

State of Arkansas  
Department of Human Services (DHS)  
Division of Children and Family Services

RFQ Proposal  
#710-19-1010  
For  
Intensive In-Home Services



Submitted by:

***Ouachita Children's Center, Inc.***

339 Charteroak – PO Box 1180

Hot Springs, Arkansas 71902

Phone (501) 623-5591 – Fax (501) 623-4226



**STATE OF ARKANSAS**  
**DEPARTMENT OF HUMAN SERVICES**  
**OFFICE OF PROCUREMENT**  
700 Main Street  
Little Rock, Arkansas 72201

***RESPONSE PACKET***  
***Intensive In-Home Services***  
***710-19-1010***

**CAUTION TO VENDOR**

Vendor's failure to submit required items and/or information as specified in the *Bid Solicitation Document* **shall** result in disqualification.

# RESPONSE SIGNATURE PAGE



**STATE OF ARKANSAS**  
 DEPARTMENT OF HUMAN SERVICES  
 OFFICE OF PROCUREMENT  
 700 Main Street  
 Little Rock, Arkansas 72201

**SIGNATURE PAGE**

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION			
Company:	Ouachita Children's Center, Inc.		
Address:	PO Box 1180		
City:	Hot Springs	State:	AR Zip Code: 71902
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input checked="" type="checkbox"/> Nonprofit		
Minority and Women-Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Asian American <input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Pacific Islander American <input type="checkbox"/> Women-Owned AR Certification #: _____ * See Minority and Women-Owned Business Policy		
PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
Provide contact information to be used for bid solicitation related matters.			
Contact Person:	Mark Howard	Title:	Executive Director
Phone:	501-623-5591	Alternate Phone:	918-797-8627
Email:	mhoward@ocnet.org		
CONFIRMATION OF REDACTED COPY			
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested. Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.			
ILLEGAL IMMIGRANT CONFIRMATION			
By signing and submitting a response to this Bid Solicitation, a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.			
ISRAEL BOYCOTT RESTRICTION CONFIRMATION			
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract. <input type="checkbox"/> Prospective Contractor does not and will not boycott Israel.			

An official authorized to bind the Prospective Contractor to a resultant contract must sign below.

The signature below signifies agreement that any exception that conflicts with a Requirement of this Bid Solicitation will cause the Prospective Contractor's bid to be disqualified:

Authorized Signature: Mark Howard Title: Executive Director  
Use Ink Only.


Printed/Typed Name: Mark Howard Date: October 29, 2018

## ALL AGREEMENT & COMPLIANCE PAGES

## SECTION 1 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory must be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's response to be disqualified.


By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

<b>Vendor Name:</b>	Ouachita Children's Center, Inc.	<b>Date:</b>	10-29-18
<b>Authorized Signature:</b>		<b>Title:</b>	Executive Director
<b>Print/Type Name:</b>	Mark Howard		

**SECTION 2 - VENDOR AGREEMENT AND COMPLIANCE**

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's response to be disqualified.

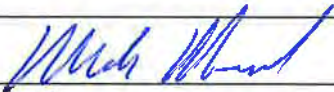
By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

<b>Vendor Name:</b>	Ouachita Children's Center, Inc.	<b>Date:</b>	10-29-18
<b>Authorized Signature:</b>		<b>Title:</b>	Executive Director
<b>Print/Type Name:</b>	Mark Howard		

**SECTIONS 3, 4, 5 - VENDOR AGREEMENT AND COMPLIANCE**

- Exceptions to Requirements **shall** cause the vendor's response to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

<b>Vendor Name:</b>	Ouachita Children's Center, Inc.	<b>Date:</b>	10-29-18
<b>Authorized Signature:</b>		<b>Title:</b>	Executive Director
<b>Print/Type Name:</b>	Mark Howard		



# PROPOSED SUBCONTRACTORS FORM

**PROPOSED SUBCONTRACTORS FORM**

- Do not include additional information relating to subcontractors on this form or as an attachment to this form.

**NA**

**PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.**

Type or Print the following information

Subcontractor's Company Name	Street Address	City, State, ZIP

**X PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.**

SIGNED ADDENDA

**NOT APPLICABLE**

# E.O. 98-04- Contract Grant & DISCLOSURE FORM

## CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR: \_\_\_\_\_ SUBCONTRACTOR NAME: \_\_\_\_\_

Yes  No

TAXPAYER ID NAME: Ouachita Children's Center, Inc. IS THIS FOR:  Goods?  Services?  Both?

YOUR LAST NAME: Howard FIRST NAME: Mark M.I.: \_\_\_\_\_

ADDRESS: PO Box 1180

CITY: Hot Springs STATE: Arkansas ZIP CODE: 71902 COUNTRY: USA

**AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:**

### FOR INDIVIDUALS \*

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (√)		Name of Position of Job Held <small>[senator, representative, name of board/ commission, data entry, etc.]</small>	For How Long?		What is the person(s) name and how are they related to you? <small>[i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]</small>	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

None of the above applies

### FOR AN ENTITY (BUSINESS) \*

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (√)		Name of Position of Job Held <small>[senator, representative, name of board/commission, data entry, etc.]</small>	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?		
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%)	Position of Control
General Assembly								
Constitutional Officer								
State Board or Commission Member								
State Employee								

None of the above applies

## Contract and Grant Disclosure and Certification Form


**Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.**

**As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:**

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.
  
