

EXHIBIT

"A"

**CITY OF ROUND ROCK
PROFESSIONAL CONSULTING SERVICES AGREEMENT FOR
CRITICAL INCIDENT COUNSELING SERVICES WITH
DR. TANIA GLENN & ASSOCIATES, PA**

THE STATE OF TEXAS

§

THE CITY OF ROUND ROCK

§

KNOW ALL BY THESE PRESENTS

§

COUNTY OF WILLIAMSON

§

COUNTY OF TRAVIS

§

§

THIS AGREEMENT for professional consulting services, specifically, professional critical incident counseling services for the Police Department and Fire Department (the "Agreement"), is made by and between the CITY OF ROUND ROCK, a Texas home-rule municipal corporation with offices located at 221 East Main Street, Round Rock, Texas 78664-5299 (the "City"), and DR. TANIA GLENN & ASSOCIATES, PA, located at 1001 Cypress Creek Road, Suite 403, Cedar Park, Texas 78613 (the "Consultant").

RECITALS:

WHEREAS, professional critical incident counseling services for the Police Department and Fire Department are desired by the City; and

WHEREAS, City has determined that there is a need for the delineated services; and

WHEREAS, City desires to contract with Consultant to provide critical incident counseling services; and

WHEREAS, the parties desire to enter into this Agreement to set forth in writing their respective rights, duties and obligations hereunder.

NOW, THEREFORE, WITNESSETH:

That for and in consideration of the mutual promises contained herein and other good and valuable consideration, the sufficiency and receipt of which are hereby acknowledged, it is mutually agreed between the parties as follows:

1.0 EFFECTIVE DATE, DURATION, AND TERM

A. This Agreement shall be effective on the date this Agreement has been signed by each party hereto, and shall remain in full force and effect unless and until it expires by operation of the term indicated herein, or is terminated as provided herein.

B. The term of this Agreement shall be for five (5) years from the effective date of the Agreement.

C. City and the Consultant reserve the right to review the Agreement at any time, and may elect to terminate the Agreement with or without cause or may elect to continue.

2.0 SCOPE OF SERVICES

Consultant has issued its proposal for services, such proposal for services being attached to this Agreement as Exhibit "A" titled "Scope of Services," which shall be referred to as the Scope of Services of this Agreement and incorporated herein by reference for all purposes.

Consultant shall satisfactorily provide all services described herein and as set forth in Exhibit "A." Consultant shall perform services in accordance with this Agreement, in accordance with the appended Scope of Services and in accordance with due care and prevailing consulting industry standards for comparable services.

3.0 LIMITATION TO SCOPE OF SERVICES

Consultant's undertaking shall be limited to performing services for City and/or advising City concerning those matters on which Consultant has been specifically engaged. Consultant and City agree that the Scope of Services to be performed is enumerated in Exhibit "A" and may only be modified by a written Supplemental Agreement executed by both parties as described in Section 9.0.

4.0 CONTRACT AMOUNT

In consideration for the professional consulting services to be performed by Consultant, City agrees to pay Consultant an amount not-to-exceed **Seventy-Five Thousand and No/100 Dollars (\$75,000.00) per year** for a total not-to-exceed amount of **Three Hundred Seventy-Five Thousand and No/100 Dollars (\$375,000.00).**

5.0 INVOICE REQUIREMENTS; TERMS OF PAYMENT

Invoices: To receive payment, Consultant shall prepare and submit detailed invoices to the City, in accordance with the delineation contained herein, for services rendered. Such invoices for professional services shall track the referenced Scope of Work, and shall detail the services performed, along with documentation for each service performed. Payment to Consultant shall be made on the basis of the invoices submitted by Consultant and approved by the City. Such invoices shall conform to the schedule of services and costs in connection therewith.

Should additional backup material be requested by the City relative to service deliverables, Consultant shall comply promptly. In this regard, should the City determine it necessary, Consultant shall make all records and books relating to this Agreement available to the City for inspection and auditing purposes.

Payment of Invoices: The City reserves the right to correct any error that may be discovered in any invoice that may have been paid to Consultant and to adjust same to meet the requirements of this Agreement. Following approval of an invoice, the City shall endeavor to pay Consultant promptly, but no later than the time period required under the Texas Prompt Payment Act described in Section 8.01 herein. Under no circumstances shall Consultant be entitled to receive interest on payments which are late because of a good faith dispute between Consultant and the City or because of amounts which the City has a right to withhold under this Agreement or state law. The City shall be responsible for any sales, gross receipts or similar taxes applicable to the services, but not for taxes based upon Consultant's net income.

6.0 INSURANCE

Consultant shall meet all City of Round Rock Insurance Requirements set forth at:
https://www.roundrocktexas.gov/wp-content/uploads/2014/12/corr_insurance_07.20112.pdf

7.0 PROMPT PAYMENT POLICY

In accordance with Chapter 2251, V.T.C.A., Texas Government Code, any payment to be made by the City to Consultant will be made within thirty (30) days of the date the performance of the services under this Agreement are completed, or the date the City receives a correct invoice for the services, whichever is later. Consultant may charge interest on an overdue payment at the "rate in effect" on September 1 of the fiscal year in which the payment becomes overdue, in accordance with V.T.C.A., Texas Government Code, Section 2251.025(b). This Prompt Payment Policy does not apply to payments made by the City in the event:

- (a) There is a bona fide dispute between the City and Consultant, a contractor, subcontractor, or supplier about the service performed that cause the payment to be late; or
- (b) There is a bona fide dispute between Consultant and a subcontractor or between a subcontractor and its supplier about the service performed that causes the payment to be late; or
- (c) The terms of a federal contract, grant, regulation, or statute prevent the City from making a timely payment with federal funds; or
- (d) The invoice is not mailed to the City in strict accordance with any instruction on the purchase order relating to the payment.

8.0 NON-APPROPRIATION AND FISCAL FUNDING

This Agreement is a commitment of the City's current revenues only. It is understood and agreed that the City shall have the right to terminate this Agreement at the end of any City fiscal year if the governing body of the City does not appropriate funds sufficient to purchase the services as determined by the City's budget for the fiscal year in question. The City may affect

such termination by giving Consultant a written notice of termination at the end of its then-current fiscal year.

9.0 SUPPLEMENTAL AGREEMENT

The terms of this Agreement may be modified by written Supplemental Agreement hereto, duly authorized by City Council or by the City Manager, if the City determines that there has been a significant change in (1) the scope, complexity, or character of the services to be performed; or (2) the duration of the work. Any such Supplemental Agreement must be executed by both parties within the period specified as the term of this Agreement. Consultant shall not perform any work or incur any additional costs prior to the execution, by both parties, of such Supplemental Agreement. Consultant shall make no claim for extra work done or materials furnished unless and until there is full execution of any Supplemental Agreement, and the City shall not be responsible for actions by Consultant nor for any costs incurred by Consultant relating to additional work not directly authorized by Supplemental Agreement.

10.0 TERMINATION; DEFAULT

Termination: It is agreed and understood by Consultant that the City or Consultant may terminate this Agreement for the convenience of the City or Consultant, upon thirty (30) days' written notice to Consultant or City, with the understanding that immediately upon receipt of said notice all work being performed under this Agreement shall cease. Consultant shall invoice the City for work satisfactorily completed and shall be compensated in accordance with the terms hereof for work accomplished prior to the receipt of said notice of termination. Consultant shall not be entitled to any lost or anticipated profits for work terminated under this Agreement. Unless otherwise specified in this Agreement, all data, information, and work product related to this Project shall become the property of the City upon termination of this Agreement, and shall be promptly delivered to the City in a reasonably organized form without restriction on future use. Should the City subsequently contract with a new consultant for continuation of service on the Project, Consultant shall cooperate in providing information.

