

EMPLOYEE RESOURCE SYSTEMS, INC.

**EMPLOYEE ASSISTANCE
PROGRAMS, WELLNESS
AND
WORK-LIFE SERVICES**

**EMPLOYEE RESOURCE SYSTEMS
29 E. MADISON STREET, SUITE 1600
CHICAGO, ILLINOIS 60602
312-780-6316**

About ERS

- Based in Chicago, ERS is a national provider of EAP/Managed Care services
- Clients in all industries

Our Program Offerings

- Assessment, Short-term Counseling, Referral and Follow-up
- Employee Education and Training
- Services for Supervisors
- Work-Life Services
- Managed Care (Gatekeeper, PPO & Case Management)
- Critical Incident Stress Debriefings (CISD), Crisis Management
- Organizational Assessment
- Personal and Executive Coaching

[more »](#)

©Employee Resource Systems, Inc. All rights reserved

Phone: 312 780 6316 Toll Free: 800 292 2780 Fax: 312 780 6344 www.ers-eap.com



How the voluntary EAP works...

Employee calls toll-free number

Available 24 hours every day

An in-person session is scheduled

EAP counselor explains services and conducts assessment

Interpreters available

EAP counselor provides short-term counseling

Referrals given for help following the EAP's services, when appropriate

Safety concerns are **HANDLED IMMEDIATELY**

EAP counselor follows-up

[« back](#)

[more »](#)

©Employee Resource Systems, Inc. All rights reserved

Phone: 312 780 6316 Toll Free: 800 292 2780 Fax: 312 780 6344 www.ers-eap.com



Employee Education & Training

In addition to addressing individual issues, ERS offers a number of programs that promote a positive work environment.

- Drug-Free Workplace
- Stress Management
- Time Management
- Workplace Violence
- Cultural Diversity
- EAP Orientation

[« back](#)[more »](#)

©Employee Resource Systems, Inc. All rights reserved

Phone: 312 780 6316 Toll Free: 800 292 2780 Fax: 312 780 6344 www.ers-eap.com

Services for Supervisors

ERS helps supervisors when they suspect an employee is struggling with a personal problem.

Supervisory Resource

- Informal Referral
- Consultation
- Job Performance Referral

[« back](#)[more »](#)

©Employee Resource Systems, Inc. All rights reserved

Phone: 312 780 6316 Toll Free: 800 292 2780 Fax: 312 780 6344 www.ers-eap.com

EAP's and Work-Life Services

Work-Life services provide a wealth of resources and information to help people balance their personal and professional needs.

- Work-Life services help organizations boost workplace productivity, bolster recruitment, increase retention, and enhance employee commitment.
- Available on-line or via a professionally staffed call center.
- Personalized work-life services that provide assistance 24 hours a day, 7 days a week—from virtually anywhere in the world.

[« back](#)

[more »](#)



©Employee Resource Systems, Inc. All rights reserved

Phone: 312 780 6316 Toll Free: 800 292 2780 Fax: 312 780 6344 www.ers-eap.com

Employee Resource Systems

ERS

ERS and Traumatic Events

Sometimes upsetting things happen at work. Employees may struggle with their reactions to traumatic events.

Crisis response for traumatic workplace events.

- Articles/Written Materials
- On-Site Services
- Group Counseling
- Post-event Analysis

[« back](#)

[more »](#)



©Employee Resource Systems, Inc. All rights reserved

Phone: 312 780 6316 Toll Free: 800 292 2780 Fax: 312 780 6344 www.ers-eap.com

ERS' Models of Service

The right ERS plan supplements a company's benefit plan.

1-3 EAP Sessions	1-6 EAP Sessions	1-8 EAP Sessions
Assess and Refer <ul style="list-style-type: none"> • Drug and Alcohol • Trauma • Psychiatric • Complex family issues • Work-Life Services* • Legal Services* 	Short-term Counseling <ul style="list-style-type: none"> • Mild situational depression • Adjustment disorders • Stress without trauma • Budgeting • Career Planning • Work-Life Services* • Legal Services* 	

* Add-on Programs

[« back](#)

[more »](#)



©Employee Resource Systems, Inc. All rights reserved

Phone: 312 780 6316 Toll Free: 800 292 2780 Fax: 312 780 6344 www.ers-eap.com

Account Management

- Program Promotion
 - Newsletters
 - Web-Site
 - Posters
 - Check stuffers/Information cards
- Detailed statistical reports provided on a quarterly basis
- Client satisfaction and ERS affiliate satisfaction surveys routinely conducted
- EAP orientation and supervisory training

[« back](#)

[more »](#)



©Employee Resource Systems, Inc. All rights reserved

Phone: 312 780 6316 Toll Free: 800 292 2780 Fax: 312 780 6344 www.ers-eap.com

ERS' Values

ERS is strongly committed to its people.

