

Resume (1970 – 2019)

**DALE A. MASI, PhD, LCSW-C, CEAP**

Professor Emeritus, University of Maryland  
President/CEO

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## Education and Licensure

**Doctor of Philosophy** - Catholic University of America

**Master of Social Work** - University of Illinois

**Bachelor of Science** - College of Mt. Saint Vincent

### Post Doctoral

**Senior Fulbright Scholar** - Italy, 1980

**Fulbright Senior Specialist** - Hong Kong, 2000; Italy, 2005; United Kingdom, 2008; Japan, 2004

**American Association of University Women** - Fellowship to Italy

**Malcolm Baldrige** - IBM - Quality Assurance Training, 1990

### Licensure, Certification and Vendorship:

Certified Employee Assistance Professional, 1987-present

Licensed Certified Social Worker-C Maryland State License No. 4294

## Awards/Special Recognition

Ad Laudem Dei Medal for extraordinary achievement in Humanities, Religion, and Education, College of Mount St. Vincent, 2018.

Lifetime Achievement Award, Employee Assistance Professionals Association, 2012

Alumna of the Year, National Catholic School of Social Service, 2011

Social Work Pioneer in Employee Assistance, 2007

SAMHSA medallion for contribution to the EAP field, 2004

Distinguished Scholar, National Academies of Practice, 2002 - Present

Proclamation of Jefferson County Kentucky Commissioners, Dale Masi Appreciation Day- June 14,2002

AMPART Expert, American Participant Program sponsored by the USIA

First International Rhoda G. Sarnat Award (NASW), 1993

Alumni Award of Distinction from the College of Mt. St. Vincent, 1996

Dictionary of International Biography, 1993-Present

*Who's Who: In America*

*Who's Who: in Finance and Industry of American Women*

*Who's Who: Among Italian Americans*

*Who's Who: Leading American Executives*

*Who's Who: Medicine and Healthcare*

*Who's Who: 21st Century, International*

*Who's Who: Professional and Business Women*

*Who's Who: Science and Engineering*, 10<sup>th</sup> Anniversary Issue, 2008-Present.

Social Worker of the Year, NASW-DC Chapter, 1990

EAP Digest Hall of Fame, 1987

Norfolk State University Eminent Scholar, 1985

US Department of Health and Human Services Employee Counseling Commendation, 1985

Third Annual GEICO Public Service Award, Certificate of Merit, 1983

National Individual ALMACA Achievement Award, 1982

German Marshall International Fund Award to Vienna, Austria, 1981

Outstanding Educator for America, 1976

## **Employment Experience**

**CEO and President**

**November 1984 – Present**

**Masi Research Consultants, Inc.**

**P.O. Box 990268**

**Boston, Massachusetts 02199**

Chief Executive Officer for the development and implementation of professional services for MASI Research Consultants, Inc., including research, design and evaluation of Employee Assistance Programs (EAPs), Drug Free Workplace, AIDS in the workplace, Managed Mental Health (MMH), and Workplace Violence and other related workplace programs for private corporations, public organizations and government agencies. Provides quantitative (cost-effective studies) and qualitative evaluation for EAPs including Peer Panel Review of records.

Assists employers in designing overseas and domestic EAPs and special programs with EAPs to address unique company needs including services for small companies, female employees, and overseas employee populations.

Clients have included American Management Association, Apple Computer, Inc., Bristol-Myers Corporation, District of Columbia Government, IBM Corporation, Lafarge, Merrill Lynch & Company, Pfizer, Toyota, the US Postal Service, the US Internal Revenue Service, the US House of Representatives, and the US Senate.

Maintains consulting staff of interdisciplinary professionals, including psychometricians, psychiatrists, psychologists, social workers.

MASI is certified with the Commonwealth of Massachusetts as a woman-owned business (WBE) with the State Office of Minority and Women Business Assistance (SOMWBA).

**Resident Scholar  
National Catholic School of Social Service  
The Catholic University of America  
Washington, DC**

**2010-2014**

In partnership with Catholic University, MASI developed and coordinated the first International EAP Online Certificate program. The program consisted of two courses which could be taken individually or as a whole. The students completing both courses received a Professional Education Certificate in EAPs from Catholic University. MASI was involved in all aspects of the program, including teaching, selecting faculty, developing curriculum, and marketing the program.

**Professor Emeritus  
University of Maryland  
Graduate School of Social Work  
Baltimore, MD**

**September 2004 – Present**

**Professor  
University of Maryland  
Graduate School of Social Work  
Baltimore, MD**

**August 1980 – August 2004  
Jessie Harris, Dean**

Directed Employee Assistance specialization. This included teaching graduate courses on "Human Services in Industry," and "Administering Employee Assistance Programs." Monitored internships at 35 occupational sites including Amtrak, the National Security Agency, Westinghouse Corporation, and the United States Congress EAP. Was responsible for securing more than \$70,000 per year in stipends. Directed graduate research group each year in EAPs.

Directed MBA/MSW Specialization, a dual degree program between the University of Maryland College of Business and Management and the School of Social Work.

Served as Program Director, Residential School on EAP Management and Clinical Practice.

Directed numerous research projects including 2-year study of Workers Compensation at the National Institutes of Health and two years study of Work/Life online and telephone counseling funded by Ceridian.

Served on the Doctoral Committee, University Senate, Executive Committee, Curriculum Committee, Academic Promotion & Tenure Committee and other academic committees.

**Project Director  
NIH Grant: Rapid Response to College Binge Drinking  
Northeastern University  
Boston, Massachusetts, USA**

**2005 - 2008  
Dr. Philly Mantella**

This grant takes the EAP essential ingredients and applies them to the problem of college binge drinking. As the Project Director and author of the grant, responsibilities include oversight and interpretation of the EAP concepts, training faculty, educating students and evaluating the clinical operation of the program.

