental agencies in the State of California, as well as nationwide. The Founder and Director Nancy K. Bohl-Perrod, Ph.D. began contracting with the San Bernardino County Sheriff's Department to provide **Stand by Status (SBS) 24/7/365** Critical Incident Stress Management services (CISM) to Sheriff's personnel involved in shootings. This immediate intervention decreased Worker's Compensation claims to such a degree that TCTI was encouraged and asked to expand their services to counseling San Bernardino County Sheriff's Department personnel and their family members for personal problems along with offering many training classes.

In 1986, **Training** became very important to The Counseling Team International's (TCTI's) success. Training reaches out to many people who otherwise would not have any contact with the mental health field. TCTI created their training division which develops classes to meet the needs of all they serve. TCTI's Staff are Adjunct Professors for many colleges and universities in Southern California. They have been guest speakers for the Federal Bureau of Investigation (FBI), Bureau of Indian Affairs (BIA), California Highway Patrol (CHP), the Federal Law Enforcement Training Center (FLETC), and the Federal Air Marshal Service (FAMS) as well as many police and fire academies. TCTI's Instructors are certified to teach for the **International Critical Incident Stress Foundation (ICISF)**, Law Enforcement Wellness Association (LEWA), **Police Officer Standards of Training (POST)**, **Standards and Training for Corrections (STC)**, Board of Registered Nursing (BRN), Continuing Education Units (CEU), ICEMA for Emergency Medical Technicians (EMT), paramedics and the QPR Institute.

In 1987, TCTI's **Employee Support Services Program** was created to help the employees of companies and/or departments and their eligible dependents in solving personal and emotional problems. The employees and their eligible dependents can call directly for help without going through a supervisor. TCTI's counseling has helped in areas such as stress, depression, marriage and family/relationships, substance abuse, weight control, financial difficulties, suicide ideation and career concerns. The Counseling Team International's Employee Support Program quickly expanded and was offered to many other police and fire departments throughout Southern California.

In addition, in 1987, **The Pre-employment Psychological Testing Division** was formed by Dr. Larry Davis who was the Director until his retirement. After his retirement in 2005, Dr. Kathleen Wellbrock became the Clinical/Assistant Director. Due to high demand TCTI increased their team of clinical psychologists to help with this division. TCTI's Clinical Psychologists conducting the oral interviews are in compliance with the California Government Code 1031 (f)(2)(B), which obligates TCTI's Clinical Psychologists to meet applicable education and training procedures set forth by the California Peace Officer Standards and Training (POST). TCTI Clinical Psychologists build a personal relationship with the departments and provides the contracts with easy access and good communication.

In 1988, **Peer Support Programs** for law enforcement, fire and other organizations were developed by TCTI. It is one of the most important training programs that TCTI has conducted all over the nation and in Canada. TCTI has trained over 12,000 peer supporters in the EMS Field including California Highway Patrol (CHP), Kansas Highway Patrol (KHP), Washington State Patrol (WSP), Canadian Royal Mounted Police (RCMP), Kaiser Hospitals, Cal Fire, The Federal Bureau of Investigation (FBI), Drug Enforcement Agency (DEA), United States Border Patrol (USBP), Federal Air Marshal Service (FAMS), United States Marshal Service (USMS), Bureau of Indian Affairs (BIA), United States Postal Inspectors (USPI) United States Department of Agriculture (USDA)/Office of Inspector General (OIG) and various local law enforcement and fire agencies throughout Southern California.

In 1989, the **Crisis Negotiation Team (CNT)** for TCTI was formed. Dr. Bohl-Penrod was asked to attend the Federal Bureau of Investigation's (FBI's) Basic and Advanced "Hostage Negotiation" (CNT) training in Quantico, Virginia. Since that time, TCTI has recognized the importance of consulting to law enforcement Crisis Negotiation Teams (CNT). The majority of TCTI's MHPs have attended both Basic and Advanced Crisis Negotiation Training (CNT).