- ERS staff are involved in decision-making and policy development
- ERS encourages and funds staff professional development
- ERS' Benefits package
 - Education
 - Insurance
 - EAP benefits
 - 401K with matching contributions

« back

more »



©Employee Resource Systems, Inc. All rights reserved

Phone: 312 780 6316 Toll Free: 800 292 2780 Fax: 312 780 6344 www.ers-eap.com

How is ERS better than other EAP's?

- ERS' negotiated reimbursement rates are among the highest in the industry, assuring that *your people* will be a priority.
- All ERS cases are handled by a licensed clinician from the onset.
- ERS' phones are answered promptly and callers are connected directly to the appropriate person.



« back

more »

©Employee Resource Systems, Inc. All rights reserved

Phone: 312 780 6316 Toll Free: 800 292 2780 Fax: 312 780 6344 www.ers-eap.com

How is ERS better than other EAP's?

- ERS provides intense case management and follow-up services that far exceed EAP industry norms.
- ERS' outstanding client retention rate assures a stable, productive relationship with our customers.
- ERS tailors contracts to the preferences and needs of the client organizations. We do not dictate contract requirements to our clients.

[« back](#)[more »](#)

©Employee Resource Systems, Inc. All rights reserved

Phone: 312 780 6316 Toll Free: 800 292 2780 Fax: 312 780 6344 www.ers-eap.com

For More Information

- Call us toll free: **800 292 2780**
- Visit our website: **www.ers-eap.com**



©Employee Resource Systems, Inc. All rights reserved

Phone: 312 780 6316 Toll Free: 800 292 2780 Fax: 312 780 6344 www.ers-eap.com

ERS Staff Biographies

Gary S. Cohen co-founded Employee Resource Systems, Inc. (ERS) with William R. Heffernan. For over 36 years, Gary has worked as a corporate consultant specializing in Employee Assistance Programs, managed mental health care, and chemical dependency treatment.

Mr. Cohen holds a Bachelor's Degree in Political Science and a Masters in Social Work from the University of Wisconsin at Madison. He is a Licensed Clinical Social Worker (LCSW), a Certified Employee Assistance Professional (CEAP), a Diplomat in Clinical Social Work (DCSW), and a Qualified Clinical Social Worker (QCSW). In 2000, he was chosen as the Northern Illinois Employee Assistance Professional of the year. He was also the Co-Chairperson of the EAPA Consultants Group, Treasurer, Vice-President, and President of the Illinois Chapter of the Employee Assistance Professionals Association (EAPA). Mr. Cohen has been an active member of the Chicagoland Chamber of Commerce and its Drug-Free Workplace and Workplace Excellence Committees. Mr. Cohen was a member of the Board of Directors for the AIDS Foundation of Chicago from November 1997 to November 2003.

Included in his prior professional experience, Mr. Cohen served as the Director of Rush-Presbyterian-St. Luke's and Rush North Shore Medical Center's Employee Assistance Program. He was also a Clinical Account Manager for Managed Health Network, and is the former Program Director of the Chemical Dependency Treatment Program at Mount Sinai Medical Center. His other CD experience includes working on the Adolescent Chemical Dependency Unit at St. Elizabeth's Hospital.

Mr. Cohen coordinates business development, account services, consultation, training and accounting/finance at ERS.

William R. Heffernan co-founded Employee Resource Systems, Inc. (ERS) with Gary S. Cohen in 1993 after extensive experience as a corporate consultant specializing in Employee Assistance Program (EAP) and Drug-Free Workplace Programs.

Mr. Heffernan holds a Master's Degree in Rehabilitation Counseling and is a Certified Employee Assistance Professional (CEAP). From 1996 through 2004 he has served as the chairperson for the Chicagoland Chamber of Commerce's Drug-Free Workplace Taskforce. He was elected Vice President of the Northern Illinois Chapter of the Employee Assistance Professionals Association (NIEAPA) in 2002 and then President in 2004. Mr. Heffernan served three consecutive terms as the Chairman of the Board of Community Health Charities, the largest federation representing health agencies. In 1999, he was named Employee Assistance Professional of the Year for his many contributions to the Northern Illinois chapter. He has also served on a number of advisory boards for public organizations providing treatment for drug and alcohol addiction.

In 1988, Mr. Heffernan was awarded a Join Together fellowship and remains an active member of this national resource for communities fighting substance abuse, underwritten by the Robert Wood Johnson Foundation and administered by the Boston University School of Public Health.

Mr. Heffernan is skilled in organizational development and has significant expertise in developing drug-testing policies and procedures for labor unions as well as large and small companies. He is an engaging trainer and travels extensively conducting workshops, presenting seminars and facilitating programs.