**Visiting Lecturer and Director, Bocconi MIHMEP Network  
Development Advisor for North America  
Bocconi University  
Milan, Italy**

**2003 - Present**

The Masters in International Healthcare Management Economics and policy program at Bocconi University requires a three month internship. Students come from all over the world and classes are taught in English. As development advisor for North America, responsibilities include researching internship placements and matching them with appropriate students.

**Director  
Employee Counseling Services  
US Department of Health and Human  
Services**

**August 1979 – 1984  
Thomas McFee  
Assistant Secretary for Personnel**

Administered the development and implementation of the model Employee Counseling Services Employee Assistance Program (ECS/EAP) for the federal government in the U.S. Department of Health and Human Services (USDHHS) for 175,000 employees.

Administered ECS program for 16 offices located in 12 major cities in the US with approximately 100 professional staff in these offices. Maintained responsibility for a budget which exceeded \$2,000,000.

Developed and implemented policy guidelines for use by Departmental agencies in the establishment of programs that comply with provisions of Public Law 91-616 and 92-255.

Developed and implemented a comprehensive 30 month evaluation system to assess program effectiveness related to increased work productivity and decreased health care costs.

Acted as Project Officer for the following contracts:

- Evaluation of DHHS ECS Program
- The ECS Supervisory Training Package
- The ECS Model for Senior Executive Service
- The ECS Model for Evening and Weekend Alcoholism Treatment in the Workplace
- The ECS Model for Indian Health Services
- The ECS Model for Picturephone Counseling

**Associate Professor  
Boston College  
Graduate School of Social Work**

**1972 – 1979  
June Hopps, Dean**

Principal Investigator for the National Institute on Alcohol Abuse and Alcoholism (NIAAA) grants totaling \$750,000.

Developed and administered the first training program in the country for professional social workers in EAPs at Boston College.

Directed programs in employee assistance at the five sites and managed all activities relating to more than the 2,000 clients seen and the more than 1,000 supervisors trained in the Boston area. Encompassed 51 companies based upon the following contracts from 1972-1979.

- The United States Air Force Hanscom AFB
- Kennedy Federal Building (consortium of federal agencies)
- The cities of Taunton and Brockton, MA (EAP for 19 small companies)
- New England Telephone Company, Boston office (10,000 employees)

Administrative Responsibilities, Chairwoman, Masters in Social Planning Program, June 1974 to January 1977.

Administered work of academic program; 7 faculty, 56 students, 2 secretaries.

Directed program, including admission, awarding of scholarships, field placements.

Taught the following courses: "Community Organization," "Social Planning," "Advanced Community Organization," "Industrial Social Work," and "Organizing for Women."

## **Expert Witness**

Exxon-Valdez Case, United States Department of Justice vs. Exxon Corporation, et al.

Bertram vs. Merit, et al.

Rodriguez vs. Collins, et. al.

Wesbecker vs. Eli Lilly, Boel Stopher & Graves (Louisville, KY)

Webb, et al vs. UAW et al

Erica Willis Tanks vs. Lockheed Martin Corp.

## Research and Grants

### **NIAAA Grant (see previous page 3 for full description of grant)**

Northeastern University – June 2005-May 2008

\$943,792

### **Marital/Relationship Issues- An EAP's Perspective**

Warren Shepell, Inc.- 2003

\$20,000

### **A Study of Managers and Human Resource Professionals' Opinions on the Employee Assistance and Worklife Program**

United Behavioral Healthcare- September, 2002-May, 2003

\$25,000

### **Factors that Contribute to Clients' Utilization of Telephone Information/Consultation and Face-to-Face Information/Consultation**

Ceridian Corporation- June, 2003

\$22,000

### **Outcome Measurements in the Ceridian Lifeworks Clinical OneSource Program**

Ceridian Corporation- June, 2002

\$22,000

### **Outcome Measurements for Ceridian's Lifeworks OneSource Program**

Ceridian Corporation- June, 2001

\$22,000

### **Motivation for the Use of On-line EAP and Work/Life Product**

Ceridian Corporation- June, 2000

\$22,000

### **Outcome Measurements for the Use of On-line EAP and Work/Life Product**

Ceridian Corporation- June, 1999

\$22,000

### **The Impact of Warren Shepell's Employee Assistance Program on Health Related Costs**

Warren Shepell, Inc.- 2001

\$20,000

### **A Survey of Employee Opinions of the Employee Assistance Program**

American Management Association- 1998

\$10,000

**A Cost Benefit Study of the US Postal Services' Employee Assistance Programs in Boston and San Diego**

United States Postal Service- 1996

\$50,000

**Study of Opinions of Employees as to the Ingredients of a Drug-Free Workplace Program With Particular Relevance to Drug Testing**

Mobil Oil Corporation- 1995

\$60,000

**Drug and Alcohol Training for Families (developed curriculum)**

IBM Corporation- 1992

\$25,000

**Principal Investigator - Faculty Fellow Training Grant**

NIAAA/NIDA- 5-year grant to train faculty

\$1,550,000

**EAP Student Stipends**

The University of Maryland- 1990-2005

\$600,000

**Principal Investigator**

Boston College- 1972-1979

NIAAA grants totaling \$1,400,000

## **Publications: Books**

The History of Employee Assistance Programs in the United States. To be published by the Employee Assistance Research Foundation in the Fall of 2019.

Reinforcing Mental Health of Business Entities. Masi, et. al. Roudou Chosakai. Tokyo, Japan 2011.