TCTI employs a professional support staff to assist the Director and a team of dedicated MHPs and Associates throughout the nation. They are licensed MHPs from many disciplines who have responded to major disasters and critical incidents such as:

- 1992 Hurricane Andrew in Florida
- 1992 Los Angeles Riots
- 1993 ATF Incident in Waco, Texas
- 1995 Oklahoma Bombing in Oklahoma City
- 1996 Unabomber case in Sacramento
- 1996 TWA Flight 800 Airline accident in New York
- 1998 School Shooting at Thurston High School in Springfield, Oregon
- 1999 Tornado in Oklahoma City
- 1999 School Shooting at Columbine High School in Littleton, Colorado
- 2000 Terrorist Attack on the World Trade Center in New York
- 2000 Terrorist Attack on The Pentagon in Virginia
- 2001 School Shooting at Santana High School in Santee, California
- 2002 Typhoon in Guam
- 2002 Kidnapping of Elizabeth Smart
- 2003 Old Firestorm in San Bernardino, California
- 2005 Hurricane Katrina in Louisiana
- 2005 School Shooting at Red Lake High School in Minnesota
- 2006 Ski Patrol Deaths at Mammoth Ski Lake
- 2006 Esperanza Fire – 5 deaths of US Forest Service Personnel Riverside County, California
- 2007 San Diego Firestorms
- 2008 Avalanche in Wrightwood, California
- 2011 Edison Workplace Violence Shooting
- 2011 Seal Beach Beauty Salon Shooting
- 2012 Big Bear Manhunt Death of Detective Mackay and Officer Crain

- 2013 Los Angeles International Airport TSA shooting/death and injuries to TSA officers Alaska/US Airline accident
- 2015 San Bernardino Inland Regional Center Terrorist Attack
- 2015 US Forest Helicopter Crash in Mississippi
- 2017 School Shooting at Cajon High School in San Bernardino, California
- 2017 Las Vegas Route 91 Harvest Festival Shooting
- 2017 Tubbs Fire in Napa, California
- 2017 Thomas Wildfires in California
- 2018 Santa Barbara County Mudslides
- 2018 Yountville Pathway Veteran Home Shooting
- 2018 Ferguson Fire
- 2018 Hurricane Florence

TCTI employs twelve (12) professional support staff to assist the Director and a team of twenty-five (25) local MHPs as well as over two hundred (200) associates throughout the nation. They are MHPs from many disciplines who currently provide services to front-line public safety personnel and their families.

By reading TCTI's background/history you will notice that TCTI has been providing the requested services in this RFP for the past thirty-three (33) years, which makes TCTI highly qualified to provide the services described in this RFP.

Responsible for working with the City:

Nancy K. Bohl-Penrod, Ph.D., Director and Kathleen Wellbrock, Assistant Director will be the main contact for the LBPd. Dr's. Bohl-Penrod and Wellbrock can be reached by calling (800) 222-9691. If TCTI is chosen as a finalist, TCTI understands that Dr's. Bohl-Penrod and Wellbrock must attend the interview in person.

Key Staff:

(See Attachment A for Resumes):

Our MHPs have a variety of appointment times Monday - Saturday. TCTI's services will be delivered in a timely manner, but no later than five (5) days from the request.

Tiffany Atalla, M.A. (MFT47788).

Kendra Devor, Psy.D. (PSY28397).

Shonna Hill, Psy.D (PSB94023090)

Deana Kahl, M.S. (LMFT 99258)

Julie Rathbun, Ph.D. (PSY 21135).

Gina Sickels (LMFT36485).

Deborah Silveria, Ph.D. (PSY 14637)

References:

TCTI has provided five (5) references. These references can be used for all members of the Key Staff as well as any services provided by TCTI.

