

Response Signature Page

SIGNATURE PAGE

Type or Print the following information.

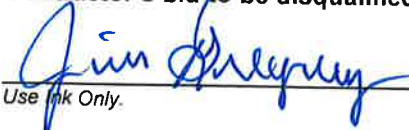
PROSPECTIVE CONTRACTOR'S INFORMATION				
Company:	Counseling Clinic, Inc.			
Address:	110 Pearson Street			
City:	Benton	State:	AR	Zip Code: 72015
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Partnership	<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Corporation	<input type="checkbox"/> Public Service Corp <input checked="" type="checkbox"/> Nonprofit	
Minority and Women-Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable <input type="checkbox"/> African American	<input type="checkbox"/> American Indian <input type="checkbox"/> Hispanic American	<input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American	<input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> Women-Owned
AR Certification #: _____		* See Minority and Women-Owned Business Policy		

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
<i>Provide contact information to be used for bid solicitation related matters.</i>			
Contact Person:	Jim Gregory	Title:	CEO
Phone:	(501)315-4224	Alternate Phone:	Cell - (501)317-7000
Email:	jgregory@cciar.org		

CONFIRMATION OF REDACTED COPY
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input checked="" 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. <i>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.</i>
ILLEGAL IMMIGRANT CONFIRMATION
By signing and submitting a response to this <i>Bid Solicitation</i> , 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 checked="" 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:  Title: CEO
Use Ink Only.

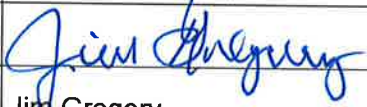
Printed/Typed Name: Jim Gregory Date: 03/14/2019

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 proposal to be disqualified.

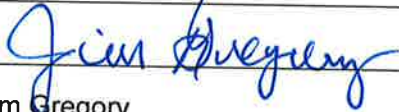
By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

Vendor Name:	Counseling Clinic, Inc.	Date:	03/14/2019
Authorized Signature:		Title:	CEO
Print/Type Name:	Jim Gregory		

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 proposal 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**

Vendor Name:	Counseling Clinic, Inc.	Date:	03/14/2019
Authorized Signature:		Title:	CEO
Print/Type Name:	Jim Gregory		

SECTION 3,4,5 - VENDOR AGREEMENT AND COMPLIANCE

- *Exceptions to Requirements shall cause the vendor's proposal 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**

Vendor Name:	Counseling Clinic, Inc.	Date:	03/14/2019
Authorized Signature:		Title:	CEO
Print/Type Name:	Jim Gregory		

Proposed Subcontractors Form

PROPOSED SUBCONTRACTORS FORM

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

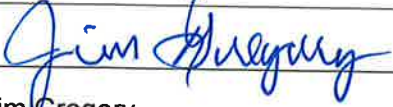
PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information

Subcontractor's Company Name	Street Address	City, State, ZIP
Birch Tree Communities	1781 Old Hot Springs Hwy	Benton, AR 72019
Ouachita Behavioral Health & Wellness	125 Wellness Way	Hot Springs, AR 71913

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

By signature below, vendor agrees to and shall fully comply with all Requirements related to subcontractors as shown in the bid solicitation.

Vendor Name:	Counseling Clinic, Inc.	Date:	03/14/2019
Authorized Signature:		Title:	CEO
Print/Type Name:	Jim Gregory		

SELECTION OF REGIONS

Instructions: Bidder may submit proposals for up to two regions indicated in Attachment G: Map of Regions. Bidder must list selected regions in order of preference using the table below.

NOTICE TO BIDDERS: Bidders submitting proposals for multiple regions and who do not assign preference rankings for all regions bid may be awarded a region at the discretion of DHS.

Bidder Preference	Region by Number (as shown in Attachment G: Map of Regions)
First (1 st) Choice Region 3	Region #: 3
Second (2 nd) Choice	Region #:
Third (3 rd) Choice	Region #:
Fourth (4 th) Choice	Region #:
Fifth (5 th) Choice	Region #:
Sixth (6 th) Choice	Region #:
Seventh (7 th) Choice	Region #:
Eighth (8 th) Choice	Region #:
Ninth (9 th) Choice	Region #:
Tenth (10 th) Choice	Region #:
Eleventh (11 th) Choice	Region #:
Twelfth (12 th) Choice	Region #:

**E.O. 98-04 Contract Grant &
Disclosure Form**

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

F-1

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

SUBCONTRACTOR: YES NO **SUBCONTRACTOR NAME:** _____ **Contractor for which this is a subcontractor:** _____
Estimated dollar amount of subcontract: _____

TAXPAYER ID NAME: Counseling Clinic, Inc. **IS THIS FOR:** Goods? Services Both?
YOUR LAST NAME: Gregory **FIRST NAME:** Jim **MI:** D
ADDRESS: 110 Pearson St.
CITY: Benton **STATE:** AR **ZIP CODE:** 72015 **COUNTRY:** UNITED STATES OF AMERICA

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 [senator, representative, name of board/commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? (i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.)	
	Current	Former		From MM/YY	To MM/YY	Person's name(s)	Relation
General Assembly	<input type="checkbox"/>	<input type="checkbox"/>					
Constitutional Officer	<input type="checkbox"/>	<input type="checkbox"/>					
State Board or Commission Member	<input type="checkbox"/>	<input type="checkbox"/>					
State Employee	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Legal Advisor, Workers Comp	1986	Present	Johnny Gregory	Brother

None of the above applies

FOR A VENDOR (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, or 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 (senator, representative, name of board/commission, data entry, etc.)	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	<input type="checkbox"/>	<input type="checkbox"/>						
Constitutional Officer	<input type="checkbox"/>	<input type="checkbox"/>						
State Board or Commission Member	<input type="checkbox"/>	<input type="checkbox"/>						
State Employee	<input type="checkbox"/>	<input type="checkbox"/>						

None of the above applies

* NOTE: PLEASE LIST ADDITIONAL DISCLOSURES ON SEPARATE SHEET OF PAPER IF MORE SPACE IS NEEDED


CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM F-2

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 CEO Date 03/14/2019
Vendor Contact Person Jim Gregory Title CEO Phone No. (501)315-4224

AGENCY USE ONLY

Agency Number	Agency Name	Agency Contact Person	Contact Phone No.	Contract or Grant No.
<u>0710</u>	<u>Department of Human Services</u>			

Equal Opportunity Policy

NONDISCRIMINATION/EQUAL OPPORTUNITY POLICY

The Counseling Clinic, Inc., (CCI) will comply with all provisions of applicable laws prohibiting discrimination. No policy provision shall exist, or be adopted, or administrative action implemented for the purpose of discriminating against any individual on the basis of race, color ethnicity, religion, national origin, age, gender, sexual orientation, marital status, veteran status, political affiliation, qualified disabled status, or other legally protected classes.

CCI agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.

CCI will in all solicitations or advertisements for employees placed by or on behalf of the CCI, state that all qualified applicants will receive consideration for employment without regard to race, ethnicity, religion, national origin, age, gender, sexual orientation, marital status, veteran status, political affiliation, qualified disabled status, or other legally protected classes.

Nondiscrimination should be demonstrated in areas such as employment, compensation, assignment of work, promotion, clinical services, transportation, and transit related benefits in relation to the Federal Transit Act of 1988 (Title VI).

**Response to Information for
Evaluation Section of
Response Packet**

E.1 VENDOR QUALIFICATIONS

E.1.A: State the Region for which you are proposing to provide services in this Response Packet.

This RFQ is for Region 3, Saline County.

E.1.B: Provide a narrative regarding the background of your company.

Counseling Clinic, Inc. (CCI) is a private non-profit 501(C)3, Community Mental Health Center (CMHC) first recognized and licensed by the State of Arkansas in February, 1973, as the agency responsible for planning and delivering of behavioral health services to the residents of Saline County, Region 3. The agency provides all of the basic and specialized community behavioral health services which include: outpatient mental health treatment services to adults, children, adolescents and families; specialized services for adults with long-term serious mental illness; substance abuse treatment services; specialized youth programs; 24-hour on-call crisis emergency services; crisis stabilization; consultation and education.

CCI has a staff of approximately 90 FTEs and 14 contract staff. CCI has extensive experience during the past forty-six (46) years of initiating and expanding various programs and services for specialized populations of individuals in our service area. Not only has CCI drafted specialized programs for youth and their families, but for adults with long-term serious mental illness and geriatric populations as well.

CCI is governed by an independent Board of Directors made up of a representative cross section of Saline County residents. CCI has an Executive Director who oversees the management of the clinic with section managers to operate the day to day activities of its programs. Those include a Youth Services Director, Outpatient Services Director, Community Support Program Director, Director of Small Group Therapy, and a Chief Financial Officer.

CCI has been accredited nationally by CARF since 1998, is licensed by the State of Arkansas as a substance abuse treatment provider, and is licensed as an Outpatient Behavioral Health Agency (OBHA) (Enclosed).

CCI's current board members are:

Bill McKee, Chair

Dr. Joe Martindale, Vice Chair

Pat Thweatt, Secretary

Mozella Anderson

Steve Ballard

Rochelle Childress

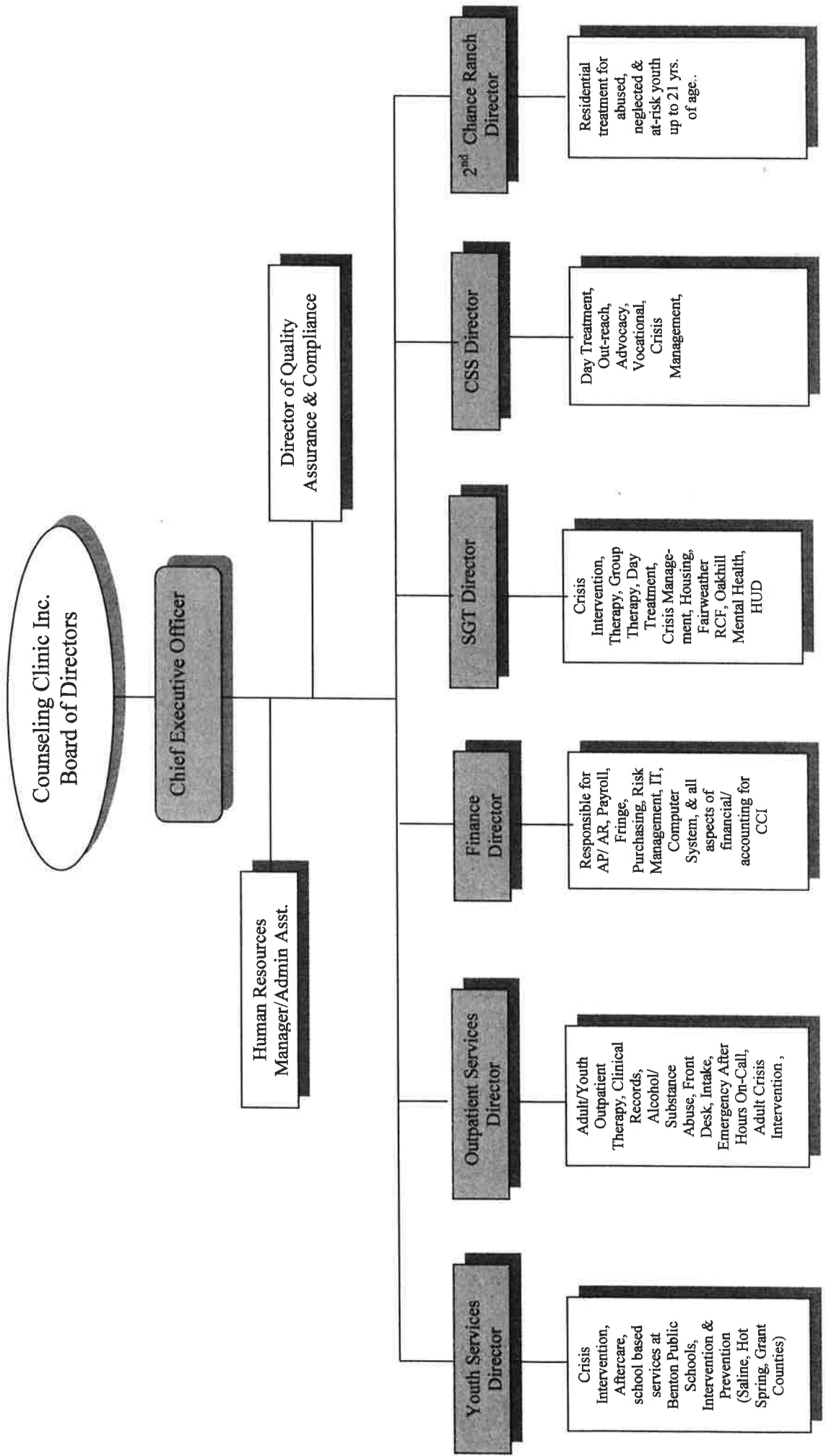
Jim Gardner

Evelyn Reed

Counseling Clinic Inc.

ORGANIZATIONAL CHART

Administrative Management Staff



E.1.C: Past Performance: Describe your company's experience similar to that which is sought by this RFQ within the past three (3) years.

Counseling Clinic, Inc. has extensive experience in providing services similar to this RFQ. CCI has been licensed by the State of Arkansas as a CMHC since 1973, and as such has performed all of the requirements of the RFQ under contract to DHS/DBHS; now known as DAABHS. CCI has been performing the requirements of this RFQ, including acting as the SPOE agent for admission to the ASH; performing forensic evaluations and forensic outpatient restoration services; services to the non-Medicaid individuals who meet criteria for serious mental illness and seriously emotionally disturbed children/adolescents; serving the First Episode of Psychosis (FEP) individuals; providing a community support program for adults with SMI; and managing SSBG/Title XX funds for services for the uninsured/underinsured. The current contract amount for these services is approximately \$990,000. There have been no corrective actions or litigation pertaining to this contract.

Currently, CCI also has a contract with the State Division of Youth Services (DYS). CCI first contracted with DHS for services in 1976. Under this contract, CCI is responsible for working with the Juvenile Court Judge and his/her staff to work with at-risk children/adolescents who have been adjudicated and are at risk of detention/lock up. The goal is prevention and treatment to help stabilize the individuals in a least restrictive environment. CCI staff work closely with the Juvenile Judge and Juvenile Court staff to provide court ordered services, including behavioral health treatment, aftercare services and family involvement. This contract currently is approximately \$880,000 annually. There have been no corrective actions or litigation pertaining to this contract.