Termination of this Agreement shall extinguish all rights, duties, and obligations of the terminating party and the terminated party to fulfill contractual obligations. Termination under this section shall not relieve the terminated party of any obligations or liabilities which occurred prior to termination.

Nothing contained in this section shall require the City to pay for any work which it deems unsatisfactory or which is not performed in compliance with the terms of this Agreement.

Default: Either party may terminate this Agreement, in whole or in part, for default if the Party provides the other Party with written notice of such default and the other fails to satisfactorily cure such default within ten (10) business days of receipt of such notice (or a greater time if agreed upon between the Parties).

If default results in termination of this Agreement, then the City shall give consideration to the actual costs incurred by Consultant in performing the work to the date of default. The cost of the work that is useable to the City, the cost to the City of employing another firm to complete the useable work, and other factors will affect the value to the City of the work performed at the time of default. Neither party shall be entitled to any lost or anticipated profits for work terminated for default hereunder.

The termination of this Agreement for default shall extinguish all rights, duties, and obligations of the terminating Party and the terminated Party to fulfill contractual obligations. Termination under this section shall not relieve the terminated party of any obligations or liabilities which occurred prior to termination.

Nothing contained in this section shall require the City to pay for any work which it deems unsatisfactory, or which is not performed in compliance with the terms of this Agreement.

11.0 NON-SOLICITATION

Except as may be otherwise agreed in writing, during the term of this Agreement and for twelve (12) months thereafter, neither the City nor Consultant shall offer employment to or shall employ any person employed then or within the preceding twelve (12) months by the other or any affiliate of the other if such person was involved, directly or indirectly, in the performance of this Agreement. This provision shall not prohibit the hiring of any person who was solicited solely through a newspaper advertisement or other general solicitation.

12.0 INDEPENDENT CONTRACTOR STATUS

Consultant is an independent contractor, and is not the City's employee. Consultant's employees or subcontractors are not the City's employees. This Agreement does not create a partnership, employer-employee, or joint venture relationship. No party has authority to enter into contracts as agent for the other party. Consultant and the City agree to the following rights consistent with an independent contractor relationship:

- (1) Consultant has the right to perform services for others during the term hereof.
- (2) Consultant has the sole right to control and direct the means, manner and method by which it performs its services required by this Agreement.
- (3) Consultant has the right to hire assistants as subcontractors, or to use employees to provide the services required by this Agreement.
- (4) Consultant or its employees or subcontractors shall perform services required hereunder, and the City shall not hire, supervise, or pay assistants to help Consultant.

- (5) Neither Consultant nor its employees or subcontractors shall receive training from the City in skills necessary to perform services required by this Agreement.
- (6) City shall not require Consultant or its employees or subcontractors to devote full time to performing the services required by this Agreement.
- (7) Neither Consultant nor its employees or subcontractors are eligible to participate in any employee pension, health, vacation pay, sick pay, or other fringe benefit plan of the City.

13.0 CONFIDENTIALITY; MATERIALS OWNERSHIP

Any and all programs, data, or other materials furnished by the City for use by Consultant in connection with services to be performed under this Agreement, and any and all data and information gathered by Consultant, shall be held in confidence by Consultant as set forth hereunder. Each party agrees to take reasonable measures to preserve the confidentiality of any proprietary or confidential information relative to this Agreement, and to not make any use thereof other than for the performance of this Agreement, provided that no claim may be made for any failure to protect information that occurs more than three (3) years after the end of this Agreement.

The parties recognize and understand that the City is subject to the Texas Public Information Act and its duties run in accordance therewith.

All data relating specifically to the City's business and any other information which reasonably should be understood to be confidential to City is confidential information of City. Consultant's proprietary software, tools, methodologies, techniques, ideas, discoveries, inventions, know-how, and any other information which reasonably should be understood to be confidential to Consultant is confidential information of Consultant. The City's confidential information and Consultant's confidential information is collectively referred to as "Confidential Information." Each party shall use Confidential Information of the other party only in furtherance of the purposes of this Agreement and shall not disclose such Confidential Information to any third party without the other party's prior written consent, which consent shall not be unreasonably withheld. Each party agrees to take reasonable measures to protect the confidentiality of the other party's Confidential Information and to advise their employees of the confidential nature of the Confidential Information and of the prohibitions herein.

Notwithstanding anything to the contrary contained herein, neither party shall be obligated to treat as confidential any information disclosed by the other party (the "Disclosing Party") which: (1) is rightfully known to the recipient prior to its disclosure by the Disclosing Party; (2) is released by the Disclosing Party to any other person or entity (including governmental agencies) without restriction; (3) is independently developed by the recipient without any reliance on Confidential Information; or (4) is or later becomes publicly available without violation of this Agreement or may be lawfully obtained by a party from any non-party. Notwithstanding the foregoing, either party will be entitled to disclose Confidential Information

of the other to a third party as may be required by law, statute, rule or regulation, including subpoena or other similar form of process, provided that (without breaching any legal or regulatory requirement) the party to whom the request is made provides the other with prompt written notice and allows the other party to seek a restraining order or other appropriate relief. Subject to Consultant's confidentiality obligations under this Agreement, nothing herein shall preclude or limit Consultant from providing similar services for other clients.

Notwithstanding the foregoing, either party will be entitled to disclose Confidential Information of the other to a third party as may be required by law, statute, rule or regulation, including subpoena or other similar form of process, provided that (without breaching any legal or regulatory requirement) the party to whom the request is made provides the other with prompt written notice and allows the other party to seek a restraining order or other appropriate relief. Subject to Consultant's confidentiality obligations under this Agreement, nothing herein shall preclude or limit Consultant from providing similar services for other clients.

Neither the City nor Consultant will be liable to the other for inadvertent or accidental disclosure of Confidential Information if the disclosure occurs notwithstanding the party's exercise of the same level of protection and care that such party customarily uses in safeguarding its own proprietary and confidential information.

Notwithstanding anything to the contrary in this Agreement, the City will own as its sole property all written materials created, developed, gathered, or originally prepared expressly for the City and delivered to the City under the terms of this Agreement (the "Deliverables"); and Consultant shall own any general skills, know-how, expertise, ideas, concepts, methods, techniques, processes, software, or other similar information which may have been discovered, created, developed or derived by Consultant either prior to or as a result of its provision of services under this Agreement (other than Deliverables). Consultant shall have the right to retain copies of the Deliverables and other items for its archives. Consultant's working papers and Consultant's Confidential Information (as described herein) shall belong exclusively to the Consultant. "Working papers" shall mean those documents prepared by Consultant during the course of performing the Project including, without limitation, schedules, analyses, transcriptions, memos, designed and developed data visualization dashboards and working notes that serve as the basis for or to substantiate the Project. In addition, Consultant shall retain sole and exclusive ownership of its know-how, concepts, techniques, methodologies, ideas, templates, dashboards, code and tools discovered, created or developed by Consultant during the performance of the Project that are of general application and that are not based on City's Confidential Information hereunder (collectively, "Consultant's Building Blocks"). To the extent any Deliverables incorporate Consultant's Building Blocks, Consultant gives City a non-exclusive, non-transferable, royalty-free right to use such Building Blocks solely in connection with the deliverables. Subject to the confidentiality restrictions mentioned above, Consultant may use the deliverables and the Building Blocks for any purpose. Except to the extent required by law or court order, City will not otherwise use, or sublicense or grant any other party any rights to use, copy or otherwise exploit or create derivative works from Consultant's Building Blocks.