Client Name	Project Description	Project dates	Project Manager
Anaheim Police Department	Counseling, critical incident stress debriefing, training, trauma support (peer support), hostage/barricade negotiation, Pre-employment Psychological Examinations	2015 to Present	Lt. Lorenzo Glenn 714-765-1900 lglenn@anaheim.net
Irvine Police Department	Critical incident stress debriefing, training, trauma support (peer support) training, hostage/barricade negotiations	2012 to Present	Sgt. Noelle Smiley 949-724-7165 nsmiley@ci.irvine.ca.us
Riverside Police Department	Counseling, critical incident stress debriefing, training, trauma support (peer support), hostage/barricade negotiation, Pre-employment Psychological Examinations	2017 to Present	Sergio Diaz, Chief 951-826-5940 rpdchiefonline@riverside.gov
San Bernardino County Sheriff's Department	Counseling, critical incident stress debriefing, training, trauma support (peer support), hostage/barricade negotiation, Pre-employment Psychological Examinations	1985 to Present	John McMahon, Sheriff-Coroner 909-384-3760 jcmahon@sbcasd.org
San Diego County Sheriff's Department	Counseling, critical incident stress debriefing, training, trauma support (peer support), hostage/barricade negotiation, Pre-employment Psychological Examinations	1988 to Present	William Gore, Sheriff 858-974-2222 William.gore@sdsheriff.org

Attachment A (Resumes)

CURRICULUM VITAE

TIFFANY M. ATALLA

THE COUNSELING TEAM INTERNATIONAL (TCTI)
1881 Business Center Drive, Ste. 11
San Bernardino, Ca 92408
800- 222-9691 24-Hr.

PROFESSIONAL LICENSE: License Number MFC 47788

EDUCATIONAL BACKGROUND

2006 M.A. – Marriage and Family Therapy, University of San Diego, San Diego, CA
2004 B.S.- Psychology, University of San Diego, San Diego, CA

PROFESSIONAL EXPERIENCE

2014 to Present California State University, Fullerton, Fullerton, CA
Adjunct faculty
Teach Crisis Intervention for paraprofessionals

2012 to Present The Counseling Team International, San Bernardino, CA
Licensed Marriage and Family Therapist
Responsibilities include short-term individual, couples, and family therapy, serving city, county, and state employees and their families; 24-hour crisis intervention; critical incident stress debriefings with appropriate follow-up counseling.

2009 to 2011 Psychiatric Emergency Response Team, San Diego, CA and Orange County, CA
PERT Clinician – Assist with all calls involving persons having mental health crises. Trains law enforcement on issues related to mental health. Conducts psychiatric assessments of clients to determine the appropriate level of service. 5150's per PERT and County policies and procedures.

2012 to 2012 Sun Healthcare-Harbor View Adolescent Center, San Bernardino, CA
Clinical Director – Clinical supervision of all Primary Therapists and Rehabilitation Counselors. Assistant Administrator-design and implementation of WRAP services, Special Treatment Programs and quality of care for locked level 14 Behavioral Psychiatric IMD/SNF. Liaison between HVAC and LA County Department Children Family Services, DPO, DMH, and DPH. Certified Professional Assault Crisis Training Instructor (Pro-ACT).

2009 to Present Best Solutions Therapy, Brea, CA
Private Practice – Co Founder of a private practice group. Utilizes empirically based approaches. Established "Walk Talk Therapy and Wellness Program." Conducts Equine Assisted Psychotherapy treatment for trauma, eating disorders and addiction.

2008 to 2009 Community Services for Families (CSF), San Diego, CA
Team Leader – Managed The Community Services for Families Case Management Program for CPS/CWS. Case planning and implementation of support services for over 120 cases at a time. Crisis counseling and high risk home visits. Supervised comprehensive assessment and creation of

service/discharge plans for clients. Developed statistical progress reports monthly. Integrated a multidisciplinary team.

- 2006 to 2008 Harmonium Incorporated, San Diego, CA
East County Community Counselor – Counseling, case management, assessment, crisis intervention, and teacher faculty consultation for Murdock Elementary, Hillsdale Middle and Chaparral Alternative Education High School. Worked with County Office of Education regarding Tackling Alcohol Together and Project Peace Grants. Tobacco Use Prevention Grant; education 8 hours per week a High School District. Co-Supervised masters level social work interns for Harmonium East County. Participated in juvenile truancy hearings, probation and IEP meetings.
- 2007 to 2008 CSF Harmonium Case Management, El Cajon, CA
Agency Supervisor – Weekly group supervision and individual assistance for case managers. Conducted employee performance reviews and training assessments. Trained newly hired case manager: "In Home Case Manager Safety Training," and "Creating Rapport and Establishing Appropriate Boundaries." Managed community services for family case.
- 2005 to 2006 Monte Vista High School, El Cajon, CA
Trainee – Teen therapist and crisis counselor
- 2005 to 2006 Harmonium Inc. Marriage and Family Therapist, San Diego, CA
Trainee – Couple, relational and family therapy. Facilitated parenting education groups and updated curriculum with current research. Taught Anger Management groups for youth in the law enforcement juvenile diversion program.