CCI has a contract with the State Division of Children & Family Services (DCFS) to provide services to families whose children have been placed in foster care. CCI staff work directly with the parents of children placed outside the home with the goal of reunification. CCI provides individual and family therapy, as well as parenting classes. This contract has been in place since 2008 and has a contract value of approximately \$50,000. There have been no corrective actions or litigation pertaining to this contract.

E.1.D: Provide information on the proposed CEO, Medical Director, and Director of Clinical Services and their direct relevant functional experience over the last five (5) years per selected area.

Jim Gregory, LCSW, is the CEO of Counseling Clinic, Inc. Mr. Gregory came to work for CCI in September of 1990 as the Director of Community Support Services (Stride House). In April of 1998, Mr. Gregory became the CEO of Counseling Clinic, Inc. and has served in that capacity for the past 21 years.

Joyce Schimenti, LCSW, is the current Director of Clinical Services and Quality Assurance. Mrs. Schimenti came to work for CCI as a therapist in January of 2001. In April of 2002, she became the Director of Outpatient Services. In April of 2013, she was promoted to Director of Clinical Services / Quality Assurance.

Dr. Kenneth Wright, M.D. is the current Medical Director for CCI. Dr. Wright currently also works for Birch Tree Communities as their Medical Director since January 1997. Dr. Wright has worked part-time for CCI since 2006 when he became the Medical Director for the psychiatric inpatient unit located at Saline Memorial Hospital that CCI was under contract to manage. He became the Medical Director for CCI Outpatient Services in August of 2018.

James (Jim) Dale Gregory

#8 Rivercrest Drive
Benton, AR 72019

Phone: (501)317-7000

Work: (501)315-4224

~ PROFESSIONAL EXPERIENCE ~

Chief Executive Officer

*Counseling Clinic, Inc.
Benton, Arkansas*

April 1998 – Present

Primary Areas of Responsibility:

Responsible for the overall management of Counseling Clinic, Inc. and all its programs.

Program Director, Generations Unit

Saline Memorial Hospital

*Counseling Clinic, Inc.
Benton, Arkansas*

October 1997 - March 1998

Primary Areas of Responsibility:

Responsible for the overall management of the Geriatric Mental Health Program at Saline Memorial Hospital, which includes, but is not limited to, implementing Generations' goals/objectives and policies and procedures.

Provide daily supervision of the clinical interdisciplinary treatment team.

Manage the annual budgeting process.

Develop referral management and act as a liaison with other local treatment providers, including local primary care physicians and nursing homes.

Act as liaison between the Counseling Clinic, Inc. and Saline Memorial Hospital.

Director, Community Support Services

*Counseling Clinic, Inc.
Benton, Arkansas*

1990 – 1997

Primary Areas of Responsibility:

Responsible for the overall management of the Counseling Clinic's Community Support Services, including the Stride House Program.

Implement the development and management of direct services to individuals with a chronic mental illness.

Manage community support services personnel.

Assist the Executive Director and Business Manager in developing and managing the program budget.

Ensure that the program complies with state standards of the Division of Mental Health.

Community Support Specialist / Case Manager

1986 – 1990

Professional Counseling Associates

Main House

North Little Rock, Arkansas

Primary Areas of Responsibility:

Supervise and assist chronically mentally ill clients in a therapeutic psychosocial setting.

Responsible for the evaluation of social and prevocational adjustment, assessment of client progress and provide case management services where appropriate; linkage with community resources and appropriate referrals.

Social Worker / Discharge Planner

1983 – 1985

Saline Memorial Hospital

Benton, Arkansas

Primary Areas of Responsibility:

Procurement of social assessment for Discharge Planning and evaluation of patient programs, development of files on community resources and ongoing liaison with these resources.

~ EDUCATION ~

University of Arkansas (UALR)

1987-1990

Little Rock, AR

Master of Social Work

Henderson State University

1975-1978

Arkadelphia, AR

Bachelor of Art in Sociology

Minor in Psychology

Ouachita Baptist University

1974-1975

Arkadelphia, AR

Transferred to Henderson State University in fall of 1975

Benton High School

1974 – Graduate

Benton, AR

~ PROFESSIONAL CERTIFICATES / AFFILIATIONS ~

Licensed by the Arkansas Social Work Licensing Board as a Licensed Clinical Social Worker, LCSW

Member of Sigma Tau Gamma Fraternity

~ INTERESTS / HOBBIES ~

Sports, particularly golf

Music

KENNETH WRIGHT, M.D.

OBJECTIVE

Seeking a position to develop and coordinate high quality, efficient, and cost-effective psychiatric services, to meet the Organization's goals and objectives

PROFESSIONAL SKILLS

Highly skilled professional with more than 29 years practical experience in hospitals, outpatient clinics, correctional facilities, mental health institutions, and primary care environments

Extensive Management experience in planning and program development, problem solving, communication, decision making, and finance

Advanced and comprehensive knowledge of assessing and treating behavioral and mental disorders

Familiar with the principles, methods, and procedures of diagnosing and treating physical and mental dysfunction

Accomplished in working with adult and geriatric populations

Skilled in developing constructive and cooperative working relationships with patients, families, co-workers, and external entities

Excellent listening, comprehension, and oral skills

Extensive knowledge of State and Federal regulatory requirements (involuntary commitments, JCAHO, CARF, CMS, Health department)

EXPERIENCE

Jun 2010 to present

Counseling Clinic, Inc.

Benton, AR

Psychiatrist and Medical Director

- Provides psycho-pharmacological therapy and psychiatric evaluations to outpatient clients as well as Stride House clients, either directly or upon request of other mental health therapists
- Provides consultation services to local physicians and to clinic staff upon request, as well as provides consultation to after hours on call staff
- Provides outpatient aftercare services to persons discharged from ASH.
- Establishes and maintains rapport with private physicians, nurses, ministers, other agencies, lay workers, and other responsible persons in the community
- Provides in-service training to the mental health staff when requested by the outpatient services director
- Assists in the development of additional mental health services as may be needed by the community
- Maintains treatment and administrative records which meet community mental health and funding source standards

Jan 1997 to present

Birch Tree Communities

Benton, AR

Medical Director (Jan 2001 to present)

- Provides clinical leadership and monitoring participant treatment, rehabilitation, and support services provided to 450 Birch Tree Communities members
- Develops and recommends, with management team, the adoption of policies and procedures that comply with federal and state regulations, contracts, local guidelines, client privacy regulations, clinical standards of care, and effective and efficient use of limited mental health and substance abuse resources
- Chairs or participates in a variety of committees, meetings, and work groups related to policies, procedures, and best practices in the mental health and substance abuse system
- Manages the interface between Birch Tree Communities and psychiatric inpatient facilities, including utilization management activities
- Reviews and serves as final arbiter for all insurance authorization or service denial appeals
- Participates in agency audit site visits
- Provides clinical consultations related to individual clients- particularly for persons with complex or high needs, and/or co-morbid medical issues
- Facilitates coordination of care
- Represents Birch Tree Communities perspective on medical issues when dealing with state government and regulatory agencies, providers, and ancillary service providers
- Provides clinical consultation to staff
- Participates in the development of new health care strategies related to health care reform as opportunities become available, such as the development of community mental health system-based health homes, and enhanced integration of behavioral health services with primary care
- Manages the Quality Improvement and Utilization review programs

Psychiatrist (Jan 1997-present)

- Provides direct evaluation, including assessment and diagnosis of psychiatric problems for seriously mentally ill clients
- Provides direct patient care services, identified patient health care requirements and developed programs to meet the requirements
- Collaborates with other medical staff to obtain consultative services for cases requiring multi-disciplinary approaches
- Prescribes and monitors medications, as well as, recommends appropriate clinical interventions
- Provides consultation and liaison services for referrals from other medical services
- Examines patients to determine general physical condition by following standard medical procedures
- Orders and evaluates results of laboratory and other specialized diagnostic testing
- Treats or directs treatment of patients utilizing a variety of psychotherapeutic methods and medications
- Complies with all regulatory requirements and documentation standards

Jun 2006 to Jun 2018

Saline Memorial Hospital

Benton, AR

Psychiatrist and Medical Director

- Provided clinical leadership and responsibility for a 10-bed Adult unit and 14-bed Geriatric Unit.
- Provided direct evaluation, including assessment and diagnosis of psychiatric problems for acute adult and geriatric inpatients

- Provided direct patient care services, identified patient health care requirements and developed programs to meet the requirements
- Collaborated with other medical staff to obtain consultative services for cases requiring multi-disciplinary approaches
- Prescribed and monitored medications, as well as, recommended appropriate clinical interventions
- Examined patients to determine general physical condition by following standard medical procedures
- Ordered and evaluated results of laboratory and other specialized diagnostic testing
- Treated or directed treatment of patients utilizing a variety of psychotherapeutic methods and medications
- Managed and actively participated in treatment team meetings to plan patient care and make appropriate discharge plans.
- Provided clinical consultation to staff
- Managed the consult and liaison services for referrals from other medical services
- Addressed transfer issues prospectively, concurrently, and retrospectively to facilitate appropriate admission and inter-facility transfers.
- Complied with all regulatory requirements and documentation standards
- Coordinated, with unit management, to develop and recommend adoption of policies and procedures that comply with federal and state regulations, contracts, local guidelines, client privacy regulations, clinical standards of care, and effective and efficient use of limited mental health and substance abuse services resources
- Chaired and/or participated in a variety of committees, meetings, and work groups related to policies, procedures, and best practices in the mental health and substance abuse
- Acted as a liaison between Saline Memorial Inpatient Unit and other psychiatric inpatient facilities and providers
- Reviewed and served as final arbiter for all insurance authorization or service denial appeals
- Managed the coordination of care process
- Represented the Saline Memorial inpatient psychiatric unit when dealing with state government and regulatory agencies, providers, and ancillary service providers
- Participated in the development of new health care strategies related to health care reform as opportunities become available, such as the development of community mental health system-based health homes, and enhanced integration of behavioral health services with primary care
- Managed the Quality Improvement and Utilization review programs

Apr 1996 to Dec 2006

Hot Springs Medical Center

Malvern, AR

Psychiatrist and Medical Director

- Provided clinical leadership and responsibility for a 20-bed Adult Unit.
- Provided direct evaluation, including assessment and diagnosis of psychiatric problems for assigned acute adult inpatients
- Provided direct patient care services, identified patient health care requirements and developed programs to meet the requirements
- Collaborated with other medical staff to obtain consultative services for cases requiring multi-disciplinary approaches
- Prescribed and monitored medications, as well as, recommended appropriate clinical intervention
- Provided consult and liaison services for referrals from other medical services

- Examined patients to determine general physical condition by following standard medical procedures
- Ordered and evaluated results of laboratory and other specialized diagnostic testing
- Treated or directed treatment of patients utilizing a variety of psychotherapeutic methods and medications
- Led and actively participated in treatment team meetings to plan patient care and make appropriate discharge plans.
- Addressed transfer issues prospectively, concurrently, and retrospectively to facilitate appropriate admission and inter-facility transfers.
- Complied with all regulatory requirements and documentation standards

Nov 1997 to Dec 2004

St. Joseph's Mercy Hospital

Hot Springs, AR

Psychiatrist and Medical Director

- Provided clinical leadership and responsibility for a 12-bed Geriatric Unit
- Provided direct evaluation, including assessment and diagnosis of psychiatric problems for assigned acute geriatric inpatients
- Provided direct patient care services, identified patient health care requirements and developed programs to meet the requirements
- Collaborated with other medical staff to obtain consultative services for cases requiring multi-disciplinary approaches
- Prescribed and monitored medications, as well as, recommended appropriate clinical interventions
- Provided consultation and liaison services for referrals from other medical services
- Examined patients to determine general physical condition by following standard medical procedures
- Ordered and evaluated results of laboratory and other specialized diagnostic testing
- Treated or directed treatment of patients utilizing a variety of psychotherapeutic methods and medications
- Lead and actively participated in treatment team meetings to plan patient care and make appropriate discharge plans.
- Addressed transfer issues prospectively, concurrently, and retrospectively to facilitate appropriate admission and inter-facility transfers.
- Complied with all regulatory requirements and documentation standards

May 1991 to 2003

Arkansas Department of Corrections PineBluff, AR

Psychiatrist

- Provided direct evaluation, including assessment and diagnosis of psychiatric disorders for inmates at the Arkansas Department of Corrections
- Provided direct patient care services, identified patient health care requirements and developed programs to meet the requirements
- Collaborated with other medical staff to obtain consultative services for cases requiring multi-disciplinary approaches
- Prescribed and monitored medications, as well as, recommended appropriate clinical interventions
- Provided consultation and liaison services for referrals from other medical services
- Examined patients to determine general physical condition by following standard medical procedures

- Ordered and evaluated results of laboratory and other specialized diagnostic testing
- Treated or directed treatment of patients utilizing a variety of psychotherapeutic methods and medications
- Complied with all regulatory requirements and documentation standards

Mar 1991 to Aug 1996

Delta Counseling

Multiple South Eastern Sites, AR

Psychiatrist

- Provided direct evaluation, including assessment and diagnosis of psychiatric disorders for assigned clients.
- Provided direct patient care services, identified patient health care requirements and developed programs to meet the requirements
- Collaborated with other medical staff to obtain consultative services for cases requiring multi-disciplinary approaches
- Prescribed and monitored medications, as well as, recommended appropriate clinical interventions
- Provided consultation and liaison services for referrals from other medical services
- Examined patients to determine general physical condition by following standard medical procedures
- Ordered and evaluated results of laboratory and other specialized diagnostic testing
- Treated or directed treatment of patients utilizing a variety of psychotherapeutic methods and medications
- Complied with all regulatory requirements and documentation standards

Jul 1989 to Mar 1991

United States Army

Fort Sill, OK

Psychiatrist

- Provided direct evaluation, including assessment and diagnosis of psychiatric problems for active duty and retired military population
- Provided direct patient care services, identified patient health care requirements and developed programs to meet the requirements
- Collaborated with other medical staff to obtain consultative services for cases requiring multi-disciplinary approaches
- Prescribed and monitored medications, as well as, recommended appropriate clinical interventions
- Provided consultation and liaison services for referrals from other medical services
- Examined patients to determine general physical condition by following standard medical procedures
- Ordered and evaluated results of laboratory and other specialized diagnostic testing
- Treated or directed treatment of patients utilizing a variety of psychotherapeutic methods and medications
- Complied with all regulatory requirements and documentation standards

EDUCATION

1981 BS Chemistry and Biology (honor graduate) Henderson State University, Arkadelphia, AR

1985 Medical Degree - University of Arkansas for Medical Sciences, Little Rock, AR

1989 Graduated Psychiatric Residency – Eisenhower Army Medical Center, Fort Gordon, GA

LICENSE

Active License in the State of Arkansas

PUBLICATIONS

Chance Discovery of Multiple Personality Disorder during Amaytal Interview. Journal of Nervous and Mental Disorders. James Marcus, MD and Kenneth D Wright, MD.