City shall have a non-exclusive, non-transferable license to use Consultant's Confidential Information for City's own internal use and only for the purposes for which they are delivered to the extent that they form part of the Deliverables.

14.0 WARRANTIES

Consultant represents that all services performed hereunder shall be performed consistent with generally prevailing professional or industrial standards, and shall be performed in a professional and workmanlike manner. Consultant shall re-perform any work not in compliance with this representation.

15.0 LIMITATION OF LIABILITY

Should any of Consultant's services not conform to the requirements of the City or of this Agreement, then and in that event the City shall give written notification to Consultant; thereafter, (a) Consultant shall either promptly re-perform such services to the City's satisfaction at no additional charge, or (b) if such deficient services cannot be cured within the cure period set forth herein, then this Agreement may be terminated for default.

In no event will Consultant be liable for any loss, damage, cost or expense attributable to negligence, willful misconduct or misrepresentations by the City, its directors, employees or agents.

Neither party's liability, in contract, tort (including negligence) or any other legal or equitable theory, (a) shall exceed the professional fees paid or due to Consultant pursuant to this Agreement or (b) include any indirect, incidental, special, punitive or consequential damages, even if such party has been advised of the possibility of such damages. Such excluded damages include, without limitation, loss of data, loss of profits and loss of savings of revenue.

16.0 INDEMNIFICATION

Consultant shall save and hold harmless City and its officers and employees from all claims and liabilities due to activities of his/her/itself and his/her/its agents or employees, performed under this Agreement, which are caused by or which result from the negligent error, omission, or negligent act of Consultant or of any person employed by Consultant or under Consultant's direction or control.

Consultant shall also save and hold City harmless from any and all expenses, including but not limited to reasonable attorneys' fees which may be incurred by City in litigation or otherwise defending claims or liabilities which may be imposed on City as a result of such negligent activities by Consultant, its agents, or employees.

17.0 ASSIGNMENT AND DELEGATION

The parties each hereby bind themselves, their successors, assigns and legal representatives to each other with respect to the terms of this Agreement. Neither party may

assign any rights or delegate any duties under this Agreement without the other party's prior written approval, which approval shall not be unreasonably withheld.

18.0 LOCAL, STATE AND FEDERAL TAXES

Consultant shall pay all income taxes, and FICA (Social Security and Medicare taxes) incurred while performing services under this Agreement. The City will not do the following:

- (1) Withhold FICA from Consultant's payments or make FICA payments on its behalf;
- (2) Make state and/or federal unemployment compensation contributions on Consultant's behalf; or
- (3) Withhold state or federal income tax from any of Consultant's payments.

If requested, the City shall provide Consultant with a certificate from the Texas State Comptroller indicating that the City is a non-profit corporation and not subject to State of Texas Sales and Use Tax.

19.0 COMPLIANCE WITH LAWS, CHARTER AND ORDINANCES

A. Consultant, its consultants, agents, employees and subcontractors shall use best efforts to comply with all applicable federal and state laws, the Charter and Ordinances of the City of Round Rock, as amended, and with all applicable rules and regulations promulgated by local, state and national boards, bureaus and agencies. Consultant shall further obtain all permits, licenses, trademarks, or copyrights required in the performance of the services contracted for herein, and same shall belong solely to the City at the expiration of the term of this Agreement.

B. In accordance with Chapter 2270, Texas Government Code, a governmental entity may not enter into a contract with a company for goods and services unless the contract contains written verification from the company that it: (1) does not boycott Israel; and (2) will not boycott Israel during the term of a contract. The signatory executing this Agreement on behalf of Consultant verifies Consultant does not boycott Israel and will not boycott Israel during the term of this Agreement.

20.0 FINANCIAL INTEREST PROHIBITED

Consultant covenants and represents that Consultant, its officers, employees, agents, consultants and subcontractors will have no financial interest, direct or indirect, in the purchase or sale of any product, materials or equipment that will be recommended or required hereunder.

21.0 DESIGNATION OF REPRESENTATIVES

The City hereby designates the following representative authorized to act on its behalf with regard to this Agreement:

Police Chief Allen J. Banks
City of Round Rock
2701 North Mays Street
Round Rock, TX 78665
(512) 218-5521

Fire Chief Robert Isbell
City of Round
203 Commerce Boulevard
Round Rock, TX 78664
(512) 218-6630

The Consultant hereby designates the following representative authorized to act on its behalf with regards to this Agreement:

Dr. Tania Glenn, PsyD, LCSW, CCTP
1001 Cypress Creek Road, Suite 403
Cedar Park, TX 78613
(512) 323-6994

22.0 NOTICES

All notices and other communications in connection with this Agreement shall be in writing and shall be considered given as follows:

- (1) When delivered personally to recipient's address as stated herein; or
- (2) Three (3) days after being deposited in the United States mail, with postage prepaid to the recipient's address as stated in this Agreement.

Notice to Consultant:

Tania Glenn & Associates, PA
1001 Cypress Creek Road, Suite 403
Cedar Park, TX 78613
(512) 323-6994

Notice to City:

City Manager, City of Round Rock
221 East Main Street
Round Rock, TX 78664

AND TO:

Stephan L. Sheets, City Attorney
309 East Main Street
Round Rock, TX 78664

Nothing contained in this section shall be construed to restrict the transmission of routine communications between representatives of the City and Consultant.

23.0 APPLICABLE LAW; ENFORCEMENT AND VENUE

This Agreement shall be enforceable in Round Rock, Texas, and if legal action is necessary by either party with respect to the enforcement of any or all of the terms or conditions herein, exclusive venue for same shall lie in Williamson County, Texas. This Agreement shall be governed by and construed in accordance with the laws and court decisions of Texas.

24.0 EXCLUSIVE AGREEMENT

The terms and conditions of this Agreement, including exhibits, constitute the entire agreement between the parties and supersede all previous communications, representations, and agreements, either written or oral, with respect to the subject matter hereof. The parties expressly agree that, in the event of any conflict between the terms of this Agreement and any other writing, this Agreement shall prevail. No modifications of this Agreement will be binding on any of the parties unless acknowledged in writing by the duly authorized governing body or representative for each party.

25.0 DISPUTE RESOLUTION

The City and Consultant hereby expressly agree that no claims or disputes between the parties arising out of or relating to this Agreement or a breach thereof shall be decided by any arbitration proceeding, including without limitation, any proceeding under the Federal Arbitration Act (9 USC Section 1-14) or any applicable state arbitration statute.

26.0 SEVERABILITY

The invalidity, illegality, or unenforceability of any provision of this Agreement or the occurrence of any event rendering any portion of provision of this Agreement void shall in no way affect the validity or enforceability of any other portion or provision of this Agreement. Any void provision shall be deemed severed from this Agreement, and the balance of this Agreement shall be construed and enforced as if this Agreement did not contain the particular portion of provision held to be void. The parties further agree to amend this Agreement to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision. The provisions of this Article shall not prevent this entire Agreement from being void should a provision which is of the essence of this Agreement be determined void.

