

Department of Human Resources

Psychological Services & Employee Assistance Program

ONE ATLANTA

“Driving Policy, Partnerships, and Progress”



**YOUR
POSSIBILITIES ARE
ENDLESS**



Presented by: Dr. Cassandra Govan, Interim PS/EAP Director

September 28, 2021

- ❑ PS/EAP is an added health benefit that offers FREE Short-Term Services to City of Atlanta Employees and their immediate family members living in the same household.
- ❑ PS/EAP follows the guidelines on confidentiality set by the State of Georgia Board of Psychological Examiners and the Board of Professional Counselors, Social Workers, Substance Abuse Professionals and Marriage & Family Therapist. All clients sign informed consent form prior to counseling, which includes information about confidentiality.
- ❑ Our Clinical Staff are all licensed in the State of Georgia and include licensed psychologists, counselors, and substance abuse professionals.

ETHICAL | EXCELLENCE | EMPOWERMENT

Current Staffing Model:

- **12 Licensed Mental Health Professionals**
 - 9 Full-time**
 - 3 part-time**

Benchmark:

- **1.5 clinicians per 1,000 employees**

- Dr. Cassaundra Govan, Interim Director
- Dr. Matthew Smith, Psychologist/Clinical Coordinator
- Osafo Asare-Bediako, Behavioral Health Specialist
- Nicole Bartell, Behavioral Health Specialist
- Carla Hawkins, Behavioral Health Specialist
- Derris Mitchell, Behavioral Health Specialist Senior
- Kristy Odom, Behavioral Health Specialist Senior
- Tasha Temple, Behavioral Health Specialist
- Felicia Tillman, Behavioral Health Specialist Senior
- Alonzo Morrow, Behavioral Health Specialist (part-time)
- Scott Morrow, Behavioral Health Specialist (part-time)
- Pamela Elder, Behavioral Health Specialist (part-time)
- Lynn Bayonne, Case Manager

** There is a licensed mental health professional on call 24 hours a day 7 days a week.*

Citywide Employee Utilization of PS/EAP

From April – August 11, 2021:

876 service call requests out of **8,205**

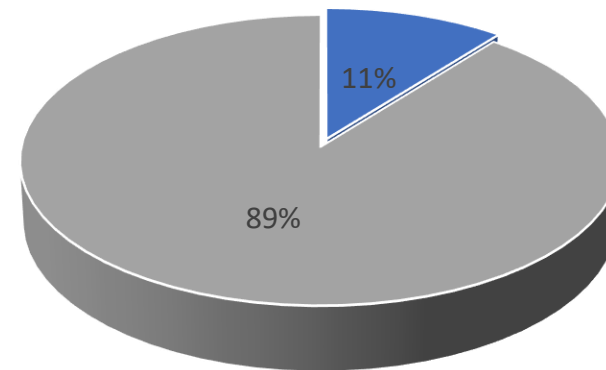
employee population

11% Citywide Utilization

Average amount of time to respond to and have contact with employee following request:

- Non – crisis calls are received and returned within 24hrs
- Critical Incident or crisis calls are fielded by 24/7/365 on call clinicians and responded to immediately

PS/EAP Citywide Utilization



■ Employee Participants ■ Employee Non-participants

Number of employee requests or referrals for EAP assistance

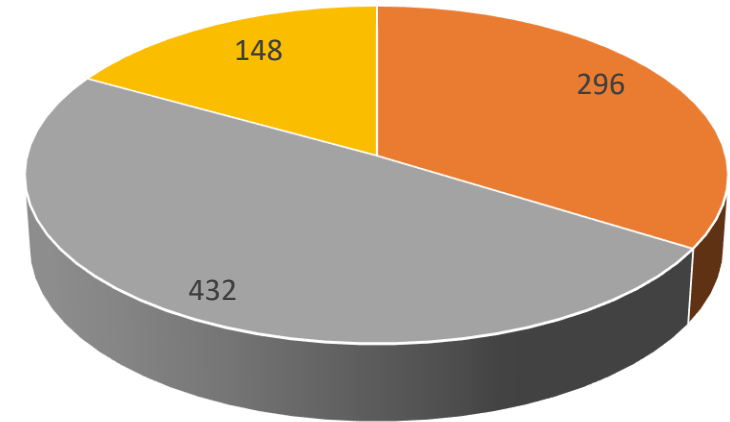
From April – August 11, 2021:

- PS/EAP received **876** service call requests

Number of employees serviced by internal EAP staff vs. employees referred to external providers

From April – August 11, 2021:

- **296** were admitted to PS/EAP
- **148** were referred to external providers



- Admission to PSEAP
- In Person Response
- External Resources and Referrals

- The City of Atlanta is the only municipality, with an internal EAP, in the state of Georgia.
- Serves as a flagship model for several national agencies, municipalities, universities, and major corporations.
- PS/EAP is mission-critical and provides efficient crisis management, consultation, confidential counseling services, and wellness programming Citywide.
- Utilization of services amongst our employee clientele continues to be well above the national average for EAP providers across the country.
- PS/EAP has played an intricate role in the betterment of employee's mental health wellness, which has contributed to a reduction in overall behavioral health insurances costs and expenses, increased employee productivity, and positively impacted the City's overall bottom-line.

