

Resumes and Licenses

STATE OF ARKANSAS
SOCIAL WORK LICENSING BOARD
P. O. Box 251965
Little Rock, AR 72225

*Original
Credited
Verified
Emailed 9/11/17*



Asa Hutchinson
Governor

Ruthie Bain
Executive Director

Phone: 501-372-5071

Fax: 501-372-6301

Email: swlb@arkansas.gov

Website: arkansas.gov/swlb

September 11, 2017

Lori Ann Poston, LCSW
809 Melton Drive
Jonesboro, AR 72401

Lori Ann Poston, LCSW;

This is to notify you that your licensure as a Social Worker has been approved for the period of **November 1, 2017 through October 31, 2019**. The attached wallet-size license card will serve as confirmation of license renewal.

Please remember to retain your continuing education documentation for a period of two-years in the event you are audited. If audited, you will be required to submit documented proof that you attended *all* of the continuing education you listed on your summary sheet. If you are unable to provide proof that you attended the workshops, an administrative hearing will be held to consider revocation of your license.

In order to renew your license for your new expiration date, (**October 31, 2019**) you must obtain 48 hours of social work continuing education between the dates of **November 1, 2017 through October 31, 2019**. Only hours obtained between these dates will apply toward your next renewal period. Please see the Board's website for specific requirements for continuing education.

Future renewal notice reminders will be mailed to the address on file in the Board office approximately two months prior to the expiration date of your license. It is your responsibility to notify the Board of any change in address and to renew your license in a timely manner even if you do not receive the reminder.

Congratulations on your license renewal, and please contact the Board office if you have questions or need additional information.

Please watch the Board's website on a regular basis for updates or changes that may affect your license.

Please remove card carefully!
Bend back and forth along crease
before separating.

The card to the left is your new social work license card, which reflects your new expiration date. This is the only card you will receive. Please punch it out carefully along the perforated line.

If lost or stolen, an additional card may be requested by written request and a cashier's check or money order in the amount of twenty dollars (\$20).

Please keep this letter for your records. You may wish to make a copy before you remove the card.

Arkansas
Social Work License Card

License No. 2184-C Expiration Date: 10/31/2019

Lori Ann Poston, LCSW
809 Melton Drive
Jonesboro AR 72401

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

Harold Osborn, LCSW

Chairman



*dropped
credits 7-2-18*

12/12/17

Congratulations,

You have been approved for continued certification as an Advanced Alcohol Drug Counselor through the Arkansas Substance Abuse Certification Board for 2018 and 2019. During this time period, you must earn forty (40) ASACB-approved education clock hours including six (6) clock hours of ethics and submit to the Arkansas Substance Abuse Certification Board prior to the November 1st 2019 deadline. Any hours you earned in 2016 **will not** carry over to count towards your counselor re-certification hours for 2018-2019. The enclosed card is your proof of re-certification. This will allow you to carry your proof of re-certification at all times. You may laminate the card to keep it in good condition. We hope you enjoy this new change and look forward to developing many more in the future.

Have a great year,

Jason C. Skinner, B.A.

ASACB Administrator



ARKANSAS
SUBSTANCE ABUSE
CERTIFICATION
BOARD

certifies that
Lori Poston
is currently certified by the board as a
Advanced Alcohol and Drug Counselor

Date of Issue: 12-1-17 Cert. No.: A-314 Exp. Date: 12-31-19

Jason C. Skinner
Board Administrator

after lunch

LORI A. POSTON

919 - 1384 - cell

972 - 7099 - hospital

~~XXXXXXXXXXXXXXXXXXXX~~

OBJECTIVE

To obtain a position that facilitates personal and professional growth and fulfillment, utilizing the education and skills that I have acquired and cultivated.