27.0 STANDARD OF CARE

Consultant represents that it is specially trained, experienced and competent to perform all of the services, responsibilities and duties specified herein and that such services, responsibilities and duties shall be performed, whether by Consultant or designated subconsultants, in a manner acceptable to the City and according to generally accepted business practices.

28.0 GRATUITIES AND BRIBES

City, may by written notice to Consultant, cancel this Agreement without incurring any liability to Consultant if it is determined by City that gratuities or bribes in the form of entertainment, gifts, or otherwise were offered or given by Consultant or its agents or representatives to any City Officer, employee or elected representative with respect to the performance of this Agreement. In addition, Consultant may be subject to penalties stated in Title 8 of the Texas Penal Code.

29.0 RIGHT TO ASSURANCE

Whenever either party to this Agreement, in good faith, has reason to question the other party's intent to perform hereunder, then demand may be made to the other party for written assurance of the intent to perform. In the event that no written assurance is given within the reasonable time specified when demand is made, then and in that event the demanding party may treat such failure an anticipatory repudiation of this Agreement.

30.0 MISCELLANEOUS PROVISIONS

Time is of the Essence. Consultant agrees that time is of the essence and that any failure of Consultant to complete the services for each Phase of this Agreement within the agreed Project schedule may constitute a material breach of the Agreement.

Consultant shall be fully responsible for its delays or for failures to use reasonable efforts in accordance with the terms of this Agreement. Where damage is caused to City due to Consultant's failure to perform in these circumstances, City may withhold, to the extent of such damage, Consultant's payments hereunder without a waiver of any of City's additional legal rights or remedies. City shall render decisions pertaining to Consultant's work promptly to avoid unreasonable delays in the orderly progress of Consultant's work.

Force Majeure. Notwithstanding any other provisions hereof to the contrary, no failure, delay or default in performance of any obligation hereunder shall constitute an event of default or breach of this Agreement, only to the extent that such failure to perform, delay or default arises out of causes beyond control and without the fault or negligence of the party otherwise chargeable with failure, delay or default; including but not limited to acts of God, acts of public enemy, civil war, insurrection, riots, fires, floods, explosion, theft, earthquakes, natural disasters or other casualties, strikes or other labor troubles, which in any way restrict the performance under this Agreement by the parties.

Section Numbers. The section numbers and headings contained herein are provided for convenience only and shall have no substantive effect on construction of this Agreement.

Waiver. No delay or omission by either party in exercising any right or power shall impair such right or power or be construed to be a waiver. A waiver by either party of any of the covenants to be performed by the other or any breach thereof shall not be construed to be a waiver of any succeeding breach or of any other covenant. No waiver of discharge shall be valid unless in writing and signed by an authorized representative of the party against whom such waiver or discharge is sought to be enforced.

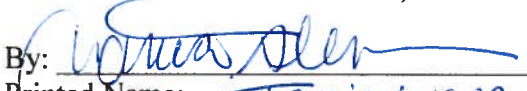
Multiple Counterparts. This Agreement may be executed in multiple counterparts, which taken together shall be considered one original. The City agrees to provide Consultant with one fully executed original.

IN WITNESS WHEREOF, the parties have executed this Agreement on the dates hereafter indicated.

City of Round Rock, Texas

By: _____
Printed Name: _____
Title: _____
Date Signed: _____

Dr. Tania Glenn & Associates, PA

By: 
Printed Name: Tania Glenn
Title: Principal
Date Signed: 2/15/2019

For City, Attest:

By: _____
Sara L. White, City Clerk

For City, Approved as to Form:

By: _____
Stephan L. Sheets, City Attorney



1001 Cypress Creek Rd. Suite 403

Cedar Park, TX 78613

512-323-6994; 512-323-9490 (fax)

Tania Glenn & Associates, PA

In Partnership With

The City of Round Rock Police Department

PROPOSAL

Exhibit "A"

1.0 Introduction

1.1 Company Background

Tania Glenn and Associates is a clinical practice dedicated to serving the mental health needs of the military, public safety and aviation communities through the use of effective, appropriate and proven interventions. It is the philosophy of Tania Glenn and Associates to treat all clients with dignity and respect, and to work as diligently as possible to assist our clients in achieving their desired outcomes. Our goal is to find and build on individual strengths while challenging our clients to work on aspects of their lives they want to change, and to challenge themselves to bring about and adhere to this change.

The **Trauma Defense Team (TDT)** of Tania Glenn & Associates, PA is dedicated to assisting your workplace environment in dealing with extremely stressful or traumatic events. From preparation to interventions and follow-up care for major incidents, traumatic events and crises, this program is designed to mitigate stressful incidents in order to minimize the damaging effects they can have on personnel and workplace environments. The TDT provides a number of services, including:

- Pre-incident inoculation for individuals, groups and organizations to prepare for possible incidents. This training focuses on building individual and organizational resilience through assessment of strengths and liabilities, and by promoting change to create a healthy individuals, environments and cultures.
- Review of emergency response policies and procedures. Having the correct plan of action and referral base is vital to any organization's ability to handle a traumatic event. Through review and revision of policy, the Trauma Defense Team of Tania Glenn & Associates can assist your organization prepare for any worst-case scenarios.
- Ongoing care and resolution for first responders who are experiencing Post-Traumatic Stress, burnout, compassion fatigue and performance issues.
- Crisis Response and Follow-up. The professionals at Tania Glenn & Associates are fully trained and equipped to help individuals and organizations through traumatic and stressful events. Whether a crisis is ongoing or resolved, the Trauma Defense Team is equipped to provide compassionate and timely care without interfering with ongoing operations and without making individuals feel targeted, alienated or discomfited. The ability to provide the appropriate interventions at the right time to the right group is the key to success. This is the distinguishing quality of the Trauma Defense Team.

Exhibit "A"

Public safety, military and private corporations around the world have utilized and benefited from this service. Our clients have included:

- Tucson Police Department Aviation Program
- Southwest Airlines
- US Airways
- American Airlines
- Federal Aviation Administration
- Nebraska Sheriff's Association
- Texas Department of Family and Protective Services
- New York State Police Aviation Program
- Austin Community College
- Department of Homeland Security, Customs and Border Protection
- Office of Border Patrol Special Operations Group
- United States Marshals Service Special Operations Group
- Defense Criminal Investigative Services
- United States Marine Corps
- Travis County STAR Flight
- Austin Travis County Emergency Medical Services
- North Blanco County EMS
- Marble Falls EMS
- Pflugerville Fire Department
- Round Rock Police Department
- Round Rock Fire Department
- Cobb County, Georgia Fire Department
- Cedar Park Police Department
- Cedar Park Fire Department
- Goodyear, AZ Fire Department
- Killeen Police Department
- Williamson County Sheriff's Office
- Granite Shoals Police Department
- Hutto Police Department
- Lake Travis Fire/Rescue
- Leander Fire Department
- Lockhart Emergency Medical Services and Police Department
- Texas Attorney General Criminal Investigation Division
- University of Texas Police Department
- Brackenridge Hospital
- Scott & White Hospital System
- St. David's Hospital System
- The Houston Chronicle
- PHI Air Medical
- Air Evac LifeTeam

Exhibit "A"

1.2 Proposal Overview

This proposal outlines the creation and coordination of a relationship between an outside clinical advisor (Tania Glenn, PsyD, LCSW, CCTP) and The City of Round Rock Police Department. The role of the clinical advisor would be to provide necessary education and traumatic event response for both groups and individuals within the organization.