ERS Staff Biographies

Andrea Harkleroad, Director of Operations, has been with Employee Resource Systems, Inc. since 1996. Ms. Harkleroad received a Bachelor's Degree in Psychology and a Masters Degree in Social Work from the University of Illinois at Champaign-Urbana. She is a Licensed Clinical Social Worker (LCSW) and a member of the Employee Assistance Professionals Association (EAPA). She has worked with many client populations such as people with HIV or AIDS, the chronic mentally ill, families, and adults struggling with addiction. Ms. Harkleroad started out at ERS as an EAP counselor and then moved into managing its Provider Relations department. She transitioned into Account Management in January 2001, and now conducts trainings and critical incident stress debriefings (CISD), while working closely with a variety of client companies as their primary liaison.

In 2007, Andrea was promoted to become the Director of Operations. She is the database administrator for ERS and oversees all the hardware and software systems. Andrea is involved in the creation of much of the promotional materials ERS uses and is the contributing editor for the quarterly newsletter "ERS Press". She supervises three administrative staff members and is the primary contributor to ERS' social media campaign

James Korenich, Director of Clinical Services, completed his Bachelor's Degree at Indiana University and his Master's Degree in Social Work at the University of Illinois at Chicago. Mr. Korenich is a Licensed Clinical Social Worker (LCSW), a Certified Employee Assistance Professional (CEAP), and a Certified Alcohol and Drug Counselor (CADC). His clinical experience includes working with chronically mentally ill young adults as well as the role of Counselor/Clinical Coordinator in a residential chemical dependence treatment program for adolescents. He entered the Employee Assistance field as an EAP clinician at a large family service agency and worked for several years at a national EAP/managed behavioral healthcare company where he provided both clinical and account services to a diverse client population.

Mr. Korenich's role as Director of Clinical Services, encompasses both internal quality control and direct client service. He performs clinical supervision of several ERS EAP Counselors, develops internal clinical policies and procedures and oversees staff/company compliance with all clinical matters. He engages in consultations with client companies for a variety of reasons including - policy issues and CISD requests. Mr. Korenich also participates in on-site EAP services as needed such as New Employee Orientations and Health/Benefit Fairs.

Lawrence H. Gard, Ph.D. is a consulting psychologist to Employee Resource Systems, Inc., meeting regularly with ERS clinical staff. Dr. Gard received his Bachelor's Degree from the University of Michigan and his Ph.D. in Clinical Psychology from Northwestern University. In addition to his role at ERS, Dr. Gard consults to businesses, providing Executive Coaching, Pre-hire Assessments, and 360-Degree Feedback Surveys.

Pat Davis, Clinical Supervisor, joined ERS in 2003. She has a Bachelor of Arts degree from Southern Illinois University and a Master's in Social Work from Jane Addams College of Social Work at the University of Illinois at Chicago. Pat is a Licensed Clinical Social Worker (LCSW) and an NAADAC Certified Substance Abuse Professional (SAP). She has experience working with adults with mental illness and substance use disorders as well as with the elderly, couples, families, and groups. She has also worked as an EAP specialist and case manager for a national behavioral health care organization.



ERS Staff Biographies

Kathleen Horton originally joined the ERS Team as an Employee Assistance Counselor in 2004. She worked in that capacity for one year before accepting the position of Account Manager. In September 2006, Kathleen took on the added responsibility of managing the Provider Relations Department. Since that time, her primary focus has been to provide training and consultation services to her client company accounts, while supporting Provider Relations and providing clinical services as needed.

Kathleen received a Bachelor's degree from Marquette University, a Bachelor's Degree from the University of Illinois at Urbana-Champaign and earned her Master's Degree from National-Louis University. She is a Licensed Clinical Professional Counselor (LCPC), a certified Employee Assistance Professional (CEAP) and a Certified Alcohol and Drug Abuse Counselor (CADAC).

Prior to joining ERS, she worked in a private EAP setting for nine years providing both clinical and account management services for a variety of corporate populations. She also worked with individuals, families and groups to provide clinical services in both inpatient and outpatient psychiatric settings.

Margie Laughlin joined the ERS Clinical Team as an Employee Assistance Counselor in 2008. She is a Licensed Clinical Professional Counselor (LCPC) and a Certified Employee Assistance Professional (CEAP). She received her bachelor's degree in Sociology from Saint Xavier University and her Masters in Applied Behavioral Science from the Leadership Institute of Seattle. Margie's clinical experience includes working in residential settings with children and adolescents ages 6-18 and their families. She has worked as an EAP specialist and case manager in the United States and Canada for the past 15 years and has amassed extensive counseling experience working with individuals, groups and couples during a decade of private practice.