JOYCE PIERCE SCHIMENTI, LCSW

**2268 Chestnut
Bismarck, AR 71929
501-865-3701
dasjp@catc.net**

Education: **Master of Science in Social Work
University of Tennessee
Memphis, TN
June, 1980**

**Bachelor of Science in Social Work
Memphis State University
Memphis, TN
June, 1972**

Current Employment: **Counseling Clinic, Inc.
110 Pearson Street
Benton, AR 72015**

**Director of Quality Assurance/Clinical Director
April 2013 to present**

**Director of Outpatient Services
April, 2002 to April, 2013**

**Therapist
January, 2001 to April, 2002**

Previous Employment: **AR Department of Health
Garland County Unit
Hospice Social Worker
August, 1999 to January, 2001**

**Behavioral Interventions
Memphis, TN
Private Practice
Owner/Therapist
June, 1993 to July, 1999**

**MCC Behavioral Care
Managed Care Clinic
Therapist
August, 1990 to June, 1993**

**Family Service of Memphis
Therapist
July, 1989 to July, 1990**

**Personal Performance Consultants
Memphis, TN
EAP Counselor/Consultant
May, 1987 to June, 1989**

**Concern: EAP
Memphis, TN
EAP Counselor
August, 1986 to May, 1987**

**Memphis City Schools Mental Health Center
Alcohol and Drug Prevention Coordinator
March, 1985 to July, 1986**

**Alcohol and Drug Counselor
November, 1981 to March, 1985**

**Southeast Mental Health Center
Memphis, TN
Social Worker
January, 1976 to November, 1981**

**Professional License,
Certificates and
Accomplishments**

**AR Licensed Certified Social Worker
Past AR Drug Court Professionals Assoc. Board Member
Certified Prevention Specialist (Lapsed)
Past AR Prevention Board Member
Past NASW Chapter Chairperson, Memphis, TN
Past President EAPA Pyramid Chapter, Memphis, TN
Past Member of the Board of Education, Fayette County, TN**

E.1.E: Submit a minimum of three (3) letters of recommendation from three (3) different sources.

A. Saline County Circuit Court

22nd Judicial District of Arkansas

1. Robert Herzfeld – Circuit Judge
2. Ken Casady – Circuit Judge
3. Vince Shoptaw – Deputy Prosecuting Attorney
4. Carol Childs – Saline County Juvenile Court Director
5. Jay Gwatney – Saline County Juvenile Court Deputy Director

B. Providers

1. Jack Keathley – CEO, Birch Tree Communities
2. Leah Henderson – Executive Director, Civitan Services
3. Penny Jester – Executive Director, KidSource Therapy, Inc.
4. Tracey Childress – Director, Mercy Child Advocacy Center

C. Benton Public Schools

1. Angela McWhorter – Director of Special Education
2. Jennifer Almond – Assistant Principal, Caldwell Elementary
3. Alayna Ambort – School Counselor, Caldwell Elementary
4. Allyson Pitts – School Counselor, Benton High School.



*Saline County Circuit Court
4th Division
22nd Judicial District of Arkansas*

Judge Robert Herzfeld
Phone: 501-303-1584
Fax: 303-1585
judgeherzfeld@gmail.com

February 20, 2019

RE: Counseling Clinic, Inc.
Application for COMMUNITY MENTAL HEALTH CENTERS FUNDING

To whom it may concern:

It has been my pleasure to work with the Benton Counseling Clinic (Counseling Clinic, Inc.) in various volunteer and professional capacities for nearly a quarter of a century beginning with my time as a juvenile probation officer in 1995 and continuing through today with my current service as the Juvenile Judge. In the intervening years, I have had the privilege of working with the professionals and staff of this important Benton institution on matters ranging from the creation of the Saline County Adult Drug Court, and civil commitments, to our ongoing partnership with the Juvenile Drug Court and on countless matters of significance for the lives and mental health of Saline County Citizens.

The Benton Counseling Clinic has always been responsive, proactive, and professional. Their work product is timely, their recommendations are thoughtful, and their contribution to our community is immeasurable.

It is without hesitation that I offer my sincere recommendation on their behalf to continue any current programs and to expand in any and all appropriate staffing and programs.

If you need any additional information, or if I can be of any service on this or any other matter, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink, appearing to read "Robert Herzfeld".

Robert Herzfeld
Circuit Judge
Administrative Judge
22nd Judicial District of Arkansas



STATE OF ARKANSAS

Office of the Circuit Judge
First Division

TWENTY-SECOND JUDICIAL DISTRICT

KEN CASADY
CIRCUIT JUDGE
SALINE COUNTY COURTHOUSE
200 N. MAIN
BENTON, ARKANSAS 72015
Phone 501-303-5635
Fax 501-303-5636
circuitcourtdiv1@salinecounty.org

February 28, 2019

TO WHOM IT MAY CONCERN

re: Counseling Clinic, Inc.
Contract with Dept. of Human Services, Division of DCFS

Dear Sir or Madam:

It is my understanding the Counseling Clinic is applying to continue providing counseling services for DCFS. I have worked closely with the Counseling Clinic since 2003.

During the time I have worked with them, they have provided high quality counseling to children and families who are in need of their services. I sincerely recommend that the Department of Human Services renew the contract with the Counseling Clinic, so they can continue to serve Saline County by providing much needed counseling to families in need.

If you have any questions, do not hesitate to contact my office.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ken Casady".

Ken Casady
Circuit Judge
22nd Judicial District, Division 1



CHRIS WALTON

Prosecuting Attorney
22nd Judicial District of Arkansas



102 South Main Street
Benton, AR 72015

Phone: 501-315-7767
Fax: 501-315-3171

February 21, 2019

To Whom It May Concern,

In my capacity as a Deputy Prosecuting Attorney for the 22nd Judicial District that handles all involuntary commitment proceedings, I have had the pleasure of working directly with the Counselling Clinic, Inc. for approximately thirteen years. I've come to rely on its help and guidance while serving the mentally ill community here in Saline County. I have always found the administration and staff of CCI to be responsive to my requests for assistance day or night. They are insightful and creative in seeking solutions that do not always fit neatly into their role as a community mental health provider. I have had many substantive discussions with the administration of CCI on how we might better serve the community, and as a result I am convinced they should certainly continue to receive the support of our State in providing these much needed services, which they have provided for more than four decades. I would also like to note that CCI has maintained the highest levels of service, integrity and commitment to this vulnerable population without increase in reimbursement rates for years which, to my mind, speaks volumes about their ability to efficiently manage tight resources while serving the public. This is something I know that we all care about.

I could not feel more confident that CCI merits not only my support but the State of Arkansas' as well. Thank you for your kind attention to my thoughts, I don't envy the difficult and important decisions you have to make, however, I am confident that supporting CCI's application will not be one that you will regret. Please feel free to call upon me any time I may be of service to you.

Best regards,

A handwritten signature in blue ink, appearing to read "Vince Shoptaw".

Vince Shoptaw
Deputy Prosecuting Attorney
22nd Judicial District of Arkansas
Vince.Shoptaw@SalineCounty.org



STATE OF ARKANSAS

**Office of the Circuit Judge
Juvenile Division
Twenty-Second Judicial District**

Robert Herzfeld, Circuit Judge
Saline County Courthouse
321 N. Main
Benton, AR 72015

Juvenile Services

**102 South Main
Benton, AR 72015
Phone 501-303-5730
Fax 501-303-5665**

Director

Carol Childs

Deputy Director

Jay Gwatney

Intake Officers

Janie Standridge
Roshunda Foreman

Probation Officers

Hunter Baldwin

Bryant Office

Kendra Turbyfill
Greg Little
501-847-5605

Benton Schools

Lisa Robertson
501-776-5773

Drug Court

Megan Johnson

Case Coordinator

Karla Hughes

February 20, 2019

RE: Counseling Clinic, Inc.
Application to continue providing ADHS services

TO WHOM IT MAY CONCERN:

The purpose of this letter is to recommend the Counseling Clinic for contract renewal with DHS.

The Counseling Clinic provides services for the juveniles and families that are court ordered thru Family in Need of services and Delinquency Cases. The Counseling Clinic provides quality service for our children and families. I have worked with the Counseling Clinic for the past 23 years and would recommend their services to my family.

If you have any question please feel free to contact me at 501-303-5730 or email me at Carol.childs@salinecounty.org.

Sincerely

A handwritten signature in cursive script that reads "Carol Childs".

Carol Childs
Saline County Juvenile Court Director



STATE OF ARKANSAS

Office of the Circuit Judge
Juvenile Division
Twenty-Second Judicial District

Robert Herzfeld, Circuit Judge
Saline County Courthouse
321 N. Main
Benton, AR 72015

Juvenile Services

102 South Main
Benton, AR 72015
Phone 501-303-5730
Fax 501-303-5665

February 20, 2019

Re: Counseling Clinic, Inc.
Contract with the Department of Human Services

Director

Carol Childs

TO WHOM IT MAY CONCERN:

Deputy Director

Jay Gwatney

It is my understanding that the Counseling Clinic, Inc. is applying to continue providing counseling and other important services to youth and families of Saline County. I have worked with the staff of the Counseling Clinic for the past 15 years as both a juvenile probation and intake officer. The Counseling Clinic has, and will continue to provide quality counseling and other services to the youth and families involved in the juvenile justice system through FINS and delinquency courts. I would highly recommend that the Counseling Clinic continue to provide these services to our youth and families.

Intake Officers

Annie Standridge
Roshunda Foreman

Probation Officers

Hunter Baldwin

If you have any questions, please do not hesitate to contact me.

Bryant Office

Kendra Turbyfill
Greg Little
501-847-5605

Sincerely,

A handwritten signature in blue ink, appearing to read "Jay Gwatney".

Benton Schools

Lisa Robertson
501-776-5773

Jay Gwatney
Deputy Director
Saline County Juvenile Court
jay.gwatney@salinecounty.org

Drug Court

Megan Johnson

Case Coordinator

Karla Hughes



Birch Tree Communities, Inc.

*A community of individuals recovering from mental illness
and pursuing their dreams through person-centered rehabilitation.*

February 21, 2019

Jim Gregory, Chief Executive Officer
Counseling Clinic, Inc.
110 Pearson
Benton, AR 72015

Mr. Gregory:

Please accept this letter of recommendation from Birch Tree Communities, Inc. in support of Counseling Clinic's response to the Arkansas Department of Human Services RFQ 710-19-1024 entitled "Crisis, Forensics, Mental Health and Community Support Services". As a community mental health provider operating in Arkansas since 1989, Birch Tree Communities shares your mission of serving adults with mental health disorders and we are well aware of the excellent care provided by your organization and the outstanding reputation enjoyed by Counseling Clinic. Specifically, Birch Tree has partnered with Counseling Clinic on several administrative and clinical projects, most recently collaborating together on the referral of people needing services in a Therapeutic Community and those in need of follow-up mental health outreach services in their home community.

I am available for follow-up contact as needed by representatives of the Arkansas Department of Human Services and can be reached as follows:

- Name/Title: Jack Keathley, Chief Executive Officer
- Mailing Address: P.O. Box 1589, Benton, AR. 72018-1589
- Phone Number: (501) 303-3112
- Email Address: jack.keathley@birchtree.org

Best wishes in your application and we look forward to our continued work together to enhance the health and well-being of Arkansas residents with mental health disorders.

Sincerely,


Jack Keathley
Chief Executive Officer

1718 Old Hot Springs Highway * P.O. Box 1589
Benton, Arkansas 72018-1589
Central Telephone (all locations): (501) 315-3344 * Fax (501) 315-1388
www.birchtree.org



PO Box 368
Benton, AR 72018-0368
501.776.0691 ~ 501.776.0692 Fax

www.civitanservices.com

Preschool/Early Intervention Services
Adult Services • Residential Services
Community Services: Waiver, Supported Employment

March 1, 2019

To Whom It May Concern:

It is my pleasure to recommend to you the continuation of the contract between DHS and Counseling Clinic, Inc. of Benton, Arkansas. Civitan Services provides day habilitation to men, women and children with developmental disabilities. For more than 15 years, we have partnered with Counseling Clinic, Inc. to ensure that our clients who have a dual diagnosis of a mental health illness in addition to their developmental disability receive quality mental health services. We have an excellent working relationship with the staff at Counseling Clinic, Inc. Their staff consists of dedicated professionals who are dependable and reliable which is critical when working with such a vulnerable population. They also adhere to the highest standard of client/patient confidentiality. We are thankful to have them as partners in providing care for the individuals we serve.

If you need further information or wish to communicate with me directly you may contact me at your convenience. My email address is Leah@civitanservices.com.

Sincerely,

Leah Henderson
Executive Director
Civitan Services

DEDICATED TO EMPOWERING FAMILIES

Penny Jester, BSE, M.Ed., DT
Kidsource Therapy, Inc.
17706 Interstate 30 North
Benton, AR 72019
2/28/2019

17706 I-30 Frontage Road
Benton, AR 72019
Phone: (501) 315-4414
Fax (501) 315-0075

info@kidsourcetherapy.com

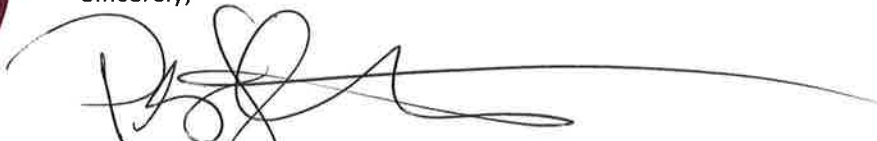
RE: Counseling Clinic Application for Community Mental Health Centers Funding

To Whom It May Concern:

The purpose of this letter is to support our colleagues at The Counseling Clinic in Benton in their bid for continued funding as a Community Mental Health Center. CCI is a staple in our community and their services are counted on by people of all ages and all walks of life in Saline County. Continued access to these services is vital to the people who live here.