2.0 Background

2.1 General History

Occasionally in the line of duty, first responders encounter events that are not considered within the normal scope of our day-to-day duties. Sometimes these types of events touch their lives in ways that they do not expect, and personnel are left with the lasting impact (both negative and positive) that shapes their professional and sometimes personal lives.

These types of events are called critical incidents – they are sudden, extreme, and can overwhelm the usual coping mechanisms of those dedicated to serve. At any given point, even the most experienced and seasoned emergency personnel can be affected by an incident. This is because it is human nature to have a coping capacity or threshold, beyond which a person no longer tolerates stress in a productive manner. Over time, one's definition of a critical incident can change or evolve as he or she grows and experiences life. In other words, events that didn't affect someone at age 22 might really bother the same person at age 32, 42 or 52.

The most debilitating type of critical incident is obviously a line of duty death. The range and type of impact that this has on pilots is powerful and very painful. In addition to a line of duty death, many employees are also impacted by the suicide of a coworker, injuries to coworkers, the death of a child, mass casualty incidents, events with known victims, the accidental wounding or killing of a citizen and any other event which is unusual and outside the range of what is considered "normal."

Some common reactions to critical incidents include nausea, vomiting, diarrhea, pupil dilation, headaches, indigestion, tremors, muscle aches, increased smoking, insomnia, nightmares, social isolation, anger, depression, an increased startle response, restlessness, increased use of alcohol, and many others. These reactions can be confusing and quite unsettling to affected personnel. Once these reactions are normalized through training, employees typically know how to manage these reactions and prevent them in the future.

The other area of concern in the aftermath of a major incident is the impact on the workplace, which often serves as a reminder for what has occurred. Employees may sometimes manifest their ongoing issues with an event by behaving in ways that are different. Management is often left wondering why a previously stellar performer is now

Exhibit "A"

behaving negatively or displaying a problematic attitude. Through understanding the effects of a trauma on employees and by proactively addressing the effects of an incident on both the individual and company levels, leadership is able to get ahead of the curve and prevent ongoing negative ripple effects of an incident. This, of course, takes training and education, along with the ability to tap into resources to guide management through this process.

2.2 Training and Intervention Elements

Training shall consist of:

- Types of stress
- Effects of stress
- Stress management strategies
- Methods for coping in the aftermath of a critical incident – at individual, team and department levels
- Compassion fatigue and burnout
- Advanced training on Posttraumatic Stress Disorder
- Resilience

Interventions shall consist of:

- Individual therapy related to workplace trauma, burnout, anxiety and other line of duty related challenges
- Group briefings – each case is incident specific and carefully triaged to provide the correct service to the appropriate employees at the right time

3.0 Key Personnel

3.1 Dr. Tania Glenn

Dr. Tania Glenn is the President of Tania Glenn and Associates, PA, a clinical private practice in Austin, Texas. Dr. Glenn has served as a clinician for over twenty-seven years and specializes in treating anxiety and trauma. Dr. Glenn has done extensive work with public safety and military individuals, couples and families. She specializes in trauma and is a Certified Clinical Therapy Provider. In her practice, Dr. Glenn has worked with law enforcement, fire, EMS, military and aviation professionals, and has helped many individuals with their recovery from Posttraumatic Stress Disorder. She has developed the traumatic stress management program and now serves as the Traumatic Stress Management Coordinator for numerous public safety agencies. Dr. Glenn is a faculty member and trained trainer for the International Critical Incident Stress Foundation. Her prior experience includes work as an Emergency Room Medical Social Worker at Brackenridge Hospital in Austin for ten years.

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Dr. Glenn also has extensive experience as a consultant and trainer. The Trauma Defense Team of Tania Glenn & Associates provides trauma-based prevention and intervention services, workplace violence prevention and intervention, crew resource management, workplace cultural analyses and team building. Dr. Glenn's experience as a public speaker comes through in lively, interactive, relevant and fun presentations that capture audiences. Participants frequently comment that Dr. Glenn's presentations are one of the best they have ever seen.

Dr. Glenn is the Clinical Director of multiple peer support and critical incident response teams. Her background experience includes providing traumatic stress management services after the Oklahoma City bombing in 1995, the Jarrell tornado in 1997, the attacks on the World Trade Center in 2001, Hurricanes Katrina and Rita in 2005, the Dallas Police shootings in 2016, the Ft. Lauderdale Airport active shooter incident in 2017 and numerous other incidents including line of duty deaths and suicides of emergency personnel. Dr. Glenn has written numerous articles and is a regular contributor to Air Beat, the journal of the Airborne Law Enforcement Association. In 2006, she was featured in "Between Iraq and a Hard Place," a documentary on traumatic stress in the military.

Dr. Glenn currently serves as an Advisory Board Member for the Brattleboro Hospital Uniformed Services Worker's Retreat in Brattleboro, VT. She has served as a member of the Safety Committee for Austin's air medical and air rescue program, STAR Flight. Dr. Glenn is also a previous Board Member of the Association of Traumatic Stress Specialists and The HARTH Foundation, which provides equine therapy to veterans with PTSD.

Dr. Glenn received her Bachelor's and Master's Degrees from The University of Texas in Austin, and her Doctorate from California Coast University. She also attended the Austin Police Academy in 1998. Dr. Glenn has completed ten marathons, including the Boston Marathon.

Dr. Glenn has authored two books. Protected But Scared is a book written for the children of police officers to offer guidance and support to children, parents and police departments in addressing the secondary trauma that law enforcement children face. First Responder Resilience: Caring for Public Servants encompasses the best standards of care for law enforcement, fire and EMS based on over twenty-six years of experience in assisting these professionals during and after trauma, stress and burnout.

Exhibit "A"

4.0 Pricing

Annual Estimations and Projections subject to consideration by The City of Round Rock Police Department.

Trauma and Work-Related Counseling, crisis response and training

\$70.00 per hour

Please feel free to call me with any questions at 512-922-4265.

Respectfully Submitted,

Tania Glenn, PsyD, LCSW, CCTP

Exhibit "A"

TANIA GLENN, PsyD, LCSW, CCTP
4412 Spicewood Springs Road, Suite 701
Austin, Texas 78759
512-323-6994 (o) - 512-323-9490 (f)
www.taniaglenn.com - taniaglenn@gmail.com

CURRICULUM VITAE

EDUCATION

2004	Doctorate in Psychology (PsyD)	California Coast University, Santa Ana, CA
1993	Master of Social Work (MSW)	University of Texas, Austin, TX
1991	Bachelor of Arts Degree (BA)	University of Texas, Austin, TX

SPECIAL TRAINING

- Licensed Clinical Social Worker (LCSW)
- Eye Movement Desensitization and Reprocessing (EMDR)
- Train the Trainer for Advanced Group Critical Incident Stress Management (CISM)
- Train the Trainer for Basic Group Critical Incident Stress Management
- Train the Trainer for Individual Critical Incident Stress Management
- Train the Trainer in Workplace Violence
- Violence in the Workplace
- Basic Level Hostage Negotiation
- Basic Level Collaborative Law

LICENSES

- Association of Traumatic Stress Specialists: Certified Trauma Specialist 0299-1378
- Commonwealth of Virginia: Licensed Clinical Social Worker, VA License 0904006435
- Texas Commission on Law Enforcement Officers Standards of Education (TCLEOSE): Instructor 219752
- Texas State Board of Social Work Examiners (TSBSWE): Licensed Clinical Social Worker, TX License 19557

PROFESSIONAL EXPERIENCE

8/95 - PRESENT DR. TANIA GLENN AND ASSOCIATES, P.A. (TGA), AUSTIN, TX

Principal - Private Practice: Focusing on resilience and Posttraumatic Stress Disorder. Primary population is emergency services and military personnel (and families). Recognized nationally for training and PTSD prevention and intervention for aviation, public safety and military personnel.