2. I will include the following language as a part of any agreement with a subcontractor:  

*Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.*
  
3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

**I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.**

Signature  Title Executive Director Date 10/22/2018

Vendor Contact Person Mark Howard Title Executive Director Phone No.                     

*Agency use only*

Agency Number            Agency Name                                      Agency Contact Person                                      Contact Phone No.                                      Contract or Grant No.

# EQUAL OPPORTUNITY POLICY



## OUACHITA CHILDREN'S CENTER, INC.

<b>Policy Name:</b>	<b>Harassment and Discrimination</b>
<b>Domain:</b>	<b>Human Resources</b>
<b>Policy Location:</b>	<b>Personnel Policy Manual – Operational Manual</b>
<b>Date of Adoption:</b>	<b>June 1, 2007</b>
<b>Approved by:</b>	<b>Board of Directors</b>
<b>Effective Date:</b>	<b>June 2007</b>
<b>Date of Revision:</b>	<b>2017</b>
<b>References:</b>	<b>HR 1</b>

### **Equal Employment Opportunities (EEO)**

OCC provides equal employment opportunities to all employees and applicants for employment, without regard to race, color, national origin, religion, sex (gender identity, gender orientation, pregnancy), age (over 40), marital or veteran status or the presence of handicaps or disabilities, or any other basis protected by state or federal law.

This policy of equal opportunities applies to all terms and conditions of employment. It includes, but is not limited to, hiring, placement, promotion, termination, layoff, recall, transfers, leave of absence, compensation and training.

### **Americans with Disabilities Act (ADA)**

Employment opportunities regardless of disability are based on the individual's ability to do the job. We recognize our moral and legal obligation to employ qualified disabled individuals. It is our goal to make reasonable accommodations when necessary to aid the employment and advancement of individuals with disabilities that are qualified to perform essential job functions.

Accommodations will be made upon request by any qualified employee with a disability as needed to perform the job tasks more effectively. Qualified employees will meet with the Executive Director to discuss any needed changes in relation to the duties of the job on an annual basis.

### **Harassment and Discrimination**

OCC expressly prohibits any form of unlawful harassment of and/or unlawful discrimination against employees and co-workers based on race, national origin, religion, sex (gender identity, gender orientation, pregnancy), age (over 40), martial, and

## OUACHITA CHILDREN'S CENTER, INC.

veteran status, the presence of handicaps or disabilities, or any other legally protected characteristic or status.

**Harassment** is defined as: Verbal or physical conduct which is insulting or intimidating...has the effect of interfering with an individual's work or performance...or creates an intimidating, hostile or offensive work environment.

**Illegal discrimination** is defined as: Actions and/or decisions taken because of an individual's legally-protected characteristics or status which result in harming, limiting or reversing the individual's employment status and/or employment opportunities.

OCC expressly prohibits any form of harassment or discrimination that interferes with the ability of any employee to perform his or her job duties. Any harassment or discrimination of fellow employees or clients will be subject to disciplinary action up to and including termination.

### **Procedure: Harassment and Discrimination Complaint**

All employees of OCC are responsible for creating an atmosphere free of discrimination and harassment, whether of a sexual nature or otherwise. All employees are responsible for respecting the rights of co-workers.

If an employee experiences job-related harassment based on any of the legally-protected factors, or believes they have been treated in an unlawful, discriminatory or harassing manner by a supervisor or co-worker, the employee will follow the steps outlined in the Problem Resolution policy and procedures.

### **Retaliation Prohibited**

OCC prohibits any type of retaliation against any employee who in good faith files a complaint under this policy or against any employee who assists in the complaint investigation. It is illegal to retaliate against a person because he or she complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

### **Disciplinary Action for Harassment or Discrimination**

Should OCC determine that an employee is responsible for harassing or illegally discriminating against another employee or against a member of the public with whom OCC does business, appropriate action will be taken against the offending employee, up to and including termination of employment.

# INFORMATION FOR EVALUATION RESPONSE

**Vendor Qualifications Narrative:**

Ouachita Children's Center, Inc. has been providing services to abused, neglected, delinquent, runaway and homeless youth since 1977. State contracts with the Division of Youth Services and the Division of Children and Family Services have been in effect for over 20 years. Throughout this time Ouachita Children's Center has provided both residential and non-residential services to youth age 6-18 either through emergency shelter care, respite care, outreach case management and aftercare services for youth who have been incarcerated and returning to the community. Ouachita Children's Center has been nationally accredited with the Council on Accreditation (COA) since 2009.

Residential services are provided in a state licensed facility for up to 20 youth who have been referred through the juvenile court system, Division of Children and Family Services, parents, schools, therapists or by youth themselves. Each youth residing in the emergency shelter is assigned a case manager who, with the assistance of the youth, develops a case plan with goals and objectives to complete throughout their stay. Youth are provided with not only basic needs, but are involved in educational, recreational and therapeutic groups.

Outreach services include case managers who develop an individualized case plan with the youth and family to include goals and objectives for education, self-help (physical and/or mental health), and as needed; substance abuse/recovery, parenting, court involvement, and employment. Case managers visit the youth on their caseloads at school, home, and at their places of employment when needed. They assist parents or guardians with referrals for government assistance, housing, food, and other resources as needed to sustain the family as a whole.