I have been providing pediatric early intervention services through Kidsource Therapy for twenty years in Saline County. During that time, we have worked with countless families who have accessed services through CCI to help meet their needs. We have a history of working cooperatively to adequately serve citizens of our community, because often there is more happening than a developmental delay in a child. The delay the child is experiencing is occasionally a symptom of a larger family struggle and not the core problem. These have ranged from mothers or other primary caregivers who needed assistance in dealing with anxiety and depression, to substance abuse recovery, to adolescent family members struggling in similar ways that are putting them on the road to intervention with law enforcement. All of this can take the focus off of an infant or toddler in a way that leads to a developmental delay. The staff at The Counseling Clinic can always be counted on to welcome these families and help them through the process of hope and healing. This creates stronger families in our community and we desperately need this continued stability.

Sincerely,



Penny Jester, BSE, M.Ed., DT
Executive Director, Kidsource Therapy, Inc.
pjester@kidsourcetherapy.com
501-580-3124



Mercy
Cooper-Anthony Mercy Child Advocacy Center
216 McAuley Ct.
Hot Springs, AR 71913
phone 501-622-2531
fax 501-620-4595
mercy.net

To whom it may concern,

I am writing in regards to Counseling Clinic, Inc and the services they provide to some of our children that we serve at Cooper-Anthony Mercy Child Advocacy Center. Counseling Clinic, Inc has been a great resource over the last year in Saline County for our center to help with children's mental health needs who have experienced trauma. They do this by providing evidence based trauma treatment such as Trauma- Focused Cognitive Behavioral Therapy, Parent-Child Interaction Therapy, and Child Parent Psychotherapy. Their clinicians all received their training through UAMS Arkansas Building Effective Services in Trauma.

Cooper-Anthony Mercy Child Advocacy Center would like to make an endorsement of support in regards to Counseling Clinic, Inc. We look forward to our continued work with them for the betterment of children and families mental health care.

Thank you,

A handwritten signature in black ink that reads "Tracey Childress". The signature is written in a cursive, flowing style.

Tracey Childress, Director
Tracey.childress@mercy.net

BENTON PUBLIC SCHOOLS

Angela McWhorter
Director of Special Education

P.O. BOX 939
207 W. Conway
BENTON, ARKANSAS 72018
(501) 776-5701
FAX (501) 860-7325
amcwhorter@bentonschools.org



02/20/2019

RE: CMHC Bid Application
From: Benton School District Special Education Department

I am writing this letter in support of the Counseling Clinic's application for the Community Mental Health Centers Funding. As a member of the community, I have a vested interest in the well-being of our youth. I believe that Counseling Clinic Inc is a vital resource for our families. The Benton School District is committed to maintaining a partnership with the Counseling Clinic as we have been partners for more than 15 years. The Counseling Clinic provides school based mental health (individual, group and family) therapy for our students in need of these services. They also provide juvenile drug court services, after school programs and summer programs for our students. Last but certainly not least, Counseling Clinic Inc provides a much needed psychiatric service that includes medication management for students that might not otherwise have these resources. Please feel free to contact me if you have any further questions.

Best Regards,

A handwritten signature in cursive script that reads "Angela McWhorter".

Angela McWhorter
Director of Special Education
Benton School District

BENTON PUBLIC SCHOOLS

Caldwell Elementary

Diane Lovell, Principal

Jennifer Almond, Asst. Principal

1800 West Sevier Street
Benton, Arkansas 72019
(501)778-4444 phone
(501)776-5711 fax



2/26/2019

RE: CMHC Bid Application

From: Jennifer Almond, Assistant Principal

To Whom It May Concern:

I am writing this letter on behalf of the Counseling Clinic and their bid for the Community Mental Health Centers Funding. As an administrator at Caldwell Elementary, I have a vested interest in the well-being of our youth. This is my fourth year in this role and know they have positively impacted our students for years prior to that. I believe that Counseling Clinic Inc is a vital resource for our families and our students. We are committed to maintaining a partnership with the Counseling Clinic as we have seen the necessary support they have provided. The Counseling Clinic provides school based mental health (individual, group and family) therapy for our students in need of these services. They also provide juvenile drug court services, after school programs and summer programs for our students. Last but certainly not least, Counseling Clinic Inc provides a much needed psychiatric service that includes medication management for students that might not otherwise have these resources. Many of our families and students rely on these services for academic and future success. Please feel free to contact me if you have any further questions.

Best Regards,

A handwritten signature in blue ink that reads "Jennifer Almond". The signature is written in a cursive, flowing style.

Jennifer Almond, Assistant Principal
jalmond@bentonschools.org

BENTON PUBLIC SCHOOLS

*Caldwell Elementary
Diane Lovell, Principal
Jennifer Almond, Asst. Principal*

1800 West Sevier Street
Benton, Arkansas 72019
(501)778-4444
(501)776-5711



February 21, 2019

To Whom It May Concern:

I am writing this letter in support of The Counseling Clinic's application for Community Mental Health Centers Funding. The Counseling Clinic provides support that is vital to our school district. When I started working for the Benton School District 9 years ago, I was very excited to know we had a partner in mental health. As a school counselor, I feel that our partnership with The Counseling Clinic provides essential services for our students, teachers, and parents. The Counseling Clinic's therapists have very positively influenced my students as well as other students in this school district. I without hesitation can recommend mental health services to my students through The Counseling Clinic. They are a great agency for consultation and collaboration within our school and with our students. They are reliable, consistent, and not only provide services in our school but also have a stake in our families as well. Reaching out to and communicating with families in the form of summer camps, family counseling, and coordination of related services makes a huge impact on both our schools and community as a whole. I would ask that The Counseling Clinic be awarded this funding so that we can continue to utilize their services in our schools as well as our community. Please feel free to contact me if you have any further questions.

Sincerely,

A handwritten signature in cursive script that reads "Alayna Ambort".

Alayna Ambort
School Counselor
Caldwell Elementary
Benton School District
aambort@bentonschools.org

Benton High School

211 North Border Street * Benton, AR 72015 * TEL. (501) 776-5762 * FAX: 860-6156

School Counselors

Allyson Pitts (A-G)
Karen Stout (H-N)
Dot Zaunbrecher (O-Z)

February 25, 2019

Allyson Pitts
211 N. Border
Benton, AR 72015

RE: CMHC Bid Application

To whom it may concern:

Counseling Clinic Inc. provides many services for the city of Benton and surrounding areas. As a school counselor, I work with CCI's school based mental health program every day. The services that are offered and provided to our students through CCI have an enormous impact in their daily lives. Through individual counseling, group counseling, family therapy, and crisis intervention, students within the Benton School District are provided with mental health support. These services work in conjunction with the social and emotional programs that school counselors provide in our schools. The practitioners that work for CCI in the school based setting are exceptional. The social workers and therapists are always available during a time of crisis. The relationships that the social workers and therapists have built with the school counselors is collaborative in nature, and this leads to the best possible care for the students in our schools.

Please feel free to contact me if you have any further questions.

Sincerely,



Allyson Pitts
School Counselor
apitts@bentonschools.org

E.2 GENERAL SERVICE DELIVERY REQUIREMENTS

E.2.A: Describe your plan to meet all the requirements listed in RFQ Section 2.1 pertaining to the delivery of services in your Region.

Counseling Clinic, Inc. has operated a Community Support Program, Stride House, since its formation in 1984. Community Support funds are allocated for the operation of Stride House pursuant to ACT 944 of 1989. These funds help to establish all services associated and provided in Stride House. Funds are used to offset the cost of services to individuals who do not have Medicaid, as well as for services to other individuals who may have a pay source, such as Medicare, that do not cover services provided, such as paraprofessional intervention services. Community Support Programs such as Stride House, which is a club-house model of rehabilitation modeled after Fountain House in New York, are designed to prevent institutionalization and care for individuals in the least restrictive environment. Aside from traditional services, such as individual and group therapy, members of the program are provided assistance in meeting basic needs and entitlements, such as bill paying, grocery shopping, budgeting, supportive housing, supportive employment, and other behavioral health services; including medication management. Members of the program are linked with community resources, including social resources, in order to live independently in the community. Crisis intervention and stabilization services are a major component of the program in order to prevent hospitalization.

CCI is the designated single point of entry (SPOE) for all adults in Saline County and has served in this capacity since the inception of the ACT in 1989. CCI serves in this capacity for all individuals who reside in Saline County, regardless of pay source. Crisis intervention and stabilization services are designed to ultimately prevent hospitalization and deterioration and to meet the behavioral healthcare needs of the individual. Should psychiatric hospitalization become necessary, a licensed mental health professional performs a screening/assessment and a referral to a local psychiatric hospital is made. Should an individual require hospitalization and does not have a pay source, local acute care funds are used to pay for hospitalization under contract. CCI has several contracts with hospitals in the Central Arkansas area; including Saline Memorial, Rivendell, Baptist, St. Vincent, Hot Spring County Memorial, and Bridgeway. Utilization of the acute care funds are used only as a payor of last resort.

CCI currently has two community resource directories, one for CCI's Outpatient Clinic and one for Youth Services. CCI is also in the development of an additional resource directory containing flyers and other information for the public. Another resource in the development phase is a monthly publication of available behavioral health resources, including available services, accessing emergency services, hours of operation, and contract information. Education and public information is not only targeted to the general public, but also specifically local primary care physicians, Saline County Jail, law enforcement agencies, civic groups such as Kiwanis, and schools.

CCI is the community lead for crisis intervention services and stabilization. CCI coordinates crisis services with local law enforcement, including the Saline County Sheriff's Office and Benton Police Department. CCI provides crisis services to jailed inmates, emergency rooms, and the general hospital setting. CCI operates a crisis mobile team for mobile assessments wherever the client may be located.

CCI has a long held adherence to recovery oriented treatment. CCI views treatment of the seriously mentally ill individual as a recovery based process. CCI provides peer support through the Stride House program, as well as supported housing, support through family members and other social networks. CCI reaches out to the faith based community, such as Family Church in Bryant, AR. Peers are used in the program for outreach and support. Support groups are offered as part of the program.

Historically and currently, CCI provides support to clients referred to the ASH who are on the waitlist for admission, as well as to those being admitted and those discharging from the ASH. CCI provides ongoing case management and care coordination to those individuals, regardless of payor source. Services typically include medication administration and management, rehab day services and support, transportation, housing support, and coordination with primary care physicians. Aftercare services and support is provided to those discharging. A hospital aftercare appointment is made with a licensed mental health professional within 48-72 hours post-discharge in order to provide reentry services back into the community.

CCI also serves the community based 911 status individual and has since the inception of the 911 program. Services include all of those offered in the community support program with ongoing monitoring of court ordered stipulations for conditional release.

E.2.B: Describe your capabilities to provide appropriate services by telemedicine and how your telemedicine services will meet state and federal requirements to ensure security of client information remains within HIPAA and other confidentiality-related guidelines.

CCI is currently working to implement a telemedicine solution with implementation scheduled to be completed no later than June 30, 2019. We will be engaging with a third party vendor, such as Lifesize Cloud or eVisit, to provide direction and a solution that best fits our environment.

The vendor selected will be certified in Telehealth and Telemedicine video conferencing solutions that are fully HIPAA compliant and meet all State, Federal and client confidentiality requirements. The final solution will use Synchronous real time audiovisual telecommunications equipment.

CCI will begin with implementing Psychiatric and Pharmacological Services and will broaden the scope over time to include therapy services as needed.

We have dedicated office space available on campus for Telehealth services. We will utilize HD Audio and Video equipment that is portable and can be utilized throughout our facilities to provide clients' services with our remote providers.

E.3 SERVICE DELIVERY DUTIES

E.3.A: Describe how your company will develop and provide crisis services for adults, youth and children experiencing Psychiatric or Behavioral Crises and how you will develop and utilize mobile crisis teams within Region where you are proposing to provide services. Describe your plan to meet the requirements in RFQ Section 2.3.2.A.

CCI has a long established crisis response system in place since 1973. CCI has experienced, licensed, mental health professionals on-call 24/7 to respond to psychiatric or behavioral health crises by adults, children, and adolescents.

CCI provides this service to the entire Region 3, Saline County. CCI provides this service to individuals and families regardless of pay source or ability to pay. CCI also offers this service to the local DCFS office and provides crisis assessments and services to DCFS referrals. These services are provided regardless of location of the individual, whether it is in a local hospital emergency room, school setting, CCI or DCFS offices, or home. This service is primarily for the assessment of possible hospitalization with the goal of community stabilization and avoidance of hospitalization, if appropriate.

The mobile crisis team is made up of a licensed mental health professional on-call, a management professional who is also on-call for back up and consultation, the medical director is also on-call for back up consultation, along with a nurse practitioner for consultation. Consultation is provided if required to determine least restrictive environment for placement of that individual and possible drug interactions/medication issues.

All crisis intervention services are provided either in the office of CCI; Saline County Jail; local hospital settings, including Saline Memorial Hospital and Rivendell Hospital; schools; DCFS offices; and homes if necessary. All crisis services are provided to the community without regard to ability to pay and are available to all age groups.

CCI offers a 24/7 crisis services telephone number to the public. The crisis line not only serves as an entry point for psychiatric and behavioral health emergencies, but also serves as a warm line. Region 3 services only Saline County residents; therefore, one

telephone number serves both purposes. Trained, experienced and licensed mental health professionals staff the emergency telephone line.

CCI offers a walk-in clinic Monday through Friday, 8:00 a.m. to 11:00 a.m. at the Outpatient Clinic where individuals can come to the clinic and be seen on a first come, first served basis by a licensed behavioral health professional.

CCI currently administers local acute care (LAC) funding for psychiatric hospitalizations for adults experiencing a psychiatric or behavioral crisis. Funds are expended for individuals without a pay source who meet the financial guidelines established by the State of Arkansas. CCI has contracts for admissions with several hospitals in the area, including Saline Memorial Hospital, Rivendell, Baptist, St. Vincent, Bridgeway, and Hot Spring County Memorial Hospital. CCI has a full-time, licensed mental health professional responsible for managing the on-call response system and administering the LAC funds and working with the hospitals for discharge planning and aftercare for patients. Appointments are made with a therapist for all hospital discharges within 48-72 hours of discharge in the clinic, and appointments for ongoing therapy and medication management services are assessed and scheduled for continued treatment.

Mobile crisis services are designed to triage individuals into the least restrictive services appropriately available. If an individual is screened/assessed and determined to not meet criteria for acute hospitalization, that individual is given an appointment in the CCI Outpatient Clinic the following day with the coordinator of crisis services. A crisis stabilization plan is developed in order to alleviate the crisis and begin treatment for stabilization. Treatment may include individual therapy, medication management, and/or admission to the Community Support Program for more intensive level of services, if appropriate, such as case management/care coordination.