- Provide short-term psychotherapy to all City of Atlanta employees and their families.
- Facilitates psychoeducation and trainings about mental health related issues and other crises, such as suicide and domestic violence prevention and intervention.
- Participates in organizational consultations and interventions with elected officials, all levels of management, public safety chain of command and medical professionals regarding psychological treatment and recommendations.
- Conducts crisis response and debriefings for COA public safety including officer-involved shootings and fire fatalities.
- Provides 24 hour on-call services, including hostage and crisis intervention as well as other post trauma and critical event responses (e.g., mass fatality incidents, employee trauma and death).

Average Length of employee treatment:

- On average City of Atlanta employees are seen from 4-6 sessions.
- Policy on treatment limitations: Voluntary - no more than 7 sessions for any individual point of entry within (1) calendar year.
- Mandated employees-minimum of 90 days.

Criteria for internal vs. external referrals:

- Scope of service- PS/EAP provides short term treatment (4-6 sessions). Typically, clients that present with issues that exceed the maximum number of sessions will be evaluated for an external provider referral.
- In those cases where clients are referred to an external provider and elevated risks have been identified, PS/EAP may still continue to monitor the treatment regime.

- PS/EAP completed pulse checks (March 2021) with the Atlanta Police Department (APD). This was the first time in PS/EAP history that we have met with every zone on all three shifts. Additionally, we met with specialized units to include: Homicide, SVU, SWAT, AIU, and crime scene. During these meetings, the following topics were discussed: anxiety and concerns related to COVID-19; frustrations and fears surrounding the Civil Unrest; and issues related to morale.
- APD adopted and implemented a SOP (standard operating procedure) which mandates that PS/EAP be contacted to conduct a debriefing after an APD member has witnessed a traumatic incident. Additionally, the protocol ensures that APD officers receive mental health check-ups/assessments more frequently. E-911 has also been included.
- PS/EAP has reintegrated its services and is now an integral part of the APD Academy recruit training. We now start with the recruit class on their first day at the Academy; teach an 8-hour class on mental health (addressing personal and professional concerns) within the first week; provide a 4-hour stress inoculation class, as well as accompany the recruits during their gun range assessment as well as EVOC (driving range assessment). The 8-hour mental health class was extended to the AFRD recruits as of August 2021.

- As of July 2021, there is a PS/EAP clinician assigned to every APD zone and AFRD Battalion. This initiative is preventative in nature and seeks to provide support services in advance of potential crisis incidents.
- In June and August 2021, PS/EAP completed pulse checks with the City of Atlanta's Department of Corrections. We met with supervisors as well as correction officers on every shift and discussed issues related to employee morale, anxiety and fears related to COVID-19; as well as frustrations surrounding uncertainty in operational changes.
- In May 2021, PS/EAP completed pulse checks with E-911 on every shift and discussed issues related to employee morale, anxiety and fears related to COVID-19; as well as frustrations surrounding labor relations issues.
- In October 2020 and April 2021, PS/EAP completed 2 pulse checks with Atlanta Fire and Rescue Department (AFRD). This was the first time in PS/EAP history that we have met with every fire station on all three shifts. During these meetings, the following topics were discussed: anxiety and concerns related to COVID-19; frustrations and fears surrounding the Civil Unrest; and issues related to morale.

- PS/EAP has developed a self-care initiative for the Department of Watershed. This is training to address issues/concerns related to COVID-19, sleep hygiene, healthy living, meditation and mindfulness, depression and anxiety, stress management, and reintegrating back to work.
- PS/EAP is providing command staff training (topics including leadership, emotional intelligence, mental health) for APD sergeants and lieutenants. We are also a part of the APLI (Atlanta Police Leadership Institute) curriculum.
- September is Suicide Prevention month. PS/EAP continues to take the opportunity to educate the City of Atlanta about suicide, signs to look for and who to contact for help.



We are currently seeing clients via in-person and telehealth.

**Hours of Operations (In-person):
Mondays and Fridays 8:15am-5pm
Tuesday-Thursday 7am-7pm
72 Marietta Street
Atlanta GA, 30303
404.546.3074**

QUESTIONS?