Aftercare case management is for youth who have been committed to one of the juvenile correctional facilities. The Aftercare Case Manager begins working with the youth and the family the minute that youth is sentenced by the Juvenile Judge in this service area. The Aftercare Case Manager prepares a field evaluation within 48 hours of commitment that includes information from the courts, schools, family history, etc. They attend staff meetings at the facility where the youth is incarcerated that includes the guardian, facility staff, youth, and any other involved party

such as a therapist or educator. A plan is then formed with objectives and goals for the youth while incarcerated. During incarceration the Aftercare Case Manager works closely with the family to ensure that any problems or needs are completed so that the youth will have better outcomes upon return. Thirty (30) days prior to the youth's release back into the community the Aftercare Case Manager prepares a transition plan with goals and objectives, graduated sanctions for non-compliance and compliance with the plan. The Aftercare Case Manager works intensely with the youth upon return ensuring best outcomes with education, employment and health of the youth is maintained.

All services to include emergency shelter, outreach and aftercare are provided using a trauma-informed approach with positive youth development and evidence-based practices. Case managers work closely with community representatives, other nonprofits within the field and all educational officials.

Ouachita Children's Center has provided evidence-based educational prevention groups for the past eight (8) years and began a formal afterschool program approximately two (2) years ago. The groups include:

- Active Parenting for parents and guardians of youth anywhere from 0-18 years of age. This program is an evidence-based program parts of which are not rated and parts of which are rated as a 3 on the California Evidence-Based Clearinghouse for Child Welfare.
- Let's Talk is a runaway prevention curriculum that is listed as evidence-based but has not been rated on the CEBC Clearinghouse
- Girls' Circle and The Council for Boys are gender specific programs to aid in communication skills, address healthy adolescent development and has been shown to increase attachment to school and self-efficacy and to decrease alcohol abuse and self-harming behaviors. Both programs are evidence-based but are not listed on the CEBC Clearinghouse
- Sisters Saving Sisters and Wise Guys are gender specific pregnancy prevention groups that are evidence based but are not listed on the CEBC Clearinghouse

- Getting Ahead for Youth – The R Rules is a life skills program under the umbrella of Bridges out of Poverty and encourages youth to make life goals that are reasonable and obtainable, and with community involvement. It is not listed on the CEBC Clearinghouse.
- Anger Management is a program provided to youth with anger issues. It is a promising program and is not listed on the CEBC Clearinghouse.

Ouachita Children's Center has a licensed LCSW on staff who oversees all programs and who would also oversee the family intervention specialist for this request. This staff member has prior experience in individual, family and group therapy, crisis intervention, and has provided counseling in home, school, and community and office environments for the past three (3) years. Currently a newly hired and licensed therapist has been providing counseling services to youth in the local juvenile detention center, has met individually and with families in this office and at the youth's home.

The licensed LCSW and therapist have experience in the following well-supported programs:

- Motivational Interviewing
- Cognitive Behavioral Therapy
- Cognitive Therapy
- Parent-Child Interaction Therapy
- Trauma-Focused Cognitive-Behavioral Therapy
- Acceptance and Commitment Therapy
- Together Facing the Challenge

*(see enclosed licenses and resumes)*

The Executive Director has prior experience in the oversight of an intensive in-home family services at a previous position in another state for over 12 years. *(see included resume\_*

One staff member has over 7 years' experience providing intensive in-home services as a certified mental health paraprofessional. During this time frame she provided supportive interventions, parent trainings, clinical supportive interventions according to treatment plans created by the

clinical director, and overall wraparound services for families. *(This position will be hired to perform the duties of this RFQ)*

Ouachita Children's Center has the experience and expertise to provide qualified staff for the provision of intensive in-home community-based diversion and reunification services for families whose children (ages 0-17) are at extreme risk of out-of-home placement or have been removed from the home and reunification is achievable. Ouachita Children's Center would provide the above services to families in Area 4 to include Columbia, Lafayette, Little River, Miller, Ouachita, and Union Counties. All services will be provided in trauma-informed, positive youth development and evidence-informed practices using well-supported programs as listed on the Federal Clearinghouse's current register.

**Specific Services provided with contracting organizations:**

**1. Department of Human Services – Division of Youth Services (DYS)**

- Contract Manager: Betty Guhman
- Phone: 501-682-8755
- Email: [betty.guhman@dhs.arkansas.gov](mailto:betty.guhman@dhs.arkansas.gov)

**Services provided through DYS Contract:**

- Case management – shelter and outreach
- Intensive case management services
- Aftercare Case management – for youth committed to juvenile correctional facility
- Emergency shelter
- Prevention/intervention groups
- Parenting classes
- Crisis intervention
- Therapeutic counseling
- Alternative placement referrals for group home settings

**2. Department of Human Services – Division of Children and Family Services (DCFS)**

- Contract Manager: Megan Busch
- Phone: 501-682-8433
- Email: [megan.busch@dhs.arkansas.gov](mailto:megan.busch@dhs.arkansas.gov)

**Services Provided through DCFS Contract:**

- Case Management
- Emergency Shelter Care
- Respite shelter care
- Therapeutic counseling
- Prevention/intervention groups
- Parenting classes
- Educational – certified teacher in-house at shelter