Fourth International EAP Compendium. Dale Masi, editor. Masi Research Consultants, Inc., Boston, MA 2010.

Third International EAP Compendium. Dale Masi, editor. Masi Research Consultants, Inc., Washington, DC 2006.

International Employee Assistance Anthology, 2nd Edition. Dale Masi, editor. University of Maryland, 2000.

Evaluating Your Employee Assistance and Managed Behavioral Healthcare Programs, 2nd Printing. Dallen, Inc., March 2000.



Productivity Lost: Alcohol and Drugs in the Workplace. Palm Beach FL: LRP Publications, 1999.

Shrink to Fit. Deerfield Beach FL: Health Communications Inc., October 1998.

International Employee Assistance Anthology. Dale Masi, editor. Detroit, MI: Performance Resource Press, 1996.

Evaluating Your Employee Assistance and Managed Behavioral Healthcare Programs. Detroit, MI: Performance Resource Press, 1994.

The AMA Handbook for Developing Employee Assistance & Counseling Programs. Dale Masi, editor. New York: American Management Association (AMACOM), 1992.

AIDS Issues in the Workplace: A Response Model for Human Resource Management. Westport CT: Quorum Books, 1990.

Drug Free Workplace. Washington DC: Buraff Publications, 1987.

Designing Employee Assistance Programs. New York: American Management Association (AMACOM), 1984.

Human Services in Industry. Lexington MA: D.C. Heath and Co., 1982.

Paperback version; Towson MD: Sheppard Pratt National Education Center for Behavioral Sciences, 1983.

Organizing for Women. Lexington MA: D.C. Heath and Co., 1981.

Paperback version; Towson MD: Sheppard Pratt National Education Center for Behavioral Sciences, 1983.

Social Welfare Needs and Services in the Military. Ann Arbor MI: University Microfilms, Inc., June 1965.

## **Publications: Chapters in Books**

et al, "Employee Assistance Programs in the Year 2002," Mental Health, United States, 2002. SAMHSA. United States Department of Health and Human Services, 2002

"Employee Assistance Programs," The AMA Handbook for Employee Recruitment and Retention. Cook, M., ed. American Management Association (AMACOM), 1992.

and Kaplan, R., "Employee Assistance Programs," Managed Mental Health Care: Administrative and Clinical Issues. Feldman, J. and Fitzpatrick, R., eds. DC: American Psychiatric Press, 1992.

"Employee Assistance Programs," The AMA Handbook for Developing Employee Assistance & Counseling Programs. Masi, D. ed. American Management Association (AMACOM), 1992.

"AIDS Counseling," The AMA Handbook for Developing Employee Assistance & Counseling Programs. Masi, D. ed. American Management Association (AMACOM), 1992.

"AIDS Education at the Worksite," Training and Development Yearbook. Frantzreb, R. ed. Prentice Hall: Englewood Cliffs NJ, 1991.

"Should Social Workers Work for Profit Firms? Yes," Controversial Issues in Social Work. California: Allyn and Bacon, 1991.

"Why Ethnicity, Culture Concerns and EAPs," with Masi, R. An Emerging Paradigm: EAPs and the New American Workforce. Hooks, J. and Weinstein, S. eds. Employee Assistance Professionals Association: Arlington VA, 1991.

"Module V Assessment," chapter in Drug Abuse Curriculum for Employee Assistance Program Professionals. National Institute on Drug Abuse, Washington DC, 1989.

and Bowler, M. "Managing Mental Health Benefits: The Changing Role of the EAP," Work and Health. NY: Panel Publishers, Inc., 1989.

"Employee Assistance Programs--Expectations and Reality for Mental Health Providers," in South Oaks Foundation Mental Health Series. Amityville NY, 1987.

"Employee Assistance Programs," chapter in Occupational Medicine: State of the Art Reviews 1(4), October-December 1986.

"The History, the Philosophy and the Essential Components of Employee Assistance Programs," chapter in Alcoholism: Analysis of a World-Wide Problem. Edited by P. Golding. Lancaster, England: MTP Press Limited, 1983.

"A Review of Occupational Alcoholism and Employee Assistance Programs in Public Sector Organizations in the United States." World Health Organization. Geneva Switzerland, 1983.

"Social Development in the Industrial Arena." A Developmental Perspective in Social Work. University of Hawaii, School of Social Work, Honolulu HI, 1982.

## **Publications: Monographs**

Worldwide Guidelines for Mental Health in the Workplace, Dr. Dale A. Masi, Creator, © September, 2003 Washington, DC

Utilization Factors and Outcomes for EAP and Work-Life Programs- summary publication of four studies conducted by the University of Maryland in collaboration with Ceridian Corporation, Dale Masi, et. al.

Exploring Italian Social Work: Columbus in Reverse. Washington DC: NIMH, Government Printing Office, DHHS, Publication NO. HSM 72-9025, September 1972.

"Field Instruction in Community Organization: A Recent Experiment." New York: National Urban League, 1967. Monograph.

## Publications: Articles

“Key Individuals Interviewed for EAP History Project.” Dale A. Masi & Jodi Jacobson Frey. *The Journal of Employee Assistance*. Volume 47: No. 4, p. 20-22. 4<sup>th</sup> Quarter 2017.