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03/02 – 05/09 READINESS GROUP INTERNATIONAL, AUSTIN, TX

Principal - Internationally based consulting and training in the areas of combat readiness, disaster management, critical incident stress management, workplace violence, threat management crew resource management, mental wellness and team building.

9/92 – 6/02 BRACKENRIDGE HOSPITAL, AUSTIN, TX

Senior Medical Social Worker - Conducted crisis intervention and counseling for critical/trauma patients and their families. Worked with patients and families to provide necessary social services and referrals.

7/98 – 3/02 THE OAKS TREATMENT CENTER, AUSTIN, TX

Clinical Therapist – Worked in a residential treatment center setting with emotionally disturbed adolescent female offenders and their families.

1/98 - 6/98 AUSTIN POLICE ACADEMY (APD), AUSTIN, TX

Cadet Recruit - Completed classroom academics and performed physical/defensive tactics proficiency while attending the academy; placed into an eight week APD field training program.

7/96 - 12/97 TRAVIS COUNTY SHERIFF'S OFFICE, AUSTIN, TX

Critical Incident Stress Management Coordinator and Victim Advocate II - Crisis intervention services to individuals, families and communities in Travis County. Critical Incident Stress Management along with individual and marital counseling for employees and their loved ones. Created the comprehensive mental, medical and physical victim services wellness program budgeted for 1998.

7/93 - 2/95 FAMILY PRESERVATION PROGRAM, AUSTIN/TRAVIS COUNTY, TX

Family Therapist/Caseworker III - Conducted ongoing individual and family therapy for juveniles involved in the court system and their families. Oversaw case management and crisis intervention, supervisor of student interns for Mental Health and Mental Retardation (MHMR).

9/92 - 7/93 AUSTIN RAPE CRISIS CENTER, AUSTIN, TX

Child Adolescent Therapist - Conducted ongoing individual and group therapy for sexually abused/assaulted children. Led training and supervision of volunteers to provide services to abused children.

SUMMER 1992 AUSTIN WILDERNESS COUNSELING SERVICES, AUSTIN, TX

Contract Therapist - Conducted group therapy in a summer day camp setting for latency age at risk youth. Developed case management strategies, reviewed daily progress notes, and recommended services for client families.

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9/91 - 7/92 TEENAGE PARENT COUNCIL, INC., AUSTIN, TX

Student Intern – Worked case management, group services, individual and group counseling, administration/planning of lunch time seminars, and supervision of volunteers.

4/91 - 5/92 SETTLEMENT HOME, AUSTIN, TX

Youth Care Counselor - Conducted individual and group counseling for emotionally disturbed teenage girls. Utilized case management techniques and compiled daily progress notes.

HONORS

- 1997 Travis County Sheriff's Office Award for Outstanding Services**
- 1995 Nominated for "Citizen of the Year" Award Texas EMS Conference**
- 1995 Jefferson Cup: International Critical Incident Stress Foundation for Outstanding Work and Dedication in Critical Incident Stress Management**
- 1994 Family Preservation Program Award for Achievement and Success in Working with Families**
- 1991 Austin Rape Crisis Center Outstanding Volunteer Award**

MEMBERSHIPS

- Advisory Board – Brattleboro Hospital Uniformed Service Provider Program in Brattleboro, VT, 2005 to present**
- International Association of Trauma Professionals, 2016 to present**
- Advisory Board – Team911.com, 2014 to present**
- External Review Board – Tug McGraw Foundation, 2014 to present**
- National Association of Social Workers, 1993-2013**
- Federal Emergency Management Agency, National Disaster Stress Management Team, 1995 - 1998**
- International Critical Incident Stress Foundation, 1994 to present**
- Association of Traumatic Stress Specialists, 1998 to present - Board Member in 2003**
- Airborne Law Enforcement Association, Associate Member, 2000 to present - Southeast Regional Director in 2003**
- Association of Threat Assessment Professionals, Associate Member, 1999-2005 - Board Member/Sergeant at Arms, 2003-2004**
- International Helicopter Safety Team Board Member, 2006**
- Clinical Director - Central Texas Critical Incident Stress Management Team, 1993 - 2004**
- Clinical Director – Surface To Air Response Team for Critical Incident Stress Management Team, 1999-2008**
- Clinical Director – Southwest Airlines Critical Incident Stress Management Team, 2002 to present**

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- Clinical Director – DHS US Customs and Border Protection (CBP) Office of Air and Marine Critical Incident Stress Management Team, 2002 to present
- Clinical Director – US Airways Critical Incident Stress Management Team, 2011 to present
- Clinical Director – PHI, Inc. Critical Incident Stress Management Team, 2011 to present
- Clinical Director, DHS CBP Office of Border Patrol Special Operations Group Critical Incident Team, 2013 to present
- Clinical Director – Round Rock Police Department Critical Incident Team, 2013 to present
- Clinical Director – Cedar Park Police Department Critical Incident Team, 2013 to present
- Member of World Trade Center Disaster Debriefing Team for US Customs Service and New York Police Department in New York City – 2001-2002
- Member of Oklahoma Disaster Debriefing Team for Police, Fire and Morgue Crew - May 1995

DIGITAL VERSATILE DISC (DVD)

- Pratt, R. (Director). (2006). *Between Iraq and a Hard Place* [DVD]. Los Angeles, CA: Pratt Brothers Entertainment.

PUBLICATIONS

- Glenn, T. (2017) First Responder Resilience: Caring for Public Servants. Progressive Rising Phoenix Press.
- Glenn, T. (2017) Protected But Scared. Progressive Rising Phoenix Press.
- Glenn, Tania. (2015, June/July). Resilience. Air Beat.
- Glenn, Tania. (2010, March/April). Returning to Law Enforcement after Deployment. Air Beat.
- Glenn, T. & Tillman, B. (2008) Critical Incident Response: Personal and Professional Readiness for the Human Side of Crisis. Convergent Books, Memphis.
- Glenn, Tania. (2008, March/April). Does Tragedy Affect Men and Women Differently? Air Beat.
- Glenn, Tania. (2007, September/October). Extreme Stressors: How to Find Relief. Air Beat.
- Glenn, Tania. (2006, November/December). Dual Missions: Law Enforcement and Air Medical Operations. Air Beat.
- Glenn, Tania & Williams, David. (2006, November). Caring for the Caregiver. Emergency Medical Services.