**3. Administration for Children and Families – Family Service Youth Bureau – Runaway & Homeless Services**

- Contract Manager: Mary Alexander  
Phone: 202-205-8549  
Email: All email is completed through [grantsolutions.gov](http://grantsolutions.gov)

**Services Provided through Administration for Children and Families – Basic Center Grant**

- Emergency shelter
- Case management – shelter and outreach
- Therapeutic counseling
- Street outreach for runaway and homeless youth
- Prevention/intervention groups
- Parenting classes

***All services are provided in a trauma-informed environment, using positive youth development and evidence-informed practices. All prevention/intervention groups and parenting classes utilize either evidence-based and well-supported or promising curriculums.***



**DIVISION OF CHILDREN AND FAMILY SERVICES (DCFS)  
INTENSIVE IN-HOME SERVICES  
AREAS/COUNTIES**

- Please check each county in which you are willing to provide the service.
- Do not include additional information if not pertinent to the itemized request.
- Please return with your response packet.

**AREA 4**

- X Columbia
- X Lafayette
- X Little River
- X Miller
- X Ouachita
- X Union

**AREA 5**

- Baxter
- Boone
- Marion
- Newton

**AREA 7**

- Bradley
- Cleveland
- Lincoln

**AREA 8**

- Fulton
- Izard
- Lawrence
- Mississippi
- Randolph
- Sharp

**Area 9**

- Cleburne
- Crittenden
- Cross
- Independence
- Jackson
- Poinsett
- Stone
- White
- Woodruff

**Area 10**

- Arkansas
- Ashley
- Chicot
- Desha
- Drew
- Lee
- Monroe
- Phillips
- St. Francis

## OTHER DOCUMENTS AND INFORMATION

# *Mark Howard, MBA*

10 Pyrenees Lane  
Hot Springs Village, AR 71909  
918-797-8627

## **EXECUTIVE PROFILE**

*To guide a social service organization in a position that requires strong leadership abilities, the tenacity to optimize efficiencies, the flexibility to handle multiple, important and complex tasks simultaneously, fostering a consistent learning organization while providing opportunities for people to live better lives.*

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## **EDUCATION**

2003-2007 Southern Nazarene University Tulsa, Ok  
\* Master of Business Administration  
\* Bachelor of Science - Organizational Leadership

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## **PROFESSIONAL EXPERIENCE**

2017 – Present Ouachita Children's Center

### **EXECUTIVE DIRECTOR**

#### **Primary duties:**

- \*Responsible for providing overall leadership, supervision of all staff, youth, volunteers, contract personnel, and the physical plant of multiple facilities, specifically the Ouachita Children's Center main campus, the satellite office in Arkadelphia, residential shelter for homeless youth, youth in diversion status to prevent adjudication, children and youth in state custody awaiting foster homes or reunification. Community Programs to provide training classes in parenting, life skills, anger management, and human trafficking. Provide assistance to Juvenile Judges and Probation Officers in assessments and recommendations for adjudicated youth. Assist State Child Welfare Workers in finding appropriate placements for children in state custody. Provide Residential Shelter services for children and youth in state and parental custody.
- \*Provide leadership to the agency by overseeing all administrative and operational aspects while insuring commitment of the mission.
- \*Promote, develop, and maintain positive working relationships with community organizations serving as the face and voice of OCC to contract administrators both state and federal, funders, client families, courts, schools, businesses, and the public in general.
- \*Provide information and guidance to the Board of Directors on needs and opportunities for the agency and community.
- \*Prepare an annual budget and provide oversight of the financial and program operations of the agency.
- \*Provide leadership to all OCC staff to ensure commitment to the mission of the agency while promoting optimum morale and ethical practices.
- \*Designate duties and lines of communication for the staff of the agency.
- \*Explore new partnerships, initiatives and activities that positively position the organization for growth and success;

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**2013-2017 Presbyterian Home for Children (PHFC) Alabama**

**PRESIDENT AND CEO**

**Primary duties:**

\*Responsible for providing overall leadership, supervision of all staff, youth, volunteers, contract personnel, and the physical plant of multiple facilities, specifically the Presbyterian Home for Children main campus, Community Thrift Store, Homeless Day Shelter, Supportive Housing Units, Moderate Residential, Independent Living Programs for older youth, Transitional Living Program for homeless women and children, In-Home Intensive Intervention Services, Reintegration Services for youth in state custody, Counseling Services, Therapeutic Foster Care recruitment, Supportive Housing Programs for Independent Living clients, homeless women with children clients, and visually and hearing impaired adults in partnership with the Alabama Institute for the Deaf and Blind.

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**2005-2013 Oklahoma United Methodist Circle of Care**

**VICE PRESIDENT of PROGRAM SERVICES – Chief Program Officer**  
**Director of Residential Services**  
**Director of United Methodist Boys Ranch**

**2001 Gore United Methodist Church**  
**Pastor**

**1991-2001 The Transportation Consultants, Inc.**  
**President**

**1988-1991 Transit America**  
**Vice-President of Operations**

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**PROFESSIONAL MEMBERSHIPS:**

Arkansas Association of Homes for Children - an organization whose member agencies strive to provide residential services for children in state custody in the state of Arkansas.