PRESENTATIONS

"Team Building and Growth Utilizing Equine Assisted Psychotherapy."
Harmony Grove Treatment Centers

"The ABC Model of Crisis Intervention with Dr. Kristi Kanel"
Therapist featured in the video

CONFERENCES & CERTIFICATIONS

- 2013 Eye Movement Desensitization Reprocessing, Level I
Dr. Roger Solomon, San Bernardino, California
- 2012 Basic Critical Incident Stress Management
International Critical Incident Stress Foundation (I.C.I.S.F.), San Bernardino, California
- 2006 Equine Assisted Psychotherapy, Level I
Equine Assisted Growth and Learning Association, Placerville, California.
USD Leader for Community Service Learning, Psychology Club, Kappa Kappa Gamma Risk Management, Collegiate Cross Country Runner, National Collegiate Scholars, Management of Assaultive Behavior MOAB certified, Suicide Risk Assessment, Professional Assault Crisis Training PROACT Instructor.

CURRICULUM VITAE

KENDRA DEVOR, Psy.D.

THE COUNSELING TEAM INTERNATIONAL (TCTI)
1881 Business Center Drive, Ste. 11
San Bernardino, Ca 92408
800-222-9691 24-Hr.

PROFESSIONAL LICENSE: PSY 28397

EDUCATIONAL BACKGROUND

- 2014 Psy.D. – Clinical Psychology, The Chicago School of Professional Psychology, Irvine, CA
- 2011 M.A. – Counseling Psychology, Argosy University, Orange, CA
- 2006 B.A.- Economics, San Diego State University, San Diego, CA

PROFESSIONAL EXPERIENCE

- 2016 to Present Private Practice Clinician, Rancho Santa Margarita, CA
Provide individual, couple and family therapy
- 2015 to Present The Counseling Team International, San Bernardino, CA
Licensed Clinical Psychologist
Responsibilities include short-term individual, couples, and family therapy, serving city, county, and state employees and their families; 24 hour crisis intervention; critical incident stress debriefings with appropriate follow-up counseling.
- 2012 to 2016 Santa Margarita Solutions Center, Rancho Santa Margarita, CA
Clinical Psych Intern
Provide individual and group therapy for children, adults, couples, families and United States Veterans.
- 2010 to 2011 The Center OC, Santa Ana, CA
Practicum Student
Developed and managed 20 person client load providing counseling on issues including trauma, addictions, mood disorders and domestic violence.

MAJOR CRITICAL INCIDENT EXPERIENCES

- 2017 Las Vegas Mass Shooting
Provided psychological care for victims/first responders attending the event. In addition, provided assistance to local fire and police agencies that were directly impacted.
- 2017 Whittier Police Department, Whittier, California
Provided on scene and follow up psychological care to first responders, victims, and their families
- 2016 Palm Springs Police Department, Palm Springs, California

Provided on scene and follow up psychological care to first responders, victims, and their families

2015 San Bernardino Terrorist Attack, San Bernardino, California
Provided on scene and follow up psychological care to first responders and victims