“Response to the Challenge of Training International EAP Professionals: An Online Certificate Program.” Dale A. Masi & Kent Carlson. *Journal of Workplace Behavioral Health*. Volume 30: 1-2, pages 191-208. March 2015

“Marijuana Policy Needed in Workplace.” Dr. Dale Masi. *The Journal of Employee Assistance*. Vol. 45, No. 3. 3<sup>rd</sup> Quarter 2015

“Cost-Effectiveness of EAPs.” Dale A. Masi. In *Correct Understanding and Application of EAP Necessary for All Entities that Implement Measures for Mental Health*. Kabushiki Kaisha Roudou Chousakai, Tokyo, Japan. June 2011

“Definition and History of Employee Assistance Programs.” Dale A. Masi. In *Correct Understanding and Application of EAP Necessary for All Entities that Implement Measures for Mental Health*. Kabushiki Kaisha Roudou Chousakai, Tokyo, Japan. June 2011

“Redefining the EAP Field” Dale A. Masi. *The Journal of Workplace Behavioral Health*. Volume 26, Number 1, January-March 2011, pages 1-9.

“Redefining the EAP Field.” Dale A. Masi. In *The 4<sup>th</sup> international employee assistance compendium* (pp. 3-10). Boston: Masi Research Consultants, Inc. 6/13/2010

Amaro H, et al. Trial of the University Assistance Program for Alcohol Use Among Mandated Students. *Journal of Studies on Alcohol and Drugs*. Supplement No. 16: 45-56, 2009.

“Mental Illness...Finding the Help You Need.” Dale A. Masi, Robin Masi. *The Sunday Guardian*. Port of Spain, Trinidad. April 12, 2009, page 13.

“Substance Abuse: Eating into the Bottom Line.” *The Business Guardian*, October 2, 2008.

“Help is on the way: EAPs in the Workplace.” Dale A. Masi, PhD, Robin Masi, MFA, EdM. *The Sunday Guardian*. Port of Spain, Trinidad. February 8, 2009. Page 13.

“Women and Wellness.” Dr. Dale A. Masi. *Linkage: The American Chamber of Commerce of Trinidad and Tobago*. Volume 4, 2008, pp. 34-5. ISSN 1814-1242.

“Balancing Work Life and Home.” *The Sunday Guardian*, January 18, 2009.

and Foster-Sanda, S., “Why College Binge Drinking is Relevant to EAPs.” *Journal of Workplace Behavioral Health*, Vol. 23 (4) 2008.

“Community Organizing: An Honorable Profession.” *The Washington Examiner*. December 31, 2008.

Manderscheid, Ronald W., Masi, D., Rossignol, Charles, R., and Masi, Daniel A. "The Integration of Physical Health and Behavioral Health Sciences: Three University Case Examples." Archives of Psychiatric Nursing, Volume 21, No 3, 2007.

"New Initiatives in the EAP Field," Behavioral Healthcare, Volume 26, No 4, April 2006.

"Employee Assistance Programs in the New Millennium," International Journal of Emergency Mental Health, Vol.7, No. 3, Summer 2005.

"The Employee Assistance Industry Alliance: Context, History and Initial Vision," Employee Assistance Quarterly, Vol.19, No. 3, 2004.

"International Accreditation", Employee Assistance Quarterly, Spring 2004

and Jacobson, Jodi M. "Outcome Measurements of an Integrated Employees Assistance and Work-Life Program", Research on Social Work Practice, July, 2003

and Paul, Richard "Organizational Impact-Assessing the Needs of Employers" EAP Association Exchange, July/August 2002

"Professional Education-The Key to Developing Conceptual Thinking" EAP Association Exchange, May/June 2002.

and Jacobson, Jody M. "Outcome Measurements of an Integrated Employees Assistance and Work-Life Program", Research on Social Work Practice, Fall 2002.

and Tamburo, Melissa Back. "Motivation for the Use of an Online EAP and Work/Life Product", EAPA Exchange, Spring 2002.

and Freedman, M. "The Use of Telephone and On Line Technology in Assessment, Counseling, and Therapy," Employee Assistance Quarterly, Vol. 16 (3), 2001.

and Cooper, A.R. and Jacobson, J.M. "Quantifying Quality: Findings From Clinical Reviews," Employee Assistance Quarterly, Fall 2000.

and Freedman, M. "Factors That Contribute to the Utilization of Telephone Information/Consultation and Face-to-Face Information/Consultation Services," Employee Assistance Research Supplement, EAPA Exchange, Spring 2000.

"Employee Assistance Programs: Mental Illness and the Workplace: Can Health Services Research Influence Public Policy and Private Actions?", the Association for Health Services Research and the National Alliance for the Mentally Ill, December 8-9, 1999.

"The Role of Employee Assistance Programs in Managed Behavioral Healthcare," part of the Technical Assistance Series of the Center for Mental Health Services on Managed Behavioral Healthcare, February 1998. SAMHSA, US Public Health Service, US Department of Health and Human Services.

"Evaluation of Employee Assistance Programs (EAPS)," Research on Social Work Practice, vol. 7 No. 3, July 1997, pp. 378-390.

Boris M. Astrachan et. al. "The Role of a Payor Advisory Board in Managed Mental Health Care: The IBM Approach". Administration and Policy in Mental Health Vol. 22, No. 6, July 1995, pp. 581-595.

and Kaplan, D. "Selecting a Substance Abuse Professional," MRO Update, April 1995, pp. 1-3.

and Kaplan, D. "The Role and Qualifications of the Substance Abuse Professional," MRO Update, January 1995, pp. 1-3.

"Elements of a Clinical Peer Review," EAP Digest, January/February 1995, pp. 28-29.

"Evaluating EAPs: Summary Data from 20 Clinical Reviews, 1984-1994," EAP Digest, January/February 1995, pp. 26-27.

"Violence in the Workplace: The EAP Perspective," EAP Digest, March/April 1994, pp. 23-24.

"Occupational Social Work--Today," Employee Assistance Magazine, March 1993.