CCI has incorporated the elements of the screening assessment tool, SAFE-T, for use in crisis emergencies. SAFE-T is an evidence based assessment tool used to measure immediate safety needs and protocols.

E.3.B: Describe how your company will provide services to ASH patients, potential patients, and former patients within the Region you are proposing to provide services and describe your plan to meet the requirements in RFQ Section 2.3.2.B.

CCI has served as the Single Point of Entry (SPOE) agency for Saline County, Region 3, since the original law was established in 1989. This law dictates that any patient, or potential patient, needing admission to the ASH is required to have a behavioral health evaluation by a licensed mental health professional associated with the local CMHC prior to admission. The SPOE law requires that an "ASH Pack" be completed by the professional representing the CMHC and sent to the ASH for referral prior to admission to the ASH. CCI provides this service to any entity in Saline County requesting a screening for possible admission, including hospital emergency rooms, schools, and law enforcement, DCFS, etc. This service is available at no cost to the community or potential patient and is also available not only for adults, but for children and adolescents as well.

The on-call professional is required to return a call for potential assessment within 15 minutes of receipt of the call and is required to perform the actual face to face screening within a 2 hour window. CCI has licensed mental health professionals on call 24/7 for availability of assessments should a face to face screening be required. All on-call professionals are trained in crisis intervention protocols and competency prior to being made available for on-call services. Training is completed upon hire and annually thereafter. The on-call team has regularly scheduled meetings on a quarterly basis to cover any changes in the on-call system. All screenings that occur afterhours are reviewed by the Crisis Coordinator the following morning.

Potential patients assessed as needing placement at the ASH, but are put on the waiting list, will be served in the Community Support Program, Stride House, where more intensive services are available, such as continued crisis intervention and stabilization, as well as Rehab Day Services, where case management/care coordination services are available at a more intensive level in order to help stabilize the potential patient awaiting admission. In other cases, should the potential patient not be appropriate for these services while awaiting admission to ASH, he/she will be placed in another acute care hospital where CCI has a contract for Local Acute Care. CCI has contracts with several hospitals in the central Arkansas area.

Patients who are admitted to the ASH and are preparing for discharge receive discharge planning services from a dedicated mental health professional, CCI's Crisis Coordinator. Any time a patient is admitted either to ASH or any other local hospital and is preparing for discharge, the Crisis Coordinator is available for discharge planning purposes. Once discharged, a scheduled appointment with the Crisis Coordinator or other mental health professional is made in the office within 48-72 hours of discharge for follow-up assessment and treatment.

CCI also serves adjudicated 911 patients, those who have committed a felony and have been found not guilty by reason of insanity, (NGRI). These patients are discharged on a 5-year conditional release treatment program and are required to follow the orders for treatment by the Court. CCI has historically served this population and currently has 4 patients under this order. The 911 client will typically receive services through the Community Support Program where services include rehab day, group therapy, individual therapy, care coordination/case management services, and medication management. These services are designed to improve quality of living and community reinstatement. It involves coordination of all physician services, including primary care, as well as linkage with entitlement programs, including applying for Medicaid and other benefits.

E.3.C: Describe how you will provide Forensic Evaluations to Clients within the Region you are proposing to provide services and describe your plan to meet the requirements in RFQ Section 2.3.2.C.

CCI has a contract with a qualified and trained psychologist to perform outpatient Forensic Evaluations. Dr. Rachel Fazio, PsyD. is CCI's contracted forensic evaluator. Additionally, CCI has a staff PsyD., Dr. Shea Stillwell, who is scheduled to be trained by the state to perform forensic evaluations. This will give CCI two options to perform the evaluation within the required 45 day timeframe for the courts. Both evaluators will perform the necessary evaluations, ACT 327, ACT 328, and ACT 310.

When a forensic patient is found not fit to proceed within the criminal justice/legal process, they are referred to CCI's outpatient forensic restoration program, (FORP). Once the patient is determined to be restored to competency, the forensic evaluator will perform the ACT 310 evaluation to confirm restoration. CCI will then provide the court

with the evaluation results. Both Dr. Fazio and Dr. Stillwell are available for testimony as required by the court.

E.3.D: Describe how your company will administer the Forensic Outpatient Restoration Program within the Region you are proposing to provide services and describe your plan to meet the requirements in RFQ Section 2.3.2.D.

As the local CMHC for over 46 years, CCI has a history of providing FORP didactic services to residents of Saline County. After a referral is received, CCI initiates the process to provide all necessary behavioral health services to those awaiting a trial or hearing. All FORP services are performed by a licensed Mental Health Professional (MHP) who has been trained to administer the ASH Forensic Services Unit competency exam. This is the didactic competency curriculum necessary for restoration. Initial contact is made within seven (7) days of the referral. Documented progress will meet DAABHS specific criteria and is sent to DHS staff within the DAABHS required timeframe. CCI utilizes FORP funding as a payor of last resort.

Only current DHS approved curricula is used for Individual Outpatient Restoration if the client is in jail or the community. This consists of structured scheduled sessions with a designated MHP and documented appropriately. Court appearances and contact with jail personnel takes place from the MHP as needed.

Care Coordination is available through CCI's Community Support Program (CSP), Stride House. Other services available may include: UDS, family therapy, group therapy, interpreter services, purchase of psychotropic medications, pharm management, mileage reimbursement, mental health diagnosis, psychiatric assessment, psychological evaluation and treatment planning.

Upon determination that a client has been restored to competency, the assigned MHP will contact DAABHS Program Director to request an ACT 310 re-evaluation. Clients will continue to be seen on a monthly basis, or more often as needed, until the ACT 310 is completed. If a client cannot be restored within 6 months, an ASH inpatient admission will be requested by CCI staff, but FORP services will continue to be administered until admission is complete.

In the event of staff turnover, DHS will be notified within 30 days and a new staff member will be designated to take over all FORP caseload.

E.3.E: Describe how your company will provide services to Non-Medicaid individuals who meet criteria for Serious Mental Illness within the Region you are proposing to provide services and shall describe your plan to meet the requirements in RFQ Section 2.3.2.E.

CCI has been designated as a Community Mental Health Center, serving Saline County since 1973. As such, CCI has a long history of serving individuals without regard to ability to pay. This includes individuals who are not Medicaid eligible, as well as individuals who may have 3rd party coverage, primarily private insurance and Medicare, that does not cover the services being offered or needed. Every individual or family who seeks services at CCI receives the same services whether or not those services are covered by a 3rd party payor.

CCI has an individual, Julie Glenn, who is the designated registered reporter. She assists those individuals who report to the outpatient clinic for services in applying for benefits through the Affordable Care Act.

Other individuals who present to CCI for services may be referred to our Community Support Program for adults with a serious mental illness, Stride House. Stride House is a rehabilitative day program modeled loosely after the Fountain House, which is a club house model for treatment services, including case management/care coordination where staff assist individuals in applying for entitlements such as Medicaid, food stamps, and other assistance programs. Case managers also assist individuals with physician appointments and medication assistance. Other services offered at Stride House include individual therapy, group therapy, family therapy, medication maintenance with a psychiatrist, and rehab day services.

All services are offered to any individual who qualifies, without regard to ability to pay, including those individuals who may have a pay source, such as Medicare, where certain services may not be covered.

E.3.F: Describe how your company will provide services for the First Episode of Psychosis (FEP) within the Region you are proposing to provide services and describe your plan to meet the requirements in RFQ Section 2.3.2.F.

CCI provides First Episode of Psychosis services in Saline County to consumers between the ages of 15 and 34. Services are provided without regard to ability to pay and/or reimbursement source. However, if a reimbursement source other than DHS is available, it is utilized for payment. FEP consumers can access care through our crisis intervention program, outpatient clinic, drop in clinic, through a scheduled hospital discharge appointment after a hospital stay, or through our Youth Services School Based Program (YSSB). Because early identification and intervention is critical for successful outcomes for FEP, CCI aims to remove barriers to access. Regardless of how services are accessed, FEP consumers have an initial assessment evaluation with a licensed mental health professional to develop a differential diagnosis and treatment plan. A referral is made if the assessment determines the individual is not appropriate for outpatient care and instead requires an acute hospital stay. Plans are made for return to outpatient services immediately upon discharge from the acute stay.

Individualized treatment plans are developed for each FEP consumer with a rich array of services without regard to the consumer's ability to pay and/or reimbursement service. Families are encouraged to participate in treatment planning and intervention. At each visit, suicide risk is monitored/assessed. FEP consumers are tracked for psychiatric hospitalization, substance use, prescription adherence, side effects of psychotropic medications and level of functioning. All outcomes are documented.

A report has been created in CCI's electronic record to identify all FEPs. This is accomplished by identifying all consumers between the ages of 15 and 34 with a qualifying FEP diagnosis (Schizophrenia, Schizophreniform, Schizoaffective Disorder, Delusional Disorder, Other Schizophrenia/Other Psychotic Disorder). The electronic report is utilized to ensure all FEP consumers receive the appropriate level of service for this population.

CCI utilizes our existing relationships with community partners to provide weekly community education opportunities and awareness events. Printed literature is available to our community partners, including: high school counselors/teachers, college counseling centers, local PCP offices, community law enforcement, juvenile

court/probation officers, jails and emergency departments. At a minimum, these community partners are targeted for FEP education once every six months. To generate awareness and education, CCI uses our electronic record consumer portals, CCI's Facebook page, and our website to provide valuable information about First Episode Psychosis. Monthly "Family Night" meetings at our Community Support Program are utilized to further educate our families about FEP.

At CCI, treatment for FEP consumers is an evidence based model of care; cognitive behavioral therapy for psychosis, and low dose medication. This model includes care coordination, evidence based therapy services, family education and support, evidence based pharmacology, and supported employment/supported education.

For consumers who are a member of a PASSE, care coordination will be provided by the PASSE. For those consumers who are not a member of a PASSE, care coordination is provided in-house. This service will help consumers navigate services across all areas of need including medical problems, managing money, transportation, housing, and securing insurance enrollment.

Individual and group therapy sessions are provided to FEP consumers by a mental health profession to address goals on the consumer's treatment plan. These goals are developed with the consumer to alleviate or reduce identified symptoms and maintain or improve the consumer's level of functioning.

Family Education and Support is provided in the form of psycho-education, family group therapy or multi-family group therapy. Family participation is encouraged as outcomes improve when families understand psychosis and have relationship building skills.

Pharmacologic management is provided to reduce or stabilize psychiatric symptoms. Services include psychiatric evaluation, medication evaluation, medication management, medication monitoring, management of side effects, and monitoring medication compliance.

When appropriate, supported employment and education are provided to facilitate return to a previous level of functioning, which might include schooling or employment. Integrating FEP consumers into the community is a central goal of treatment.

Club-House Model services are provided, when appropriate, at Stride House. Stride House was created in the image of Fountain House in New York City. Fountain House,

founded in 1948, was the original Club House Model and has inspired Club Houses in 34 countries. In 2014, Fountain House was awarded the Conrad N. Hilton Humanitarian Prize for the efficacy of their Club House Model of treatment.

E.3.G: Describe how your company will provide Community-Based Services and Support to your Clients within the Region you are proposing to provide services and describe your plan to meet the requirements in RFQ Section 2.3.2.G.

CCI currently has two community resource directories; one for our outpatient clinic and one for youth services. Both directories are available to the public at no charge. Currently CCI is in the process of developing a resource library for the outpatient clinic which will contain information and flyers for the public concerning relevant behavioral health information, such as various disorders and information regarding entitlements such as Medicaid. As noted elsewhere in this RFQ, CCI has a myriad of collaborative working partnerships with other entities in the community for behavioral health services and education.

CCI has an active Facebook page where information concerning the clinic is made available, as well as an ongoing development for relevant information regarding behavioral health issues. CCI also maintains a website: www.cciar.org.

CCI is available for public speaking engagements to local organizations, such as, but not limited to, Kiwanis and the local school system.

CCI encourages and helps facilitate the functioning of a consumer council in its Stride House program, a program for adults with serious mental illness. The consumer council is referred to as the Executive Council, and is operated by the participants in the program. Participants make recommendations to the clinic staff for improvements in the program and offer feedback on treatment services.

CCI has offered an evidence based parent training program for the past several years. This program is offered to DCFS and the Saline County Court System.

CCI responds to any community tragedy, such as suicide, homicide, weather related tragedies, etc., at no cost to the community. In the past, CCI has responded to the local

jail, schools, hospitals, and businesses. While Saline County currently does not have a Mental Health Court, contract funds are utilized for jail diversion services where appropriate.

CCI provides mandated training upon hire and annually regarding cultural competency, as well as a host of other mandated topics.

E.3.H: Describe how you will administer Social Services Block Grant (SSBG) Title XX Services within the Region you are proposing to provide services and describe your plan to meet the requirements in RFQ Section 2.3.2.H.

CCI currently administers SSBG Title XX funds and services for Region 3, Saline County, and has for approximately four decades. CCI follows all criteria and financial guidelines outlined in the SSBG manual.

When an individual presents to CCI for services, a financial assessment is completed, along with an inquiry regarding any other pay source. CCI follows the process outlined below:

- A. Assessment of finances
- B. Proof of income: pay stub, etc.
- C. Proof of Arkansas residency
- D. Application for SSBG services: DHS 100 Form
- E. If no income, client signs an affidavit attesting to no income and affidavit is notarized.

SSBG funds are always utilized as payor of last resort. Once qualified for services, the individual is eligible for traditional and non-traditional services. Services may include, but not limited to, individual and group therapy, onsite and offsite intervention (case management/care coordination), crisis intervention and stabilization, rehabilitative day services, collateral intervention, medication management, and other supportive activities. SSBG funds are billed separately to DHS and receipts for funds are kept on file at CCI. SSBG services are available to children and adolescents, and adults.

E.3.1: Describe how you will ensure the provision and availability of Expanded Services within the Region you are proposing services and describe your plan to meet the requirements in RFQ Section 2.3.2.1.

CCI either provides directly or through a Memorandum of Understanding (MOU) all of the expanded services identified in the RFQ.

Partial hospitalization services will be provided through a collaborative referral agreement (MOU) with Ouachita Behavioral Health & Wellness located in Hot Springs.

Peer support services will be provided by an identified individual associated with CCI's community support program, Stride House. That individual has been identified and will begin services when training is scheduled and completed; certifying that individual as a Certified Peer Support Specialist.