Arkansas Youth Service Providers Association - an organization whose members provide services to children and families of adjudicated youth in the state of Arkansas.

Association of Christian Childcare Administrators- A national organization whose purpose is to provide child care executives an opportunity for personal and professional growth through training, leadership and supportive fellowship.

# AMY L. HIGGINS

## OBJECTIVE

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To obtain a career in the field of social work in order to utilize and enhance the skills which I have acquired through my formal training and education. I will provide consistent support for my colleagues and those I serve through competent delivery of evidence-based services and ethical practice.

## EXPERIENCE

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2018-Present Ouachita Children's Center Hot Springs, AR

***Licensed Clinical Social Worker***

- Supervise various programs and staff
- Conduct weekly staff meetings
- Actively participate in on-call rotation
- Attend and participate in a variety of meetings in the community
- Work closely with court personnel, DCFS, DYS

2017-2018 CHI St. Vincent Rehabilitation Hospital Hot Springs, AR

***Licensed Clinical Social Worker***

- Plan and conduct daily Team Conference meetings
- Coordinate patient's care
- Discharge planning
- Conduct initial assessments
- Facilitate referrals

2015-2017 Community Counseling Services Hot Springs, AR

***Licensed Master Social Worker***

- Complete intakes
- Develop Treatment Plans
- Conduct individual/family/group therapy
- Supervise Mental Health Paraprofessional

2002 - 2015 Greenc County Tech School District Paragould, AR

***Licensed Social Worker***

- Coordinated school back-back program
- Worked with Truancy / FINS court / Juvenile Offices
- Provided direct care services including behavior modification
- Actively participated in IEP / SAT / Multidisciplinary Meetings

- Assisted with development of Day Treatment program and alternative program in the school setting
- Coordinated the Luch Buddy program
- Worked on the school's personal policy committee

1999-2002      Department of Children & Family Services    Paragould, AR

***Family Service Worker***

- Investigated child abuse reports to determine status of safety in placing children in successful environments
- Maintained up-to-date reporting and court records
- Coordinated services with CACD regarding Priority One abuse reports
- Assisted with coordination of foster care placements and family reunification
- Provided parent education under protective services and assisted families in developing improved structure and linking them with available area resources (i.e. Medicaid, Food Stamps, etc.)
- Managed case loads in all three areas (Investigations, Foster Care, Protective Services)

EDUCATION

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1995-1999      Arkansas State University      Jonesboro, AR

- **B.A. in Social Work**

2012-2015      Arkansas State University      Jonesboro, AR

- **Master in Social Work**
- Vice President of the Masters of Social Work Student Organization (MSWSO)
- Awarded for presentation on Domestic Violence and Religion

CURRENT LICENSE

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Arkansas State Licensed Social Worker (2000 – Present)

Arkansas State Licensed Master Social Worker (2015-Present)

Arkansas State Licensed Clinical Social Worker (2018-Present)

## CLINICAL EXPERIENCE

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2014 - 2015      Mid-South Health Systems      Paragould, AR

### ***Field Placement III & IV***

- Observed Conducted Clinical Diagnostic Assessment
- Completed diagnosis utilizing DSM-IV-TR
- Observed / Assisted with Crisis Intervention Services
- Conducted Individual & Family Therapy services independently
- Assisted client/families in development of comprehensive plan of care
- Conducted group services with adult mentally ill
- Assisted with development and implementation of ACT Mindfulness 8-week group program

2013 - 2014      Greene County Tech Day Treatment      Paragould, AR

### ***Field Placement I & II***

- Facilitated group therapy program with children (K-6 grade)
- Conducted assessments for intake into program
- Observed individual service delivery
- Participated in SAT / IEP meeting
- Coordinated service referrals for outside programs
- Assisted families in acquiring needed resources (i.e. Medicaid/Food Stamps, etc.)
- Observe crisis assessment and intervention
- Assisted with development and implementation of behavior plans

## TRAINING & CERTIFICATION

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- PCM Certified by Greene County Tech
- T.A.C.T. certified by Mid-South Health Systems
- 55 hours of Autism / ASD training
- 40 hours of Boys Town Model training
- Completed Family Violence coursework at Arkansas State University
- Completed Substance Abuse coursework at Arkansas State University

- Completed certification for Basic Life & Disaster Course training at Arkansas State University
- Attended the Trauma-Focused CBT (TF-CBT)
- Attended 2 day training in Motivational Interviewing
- Project Play initial week training
- Conscious Discipline training
- Facilitated (2) 6 week long parenting classes
- Facilitated 4 week dyslexia training with parents
- Trained Day Treatment staff on Boys Town Model
- Educated and Modeled for Pre-K teachers appropriate interventions for ASD children

#### REFERENCES

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- Megan Goldman Ouachita Children's Center 870-235-9797
- Megan Mills Therapist 501-658-4858
- Tracy Mosbey Therapist 870-215-1369

**AHIGGINS@OCCNET.ORG**

**303 RANCHESTER TERRACE • HOT SPRINGS, AR 71913 • 870-219-1746**



# Tammie S. Diggs

2905 Mt. Moriah Road, Bonnerdale, Arkansas 71933; (501) 627-2255; email: tammiediggs@yahoo.com

## Skills

- Work well with the people
- Capable of working in a fast-paced and stressful environments
- Able to keep track of important deadlines as well as manage administrative needs
- Capable of learning new computer programs; competent in Word, Power point, and Excel
- Able to communicate with some sign language
- Enjoy working with adolescents and children
- Can plan and direct activities for groups