"An American Participant in Russia," EAPA Exchange, January 1993, pp. 12-13.

"Evaluation of Occupational Alcoholism and Drug Abuse Programs," Proceedings of the 36th International Congress on Alcohol and Drug Dependence, Glasgow, Scotland, August 17, 1992. Published by the International Council on Alcohol and Addictions (ICAA).

"Special Populations in the Workplace: Outreach for AIDS Education and Counseling," Proceedings of the 4th International Conference on Social Work and AIDS, Washington DC, July 23, 1992. Published by the National Institute of Mental Health.

and Etzioni, D. "Sexual Harassment and the Role of EA Programs," Employee Assistance Magazine, December 1991, pp. 6-33.

"Evaluating EAP/Managed Care Systems," EAPA Magazine, October, 1990.

and Stanton, K. "Employee Assistance Programs and Working Women," Women in Management Review, MCB University Press Ltd., England, April, 1990.

"The Role of Employee Assistance Programs," Workplace Drug Abuse Policy: Considerations and Experience in the Business Community, National Institute on Drug Abuse, Washington DC, 1989.

and Friedland, S.J. "EAP Actions & Options," Personnel Journal, June 1988.

and Bowler, M.H. "Managing Mental Health Benefits: The Changing Role of the EAP," Compensation & Benefits Management 4(2), Winter 1988.

"An In-Depth Survey on Drugs Testing: What Are Other Companies Doing?" What You Must Know To Set Up and Enforce an Effective Anti-Drug Program. Waldstein, R., ed. Englewood Cliffs NJ: Prentice Hall Professional Newsletters, 1988.

"AIDS: What Can Be Done...What Should Be Done...What Is Being Done Now," AIDS in the Workplace: Here Are the Answers You Must Have. Edited by Waldstein, R. and Heyer, J., eds. Englewood Cliffs NJ: Prentice Hall Professional Newsletters, February 1988.

and Goff, M. "The Evaluation of Employee Assistance Programs," Public Personnel Management 16(4), International Personnel Management Association, November 1987.

and Boyle, P. "An Evening and Weekend Treatment Program for Alcoholism in the Workplace," Employee Assistance Quarterly 2(4), Haworth Press, Inc., Summer 1987.

"AIDS in the Workplace: What Can Be Done?" Personnel, American Management Association, July 1987.

and Maiden, R.P. "Employee Assistance Programs: State of the Art," Corporate Commentary 3(4), HLS Publication, Winter/Spring 1987.

"Qualitative Evaluation of EAPs: Peer Review," The ALMACAN 17(4), March 1987.

and Montgomery, P. "Future Directions for EAPs," The ALMACAN 17(4), March 1987.

"Company Responses to Drug Abuse from AMA's Nationwide Survey," Personnel, March 1987.

and Burns, L.A. "Urinalysis Testing and EAPs," EAP Digest, September/October 1986.

"AIDS in the Workplace, Parts I & II," The ALMACAN, Arlington VA, January/February 1986.

"The High Cost of Employee Substance Abuse," Leaders Magazine, New York, October/November/December 1985.

and O'Brien, M.A. "Dealing with Drug Abuse in the Workplace," Business and Health, Washington DC, December 1985.

"The Role of EAPs in Response to AIDS in the Workplace," AIDS in the Workplace, American Management Association (New York), December 1985.

and Maiden, R.P. "EAP Specialization at the University of Maryland," EAP Digest, Troy MI, July/August 1985.

and O'Brien, M.A. "Drugs in Industry," EAP Digest, Troy MI, September/October 1984.

"Future Directions of Employee Assistance Programs," The ALMACAN, Arlington VA, June 1984.

and Teems, L. "Employee Counseling Services Evaluation System: Design, Issues and Conclusions," Evaluation and Program Planning 6, Pergamon Press Ltd., Philadelphia PA, 1983.

"Victims of Crime as EAP Clients," The ALMACAN, 13(10), Arlington VA, October 1983.

"A Model for Evening and Weekend Treatment for Alcoholism in the Workplace," Labor-Management Alcoholism Journal, National Council on Alcoholism, New York NY, March/April 1983.

"Problems of Overseas Employees and Their Families," Labor-Management Alcoholism Journal 3(2), National Council on Alcoholism, New York NY, November/December 1979.

and Sumperer, J.P. "An Industrial Consortium: A Five-Year Analysis," Labor-Management Alcoholism Journal 3(4), National Council on Alcoholism, New York NY, November/December 1979.

"Combating Alcoholism in the Workplace," Health and Social Work, Journal of the National Association of Social Workers, Albany NY, November 1979.

"Occupational Alcoholism: An Area of Action for Hispanics," Mental Health, Drugs and Alcohol Abuse, Albany NY, November 1979.

"Substance Abuse in Arab Countries," Alcohol Health and Research World 2, Education and Welfare, National Clearinghouse for Alcohol Information, USDHEW, Washington DC, Summer 1978.

and Spencer, G. "Alcoholism and Employee Assistance Programs in Industry," Social Thought 3(1), National Conference of Catholic Charities, Abbey Press, St. Meinard MN, Winter 1977.

"Social Services and the World of Work," Social Thought, National Conference of Catholic Charities III(1), St. Meinard MN: Abbey Press, Winter 1977. Monograph.

"The Association of Community Organization Professors: A (Necessarily) Recent Issue," ARETE 4(4), University of South Carolina, Columbia SC, Fall 1977.

"The Employed Woman Alcoholic," Labor-Management Alcoholism Journal 6(6), National Council on Alcoholism, New York NY, May/June 1977.

"The Italian-American Woman Implication for Mental Health," The Urban Experience of Italian Americans, Proceedings of the 8th Annual Conference of the American Italian Historical Association, 1977.