Family support partner services are provided by peer counselors/family support partners to children and youth. CCI previously had an individual certified in this service, but that individual has resigned and moved out of the area. CCI is currently in the process of identifying individuals appropriate to provide this service. CCI intends to fulfill this identification and complete training and certification prior to June 30, 2019.

CCI historically has provided supported employment services to adults in the community support program. This service is available to adult participants of the program and assists those identified as able and willing to work. Supported employment services assist in filling out employment applications, assisting with the interview process, and providing on the job support. Supported employment services are provided by the case management staff in the community support program.

CCI also provides supportive housing to adults of the community support program in order to assist those individuals to live independently in the community. This service is provided by case management staff assigned to the program. Services provided include strengthening supports in the community, menu planning, grocery shopping, budgeting, bill paying, money management, and medication management.

CCI has an active MOU with Birch Tree Communities for referral for services associated with Therapeutic Communities.

Acute Crisis Unit Services has been deleted from the final Request for Qualifications Bid solicitation document; therefore, CCI does not currently have a MOU for this service. However, should that become a requirement, CCI intends on subcontracting with the Little Rock Acute Crisis Unit.

Aftercare recovery support is provided by the case management staff of the community support program.

CCI assists any individual or family in securing necessary medication with pharmaceutical companies through Medication Assistance Treatment. CCI has provided this service for a number of years and has dedicated staff to assist with the application process, primarily nursing staff associated with the outpatient clinic and the community support program.

Typical applications are with Abilify with Bristol-Myers Squibb, Zydis & Lilly, and Trintellix with Takeda. Many companies offer assistance with newer medications. This service is offered to those individuals and families without a pay source to cover the prescribed medications.

E.4 COMMUNITY COLLABORATIONS

E.4.A: Describe how your company will develop community collaborations and partnerships and your plan to meet the requirements in RFQ Section 2.3 within the Region you are proposing services.

CCI has a long established history of collaborating with community agencies, organizations, and other healthcare providers located in Saline County. CCI works closely with local hospitals, Saline Memorial and Rivendell, to coordinate crisis services to assess the need for hospitalization (screenings), as well as diversion to a lesser restrictive environment, such as CCI outpatient and community support services. CCI also works closely with law enforcement, Benton, Bryant, Bauxite, and Haskell Police Departments and Saline County Sheriff's Department, to provide mental health assessments and ongoing treatment services. CCI has a collaborative arrangement with Civitan and Friendship Communities to provide behavioral health services to the developmentally disabled community who are referred by those organizations. CCI has a contractual arrangement with Second Chance Ranch, a residential program for foster care children and adolescents, to provide clinical services. CCI works closely with the Saline County Court System, Juvenile Court, Juvenile Drug Court, Adult Drug Court, DWI Court, and Circuit Court, to provide mental health assessments, drug and alcohol assessments, and treatment. CCI has a collaborative arrangement/MOU with Recovery Centers of Arkansas, a substance abuse treatment agency, to provide collaborative treatment to the citizens of Saline County. Services include traditional individual, group and family treatment, along with residential treatment and a chemical free living facility. CCI also works closely with Birch Communities, headquartered in Benton, to exchange referrals for residential treatment and outpatient services for those in need of behavioral health services. CCI has a referral agreement with Mercy Health to treat children who have been traumatized through abuse.

Any individual who is assessed as in need of behavioral health services can access any number of programs offered by CCI. Individuals housed in jail that need services has access to our physician or APRN for medication management and a therapist is on-call to provide crisis services as needed. Individuals located in the community have access to our community support program for rehab day services, group and individual therapy, as well as medication management with our psychiatrist. The goal is early intervention and stabilization while in the community setting. Case management and care

coordination services provide assistance with housing, entitlements, employment and other activities for socialization and recreation.

CCI has a contract with DCFS to work with parents of children who have been removed from the home with the goal of reunification of the family. In addition, CCI provides clinical treatment to foster care children through Second Chance Ranch, a residential treatment program.

CCI's mission through all collaborative relationships is to provide behavioral health services in order to prevent deterioration and improve functioning of the individual and family, serving in the least restrictive environment, and prevent hospitalization through a full menu of behavioral health services.

E.5 STAFFING REQUIREMENTS

E.5.A: Describe your company's staffing plan for the Region you are proposing to provide services and how you will ensure the services you render to Clients are provided within the scope of the performing healthcare provider.

The Counseling Clinic, Inc., is committed to hiring and retaining qualified professional and paraprofessional employees in accordance with funding and regulatory entities as well as current standards of practice. Recruitment and retention efforts are demonstrated in the use of newspapers, employment agencies, posting of positions, networking, Facebook, CCI website, Indeed recruiting service, and efficient and effective management of the evaluation process, i.e., identification of any trends in personnel turnover through satisfaction surveys, exit interviews, vacancy ratios, etc.

ONGOING VERIFICATION

Verification that the licensing credentials are current is the responsibility of the Human Resource Manager/Administrative Assistant. A copy of the employee's license or credential is provided directly by the employee to verify the credential is current.

ORGANIZATION IDENTIFICATION RESPONSIBILITIES

- A. Skills and Characteristics needed by personnel - For an employee to assist the persons served in the accomplishment of their established outcomes and for an employee to support CCI in the accomplishment of its mission and goals, it is important for the agency to identify the skills and characteristics needed by the personnel. This is identified for each position as part of the job description.

- B. Current knowledge and competencies - It is equally important for the agency to identify initially and ongoing competencies of personnel. This is identified for each position as part of the job description.

C. Orientation and training needs of personnel - An orientation and training program is provided for all personnel in order to maintain their competency and to provide for their growth and development. The Counseling Clinic, Inc., values board and staff development as a process beginning at the point of employment and continuing throughout an employee or board member's relationship with this agency. The process covers orientation, in-service training programs as they relate to meeting the needs of the persons served and reference materials in relationship to standards of practice and research.

- Orientation for Employees - Timely orientation of new employees, including students, volunteers, temporary hires, etc., is delivered within the first week of employment. Any delay in orientation will have prior approval by the CEO. Orientation may also occur when an employee has a status change, and/or moves into a different area of responsibility. The specific topics to be addressed within the orientation/training are listed on the Orientation Checklist form that is signed by the employee upon completion of orientation.

D. Resources - Resources are provided and made available to personnel for learning and growth, improving skills and competencies related to the types of programs/services delivered and the persons served. These include but are not limited to: professional journals, internet access, financial funding for continuing education, in-house in-service training, computer programs, etc.

INITIAL TRAINING AND ONGOING TRAINING

CCI strives toward the improvement of quality of care by providing training and supervision to its entire staff. Each staff member will participate in staff development activities that meet licensing and legal requirements of his/her professional affiliation. CCI will make every effort to assist full time professional staff with continuing educational requirements as well as providing as many onsite opportunities as time and/or finances permit. Other employees are also encouraged to attend appropriate workshops to enhance their skills and education as time and/or finances permit. Individual staff development files are kept on employees reflecting yearly trainings attended. Personnel educational needs and desires are made known through supervisory meetings, yearly employee evaluations, and client and employee satisfaction surveys.

CCI provides initial and ongoing training to all staff as required by the accreditation agency that include, but is not limited to, the following:

- Rights of the persons served,
- Person- and family-centered services,
- Prevention of workplace violence,
- Confidentiality requirements,
- Cultural competency,
- Expectations regarding professional conduct, and
- Reporting of incidents and adverse events.

CCI also provides ongoing training and competencies through employee attendance at training institutes such as Mental Health Institute sponsored by the Mental Health Council of Arkansas; Mid-South Institute sponsored by UALR; Counseling Conference; Psychology Conference; Substance Abuse Training Institute; state offered evidence based trainings; and other appropriate trainings throughout the year.

Staff are educated upon hire and annually regarding characteristics of various requirements of state and federal funding. Education is provided by the program director, CFO and CEO. Bi-weekly finance meetings are held with the finance department of CCI, along with other appropriate personnel, in order to monitor and continually educate personnel regarding various requirements on the administration of funds.

COMPETENCY

1. The Counseling Clinic, Inc., determines competency or provides or arranges for competency-based training to personnel providing direct services in:
 - Areas that reflect the specific needs of the client,
 - Clinical skills related to job requirements,
 - Individual treatment plan development,
 - Interviewing skills,
 - Program-related research-based treatment approaches and
 - Identification of clinical risk factors, including:
 - Suicide.
 - Violence.
 - Other risky behaviors.

2. Demonstration of competency is assessed through an ongoing process of clinical supervision. Documentation of clinical supervision includes assessment of professional competencies and clinical skills and recommendations for improvement.
3. Completion of competency-based training may include training that is provided or recognized by a professional association, part of a formal training curriculum, or approved for continuing education units (CEU's) by a credentialing or licensing body. Competency in the areas in which training has occurred can be assessed by observation, through supervision or clinical review, and/or by post-tests.

E.6 RECORDS AND REPORTING

E.6.A: Describe your company's policies and procedures related to Client records and record retention.

Counseling Clinic, Inc. has written policies related to client records, record retention and the use of Electronic Medical Records (EMR). All clinical records are retained for a period of seven years after the closing date. CCI maintains an individual electronic record for each consumer served in a manner that protects confidentiality. The Clinical Records Manager has overall responsibility for maintaining clinical records that are organized, clear, current, complete and compliant with all State, Federal and HIPAA regulations.

Implemented in November 2014, CCI uses Credible Behavioral Health Electronic Medical Record software. Credible BH EMR consists of Clinical Records, Billing Module, Employee Records and eRx modules that are ONC Accredited for Meaningful Use and MIPS. Additionally, Credible BH EMR provides support for all Medicaid, State or Federally mandated reports and system changes.

Our clinical record includes, but is not limited to, the following: date of admission, guardian (if applicable), emergency contact, PCP, health history, current medications, orientation to clinic, assessment, individual plan, transition plan, presenting problems, and progress notes. Documentation for all services mirror Medicaid documentation requirements.

CCI's EMR Systems Administrator is responsible for maintaining the data base and ongoing system updates. Credible BH EMR systems have flexible data capture to allow for changes as required for regulatory and compliance changes. Data is captured to facilitate State, Federal and Medicaid billing, reporting and compliance.

Since 2012, CCI has participated in CMS's Meaningful Use program and has successfully attested for collected data for 2015, 2016, 2017 and 2018. Data captured for attestation includes allergies, medication orders, lab orders, electronic prescriptions, patient education, medication reconciliation, access to electronic portal, and secure messaging.

CCI has been CARF accredited since 1998 and complies with all DAABHS requirements for transparency regarding accreditation status. Within 5 days of receipt, CARF survey outcomes are reported to DAABHS, including deficiencies, corrective action plans, and acceptance of remediation. DAABHS is copied on all communications between CCI and CARF.

CCI complies with DHS Incident Reporting requirements and submits all Incidents to DHS on Form DHS-1910 in the time frames required per incident.

Annually, CCI produces a Management Report/Strategic Plan that highlights activities, challenges, and outcomes from the previous year and sets an agenda for the coming year. Organizational planning efforts, care programs, services offered, goals and objectives, quality assurance activities, community needs and the outcome management system are reviewed for the purpose of ongoing quality improvement. Goals and objectives are established for the coming year. Upon request, this management report is made available to all stakeholders including employees, consumers, Board of Directors, community partners and DAABHS.

Credible BH EMR includes multiple ways to report data: Advanced Searches via Client data, Client Service Data, Employee Data, Ledger Data; Ad Hoc Reporting over any Data collected via Data Entry or Form Entry for Clinical Electronic Data; and Business Intelligence Module for in-depth and advanced reporting. Credible also provides many pre-packaged reports that aid in our business and compliance requirements.

All services rendered at Counseling Clinic, Inc. are documented in our electronic record. Credible EMR is capable of generating reports of services rendered for all consumers. CCI will provide accurate data to DHS as required in the DHS-approved format and timeframe. The EMR Systems Administrator coordinates with DHS and applicable agencies to assure that all reporting requirements are met and implemented in a timely manner.

Credible BH EMR also provides for State mandated reporting requirements and provides CMHCs with SPQM, Title XX/ SSBG, Crisis LAC reporting and billing formatting as needed and any other State Mandated reporting changes as they arise. Given the robust reporting capabilities of Credible BH EMR, CCI is to provide specific reporting in an ad hoc manner as needed.

The EMR Administrator assures that all Community Support and Services; FEP; Crisis & LAC; SPQM Monthly and Annual Survey reports are provided to DHS by the specified dates and times required by DHS. All new or ad hoc reporting requirements can and are provided to DHS by the required dates and timeframes. CCI will complete all DHS required data entry in the system or manner specified by DHS no later than the 10th working day of each month for the previous month. Data captured shall be timely, accurate, and consistently reflects required data points, including but not limited to, Contract Funding sources (if applicable), Client First and Last Name, Date of Birth, SSN and services rendered for the specified time period.

CCI captures data to report client data for Federal reporting requirements. Data captured includes the ability to report unduplicated clients by, including but not limited to, Substance Abuse, Behavioral Health or Co-occurring status. Our EMR system is capable of reporting Financial and Clinical Data required for any Federal or State regulations including MOE Medicaid data or any other payer source reporting requirements.

E.7 APPEALS AND GRIEVANCE PROCESS

E.7 A: Describe your plan for providing a system for handling individual complaints and appeals, and cooperating fully with the processing of any complaint or appeal.

The persons served are able to resolve their complaints and grievances through this agency's grievance process with the assurance that the action of making a formal complaint, filing a grievance, or appealing a decision or action of an employee or a representative of this agency will not result in retaliation or barrier to receiving services provided by this agency.

EFFORTS TO RESOLVE THE COMPLAINT AND TIMEFRAMES

- When a client expresses a complaint it must be discussed with the client, therapist, Program Director and Grievance Officer.
- If the complaint cannot be resolved at this level, the client may file a grievance by completing and submitting a Client Grievance Report form within one week of the reported complaint and initial discussion.
- The client will be referred to the Grievance Officer and an appointment is given within 5 working days.
- If the issue is not resolved at this meeting, the Grievance Officer refers the matter to the Chief Executive Officer.
- When procedure and legal issues are clear, the matter will be discussed with the therapist in an attempt to rectify the complaint, again within 5 working days.
- If the client does not believe the matter is resolved at this level, advocacy services are available.

CLIENT'S UNDERSTANDING OF THE PROCESS

Procedures for review of the complaint are explained to the client when the complaint is initiated in a manner that is understandable to the client, to facilitate the client's effective use of this process.

