

Avera EAP Staff Bio's

Rick Carlson, LPC, NCC, CEAP, Substance Abuse Professional

Employee Assistance Program Manager

Rick received his master's degree in counseling from Sioux Falls Seminary, and a Doctor of Ministry (Leadership) degree from Bethel University in St. Paul, MN. He is a Certified Clinical Trauma Professional and a Board Certified Professional Christian Counselor (AACC). In addition to being a skilled counselor (dual licensure in both Minnesota and South Dakota), Rick has worked as an Employee Assistance Program professional for 20 years; and prior to his role as manager at Avera EAP, his various EAP roles have been EAP counselor, trainer, management consultant, clinical supervisor, and critical incident specialist.

Tim Heerts, LPC, LMFT, CEAP, Substance Abuse Professional

EAP Clinical Specialist

Tim received his master's degree in counseling from Sioux Falls Seminary. He has been in the counseling field for over 30 years, with over 20 years specializing in the EAP field. He has dual-licensure as a counselor in both Iowa and South Dakota. Tim enjoys delivering quality, interactive trainings to groups of supervisors and employees. He has many years of experience in consulting and coaching supervisors and business leaders in dealing with difficult issues that affect the workplace.

Laurie Dirnberger, MA, CEAP

EAP Trainer and Consultant

Laurie earned a bachelor's degree in secondary Education from Bethel University in St. Paul, MN, and a master's degree in English as a second language from Hamline University also in St. Paul. Laurie has received a Cognitive Coaching Certification from the Mentoring & Coaching Institute (S.D. Dept. of Education). She has invested a number of years as an educator in several states developing and implementing instruction, with special focus on the adult English learner population in the workplace. Laurie has been an employee assistance professional for several years, and her passion is to engage with people in their life stories by equipping them with tools to be lifelong learners.

Jeremy Ballew, M.Ed., CEAP

EAP Trainer and Consultant

Jeremy has been an employee assistance professional for three years. After completing his undergraduate degree at the University of Mary Hardin-Baylor in Belton, Texas, Jeremy obtained a master's degree in educational leadership and policy studies from the University of Texas at Arlington. Jeremy worked for many years as a project manager at ESC Region 12, which oversees primary and secondary education in the state of Texas. With that agency, Jeremy worked in an extensive federal program, where he managed and provided leadership, guidance, and conducted presentations to help school districts across the state of Texas reach and exceed their technological objectives. Jeremy is an experienced and engaging communicator and skilled trainer.

Jeffrey Hurst, CSW-PIP

EAP Counselor

Jeff received his master's degree in Social Work from the University of South Dakota. He is a Certified Traumatic Event Responder as well as a certified Cognitive Behavioral Therapist. In addition to being a skilled counselor, Jeff has a vast experience working with people across most demographics with a variety of issues and needs for nearly 10 years. Jeff's priority is in serving Avera EAP and treating each client as a person with dignity and respect. His various EAP roles are as an EAP counselor, trainer, and critical incident specialist.

Jasmine Segbehoe, MA, LPC, CEAP

EAP Counselor

Jasmine completed her Master of Arts in counseling program at Lakeland College in Madison, WI and she is dual-licensed as a professional counselor in both Wisconsin and South Dakota. She has broad counseling experience from her previous work with Lutheran Social Services, Catholic Charities, and other social services agencies. Jasmine's special service interest is in helping individuals who come from diverse cultural backgrounds.

Terri McFayden, AA

EAP Support Specialist

Terri earned Associate Degrees of Applied Science in *both* Business Administration and Financial Services from Southeast Technical Institute in Sioux Falls, SD. She brings 20 years' experience in administrative and financial services to Avera EAP. Terri helps keep the Avera EAP business running smoothly. In addition, she helps address customer services issues relating to clients, vendors, and affiliate providers.

Jamie Douglass, B.S.

EAP Intake/Assessment & Referral Coordinator

Jamie earned a bachelor's degree in psychology from College of the Ozarks in Point Lookout, MO. Jamie came to Avera EAP from Fayetteville, AR after serving many years in social services and child welfare. Prior to her work in child welfare, Jamie worked in the behavioral health field supporting individuals with developmental disabilities. Jamie's passion for helping others makes her a great asset to Avera EAP and her role in Intake.

Fred Rule, B.S.

Avera Corporate Sales Representative

Fred has been with Avera since 1991, having served as a Certified Recreation Therapist for many years at the hospital rehab unit until transitioning to sales and marketing 17 years ago. Fred's excellent knowledge of EAP helps him effectively communicate the benefits of this employer-sponsored benefit. Besides selling Avera EAP, Fred also promotes occupational medicine and corporate wellness programs to customers.