## Education

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Lake Hamilton High School  
May, 1991

Henderson State University  
May, 1998

Master of Social Work program, Concentration Year  
University of Arkansas at Little Rock May 2018

## Work Experience

### **June 1, 018 – present**

Therapist at Ouachita Children's Center for all youth served by Ouachita Children's Center in need of counseling services who are not presently seeing a therapist and/or do not have Medicaid or other insurance  
Mark Howard, Supervisor (501) 623-5591

### **March, 2017-2018**

Groups Coordinator at Ouachita Children's Center  
Jackie Lacy-Diggins, Supervisor (501) 623-5591

Duties: Facilitate Open Minds class, an alcohol & drug recovery class for DYS aftercare kids.

### **January, 2017-2018**

Direct Care Staff at Ouachita Children's Center

Megan Goldman, Supervisor (501) 623-5591

Duties: Facilitate Open Minds class, an alcohol & drug recovery class for DYS aftercare kids.

**October, 2016- 2018**

Facilitator at Ouachita Children's Center

Jackie Lacy-Diggins, Supervisor (501) 623-5591

Duties: Facilitate Open Minds class, an alcohol & drug recovery class for DYS aftercare clients, and also Anger management class for young children.

**September, 2016-May, 2017**

Garland County Juvenile Court, Intern

(501) 622-3775 Kevin Hoffman, Supervisor

Duties: Working with juveniles and parents, completing client assessments, and facilitating diversions. Performing drug tests and learning the processes of probation and court supervision.

**May, 1993-May, 2016**

Office Manager/Legal Assistant

Terry P. Diggs, Lawyer, P.A., (501) 623-6701

Duties: Communicating with clients to assist with their questions concerning Social Security payments. Interview clients and prepare affidavits for emergency custody situations. Creating legal documents, preparing payroll, employee taxes, all bill-paying and ordering of supplies. Filing of Social Security appeals online, helping clients to find assistance to buy their medicine or pay their utility bills if needed.

# OUACHITA CHILDREN'S CENTER, INC.

## JOB DESCRIPTION

### Family Intervention Specialist

#### Organizational Relationship:

**Reports to:** Community Services Director/Clinical Consultant

**Last Revised:** October 2018

**Salary:** Commensurate with experience

#### Position Summary:

The Family Intervention Specialist is responsible for providing intensive family services to entire families as referred by DCFS and assigned by Clinical Consultant

#### Duties and Responsibilities:

- Responsible for providing intensive family services and targeted case management services for families as referred by the Division of Children and Family Services by providing in-home service delivery, documentation, referral services, and reporting as outlined in performance indicators.
- Responsible for completing assessments, social history, and for developing and implementing an individualized case plan that includes goals and activities to obtain each goal.
- Maintains positive collaborative relationships with community agencies
- Maintains client case file documentation and records all family service activity within five (5) business days.
- Submits billing monthly or as requested.
- Participates in weekly shelter and outreach staff meetings.
- Attends all mandatory trainings.
- Participates in agency performance quality improvement.
- Other duties as assigned

#### Qualifications:

##### Minimum Education and Experience:

- Master's degree (preferred) in social work, counseling, psychology, or related field or bachelor's degree in social work, counseling psychology or a related field and at least one (1) year experience working with children and families.
- Pass a drug screen and maintain a current TB card.
- Must have a current Arkansas Driver's license and insurable under OCC's commercial vehicle insurance policy.
- Must receive child maltreatment clearance through the Arkansas Child Maltreatment Central Registry.

## **OUACHITA CHILDREN'S CENTER, INC.**

- Must receive adult maltreatment clearance through Arkansas Protective Services-Adult Maltreatment Central Registry.
- Must receive Arkansas State Police criminal background clearance as mandated by Arkansas Department of Human Services, Minimum Licensing Standards for Child Welfare Agencies.

### **Skills and Knowledge:**

The family intervention specialist works effectively with all agency staff members, clients and families, human services providers, law enforcement, juvenile court(s) and the community-at-large to ensure positive outcomes for clients receiving services.

- Critical thinking skills-uses a logical systematic method for organizing and analyzing information.
- Communication skills-verbal and non-verbal communication in both telephone and face-to-face contacts.
- Ability to collaborate with others to bring about the best client outcomes.
- Demonstrates knowledge of community resources.
- Ability to assess client and family needs and develop case plans that mobilizes community resources and promotes best practice.
- Ability to complete paperwork in a timely manner.
- Practices excellent organizational skills.
- Practices and models conflict resolution skills.
- Follows OCC code of ethics.
- Ability to collect and analyze outcome data.
- Demonstrates cultural sensitivity to OCC's clients and families.

**OCC is an Equal Opportunity Employer**

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Signature

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Date



**Arkansas  
Social Work License Card**

**License No.**

4304-C

**Expiration Date:**

4/30/2020

Amy L. Higgins, LCSW

204 Windcrest Drive

Hot Springs AR 71913-7191

Card bearer is licensed and in good standing with the Arkansas  
Social Work Licensing Board.

*Amy L. Higgins, LCSW*

Chairman



Arkansas  
Social Work License Card

License No.