2015 Chino Active Shooter, Chino, California
Provided day of and follow up psychological care to first responders

TEACHING EXPERIENCE

2018 OIS Workshop
Riverside County Sheriff's Department, Lake Arrowhead, CA

2018 Basic Peer Support
Coronado Police Department, Coronado, CA

2017 Officer Involved Shooting Workshop
Riverside County Sheriff's Department, Lake Arrowhead, Ca

2016 S.O.S. – Significant Other Survival
Palm Springs Police Department, Palm Springs, California

2016 Officer Involved Shooting Seminar
Riverside County Sheriff's Department, Lake Arrowhead, California

CERTIFICATIONS

2016 Eye Movement Desensitization Reprocessing, Level II
EMDR Institute, Inc., San Bernardino, CA

2015 Eye Movement Desensitization Reprocessing, Level I
EMDR Institute, Inc., San Bernardino, CA

2015 International Critical Incident Stress Foundation (I.C.I.S.F.), San Bernardino, CA
Basic Peer Support Training

2014 Star Behavioral Health Working with Military and Military Families. Tier one and two

PUBLICATIONS

2015 DEVOR, K., WILSON, G., (2015) How Dangerous Is it That This Man Goes Loose! The Forensic Examiner, July 2015

CURRICULUM VITAE

SHONNA HILL

THE COUNSELING TEAM INTERNATIONAL (TCTI)
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800-222-9691 24-Hr.

PROFESSIONAL LICENSE: PSB 94023090

EDUCATIONAL BACKGROUND

- 2016 Psy.D. – Forensic Psychology, The Chicago School of Professional Psychology, Los Angeles, CA
- 2014 M.S. – Forensic Psychology, The Chicago School of Professional Psychology, Los Angeles, CA
- 2006 B.S. - Occupational Studies, California State University, Long Beach, CA
- 1995 A.S. – Fire Technology, Mt. San Antonio College, Walnut, CA

PROFESSIONALEXPERIENCE

- 2015 to Present The Counseling Team International, San Bernardino, CA
Responsibilities include short-term individual, couples, and family therapy, serving city, county, and state employees and their families; 24 hour crisis intervention; critical incident stress debriefings with appropriate follow-up counseling; crisis coordination including needs assessment and management consultation.
- 2005 to 2010 Los Angeles County District Attorney's Office
Senior Investigator
Conducted complex, original jurisdiction investigations in the areas of organized crimes, major crimes, major fraud, consumer fraud, welfare fraud, automobile fraud, terrorism and political corruption. Conducted interviews, search warrant affidavits, interfaced with US attorneys and DDAs, provided expert testimony and served arrest warrants.
- 1996 to 2005 Arcadia Police Department, Arcadia, CA
Police Officer/Field Training Officer
Patrolled a designated are of the city to preserve law and order and responded to general public service calls and complaints. Investigated crimes and provided continual training and supervision to new Police Officers.

TEACHING EXPERIENCES

- 2018 Wellness in the Workplace and at Leisure
CSU Fullerton, Fullerton, CA

- 2018 Suicide Prevention
San Bernardino Sheriff's Department, San Bernardino, CA
- 2018 Lethal Force Encounters
San Bernardino Sheriff's Department, San Bernardino, CA
- 2017 Basic Peer Support
San Diego Sheriff's Department, San Diego, CA
- 2017 Basic Peer Support
Orange County Fire Authority, Irvine, CA
- 2016 Emotion Reintegration
Cypress College Veterans Center, Cypress, CA

MAJOR CRITICAL INCIDENT EXPERIENCES

- 2017 Las Vegas Mass Shooting
Provided psychological care for over 140 victims/first responders attending the event. In addition, provided assistance and/or critical incident debriefs to 10 local fire and police agencies that were directly impacted.
- 2015 San Bernardino Terrorist Attack, San Bernardino, California
Provided on scene and follow up psychological care to first responders and victims

CERTIFICATIONS

- 2017 POST Academy Instructor Certification Course (A.I.C.C), San Bernardino, CA
Peace Officer Standards of Training (POST)
- 2015 Eye Movement Desensitization Reprocessing, Level I
EMDR Institute, Inc., San Bernardino, CA
- 2015 Basic Peer Support Training
International Critical Incident Stress Foundation (I.C.I.S.F.), San Bernardino, CA
- 2013 Mindfulness for Working with Anxiety and Depression
Long Angeles County Psychological Association
- 2009 State and Local Law Enforcement Training Symposium
U.S. Department of Homeland Security