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- Glenn, Tania. (2006, July/August). Risky Business for Elite Officers. Air Beat.
- Glenn, Tania. (2006, May/June). Nerves of Steel: Factors in Psychological Resilience. Air Beat.
- Glenn, Tania. (Vol. 8, Number 2: Spring 2006). The Unified Approach of Management and Critical Incident Stress Management: Helping Flight Attendants and Pilots in the Aftermath of September 11. International Journal of Emergency Mental Health.
- Glenn, Tania. (2006, March/April). Peak Performance: How to Restore, Repair and Prepare. Air Beat.
- Glenn, Tania. (2005, November/December). From Impact to Recovery: The Aftermath of Disasters for First Responders. Air Beat.
- Glenn, Tania. (2005, May/June). Working Beyond Grief. Air Beat.
- Glenn, Tania. (2005, March/April). Nightmares and Night Terrors. Air Beat.
- Glenn, Tania. (2004, November/December). Crash Aftermath. Air Beat.
- Glenn, Tania. (2004, September/October). Leadership Styles in Times of Crisis. Air Beat.
- Glenn, Tania. (2004, May/June). Nerves of Steel: How Cops Cope. Air Beat.
- Glenn, Tania. (2004, January/February). Helping Families Cope With Stress. Air Beat.
- Glenn, Tania. (2003, September/October). Critical Incident Stress Management. Air Beat.
- Glenn, Tania. (2001, November). Critical Incident Stress Management. NASW Texas: Austin Unit News. Volume 9, Number 5.
- Glenn, Tania & Stanton, J. (2001, July/August). Critical Incident Stress Management. Air Beat 2001 Conference Issue.
- Glenn, Tania. (1998, Summer). A follow-up study: CISM and a Central Texas Tornado. Life Net 9, (2) p. 4.

PRESENTATIONS

11/18 Virginia EMS Symposium. *Trauma and Resilience*. Norfolk, VA.
 10/18 EMS World Expo. *Trauma and Resilience*. Nashville, TN.
 08/18 Keynote – St. Vincent's Hospital Annual Conference. *Trauma and Resilience*.
 Evansville, IN.

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07/18 National Homeland Security Conference. *Psychological Care for First Responders During Disasters*. New York, NY.
 07/18 Airborne Public Safety Association Conference. *Trauma and Resilience*. Louisville, KY.
 06/18 Texas State Fire Chief's Association Conference. *Trauma and Resilience*. Georgetown, TX.
 06/18 St. Louis Children's Hospital Critical Care Transport Team Safety Symposium. *Trauma and Resilience*. St. Louis, MO.
 05/18 Texas Champions for Justice Annual Conference. *Resilience*. Georgetown, TX.
 11/17 Keynote Speaker, 12th Annual Homeland Security Professionals Conference and Exposition. *Resilience in the Aftermath of Terror*. Orlando, FL
 09/17 Keynote Speaker, General Aviation Manufacturers Association Air Safety Investigators Workshop. *Trauma and Resilience*. Dallas, TX.
 09/17 Keynote Speaker, Aircraft Rescue and Fire Fighting 28th Annual Conference. *Trauma and Resilience*. Louisville, KY.
 09/17 Keynote Speaker, Arizona DHS EMS Resiliency, Wellness and Safety Summit. *Trauma and Resilience*. Phoenix, AZ.
 08/17 Keynote Speaker, Texas DSHS Substance Abuse Offender Conference. *Substance Abuse and PTSD*. Dallas, TX.
 05/17 Keynote Speaker, St. Vincent's EMS Education Emergency Medicine Symposium. Indianapolis, IN.
 05/17 Keynote Speaker, International Critical Incident Stress Foundation's World Congress. *Law Enforcement Support, Ft. Lauderdale Active Shooter*. Baltimore, MD.
 03/17 Keynote Speaker, First Responder Conference. Weyers Cave, VA.
 03/17 Helicopter Association International HELI-EXPO. *STARFlight Resilience*. Dallas, TX.
 07/16 State of Arizona Fire Chief's Conference. *Trauma and Resilience*. Glendale, AZ.
 10/15 Keynote Speaker, Des Moines First Responder Conference, Des Moines, IA.
 09/15 Keynote Speaker, General Aviation Consortium. Kansas City, MO.
 07/15 Airborne Law Enforcement Association 43rd Annual Conference. *"Daily and Critical Incident Stress Management: Personal and Professional Readiness"* and *"Working with Aircraft Accident Survivors."* Houston, TX.
 07/14 Texas State School Law Enforcement Officer Association Keynote Speaker. *"Traumatic Events Management."* Corpus Christi, TX.
 06/14 Hospital Wing's Wing Fling Keynote Speaker. *"Traumatic Events Management."* Memphis, TN.
 05/14 GovSec East Keynote Speaker. *"Traumatic Events Management."* Washington, DC.
 11/13 GovSec West Keynote Speaker. *"The Ugly Aftermath of Terrorism: Personal and Professional Resilience."* Dallas, TX.
 07/13 Airborne Law Enforcement Association 43rd Annual Conference. *"Daily and Critical Incident Stress Management: Personal and Professional Readiness"* and *"Working with Aircraft Accident Survivors."* Orlando, FL.
 07/12 Airborne Law Enforcement Association 42nd Annual Conference. *"Daily and Critical Incident Stress Management: Personal and Professional Readiness"* and *"Working with Aircraft Accident Survivors."* Reno, NV.
 07/11 Airborne Law Enforcement Association 41st Annual Conference. *"Daily and*

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- Critical Incident Stress Management: Personal and Professional Readiness*" and *"Working with Aircraft Accident Survivors."* New Orleans, LA.
- 07/10 Airborne Law Enforcement Association 40th Annual Conference. *"Daily and Critical Incident Stress Management: Personal and Professional Readiness"* and *"Working with Aircraft Accident Survivors."* Tucson, AZ.
- 07/09 Airborne Law Enforcement Association 39th Annual Conference. *"Daily and Critical Incident Stress Management: Personal and Professional Readiness"* and *"Working with Aircraft Accident Survivors."* Orlando, FL.
- 07/08 Airborne Law Enforcement Association 38th Annual Conference. *"Daily and Critical Incident Stress Management: Personal and Professional Readiness"* and *"Working with Aircraft Accident Survivors."* Houston, TX.
- 06/08 Washington State Communications Conference. *"Critical Incident Stress Management: Personal and Professional Readiness."* Seattle, WA.
- 07/07 Airborne Law Enforcement Association 37th Annual Conference. *"Daily and Critical Incident Stress Management: Personal and Professional Readiness"* and *"Working with Aircraft Accident Survivors."* Orlando, FL.
- 07/06 Airborne Law Enforcement Association 36th Annual Conference. *"Daily and Critical Incident Stress Management: Personal and Professional Readiness"* and *"Working with Aircraft Accident Survivors."* New Orleans, LA.
- 11/05 Texas EMS 20th Annual Conference. *"Out of the Field and Into the Communications Center."* Austin, TX.
- 09/05 Airborne Law Enforcement Association Western Regional Safety Seminar. *"State of Emergency: Suicide in Law Enforcement."* Burbank, CA.
- 09/05 American Eurocopter 2005 Pilot Safety Seminar. *Critical Incident Stress Management."* Dallas, TX.
- 07/05 Airborne Law Enforcement Association 35th Annual Conference. *"State Of Emergency"* and *"Strengthening Airborne Law Enforcement Teams."* Reno, NV.
- 04/05 Association of Traumatic Stress Specialists. *"Nerves of Steel: Factors in Psychological Resilience."* Dallas, TX.
- 04/05 Texarkana College Annual Mental Health Update. *"Traumatic Stress"* and *"Current Interventions in Traumatic Stress."* Texarkana, TX.
- 02/05 International Critical Incident Stress Foundation's Eighth World Congress on Stress, Trauma and Coping. *"Building Resiliency in Aviation Teams."* Overall Coordinator of Aviation Seminar. Baltimore, MD.
- 11/04 Austin/Travis County STAR Flight Texas Air Medical Survival Conference. *"Crew Resource Management."* Austin, TX.
- 07/04 Airborne Law Enforcement Association 34th Annual Conference. *"Nerves of Steel: How Cops Cope."* Charlotte, NC.
- 04/04 Airborne Law Enforcement Eastern Regional Safety Seminar. *"Critical Incident Stress Management."* Cincinnati, OH.
- 04/04 Airborne Law Enforcement Southeastern Regional Safety Seminar. *"Critical Incident Stress Management."* Tampa, FL.
- 01/04 Dallas and Tarrant County Health Systems. *"Critical Incident Stress Management."* Fort Worth, TX.
- 11/03 Texas EMS 18th Annual Conference. *"Ground Crew Resource Management."* San Antonio, TX.
- 11/03 David D. Miller 14th Annual Trauma Symposium. *"Critical Incident Stress Debriefing and Trauma"* and *"Stress: In Our Line of Work – It's Forever."*