8814-M

Tammie Swisher Diggs, LMSW

2905 Mt. Moriah

Bonnerdale AR 71933

Expiration Date:

7/31/2020

Card bearer is licensed and in good standing with the Arkansas  
Social Work Licensing Board.

*Sign Hubert, LMSW*

Chairman



## COUNCIL ON ACCREDITATION

*Attests That*

**Ouachita Children's Center  
Hot Springs, AR**

*Is*

**ACCREDITED**

**Achieving the Highest Standards of Professional Practice for the Services It Provides**

**Accredited Through**

**9/30/2021**

# THE ARKANSAS CHILD WELFARE AGENCY REVIEW BOARD

In cooperation with



**The Arkansas Department of Human Services'**  
**Division of Child Care and Early Childhood Education**



Certifies that

**Ouachita Children's Center, Inc.**

Owner

**Ouachita Children's Center**

Agency

339 CHARTER OAK

HOT SPRINGS, AR 71902

is hereby issued Residential license #: 200

FOR THE PURPOSE OF OPERATING, IN THE STATE OF ARKANSAS, THE FOLLOWING:

Emergency Residential Child Care Facility FOR 22 CHILDREN AGES 0 TO 18

THIS IS A REGULAR LICENSE WITH AN EFFECTIVE DATE OF 02/24/1998 AND WILL REMAIN IN EFFECT UNLESS  
THERE IS A STATUS CHANGE.

In Witness whereof



Chairman, Child Welfare Agency Review Board

Effective: 02/24/1998





# THE ARKANSAS CHILD WELFARE AGENCY REVIEW BOARD

In cooperation with



**The Arkansas Department of Human Services'**  
**Division of Child Care and Early Childhood Education**



Certifies that

**Ouachita Children's Center, Inc.**

Owner

**Ouachita Children's Center**

Agency

339 CHARTER OAK

HOT SPRINGS, AR 71902

Is hereby issued Child Placement license #: 201

FOR THE PURPOSE OF PROVIDING, IN THE STATE OF ARKANSAS, THE FOLLOWING SERVICES:

Residential Placement

THIS IS A REGULAR LICENSE WITH AN EFFECTIVE DATE OF 04/27/2010 AND WILL REMAIN IN EFFECT UNLESS THERE IS A STATUS CHANGE.

In Witness whereof



Chairman, Child Welfare Agency Review Board

Effective: 04/27/2010





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# Motivational Interviewing (MI)

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## Topic Areas

## Scientific Rating 1

## Child Welfare Relevance 1

Motivation and Engagement Programs

**1** — Well-Supported by Research Evidence

**Medium**

Substance Abuse Treatment (Adult)

**1** — Well-Supported by Research Evidence

**Medium**

## ▼ About This Program

**Target Population:** Caregivers of children referred to the child welfare system, has been used with adolescents

## ▼ Program Overview

**MI** is a client-centered, directive method designed to enhance client motivation for behavior change. It focuses on exploring and resolving ambivalence by increasing intrinsic motivation to change. **MI** can be used by itself, as well as in combination with other treatments. It has been



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# Cognitive Behavioral Therapy (CBT) for Adult Depression

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[Topic Areas](#)[Scientific Rating](#) ⓘ[Child Welfare  
Relevance](#) ⓘ

Depression Treatment  
(Adult)

**1** — Well-Supported by  
Research Evidence

**Medium**

## ▼ About This Program

**Target Population:** Adults (18 and over) diagnosed with a mood disorder, including Unipolar Major Depressive Disorder (MDD), Depressive Disorder Not Otherwise Specified, and minor depression.

## ▼ Program Overview

**CBT** is a skills-based, present-focused, and goal-oriented treatment approach that targets the thinking styles and behavioral patterns that cause and maintain depression-like behavior and mood. Depression in



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## Cognitive Therapy (CT)

Topic Areas

Scientific Rating ⓘ

Child Welfare  
Relevance ⓘ

Depression Treatment  
(Adult)

**1** — Well-Supported by  
Research Evidence

**Medium**

### ▼ About This Program

**Target Population:** Adults with mental health disorders including depression, anger, and anxiety among others - the program is also designed to include family members in the treatment

### ▼ Program Overview

**Cognitive Therapy (CT)** has been rated by the CEBC in the area of Depression Treatment (Adult). **CT** is a form of psychotherapy proven in numerous clinical trials to be effective for a wide variety of disorders. The therapist and client work together as a team to identify and solve problems. Therapists help clients to overcome their difficulties by



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# Parent-Child Interaction Therapy (PCIT)

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Topic Areas	Scientific Rating <span style="font-size: small;">?</span>	Child Welfare Relevance <span style="font-size: small;">?</span>
Disruptive Behavior Treatment (Child & Adolescent)	<b>1</b> — Well-Supported by <u>Research Evidence</u>	<b>Medium</b>
Parent Training Programs that Address Behavior Problems in Children and Adolescents	<b>1</b> — Well-Supported by <u>Research Evidence</u>	<b>Medium</b>

## About This Program

**Target Population:** Children ages 2.0 - 7.0 years old with behavior and parent-child relationship problems; may be conducted with parents, foster parents, or other caretakers



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# Trauma-Focused Cognitive-Behavioral Therapy (TF-CBT)

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Topic Areas	Scientific Rating <span style="font-size: small;">i</span>	Child Welfare Relevance <span style="font-size: small;">i</span>
Anxiety Treatment (Child & Adolescent)	<b>1</b> — Well-Supported by <u>Research Evidence</u>	<b>High</b>
Trauma Treatment - Client-Level Interventions (Child & Adolescent)	<b>1</b> — Well-Supported by <u>Research Evidence</u>	<b>High</b>

## ▼ About This Program

**Target Population:** Children with a known trauma history who are experiencing significant Post-Traumatic Stress Disorder (PTSD) symptoms, whether or not they meet full diagnostic criteria. In addition, children with depression, anxiety, and/or shame related to their traumatic exposure. Children experiencing Childhood Traumatic Grief can also benefit from the treatment.