"Training Model for Implementing Industrial Alcoholism Program," Proceedings of the 21st International Congress on Alcoholism and Drug Dependence, International Council on Alcohol Addictions, Bangkok Thailand; and Do It Now Foundations 3, Phoenix AZ, February 1977.

"Occupational Alcoholism," Proceedings of the International Conference on Alcoholism and Addictions, Pan Arab League of Social Defense, Baghdad Iraq, November 1976.

"Planning Community Change," New Catholic World, Paulist Press, New York NY, May/June 1976.

"Observations on British Social Work Education," Iowa Journal of Social Work 6(2-3), University of Iowa, Iowa City IA, December 1975.

and Cole, E. "Program Evaluation Review Technique (PERT) for Social Planners," International Social Work 17(1), Bombay India, 1975.

"Implementing Industrial Alcoholism Programs," Proceedings of the 31st International Congress on Alcoholism and Drug Dependence, February 23-28, 1975.

"International Field Placements," Journal of Education for Social Work. Winter 1974 10(1).

"Applicazione del PERT Ai Programmio Sociali," La Rivista Di Servizio Sociale XL N4, Rome Italy, December 1971.

## Consultant Experience

American Embassy, London, England  
American Management Association  
Apple Computer, Inc.  
Arthur Lok Jack Graduate School of Business, University of West Indies  
BDM Corporation  
Bechtel Corporation  
Blue Cross/Blue Shield of Maryland  
Bristol-Myers  
Ceiba-Geigy  
Charter Medical Association  
Chase Manhattan Bank  
Department of the Navy  
Employee Health Programs  
Ensco, Inc.  
Hoffman LaRoche  
IBM Corporation  
IDG Companies  
Inter-American Development Bank  
Internal Revenue Service  
International Occupational Program Association  
Johnson & Johnson  
KPMG Peat Marwick Main and Company  
Lafarge North America  
Lucy Lopez-Roig EAP Company  
Marsh & McLennan  
Merrill Lynch  
Mobil Chemical  
National Fire Protection Association  
National Institute of Drug Abuse (NIDA): Office of Workplace Initiatives  
National Institute of Mental Health (NIMH)  
National Institute on Alcohol Abuse and Alcoholism (NIAAA)  
New England Medical Center  
Pan American Health Organization  
Peacemind  
Pfizer  
Pitney Bowes  
PPC International  
PPC UK  
Research Triangle Institute  
Right Management Consulting, Inc.



SAMHSA Center for Mental Health Services  
Science Applications International Corporation (SAIC)  
SEPTA  
Social Security Administration

**States of:**

Delaware  
Maine  
New Jersey  
Wisconsin

Toyota Motor Sales, U.S.A., Inc.  
UOEH

U.S. Department of Health and Human Services  
U.S. House of Representatives  
U.S. Postal Service  
U.S. Senate  
U.S. State Department

**Universities:**

American University  
Boston College  
Boston University  
State University of California at San Jose  
Northeastern University  
Tulane University  
University of Hawaii  
University of Houston  
University of Maryland  
University of Seattle  
University of Utah  
University of Washington

Value Behavioral Health  
Warren Shepell Consulting, Inc.  
Washington Post  
Westinghouse Corporation  
The White House  
The World Bank  
World Health Organization

## International Experience

### **AMPART Lecturer, US Department of State**

American Participant Program, United States Information Agency. Lectured on Drugs Alcohol, and AIDS in the Workplace in:

Austria  
Italy

Barbados  
Jamaica

England  
Poland

Guyana  
Russia

Hong Kong  
Sweden

### **1988 - Present**

#### **Australia**

Guest speaker, Health Communications Network, Canberra. Topics: "Defining and Assessing the Risks of Occupational Violence," "Prevention and Intervention Strategies," "From the Traditional EAP to Workforce 2000 - The US Experience," "Designing, Implementing, and Evaluating EAPs," "Emerging Uses of EAPs." June 1994.

Guest speaker, Australian Federation of Business and Professional Women, Inc., Canberra. Topic: "The Workplace, the Family, and the Year 2000."

#### **Austria**

Presentation, "International Employee Assistance Anthology: 1st and 2nd Editions." International Council on Alcohol Addiction, Annual Conference, Vienna, Austria. August 17, 1999.

#### **Barbados**

Technical Advisor, World Health Organization, Five-Day working/teaching seminar, National Council on Alcoholism, Bridgetown. August 1982.

Belize Lecture Presentation, Addiction Alert Organization of Belize and The Belize Chamber of Commerce and Industry, Belize City. March 1992.

#### **Brazil**

Presentation, "Decision Support 2000", sent by US Center for Mental Health Services, Sao Paulo, Brazil, December 2002

#### **Canada**

Presentation, "Cost Benefit Study for Great West Life." Employee Assistance Society of North America's Annual Conference, Quebec, May 3rd, 2002.

Presentation, "The US Government Mental Health and EAP Industry Joint Initiative Project", EAPA's 30th Annual Conference and Exhibition, Vancouver, BC, Canada, October 28-31, 2001.

Presentation, "Clients' Utilization of Telephone Counseling and Face-to-face Counseling." EASNA Annual Conference, Vancouver, Canada, April 4, 2000.

Featured Speaker, Current Issues in the Workplace, "Occupational Violence Risk Assessment & Prevention Strategies;" "How to Manage the Troubled Employee," and "Evaluation of Employee Assistance Programs," Winnipeg, MB. June 5-6, 1997.

Presenter, 10th Annual EASNA Institute, "International Employee Assistance Anthology: Findings and Recommendations," Toronto, Ontario. August 29, 1998.