LEVELS OF REVIEW

In summary, the levels of review include the:

- Therapist/Program Director
- Grievance Officer
- Chief Executive Officer;
- External Advocate.

WRITTEN NOTIFICATION

- A written notification regarding the actions to be taken to address the grievance is documented on the Client Grievance Report form and signed by the client.

RIGHTS AND RESPONSIBILITIES OF EACH PARTY

- Each client of CCI has the right to make a formal complaint, file a grievance, or appeal a decision or action made by this agency's personnel or a member of the treatment team, which he/she considers to be an infringement of his/her rights.
- Each client of CCI has the right to use an advocate or other assistance as needed when the grievance is unresolved by the Chief Executive Officer.
- Each party is responsible to present their case in good faith.
- Each party is responsible for compliance with the time frames and procedures of this policy.

AVAILABILITY OF ADVOCATES OR OTHER ASSISTANCE

- Every effort is made to settle grievances at the lowest possible level in the organization. However, the name, address and telephone number of an external advocacy service is available for external review if desired by the client. This number is also listed in the Client Bill of Rights.
- Additionally, Alcohol and Substance Abuse clients have another avenue in that they can file a grievance directly with the Recovery Centers of Arkansas (RCA).

Updated: 1/1/2014

GRIEVANCE FORMS

Grievance forms and procedures are made readily available to the client.

GRIEVANCE RESOLUTION AND REVIEW

- Grievance resolution information is provided to the client and/or families receiving services in a manner that is understandable to them, i.e., language, intellectual level, disability accommodations, etc.
- An annual grievance review is conducted by the Corporate Compliance Officer to determine trends and identify areas needing performance improvement.

E.8 QUALITY ASSURANCE

E.8.A: Describe how you will develop and utilize quality assurance and quality improvements methods to ensure that the appropriate services and treatments for Clients with the most serious behavioral illness, including those with re-occurring crises, hospitalization, and emergencies, are receiving the most effective and efficient treatment modalities available.

CCI has a clinic-wide established system of outcome measures to ensure ongoing quality improvement of client care and clinical practice for all consumers including Seriously Mentally Ill and persons served with re-occurring crises, hospitalizations and emergencies. A cornerstone of that system is CCI's Quality Assurance Committee (QA). QA ensures that appropriate services, clinical procedures and record keeping standards are followed. QA provides oversight and review of direct services in order to monitor the service delivery system on an ongoing basis. A service to billing audit is part of this process. QA is comprised of the quality assurance/clinical director, program managers, psychiatrist, and clinical records manager. The committee meets quarterly (or more often for special reviews) to perform administrative and clinical review of ten percent of charts, randomly selected. This process ensures that documentation and treatment from each program meets criteria for quality of care, risk management, professional ethics, and efficient utilization of resources. The committee's goal is to ensure assessments are thorough, timely, that persons served are actively involved in the treatment planning process, services delivered are related to goals and clinical records are complete and adequate. QA reviews clinical records for documentation of evidence based practice, ensures consumers are notified of their rights at the onset of treatment and identifies any unmet needs that exist. Documentation of quality assurance committee meetings are maintained separate from clinical records.

In addition to the Quality Assurance Committee, a clinic-wide system exists to continuously measure outcomes beginning with the consumer's first appointment. The outcome measurement system includes seven consumer satisfaction surveys that are administered throughout the year, an annual employee satisfaction survey and an annual referral source satisfaction survey. Data is collected from these surveys to evaluate quality of care and identify trends. In addition to satisfaction surveys, all CCI programs annually set goals for effectiveness, efficiency, and accessibility. CCI's management team uses collected data for strategic planning purposes. Examples of

outcome data in 2018 include: Community Support Program achieved 97.5% consumer satisfaction, Crisis Intervention Program achieved 87% consumer satisfaction, Youth Services Program achieved 92% consumer satisfaction, Alcohol and Drug Program achieved 100% consumer satisfaction, and Outpatient Clinic achieved 98% consumer satisfaction. Documentation of the quality improvement program is compiled in an annual management report/strategic plan.

E.9 VENDOR COMPENSATION AND FINANCIAL MANAGEMENT

E.9.A: Describe how it will comply with the requirements set forth in RFQ Section 2.9 regarding utilization of funds provided by DHS.

CCI attests and certifies that it will utilize all DAABHS funds exclusively for the populations outlined in this RFQ. Populations served include those individuals who are either uninsured or underinsured, and encompasses children, youth, and adults. CCI will utilize these funds for services outlined in this RFQ who meet qualifications for eligibility that include crisis services; serving as the SPOE entity for Region 3, individuals referred for admission to the ASH, individuals on the waiting list at the ASH, those being discharged, community support services for adults, Forensic Outpatient Reformation Program (FORP), First Episode Psychosis (FEP), non-Medicaid individuals who meet qualifications of seriously mentally ill, community based services and support, administration of SSBG/Title XX funds, as well as expanded services. DAABHS funds are utilized only as a payor of last resort.

Once an individual is certified as meeting eligibility for utilization of SSBG funds for services, an invoice is generated by CCI billing personnel. The invoice includes required forms for documentation to be sent to DHS. Those forms include: provider payment request form, cumulative services per service code form, and services identification form detailing all services provided and billed. The required forms are sent to DHS for payment and copies of all forms for documentation are kept on file at CCI.

CCI has a dedicated full-time staff that handles credentialing for 3rd party payors. When new staff are hired, the credentialing specialist begins the process to credential those employees, such as licensed therapists, APRNs, and physicians. Typical payors requiring credentialing include, but is not limited to, Medicaid, Medicare, private insurance carriers such as BCBS, United Healthcare, QualChoice, Ambetter, Veterans Administration, etc.

CCI's electronic medical records system, Credible, is designed to bill 3rd party payors first when an individual is eligible. Credible will only bill DAABHS funding when it recognizes that individual has no other qualified pay source. CCI has a dedicated systems programmer and other IT staff that manages the EMR system.

CCI has an annual audit performed by the CPA firm of Jordan, Woosley, Crone & Keaton, Ltd. out of Hot Springs, Arkansas. The annual audit is sent to DHS for review upon completion.

The only expenditure of these funds for the development of infrastructure would include development of telemedicine networks and ongoing staff development for evidence based training to improve quality of care. All other necessary infrastructure is currently in place.

CCI historically has therapists trained in evidence based practices, but the need for continued training and education is ongoing as new therapists are hired and new practices emerge. CCI does not currently have telemedicine capabilities, but is in the process of developing a telemedicine practice and will have that service available no later than June 30, 2019.

E.10 REGION SPECIFIC SERVICES

E.10A: Submit a narrative that describes how you propose to perform the RFQ required services in your desired Region.

CCI has a long history of collaboration with local community partners. Currently CCI has working relationships with the Benton School System, Division of Children & Family Services (DCFS), Division of Youth Services (DYS), the local judicial system; including juvenile court, juvenile drug court, and adult drug court.

CCI also has collaborative relationships with both Civitan and Friendship Communities to provide behavioral health services to their developmentally disabled (DD) clients. CCI provides on-site, school based behavioral health services in the Benton School System. CCI has a licensed therapist dedicated to each school, which includes four elementary schools, middle school, junior high, and senior high.

CCI has a working relationship with Second Chance Ranch, a residential program for foster care children and adolescents, to provide behavioral health services.

CCI also works with the local hospitals, Saline Memorial and Rivendell, to provide emergency screenings and assessments for behavioral health needs.

CCI works with adjudicated youth in juvenile court through a contract with DYS. CCI also works with Mercy Health in Benton to provide therapy services for their child advocacy program, serving children who have been traumatized through abuse.

CCI works closely with local law enforcement agencies to provide crisis screening/assessment services. CCI services are available to jailed individuals, as well as others that law enforcement may come in contact with that may require a behavioral health assessment.

CCI has an MOU with Birch Tree Communities for Therapeutic Communities, Ouachita Behavioral Health & Wellness for Partial Hospitalization, Recovery Centers of Arkansas for Substance Abuse Treatment, and Mercy Child Advocacy Center for treatment of children of abuse.

Other Documents

Licensure Section 2.2

carf INTERNATIONAL

A Three-Year Accreditation is awarded to

Counseling Clinic, Inc.

for the following program(s):

Community Housing: Mental Health (Adults)
Community Integration: Mental Health (Adults)
Community Integration: Psychosocial Rehabilitation (Adults)
Crisis Intervention: Mental Health (Adults)
Outpatient Treatment: Alcohol and Other Drugs/Addictions (Adults)
Outpatient Treatment: Alcohol and Other Drugs/Addictions (Children and Adolescents)
Outpatient Treatment: Mental Health (Adults)
Outpatient Treatment: Mental Health (Children and Adolescents)

This accreditation is valid through
May 31, 2019

The accreditation seals in place below signify that the organization has met annual conformance requirements for quality standards that enhance the lives of persons served.



This accreditation certificate is granted by authority of:

Handwritten signature of Herb Zaretsky in black ink.

Herb Zaretsky, Ph.D.
Chair
CARF International Board of Directors

Handwritten signature of Brian J. Boon in black ink.

Brian J. Boon, Ph.D.
President/CEO
CARF International

BEHAVIORAL HEALTH AGENCY

Arkansas Department of Human Services

Division of Provider Services and Quality Assurance

This certificate acknowledges the completion of the Arkansas State Certification Process

COUNSELING CLINIC, INC.
110 PEARSON STREET
BENTON, AR 72015

Dates of Certification: 07/01/2018 - 11/30/2019

Vendor Number: 11085

BHA License Number: 086



Sherri Proffer, RN

Assistant Director Community Services Licensure and Certification
Division of Provider Services and Quality Assurance



SUBSTANCE ABUSE TREATMENT

Arkansas Department of Human Services

Division of Provider Services and Quality Assurance

This certificate acknowledges the completion of the Arkansas State Certification Process

COUNSELING CLINIC, INC.
110 PEARSON STREET
BENTON, AR 72015

Dates of Certification: 07/01/2018 - 11/30/2019

Vendor Number: 11085 Specialty Vendor Number: 11048
BHA License Number: 086 Specialty Vendor Certificate: 046



Sherri Proffer, RN

Assistant Director Community Services Licensure and Certification
Division of Provider Services and Quality Assurance



The following IRS document certifying Counseling Clinic, Inc. as a 501(c)(3) corporation is the only documentation we currently have. CCI suffered a fire in June of 2015 in which 2 buildings burned. It was a total loss. The original IRS document was located in one of these buildings and, therefore, was lost in the fire. Attempts to obtain a new letter from the IRS up to this point have been unsuccessful.

If there are any questions please contact me at Counseling Clinic, Inc.

Jim Gregory, CEO
Counseling Clinic, Inc.
(501)315-4224
jgregory@cciar.org

Internal Revenue Service
EP/EO Division: CSB
P. O. Box 1055
Atlanta, Georgia 30370

Department of the Treasury

EO105

LOD/1022699

The Counseling Clinic, Inc.
307 E. Sevier St.
Benton, AR 72015

Person to Contact:
Susan Scott/ss
Contact Telephone Number:
(404) 378-6330
Reply to:
Mail Stop 26
Employer Identification
Number:
71-0448650

BH DEC 23 1985

Dear Sir or Madam:

Our examination of your Form 990 & 990-T for the year ended September 30, 1983, disclosed that you continue to qualify for exemption from Federal income tax. We will continue to recognize your exemption under Internal Revenue Code section 501(a) as an organization described in section 501(c)(3). There is no change in your liability for the unrelated business income tax imposed by Code section 511.

During the examination we noted certain aspects of your operation and/or reporting inadequacies which, if expanded or not corrected in subsequent years, may jeopardize your exempt status or subject you to applicable penalties.

More Specifically:

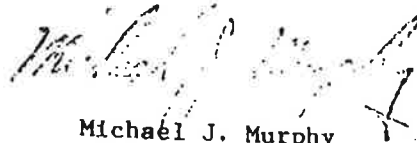
Our examination disclosed that your organization failed to furnish the names and addresses of all your officers, directors, and trustees and the compensation paid to each of them as required by section 1.6033-2(a)2(ii)(g) of the Income Tax Regulations. This information must be provided with your Form 990 in future years.

~~As a result of the examination we~~ determined that your organization was not liable to file a Form 990-T, exempt organization business income tax return. As we discussed section 512(b)(3)(A)(i) of the Internal Revenue Code excludes all rents from real property from unrelated business taxable income unless the property generating the income is debt-financed.

If you have any questions regarding this letter, please contact the person whose name and telephone number are shown above.

Thank you for your cooperation.

Sincerely yours,



Michael J. Murphy
District Director

MOUs Section 2.3.2.1

Birch Tree Communities, Inc.

MEMORANDUM OF AGREEMENT

This Memorandum of Agreement is made on 2/21/19 by and between Birch Tree Communities, Inc., 1781 Old Hot Springs Highway, Benton, Arkansas, 72018, and Counseling Clinic, Inc. 112 Pearson, Benton, Arkansas, 72015. The parties hereby bind themselves to undertake a Memorandum of Agreement ("Agreement") under the following terms and conditions:

TERM. The term of this Agreement shall be one year unless terminated sooner in accordance with the terms of the Agreement (the "Term").

GOALS AND OBJECTIVES. Counseling Clinic, Inc. is enlisting the help of Birch Tree Communities, Inc. to provide "Therapeutic Community" services for Adult clients with a Serious Mental Illness as defined by the Arkansas Department of Behavioral Health in the state contract with Community Mental Health Centers. The parties of this agreement shall abide by the terms of this agreement to achieve the following goals and objectives:

OBLIGATIONS OF THE PARTIES.

Birch Tree Communities, Inc., shall perform the following obligations:

The process for evaluation will be established between each CMHC and TC provider, specifying the medium of exchange, the form of notification of unsuitability, and individuals to be notified. The response time to notification of unsuitability by a provider shall be no later than forty-eight hours. If the response time is longer then the provider may begin billing at 1.5 times the billing rate after the forty-eight hour period.

Counseling Clinic, Inc. shall perform the following obligations:

Pre-Tiering Requirements

Prior to the acceptance of a member by a licensed Therapeutic Communities provider ("provider" or "TC Provider") the member must be appropriately tiered as either Level 1 or Level 2 ("TC 1" and "TC 2") as defined in the Arkansas Department of Human Services Therapeutic Communities Certification Manual or the equivalent of a TC 1 or TC 2 member as outlined by any of the Arkansas Provider-Led Shared Savings Entities ("PASSEs").