Paula Fitzpatrick joined ERS in 2009 as an Employee Assistance Counselor. She has a Bachelor of Arts Degree from the University of Illinois at Chicago, a Master's Degree in English Literature from the University of Michigan, and a Master's Degree in Social Work from Loyola University Chicago. Paula's clinical experience began working in a family service agency. She worked with a variety of different client types including individuals, couples, families and groups, as well as the elderly and immigrant populations. She maintained a private practice for a number of years and for the past 13 years, has worked as an EAP Specialist and Case Manager. She is a Licensed Clinical Social Worker (LCSW).

Keith Erickson completed his internship at ERS and joined the Clinical Team as an Employee Assistance Counselor in 2011. Keith is a Licensed Clinical Professional Counselor (LCPC). He received his bachelor's degree from Loyola University of Chicago and earned his graduate degree in Clinical Counseling from The Chicago School of Professional Psychology. In addition to his work as an EAP counselor, Keith's clinical experience includes working with adults as well as with adolescents ages 12-18 and their families in inpatient mental health settings. Keith returned to the counseling profession after working 16 years as an operations manager with a healthcare system in the Chicago area.



ERS Staff Biographies

Ashley Repinski is a Licensed Professional Counselor (LPC) who joined Employee Resource Systems, Inc. in December 2016. She holds a Bachelor of Science degree in Psychology and a Bachelor of Arts degree in Communication Studies, both from Baldwin-Wallace College in Berea, Ohio as well as a Master of Arts degree in Counseling Psychology from Northwestern University (NU). As a student at NU, Ashley was a research assistant for the study of somatic counseling as a trauma intervention. This research greatly influenced her professional interests in mindfulness, crisis intervention, vicarious trauma, and self-awareness. Prior to joining ERS, Ashley worked as a mental health and substance abuse counselor for offenders on federal probation. She maintains her connection to NU by serving as Reflective Practitioner Supervisor for first year Master's students in the online counseling program.

Jessica Baran is a Licensed Clinical Professional Counselor (LCPC) who joined the Employee Resource Systems (ERS) team in 2017. She received her Bachelor of Arts degree in Family and Consumer Sciences with a minor in music from Bradley University in Peoria, Illinois. She then earned her Master of Education degree in Community Counseling from DePaul University in Chicago, Illinois. Jessica has experience working with special needs students at a therapeutic day school and she completed her clinical training at a private clinic specializing in the treatment of eating disorders. Jessica then worked as a clinician at a global EAP company for several years prior to joining ERS.

Theola R. Mack joined ERS as the Administrative Coordinator in 1995. Her primary responsibilities include the coordination of all incoming calls, database management for account services and provider relations as well as maintaining and processing clinical records. She assists in the daily operations of the office including shipping and mail processing, coordinating office supply and printed material orders as well as equipment training and maintenance. In addition, she coordinates all aspects of the ERS Customer Satisfaction Survey process – sending survey cards to clients and recording responses in the clinical database for reporting. Prior to joining ERS, she worked for Roosevelt University in the Counseling, Testing & Career Services Office. She was also an intern in the insurance industry, working on information management for hardware / software conversion projects.

Patty Gudas joined ERS in 2003 as the Executive Assistant to Gary Cohen and Bill Heffernan. Prior to becoming a member of the ERS staff, she worked in both the manufacturing and hospitality industries. Her extensive office administration knowledge and customer service skills have been a welcome addition to our pool of experienced professional staff. Her primary role is providing administrative support to the executive and account management staff. She creates sales proposals and marketing materials, generates monthly/quarterly/annual utilization reports and works closely with our printing/mailing house vendors to develop and coordinate customized client mailings. Her extensive knowledge of client company history enables her to provide excellent service support to managers and company representatives. She assists the clinical operations staff with the creation of clinical forms, clinical database management and administrating the Work-Life Services account. She also works with the accounting department to process billing and reimbursements for all ERS clinical affiliates and the majority of ERS' vendors.



ERS Staff Biographies

Tiffanie Williams, Clinical Support Administrator, joined ERS in 2013. Her primary roles are to manage Provider Relations, streamline clinical administrative processes and enhance the effectiveness of client services. She recruits and credentials all the affiliates/providers in the ERS Affiliate Network and coordinates all aspects of Provider Relations (license/insurance renewals, specialty verification, database management, mailings, correspondence, service awards, etc.). She also assists the ERS clinical staff with research and general administrative support as well as disseminating referral and resource information.

Tiffanie received both her Bachelor of Science degree in Human Services as well as her Master of Science degree in Management with emphasis on Human Resources, from Kaplan University. Prior to joining ERS, Tiffanie worked at the Thresholds Young Adult Program with youth displaying Axis I and II diagnosis. She started as a shift staff member in the group home and went on to assume other roles - Residential Shift Supervisor and Clinical Administrative Assistant. She remained at Thresholds for 9 years before joining the ERS administrative team.





Employee Resources Systems, Inc.
29 E. Madison Street, Suite 1600
Chicago, Illinois 60602

312-780-6316

www.ers-eap.com