CURRICULUM VITAE

DEANA KAHLE

THE COUNSELING TEAM INTERNATIONAL
1881 Business Center Drive, Suite 11
San Bernardino, California 92408
(800) 222-9691 24-Hr

PROFESSIONAL LICENSE: LMFT 99258

EDUCATIONAL BACKGROUND

2009 M.S. – Counseling Psychology, California Baptist University, Riverside, California

1994 B.A. – Human Services, California State University, San Bernardino, California

PROFESSIONAL EXPERIENCE

2011 to Present The Counseling Team International (TCTI), San Bernardino, California
Provide marriage, family, and child counseling to governmental agencies, city personnel and their families. Instructor for Sheriffs Academy and various in-services provided to Police departments.
Director of Peer Support Program.

2007 to 2009 MOPS, The Grove Community Church, Riverside, California
Leadership/Weekly topic speaker
Weekly inspirational message and leadership to over 100 members

MAJOR CRITICAL INCIDENT EXPERIENCES

2017 Las Vegas Mass Shooting
Provided psychological care for over 140 victims/first responders attending the event. In addition, provided assistance and/or critical incident debriefs to 10 local fire and police agencies that were directly impacted.

2017 La Jolla Garden Communities Shooting
Provided on scene and follow up psychological care to employees and residents

2017 Los Alamitos Police Department
Multiple Agencies critical incident debrief

2013 TSA Shooting - Death and injuries to TSA officers
Los Angeles International Airport (LAX)

2013 Manhunt on Big Bear Mountain, the murder of Detective MacKay and Officer Crain
Multiple Agencies throughout Southern California

2013 Tour Bus Crash on Highway 38
San Bernardino County Fire Department

TEACHING EXPERIENCES

2018 Advanced Peer Support
Chino Police Department, Chino, CA

2018 Basic Peer Support
Santa Maria Police Department, Santa Maria, CA

2017 Basic Peer Support
Santa Ana Police Department, Santa Ana, California

2017 Basic Peer Support
CalFire, Riverside, California

2016 to Suicide Prevention and Intervention
Present San Bernardino Co. Sheriff's Department, San Bernardino, California

2013 Advance Peer Support
Federal Air Marshal Service (FAMS), Boston, Massachusetts

2012 to Basic Peer Support Training
Present The Counseling Team International (TCTI), Southern California

2012 to 16 PF & Suicide Prevention & Intervention (QPR)
Present Federal Air Marshal Service (FAMS), Nationwide

CERTIFICATIONS

2013 Eye Movement Desensitization Reprocessing, Level I
EMDR Institute, Inc., San Bernardino, California

2011 2-Day Basic Critical Incident Stress Management
International Critical Incident Stress Foundation (I.C.I.S.F.), San Bernardino, California

2011 Basic Peer Support Training
International Critical Incident Stress Foundation (I.C.I.S.F.), San Bernardino, California

2012 POST Academy Instructor Certification Course (A.I.C.C), Ontario, California
Peace Officer Standards of Training (POST)

CURRICULUM VITAE

JULIE A. RATHBUN, Ph.D.

THE COUNSELING TEAM INTERNATIONAL (TCTI)
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800- 222-9691 24-Hr.

PROFESSIONAL LICENSE: Psychologist License Number PSY21135

EDUCATIONAL BACKGROUND

- 1994 Ph.D. - Clinical Psychology, Graduate School of Psychology,
Fuller Theological Seminary, (APA-Approved), Pasadena, CA
- 1990 M.A. - Theology, Fuller Theological Seminary, Pasadena, CA
- 1987 M.A. - Psychology, Graduate School of Psychology,
Fuller Theological Seminary, Pasadena, CA
- 1985 B.S.- Psychology, The Pennsylvania State University, University Park, PA

PROFESSIONALEXPERIENCE

- 1995 to Present The Counseling Team International, San Bernardino, CA
Licensed Psychologist, Manager of CISM Team
Responsibilities include short-term individual, couples, and family therapy, serving city, county, and state employees and their families; 24 hour crisis intervention; critical incident stress debriefings with appropriate follow-up counseling; crisis coordination including needs assessment and management consultation. Management of the CISM team. Specializing in treatment of trauma, stress, grief and bereavement, relationships, and repercussions of workplace violence.