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# Acceptance and Commitment Therapy (ACT)

[Topic Areas](#)

[Scientific Rating](#) ⓘ

[Child Welfare Relevance](#) ⓘ

[Depression Treatment \(Adult\)](#)

**1** — Well-Supported by Research Evidence

**Medium**

## ▼ About This Program

**Target Population:** Adults with depression; has also been used with adults with a variety of other mental health disorders and behavioral problems

## ▼ Program Overview

**ACT** is a contextually focused form of cognitive behavioral psychotherapy that uses mindfulness and behavioral activation to increase a client's psychological flexibility—his/her ability to engage in values-based,



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## Together Facing the Challenge (TFTC)

---

Topic Areas

Scientific Rating !

Child Welfare  
Relevance !

Resource Parent Programs

**2** — Supported by  
Research Evidence

**High**

### ▼ About This Program

**Target Population:** Treatment foster parents and agency staff

**For parents/caregivers of children ages:** 3 – 17

### ▼ Program Overview

**TFTC** is a training/consultation approach to improving practice in treatment foster care (TFC). The intervention was built from a naturalistic study of “usual care” TFC to determine what practice components were





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# Let's Talk: Runaway Prevention Curriculum

Topic Areas

Scientific Rating <sup>i</sup>

Child Welfare  
Relevance <sup>i</sup>

Behavioral Management  
Programs for Adolescents  
in Child Welfare

**NR** — Not able to be  
Rated

**High**

## ▼ About This Program

**Target Population:** Youth aged 12-18

**For children/adolescents ages:** 12 – 18

## ▼ Program Overview

The *Let's Talk: Runaway Prevention Curriculum* is a free 14-module life skill curriculum.



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# Active Parenting of Teens: Families in Action

Topic Areas

Scientific Rating <sup>i</sup>

Child Welfare Relevance <sup>i</sup>

Parent Training Programs that Address Behavior Problems in Children and Adolescents

**3** — Promising Research Evidence

**Medium**

## ▼ About This Program

**Target Population:** Parents and caregivers of youth ages 12-14

## ▼ Program Overview

**Active Parenting of Teens: Families in Action** is a school- and community-based intervention for middle school-aged youth designed to increase protective factors that prevent and reduce alcohol, tobacco, and



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# Active Parenting of Teens

Topic Areas

Scientific Rating ⓘ

Child Welfare Relevance ⓘ

Parent Training Programs  
that Address Behavior  
Problems in Children and  
Adolescents

**NR** — Not able to be  
Rated

**Medium**

## ▼ About This Program

**Target Population:** Parents and caregivers of preteens and teens ages 10 to 17 with a wide range of problems including oppositional behavior, poor self-esteem, lack of general life skills

**For parents/caregivers of children ages:** 10 – 17

## ▼ Program Overview



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## Active Parenting 4th Edition

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Topic Areas

Scientific Rating ⓘ

Child Welfare Relevance ⓘ

Parent Training Programs that Address Behavior Problems in Children and Adolescents

**NR** — Not able to be Rated

**Medium**

### About This Program

**Target Population:** Parents and caregivers of children ages 5 to 12

**For parents/caregivers of children ages:** 5 – 12

### Program Overview

**Active Parenting 4th Edition** is a video-based parenting education program targeting parents of children from early childhood through early teens who want to improve their parenting skills and their child's

# University of Arkansas at Little Rock

To all to whom these presents shall come  
Greeting

Be it known that  
Tammie Lynn Biggs

having completed the studies and fulfilled the requirements of the faculty for  
the degree of  
Master of Social Work

has accordingly been admitted to that degree with all the rights, honors,  
and privileges therewith appertaining.

In witness whereof, the seal of the University and the signatures  
of duly authorized officers are affixed to this diploma.

Given at Little Rock, in the State of Arkansas, this twelfth day of May  
in the year of our Lord two thousand and eighteen.

*Mark Waldrip*  
Chairman of the Board of Trustees  
University of Arkansas

*D. O. R. B. B.*  
President  
University of Arkansas

*A. Logan*  
Chancellor  
University of Arkansas at Little Rock



# Arkansas State University

Upon the recommendation of the Faculty and by virtue of  
the authority vested in the Board of Trustees  
confers upon


**Amy L. Higgins**

the degree of

**Master of Social Work**

all the rights and privileges thereunto appertaining.

Issued at Jonesboro, Arkansas on this  
Ninth Day of May, Two Thousand-fifteen



Chair of the Board of Trustees



President



Chancellor



Vice Chancellor and Provost