Speaker, Employee Assistance Society of North America Sixth Annual International Institute, Toronto. Topics: "The Value of Accreditation," "The Impact of Legislation on Health Care in Canada and the USA." July 1994.

Speaker, Employee Assistance Society of North America 4th Annual Professional Development Institute, Ottawa. July 1992.

Speaker, American Psychological Association Conference, Montreal. August 1980.

## **Denmark**

Presentation, "The Professional Development Needs of a European EA Practitioner." 2nd Annual European Forum, Copenhagen, Denmark, June 20th, 2003.

Program Coordinator and presenter, Two-day Workshop on Administrative and Clinical Dimensions of Employee Assistance Program Practice, Copenhagen, Denmark. Topics: "Essential Ingredients of Employee Assistance Programs and Their Application to Occupational Social Work," "Workplace Violence: Strategies for Prevention," "Evaluation of Employee Assistance Programs." August 1995.

Guest Speaker, Center for Interdisciplinary Information on Women's Issues, Copenhagen, Denmark. "Sexual Harassment in the Workplace." August 1995.

Speaker, International Conference on HIV/AIDS and Social Work, Copenhagen, Denmark. "AIDS Issues in the Workplace." August 1995.

## **Greece**

Keynote Speaker, EAPA Hellenic Chapter Annual Conference, Athens Greece. Topic: "Employee Assistance and Work/Life Balance Programs Worldwide" June 2006.

Keynote Speaker, European Network Occupational Social Work Conference, Athens, Greece. Topic: "Employee Assistance Programs." May 1995.

## **Hong Kong**

Keynote Speaker, Asia Pacific Conference of Employee Assistance Programs, "Employee Assistance Programs in the 21st Century." March 5-7, 1998.

Presenter, Joint World Congress of the International Federation of Social Workers and the International Association of Schools of Social Work. "Violence in the Workplace." July 24-27, 1996.

Academic Specialist, Fulbright-Hays Academic Specialist Program, United States Information Agency, Hong Kong. Lectured, consulted, and advised on Employee Assistance Programs to major firms, agencies, and universities. January 1994.

- India** US Delegate for the First Conference of the Asian Forum of Parliamentarians of Population and Development, New Delhi. February 1984.
- Iran** On behalf of major US Department of State and US Corporations to study outpatient mental health clinic operating for dependents, March, 1979.
- Iraq** One of 3 scientific advisors and one of 10 European scientific advisors to for the Pan Arab Conference on Additions, June 1981.
- Italy** Presentation, "Employee Assistance Programs: With Particular Relevance to Oil Companies" 4th Annual Health Care and Trauma at Remote Locations (HECTRA) Conference and Showcase, Castelgondolfo, Italy, December 10-11, 2003.
- International Consultant, National Institute of Mental Health. 1970-1972.
- Jamaica** Employers Federation of Jamaica, Two-day Workshop on Designing Employee Assistance Programs, Kingston. June 1990.
- Japan** Fulbright Senior Specialist Lecturer at Pfizer Sponsored Conference for Psychologists- Yokohama, Kyorin University Medical School, Tokyo, EAPA Japan, Tokyo, March 2004.
- Lecturer at Kyoto Medical School, February 1977.
- Fulbright Senior Specialist to UOEH School of Occupational Medicine, Kitakyushu, Japan
- The Netherlands** Keynote Speaker, International Conference of the National Association of Social Workers, Leiden. September 1991.
- Russia** Education Leader, Soviet-American Clinical Study for Social Workers, and Intensive Study of Alcoholism in the USSR, sponsored by Professional Seminar Consultants, Inc., Moscow. June 1985.
- Spain and Portugal** Delegation Leader, People to People International, Citizen Ambassador Program, Two-Week Substance Abuse Delegation. January 1991.
- Switzerland** Presentation, "Worldwide Guidelines for Mental Health in the Workplace" World Strategic Partners Third Annual Global Symposium, "Business and Mental Energy at Work", Geneva, Switzerland, October 6-7, 2003

“Business and Mental Energy at Work”, Geneva, Switzerland, October 25-26, 2001.

Presentation, “World Strategic Partner’s Forum Report.” A Journey for Change, The Second Annual Global Symposium,

Presentation, “EAP Accreditation.” World Congress on Mental Health in the Workplace, Geneva, Switzerland, October 10, 2000.

The International Council of Alcohol Addiction and the Swiss Institute for the Prevention of Alcoholism, Zurich. June 1978.

**Thailand**

The 21st International Congress on Alcoholism and Drug Dependence, International Council on Alcohol Addictions, Bangkok. February 1977.

**Trinidad**

Working/teaching seminar on Employee Assistance Programs, Port-of-Spain. March 1983.

Guest Speaker, Alcoholism Awareness Week Seminar, Trinidad and Tobago National Council on Alcoholism, sponsored by Texas Oil Company, Port-of-Spain. March 1982.

Consulting/Lecturing at Arthur Lok Jack Graduate School of Business, Trinidad and Tobago, West Indies. September 2007-April 2008.

**Turkey**

Roundtable Discussion Leader, “AIDS, Drug and Alcohol Abuse in the Workplace,” Istanbul University, Faculty of Economics, Department of Economics. June 14, 1998.

**United Kingdom**

Fulbright Senior Specialist, Oxford Brookes Business School and PPC Global. Oxford, England. September 2008.

Presentation, “EAP Accreditation and International Guidelines.” EAPA UK Chapter, London, United Kingdom, May 6th, 2003

Presenter, International Conference on Evaluation of Social Work Practice, University of Huddersfield, Huddersfield, England.  
"Evaluating Your Employee Assistance and Managed Care Program." September 1995.