If a referred member has not been tiered, then providers have the option to deny admission into a TC 1 or TC 2 program until the member has been tiered. Alternatively, the referring Community Mental Health Center ("CMHC") may offer to reimburse the TC provider for the days not tiered until the date of tier at the rate determined by the DHS or PASSE billing manuals for the appropriate level of care. This agreement shall be in writing. The TC provider has the right to deny this request.

Evaluation Term

A provider is granted an evaluation term of thirty days in which the provider may determine whether a member is an appropriate fit for the Therapeutic Communities ("TC") program. A provider also has the right to deny acceptance of a member, tiered or non-tiered, without a thirty-day evaluation. If a member has been accepted by a TC program and deemed unsuitable then the referring CMHC must

re-admit the member or make plans to admit the member to a new program no later than seven calendar days after the thirty-day evaluation term ends.

The TC provider shall be reimbursed for each day during the evaluation term at the rate determined by the DHS or PASSE billing manuals for the appropriate level of care. If a member is still in the care of a TC program after the thirty-day evaluation period and the member has been deemed unsuitable then the TC provider may bill at 1.5 times the billing rate so long as the member remains under the provider's care.

Medicaid Eligibility Status

A TC provider may deny a referral of a member that has no Medicaid, Medicare or private health insurance coverage. A TC provider also has the option to deny a member if the member is in the Medicaid Spend Down program. Alternatively, if the provider accepts a Spend Down member then the CMHC must reimburse the TC provider for services performed by the TC provider that must be delivered to activate Medicaid for that member.

These "uncovered services" required to activate Medicaid are recurring and vary based on the member's income. Once the amount of uncovered services meets the Medicaid threshold that activates coverage, that member will have a window of active Medicaid coverage for three months. After this period then the coverage expires and the member must again meet the threshold to activate Medicaid coverage. As long as the member is under the provider's care and is not referred back to a CMHC then the provider will continue to be reimbursed for uncovered services by the CMHC.

CONFIDENTIALITY. Subject to sub-clause (2) below, each party shall treat as strictly confidential all information received or obtained as a result of entering into or performing this Agreement.

Each party may disclose information which would otherwise be confidential if and to the extent:

- (i) required by the law of any relevant jurisdiction;
- (ii) the information has come into the public domain through no fault of the party; or
- (iii) the other party has given prior written approval to the disclosure, provided that any such information disclosed shall be disclosed only after consultation with and notice to the other party.

REPRESENTATIONS AND WARRANTIES. Each party to this Agreement represents and warrants to the other party that it:

- (a) has full power, authority, and legal right to execute and perform this Agreement;
- (b) has taken all necessary legal and corporate action to authorize the execution and performance of this Agreement.

MEMORANDUM OF AGREEMENT SUMMARIZATION.

Furthermore, the parties to this Agreement have mutually acknowledged and agreed to the following:

- The parties to this Agreement shall work together in a cooperative and coordinated effort, and in such in manner and fashion to bring about the achievement and fulfillment of the goals and objectives of this partnership.
- It is not the intent of this Agreement to restrict the parties to this agreement from their involvement or participation with any other public or private individuals, agencies or organizations.
- The parties to this Agreement shall mutually contribute and take part in any and all phases of the planning and development of this partnership, to the fullest extent possible.
- It is the intent or purpose of this Agreement to create any rights, benefits and/or trust responsibilities by or between the parties.
- The Agreement shall in no way hold or obligate either party to supply or transfer funds to maintain and/or sustain the partnership
- Should there be any need or cause for the reimbursement or the contribution of any funds to or in support of the partnership, it shall then be controlled in accordance with Arkansas governing laws, regulations and/or procedures.
- In the event that contributed funds should become necessary, any such endeavor shall be outlined in a separate and mutually agreed upon written agreement by the parties or representatives of the parties in accordance with current governing laws and regulations, and in no way does this Agreement provide such right or authority.
- The Parties to this Agreement have the right to individually or jointly terminate their participation in this Agreement provided that advanced written notice is delivered to the other party.
- Upon the signing of this Agreement by both parties, this Agreement shall be in full force and effect.

AUTHORIZATION AND EXECUTION:

The signing of this Memorandum of Agreement does not constitutes a formal undertaking, and as such it simply intends that the signatories shall strive to reach, to the best of their abilities, the goals and objectives stated in this MOU.

This agreement shall be signed by Birch Tree Communities, Inc., and Counseling Clinic, Inc. and shall be effective as of the date first written above.



First Party Signature

Birch Tree Communities, Inc.

2/21/19

Date



Second Party Signature

Counseling Clinic, Inc.

3-1-2019

Date

Ouachita Behavioral Health & Wellness

**Memorandum of Agreement Between
Counseling Clinic Inc. and
Ouachita Behavioral Health and Wellness**

WHEREAS, Counseling Clinic Inc. (CCI) is a non-profit community mental health center serving persons with mental illness in Central Arkansas; and

WHEREAS, Ouachita Behavioral Health and Wellness (Provider) is also a non-profit community mental health center serving persons with mental illness in Central Arkansas; and

WHEREAS, both entities have similar interests in meeting the needs of Arkansas' citizens and wish to be able to utilize resources of each other;

NOW THEREFORE, both OBHAW and Provider agree to the following:


1. Each party is familiar with the services offered by the other party and shall exchange specific contact information in order for each party to make referrals to the other party.
2. CCI shall, where appropriate, refer individuals to Provider as needed for the service of Partial Hospitalization.
3. This agreement does not create any on-going obligation, financial or otherwise, to the other party but merely creates a relationship for purposes of referrals.

AGREED, this the 1st day of March, 2019.



Jim Gregory, CEO
Counseling Clinic Inc.

3-1-2019
Date



Robert Gershon, Ph. D., CEO
Ouachita Behavioral Health and Wellness

2/28/2019
Date

Recovery Centers of Arkansas

MEMORANDUM OF UNDERSTANDING



Carole Baxter, *Executive Director*

March 11, 2019

Arkansas Department of Human Services
Division of Aging, Adult and Behavioral Health Services
700 Main Street, Slot W345
Little Rock, AR 72201


To Whom It May Concern:


This Memorandum of Understanding supports **Counseling Clinic Incorporated (CCI)** response to bid number 710-19-1024 to serve as the Community Mental Health Center for Region 3 in Arkansas.

Recovery Centers of Arkansas (RCA), is a CARF accredited substance abuse treatment program operating in the Central Arkansas area that is licensed by the state of Arkansas for Behavioral Health and Substance Abuse Treatment and staffed by waived psychiatrists (in conjunction with its Medication Assisted Treatment program), master's level social workers and licensed counselors, licensed alcohol and drug counselors, certified alcohol and drug counselors and trained peer recovery support specialists. As a partner in good faith, **RCA** will provide the following services for individuals referred by **CCI** under the proposed contract:

- **Substance Abuse Residential Treatment:** Curriculum for residential treatment is a four-week cycle that includes models such as traditional 12-step work, family systems theory and cognitive behavioral therapy. Services include structured, intensive treatment seven days a week with a minimum of 33 hours of group therapy and one hour of individual therapy weekly.
- **Partial Hospitalization:** PHP is a middle ground between residential and outpatient care. Clients spend several hours each day participating in treatment and therapy.
- **Intensive Outpatient Services:** This level of treatment is often used as a step-down from residential treatment. A minimum of one individual and three group sessions per week for 4-6 weeks are provided.
- **Outpatient Services:** This level is often used by individuals active in self-support organizations such as Alcoholics Anonymous or Narcotics Anonymous or by individuals with other strong support systems. A minimum of one individual and two group sessions per week are provided.
- **Reentry Program:** RCA is licensed by Arkansas Community Corrections as a transitional facility for paroles and provides re-entry services to residents.
- **Chemical Free Living:** Chemical-free living space for adults progressing successfully in recovery. A 30-bed chemical-free living facility offers those individuals who need extended services for those in an early stage of recovery.

DATED this 11th day of March 2019.

By: 
Jim Gregory, Chief Executive Officer
Counseling Clinic Incorporated

By: 
Carole Baxter, Executive Director
Recovery Centers of Arkansas

Board of Directors

George Bryant
Isadore Caldwell
Ralph Cloar
Dr. Geoff Curran
James Dietz
Amy Enderlin
Pete Hornbrook
Jim Julian
Andrew Kumpuris
Nancy Kumpuris
Thomas McCain
Dr. Larry Miller
Virginia Redden
J.D. Simpson, III
Lee Stephens

Riverbend
1201 River Road
North Little Rock, AR 72114

Williamsburg
6301 Father Tribou
Little Rock, AR 72205

Steeplechase Apartments
6225 Father Tribou
Little Rock, AR 72205

Oasis Renewal Center
14913 Cooper Orbit Road
Little Rock, AR 72225

www.theoasisrenewalcenter.com (phone: 501-376-2747)

www.rcofa.org (phone: 501-372-4611)

Residential & Outpatient Substance Disorder Treatment • Chemical-Free Living Facilities

Mercy Child Advocacy Center

MEMORANDUM OF UNDERSTANDING

Between

Mission Clinical Services d/b/a Cooper Anthony Mercy Child Advocacy Center ("CAMCAC")

And

___Counseling Clinic___ ("Partner")

This Memorandum of Understanding (MOU) is entered into as of Jan 2nd, 2019 between CAMCAC and Partner, each an organization in good standing, in order to establish a strategic alignment between our two organizations. The intent of this MOU is to clarify the goals and objectives of the referral and the respective roles and responsibilities of each organization.

Goals and objectives:

CAMCAC and Partner have confidence in a strong commitment to serve the mental health needs of children, youth and families in our service area(s). The goal of this strategic alignment is to identify and implement processes in which our organizations can collaborate to integrate, unify and more effectively coordinate programming, mental health service delivery and administrative support functions to the mutual benefit of our organizations, our clients and our community. We seek to establish a future path of collaboration that can strengthen and create synergies between the CAMCAC and mental health services. Our goal is to provide the best mental health care to children, youth, and families who have entered services at the CAMCAC as well as the outcome of children's healing of trauma.

Specific objectives include:

1. To provide quality mental health services by trained ARBEST mental health professionals.
2. To ensure immediate and effective services provided to the children who have been referred from CAMCAC.

Responsibilities of CAMCAC:

CAMCAC agrees to:

- Provide access to mental health referral information regarding children who have been referred to Partner, when an authorization has been signed by the child's parent or legal guardian.
- Utilize insurance benefits coverage information gathered by CAMCAC to determine clients who have Medicaid are therefore eligible for referral to Partner.
- Allow Partner staff, at CAMCAC's discretion, to participate in CAMCAC trainings related to trauma or affiliated with ARBEST.

Responsibilities of Partner:

Partner agrees to:

- Provide outpatient mental health services to CAMCAC referred children and families.
- Provide a 24-hour hotline for emergency situations for children enrolled in services who need immediate contact and follow-up.
- Employ licensed mental health practitioners who are trained through ARBEST and in providing TF-CBT, CPP, and PCIT.

CAMCAC and Partner each agree:

- To put the child's mental health needs first by providing necessary information to help services get started such as release of information forms and insurance information.
- To adhere to the Health Insurance Portability and Accountability Act (HIPAA) and other applicable privacy laws.
- Any modifications to this MOU will be mutually agreed upon and made in writing.
- CAMCAC has the right to refuse any licensed mental health provider to work in relation with each other if both parties determine it is not in the best interest of either party or the clients.
- Partner mental health practitioners providing services to patients referred by CAMCAC must:
 1. Possess a master's degree or higher in Counseling and/or Marriage and Family Therapy.
 2. Possess a current and valid license to practice counseling in the state of Arkansas as an LAC, LAMFT, LPC, LMFT, LMSW, LCSW, and LPE-I. If requirements for LPC or LMFT licensure in the state of Arkansas have not yet been completed, therapist must meet regularly with a clinical supervisor to the extent outlined by the Arkansas Board of Examiners in Counseling until such requirements are completed.
 3. Complete a background check and child maltreatment registry check.
 4. Have previous experience working with children, families, or adolescents in a social work or service environment.
 5. Complete 40 hours of specialized, trauma-focused mental health training, consultation, supervision and/or mentoring within 6 months of beginning to provide services to patients referred by CAMCAC.
 6. Adhere to the American Counseling Association Code of Ethics and/or the American Association for Marriage and Family Therapy Code of Ethics.

Confidentiality

The parties may exchange sensitive, confidential, and/or proprietary information not generally available to the public ("Confidential Information") in connection with this MOU. To protect the privacy and business interests of each of the parties, they agree to the following terms:

1. All Confidential Information will be maintained in confidence by each party and will be made available only to staff and agents involved in the work of the MOU and who are informed of the confidential nature of the information and agree to maintain confidentiality. Each party will take all reasonable precautions to maintain the confidentiality of Confidential Information. Neither party will at any time during the MOU nor after the termination of the MOU make known to any third party any Confidential Information covered by this MOU or furnish any documents containing such Confidential Information pertaining to the other party.
2. Neither party will make any use or take advantage of anything it has learned from confidential information about the other party's organization, staff, clients, finance, legal dealing, or operations, nor will it use anything it has so learned to compete with the other party.

Term

This MOU will remain in effect through Jan. 2nd 2020 unless terminated earlier. Either party may terminate the agreement with 30 days' prior written notice to the other party. The term of the MOU may be extended by mutual written agreement.

Relationship of the parties

Except as set forth in this MOU, no action taken by either party, or its officers, employees or agents pursuant to this MOU, shall be deemed to create any partnership, joint venture, association or syndicate between the parties, nor shall any such action be deemed to confer upon either party any express or

implied right or authority to assume, or create any obligation or responsibility on behalf of, or in the name of, the other party. The parties to this MOU are independent entities, contracting with each other solely for the purpose of carrying out the terms and conditions of this MOU.

Liability coverage

Throughout the term of this MOU, each party shall maintain, at its sole cost and expense, reasonably levels and types of insurance coverage, including professional and general liability coverage in the minimum amount of One Million Dollars (\$1,000,000) for each occurrence and Three Million Dollars (\$3,000,000) annual aggregate. Upon termination or expiration of this MOU, each party shall maintain extended reporting "tail" coverage to the extent necessary to maintain professional liability coverage for claims related to activities provided pursuant to and during the term of this MOU.

Execution

The organizations, having read and considered the above provisions, indicate their agreement by their authorized signatures below. This MOU may be executed in counterparts.

CAMCAC

By: Tracy Childress

Print Name: Tracy Childress

Title: Director

PROVIDER

By: Jim Gregory

Print Name: Jim GREGORY

Title: CEO