Major Critical Incident Experience:

Law Enforcement: Incidents include: officer involved shootings, line of duty deaths, in custody deaths, and suicides. Divisions served include patrol, communications, detectives, SWAT, corrections, honor guard and crime scene investigations.

Fire and Ambulance: Incidents include: suicides, family murders, child deaths, multiple fatality accidents, line of duty deaths and injuries, traffic collisions, and failed rescues.

Workplace: Incidents include: industrial accidents, workplace violence, takeover bank robberies, unexpected co-worker deaths, and hospital shootings.

MAJOR CRITICAL INCIDENT EXPERIENCES

- 2017 Las Vegas Mass Shooting
Provided psychological care for victims/first responders attending the event. In addition, provided assistance local fire and police agencies that were directly impacted.
- 2017 San Bernardino School Shooting, San Bernardino, California

Provided on scene and follow up psychological care to first responders and victims

- 2015 San Bernardino Terrorist Attack, San Bernardino, California
Provided on scene and follow up psychological care to first responders and victims
- 2013 Manhunt on Big Bear Mountain, the Murders of Detective MacKay and Officer Crain
Multiple Agencies throughout Southern California
- 2001 San Diego Sheriff's Department, Santee, California
Santee High School Shooting, Critical Incident Debriefing
- 1999 Alaska Airlines Air Disaster, Los Angeles, California
Critical Incident Debriefings for first Responders
- 1999 Columbine School Shooting, Littleton, Colorado
Provided services to first responders

TEACHING EXPERIENCE

- 1995 to
2001 San Bernardino County Sheriff's Academy, Glen Helen, CA
5150—Dealing with the Mentally Ill
- 1996 to
2001 The Counseling Team International, San Bernardino, CA
Peer Support (Counseling) Training
- 1996 Orange County Fire Department, Irvine, CA
Peer Support Updated Training: Difficult Debriefings

CONFERENCES&CERTIFICATIONS

- 2001 Eye Movement Desensitization and Reprocessing (EMDR) Level One Training, refresher course,
San Bernardino, CA (17 hrs) Roger Solomon
- 1998 Basic Critical Incident Stress Management: Mitchell Model (ICISF Certified),
San Bernardino, CA. (16 hrs) Nancy Bohl
- 1998 Mock Hostage Negotiation, Riverside Police Department, Riverside, CA. (3 hrs)
1998 Department of Corrections Tour, San Diego County Sheriff's Department,
San Diego, CA(4 hrs.)
- 1998 Basic Hostage Negotiation, San Jose State University, San Jose, CA. (40 hrs.)
Tactical Aspects: Ray Birge, SWAT; Psychological Aspects: Thomas Strentz, FBI

CURRICULUM VITAE

GINA L. SICKELS

THE COUNSELING TEAM INTERNATIONAL (TCTI)
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San Bernardino, Ca 92408
800-222-9691 24-Hr.

PROFESSIONAL LICENSE: LMFT 36485

EDUCATIONAL BACKGROUND

- 1995 M.S. – Marriage, Family, Child Counseling, California State University, Fullerton, CA
- 1991 B.S. – Social Ecology (Emphasis in Criminal Justice and Psychology), University of California, Irvine, CA
- 2000 Marriage & Family Therapy License – MFC 36480