Featured Speaker, EAPA-UK Chapter meeting, “Evaluation of Employee Assistance Programs,” London, England. April 15, 1997.

Speaker, 36th International Congress on Alcohol and Drug Dependence, Glasgow. August 1992.

Guest Speaker, Institute of Personnel Management, National Conference Program, Harrogate. Topic: "Alcohol and Drugs in the Workplace: The American Enterprise." October 1987.

Speaker, International Conference on Alcoholism. Oxford University, Oxford. March 1982.

International Consultant, National Institute of Mental Health. 1970-1972.

Faculty Member, School of Social Service, Ipswich Civic College, Ipswich. 1970-1972.

**Various**

Executive Vice-President, International Occupational Program Association (IOPA), studied overseas employees for IOPA member companies (Bechtel Corporation, Standard Oil Company, Exxon Corporation and Morgan Guaranty Trust) in Switzerland, England, Yugoslavia, Iran, Germany, and Greece. 1977-1979.

**Virgin Islands and Grenada**

Faculty Member, Annual Lecturer, Caribbean School of Alcoholism and Other Drug Problems. 1983-2000.

## Keynote Addresses and Public Testimony

Dr. Masi has given over 200 keynote speeches and workshops on a variety of topics including the design, implementation and evaluation of EAPs, accreditation of mental health programs, and violence, substance abuse and AIDS in the Workplace.

Issues in Delivering Mental Health and Substance Abuse Services Through Employee Assistance Programs (EAPs). Delivered to The Institute of Medicine on Crossing the Quality Chasm: Adaptation to the Mental Health and Addictive Disorders, Irvine, CA, November 15, 2004.

Employee Assistance Programs: A Perspective on Acute Care from the National EAP Alliance. Testimony before the Center for Mental Health Services Acute Care Workgroup, Washington, D.C., October 5, 2004.

The Importance of Employee Assistance Programs in Mental Health Service Delivery. Testimony before the President's New Freedom Commission on Mental Health, Arlington, VA, January 8, 2003.

Drugs--The Effects on the Black Community. Testimony before the Select Committee on Narcotics Abuse and Control, House of Representatives. 98th Congress, 2nd Session, Washington, D.C., September 28, 1984.

## Appointments to National Boards and Committees

**2007-present**

Employee Assistance Program Research Foundation

**2004 - present**

Editorial Board for the Journal of Workplace Behavioral Health

**1988 - present**

Board of Advisors, National Security Institute

**2000 - 2005** Chair, Mental Health and EAP Joint Industry Alliance-SAMHSA, sponsored by the Center for Mental Health Services

**1998 –2003** Senior Consultant, The Council on Accreditation for EAP Standards

**1998 - 2000** Employee Assistance Society of North America (EASNA) Accreditation Committee

**1998 - 2000** U.S.-Italy Business Conference of Washington DC, Vice President of International Relations

**1995 - 2005** Wayside Youth & Family Services Network, Advisory Board

**1995 - 1998** Watergate South, Board of Directors

**1988 - 1995** Fulbright Association, Vice President, National Board, Vice President and Chairman of the Administration Committee

**1993 - 1994** Association of Social Work Managers, National Board

**1991 - 1994** Chairperson, National Task Force on AIDS, Fulbright Association

**1990 - 1994** IBM Mental Health Advisory Board

**1992 - 1995** Board of Directors, Employee Assistance Society of North America

**1992 - 1993** Executive Committee of the Commission on Accreditation for the Employee Assistance Society of North America

**1987 - 1990** Governor's Advisory Board for Justice Assistance, State of Maryland

**1987 - 1989** National Advisory Committee for the Development of National Standards for Federal Employee Assistance Programs, National Institute for Drug Abuse (NIDA)

**1983 - 1984** National Association of Social Workers Occupational Task Force

**1979 - 1982** Federal Interagency Committee on Federal Activities for Alcohol Abuse & Alcoholism, Scientific Advisor; Federal Employee Alcoholism Programs Work Group, Chair

**1974 - 1982** National Board, Association of Labor-Management Administrators and Consultants on Alcoholism, Inc., (ALMACA)

**1975 - 1979** International Occupational Program Association (IOPA), Executive Vice-President

**1977 - 1979** Social Work in Industry Advisory Committee, Chair, & Council of Social Work Education, 1977-79

## **Business Status**

Masi Research Consultants Inc. has met the requirements for certification established by the Women's Business Enterprise National Council.

Masi Research Consultants has been approved as a certified member of the Women's President's Educational Organization Initiative.

## **Professional Memberships**

Academy of Certified Social Workers

The Cosmos Club

Employee Assistance Professionals Association

Fulbright Association

Harvard Club

National Association of Social Workers

World Affairs Council

## **TV, Radio and Magazines**

Appearances include numerous radio and television programs such as The Phil Donahue Show, Good Morning America, The Larry King Program, Fox Morning News, and National Public Radio. Also appeared on Prime Television, WIN Television, Capital Television, ABC Radio, and Radio National in Australia. Interviews frequently conducted with magazines and newspapers such as The New York Times, The Washington Post, US News and World Report, and MS Magazine.

## **Videos and Film**

"Just a Phone Call Away," United States Postal Service, Washington, DC. Project Director.

"Marathon Woman," Sheppard Pratt National Education Center for Behavioral Sciences, Towson MD.

"It's Your Move," Consultant, Hazelden, Center City MN.

"ECS: A Supervisor's Alternative," Project Officer, Management Concepts, Inc., U.S. Department of Health and Human Services, Washington DC.

"Alcohol and the Working Woman," Documentary, Motivational Media, Los Angeles CA.