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- Springfield, MO
- 09/03 Airborne Law Enforcement Association Western Regional Safety Seminar. *"Critical Incident Stress Management."* Newport Beach, CA.
- 07/03 Airborne Law Enforcement Association 33rd Annual Conference. *"Critical Incident Stress Management"* and *"Human Factors."* Wichita, KS.
- 04/03 Annual Training for Southwest Airlines' Family Response Team Leaders. Dallas, TX.
- 03/03 Memorial Hospital's 4th Annual Trauma Symposium: A Multidisciplinary Approach to Trauma Care. *"Staring into the Abyss: The Revolving Door Of Trauma."* South Bend, IN.
- 02/03 International Critical Incident Stress Foundation's Seventh World Congress on Stress, Trauma and Coping. *"Maintaining a Pulse on the Aviation CISM Team"* and *"The National EMS Stress Survey."* Baltimore, MD.
- 11/02 Texas EMS 17th Annual Conference. *"Violence in the Workplace: Stalking And Adult/Adolescent Mass Murders."* Austin, TX.
- 11/02 National Association of Social Workers – Texas Chapter 26th Annual Conference. *"We Will Never Be the Same: A Social Worker's Role In Assisting After the Attacks on the World Trade Center."* Houston, TX.
- 10/02 Society for Social Work Leadership in Health Care-Texas Chapter. *"Violence In the Workplace: Prevention and Intervention,"* Dallas, TX.
- 7/02 Airborne Law Enforcement Association 32nd Annual Conference. *"Critical Incident Stress Management,"* Tucson, AZ.
- 05/02 Regional Trauma Conference. *"Beyond Critical: The Impact of Catastrophic Events on First Responders."* Austin, TX.
- 01/02 Institute for Integral Development 23rd Annual Training Institute on Addictions. *"Critical Incident Stress Management Workshop Series."* Clearwater Beach, FL.
- 11/01 Texas EMS 16th Annual Conference. *"Malingering and Deception."* Austin, TX.
- 10/01 Austin Chapter of the Emergency Nurses Association Fall Symposium. *"Munchausen Syndrome by Proxy: Assessment and Intervention."* Austin, TX.
- 10/01 KFNX Radio. *"Workplace Violence Today"* guest speaker. Domestic Violence As It Relates to the Workplace, Phoenix, AZ.
- 8/01 Airborne Law Enforcement Association 31st Annual Conference. *"Critical Incident Stress Management,"* San Antonio, TX.
- 7/01 International Critical Incident Stress Foundation. *"CISM: Applications with Air Medical and Critical Care Transport."* Las Vegas, NV.
- 6/01 Austin Police Department (Quarterly training). *"Clinical Assessment of Malingering and Deception,"* Austin, TX.
- 1/01 Austin Emergency Medical Services In service, *"Munchausen Syndrome by Proxy: Assessment and Intervention,"* Austin, TX.
- 12/00 Texas Department of Health, *"Violence in the Workplace,"* Austin, TX.
- 11/00 Texas EMS 15th Annual State Conference, *"Munchausen Syndrome by Proxy: Assessment and Intervention,"* Austin, TX.
- 10/00 Texas Chapter of the Society for Social Work Leadership in Health Care of the American Hospital Association, *"Hospital-Based Critical Incident Stress Management,"* Austin, TX.
- 10/00 Air Medical Transportation Conference, *"Critical Incidents in Communications,"* Salt Lake City, UT.
- 09/00 Travis County Department of Emergency Services "Acute Illness and Injury in the

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- Workplace IV", *"Violence in the Workplace: Awareness and Recognition*, Austin, TX.
- 07/00 Airborne Law Enforcement Association, 30th Annual National Conference, *"Critical Incident Stress Management*," Albuquerque, NM.
- 03/00 Association of Traumatic Stress Specialists, 12th Annual National Conference, *"START for CISM-Responding to Ground and Air Medical Disasters*," San Antonio, TX.
- 11/99 Texas EMS Fourteenth Annual State Conference, *"Responding to Ground and Air Medical Disasters*," Austin, TX.
- 10/99 Texas Chapter of the Society for Social Work Leadership in Health Care of the American Hospital Association, *"Critical Incident Stress Management*," Austin, TX.
- 11/98 Texas EMS Thirteenth Annual State Conference, *"Crisis Intervention 101,"* and *"Critical Incidents in Communications*," Austin, TX.
- 09/97 Austin Community College Disaster Management in Jarrell Conference. *"The Role of CISM in Jarrell*," Austin, TX.
- 08/97 Texas State CISM Disaster Conference. *"A Texas Tornado and the CISM Response*." San Marcos, TX
- 06/97 Texas Drug Abuse Resistance Education (DARE) Officer's Association Statewide Conference. *"Mental Wellness and Stress Management for the DARE Officer*." Austin, TX.
- 04/97 International Critical Incident and Stress Foundation's Fourth World Congress on Stress, Trauma and Coping in Emergency Services: *"Did You Hear What I Just Heard? Critical Incidents in Communications*." Baltimore, MD.
- 09/96 Texas Department of Criminal Justice, Crime Victims Clearing House, *"The Rescuer Personality*", Corpus Christie, TX.
- 11/95 Texas EMS Tenth Annual State Conference, *"Team Building Your CISM Team,"* *"Maintaining a Healthy CISM Team,"* and *"Critical Incident Stress Management,"* Ft. Worth, TX.
- 04/95 International Critical Incident Stress Foundation's Third World Congress on Stress, Trauma and Coping in Emergency Services: *"EMS Wellness"*. Baltimore, MD.
- 02/95 Austin Emergency Medical Services. *"Working with Drug and Alcohol Abuse Patients"*, Austin, TX.
- 05/94 Sexual Assault Nurse Examiners. *"Working with Trauma Survivors: Crisis Intervention, and Community Resources,"* The University of Texas at Austin, School of Nursing, Austin, TX.

(Rev. 11/17)

Exhibit "A"



**Texas State Board of
Social Worker Examiners**

certifies that the person identified below is a

**Licensed Clinical Social Worker
Tania Glenn**

License Number 19357
Control Number 168002

Expires 4/30/2020

Jim Brown, LCSW

Cardholder Signature

Presiding Officer

Exhibit "A"