PROFESSIONAL EXPERIENCE

- 2016 to Present The Counseling Team International, San Bernardino, CA
Licensed Marriage & Family Therapist
Responsibilities include short-term individual, couples, and family therapy, serving city, county, and state employees and their families.
- 2016 to Present Zen Recovery Path – Addiction Treatment Program (IOP) Costa Mesa, CA
Licensed Marriage & Family Therapist
Provide individual and group therapy to clients in recovery from drugs and alcohol addiction. Coordinate with treatment team members to ensure ethical practices and appropriate treatment plans.
- 2016 to Present Zen Recovery Path – Addiction Treatment Program (IOP), Costa Mesa, CA
Joint Commission Committee Member
Responsibilities include creating and modifying policies and implementing new protocol for new accreditation standard. Assigned the role of Infection Control Officer to ensure safety among clients and staff members.
- 2010 to Present Private Practice, Huntington Beach, CA
Licensed Marriage & Family Therapist
Provide individual, family, couples, and adolescents who deal with abuse, neglect, and behavioral issues; depression and anxiety; divorce and blended families; transgender clients; and dual diagnosis and addiction.
- 2016 to 2013 Healing Path Recovery – Drug and Alcohol Treatment Program (IOP) Huntington Beach, CA
Contracted Group Facilitator and Individual Therapist
Sunny Hills Behavioral Health, Fullerton, CA

CURRICULUM VITAE

DEBORAH SILVERIA

THE COUNSELING TEAM INTERNATIONAL (TCTI)

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San Bernardino, California 92408

800-222-9691 24-Hr.

PROFESSIONAL LICENSE: License PSY 14637, License LMFT 30476

EDUCATIONAL BACKGROUND

1993 Ph.D. – Counseling Psychology, University of Southern California, California

PROFESSIONAL EXPERIENCE

- 2009 to Present The Counseling Team International, San Bernardino, California
Provide individual, group, marriage, family, and child therapy to law enforcement and fire agencies, city personnel and their families. Provide 24-hour Critical Incident Stress Management Debriefings. Counseling trauma victims to assaults and robberies. Certified EMDR therapist, consultant and facilitator.
- 1997 to Present Private Practice, Costa Mesa, California
Focusing on adults, adolescents, and children. Specializing trauma recovery, grief recovery, depression, anxiety disorders, learning disabilities, substance abuse and behavior management.

MAJOR CRITICAL INCIDENT EXPERIENCES

- 2017 Las Vegas Mass Shooting
Provided psychological care for victims/first responders attending the event. In addition, provided assistance to agencies that were directly impacted.
- 2015 San Bernardino Terrorist Attack, San Bernardino, California
Provided on scene and follow up psychological care to first responders and victims
- 2013 TSA Shooting - Death and injuries to TSA officers
Los Angeles International Airport (LAX)
- 2013 Manhunt on Big Bear Mountain, the murder of Detective MackKay and Officer Crain
Multiple Agencies throughout Southern California, Louisiana and Mississippi

TEACHING EXPERIENCES

- 2018 Wellness in the Workplace & at Leisure
San Bernardino District Attorney's Office, San Bernardino, CA

- 2017 Basic Peer Support
Newport Beach Fire Department, Newport Beach, CA
- 2016 Peer Support and MHP Response to the San Bernardino Terrorist Attack (Panel)
Public Safety Peer Support Association Conference, San Diego, CA
- 2016 Basic Peer Support
Lake County Sheriff's Office, Upper Lake, CA
- 2016 Basic Peer Support
- 2016 to Present Stress Management for Supervisors
San Diego Sheriff's Department, San Diego, CA
- 2015 Wellness in the Workplace and at Leisure
Orange County Fire Authority, Irvine, California
- 2014 to Present Suicide By Cop
San Bernardino Department of Behavioral Health, San Bernardino, California
- 2013 to Present Crisis Intervention Training for Law Enforcement
National University, Costa Mesa, California

CERTIFICATIONS

- 2016 Group Crisis Intervention Approved Instructor Program
International Critical Incident Stress Foundation, Inc.
- 2013 EMDR and the Art of Psychotherapy with Children
EMDR Institute, Inc.
- 2012 Comprehensive Crisis Preparation & Response for the Workplace
International Critical Incident Stress Foundation, Inc.
- 2012 Individual Crisis Intervention & Peer Support
International Critical Incident Stress Foundation, Inc.
- Basic Critical Incident Stress Management (14 Contact Hours)
International Critical Incident Stress Foundation
- Eye Movement Desensitization and Reprocessing, Level II
- Rail Safety Training
Los Angeles County Metropolitan Transportation, Los Angeles, California