EDUCATION

September 1989-May 1994
Bachelor of Arts in Social Work

Arkansas State University
Jonesboro, Arkansas

June 1995-May 1996
Masters of Science in Social Work

University of Tennessee
Memphis, Tennessee

PROFESSIONAL EXPERIENCE

October 1997-present
Medical Social Worker

NEA Medical Center

- Current position includes provision of social work services to patients and families: assessment of patient needs in relation to medical illness, including home/discharge needs or referral to various community agencies. Includes medical/surgical patients, obstetric patients and their babies, as well as, people from the community. Also performed duties of case management, and utilization review. Provide employee education regarding abuse/neglect, coping with death and trauma, leading customer service teams, facilitating organ/tissue requests and donation, and providing crisis intervention to patients and families with death, trauma, or terminal diagnosis. Previous positions with the hospital include home health/hospice social work services and Director of Hospice.

June 1996-October 1997
Adolescent Therapist

Greenleaf Hospital/SBBH

- Primary case manager/therapist on Acute Adolescent unit. Included assessment and intake, psychosocial assessments; provided individual, group, family, and activity therapy; trained facilitator for Ropes Course. Additional duties included outpatient therapy, and mobile assessments.

COMMUNITY ACTIVITIES

- Youth Director at St. Mark's Episcopal Church -January 1998-present; United Way volunteer through hospital for Day of Caring; American Cancer Society Relay for Life. Board member - Jonesboro Church Health Center. Past board member - David Puryear Center.

✓
Approved
Verified
Credited } 5-14-18
JAB



Arkansas Board of Examiners in Counseling
Certifies



Carolyn Sylenia Lewis

Licensed Professional Counselor (LPC)

Specialization: None

License Number: P0701003

Valid 07/01/2018 to 06/30/2020

John Carmack, Ph.D. Executive Director

C. Lewis
5/8/18

Carolyn S. Lewis
1608 Overhill
Jonesboro, Ark. 72401
(501) 972-5268

EDUCATION: Bachelor of Science/Elementary Ed.
Tennessee State University, Nashville,
Tennessee 1974-1978

Master of Science/Early Childhood Ed.
Arkansas State Univ. Jonesboro, Ark.
Graduation July 1990

Completed nine hours in Administration and
Supervision, Memphis State Univ, Memphis,
Tennessee 1979.

PROFESSIONAL PROFILE:

Team player with teachers, administrators,
and parents

Work well in a competitive and challenging
environment

Skilled problem solver with proven leadership
qualities

Highly organized, dedicated with a positive
attitude

EXPERIENCE:

1985-1994 After-School Director
Jonesboro YMCA

managed after-school program, trained
and supervised five employees
designed programs for children ages
7-12. Transported children from
schools to YMCA

counseled with parents and students
built children self-esteem and self-
confidence, effectively motivated
children to maximize participation
and enjoyment

concerned with the total growth and
needs of the child involving social,
emotional, intellectual, creative
and physical behavior

August 1994 - Present

Abilities Unlimited- Community Support
Specialist

teaching skills to clients specifically
for their individual program plan
manage crisis situations/problem solver
work cooperatively with clients and family
members
develop leisure activities for clients in the
community

Summer 1993- VISTA Summer Associate
Council on Family Violence

assist in the preparation of manuals and
by-laws for the shelter
Experience includes interviewing other directors
from shelters in Ark, Tenn, and Missouri
Participation in sales, advertising and
marketing research
counseled adults on job opportunities
and assisted arranging training, interviews,
resume preparation and good work practices
implemented food and nutrition manual for
the shelter
Researched and wrote grants for proposal
selected from over 500 VISTA associates
to participate in round table discussion
with the President in Washington

1978-1981 Hardeman County Board Of Education
Elementary Teacher, Grand Junction, Tenn.
Title I, Grades 2nd & 3rd

1980-Present Aerobics Instructor
Jonesboro Fitness Center, YMCA, Trim Gym
Certified ESA Personal Fitness Trainer

References:

Marie Moore 932-5617
Arthur Mclin 972-8723
Sharon Bobo 972-8615

STATE OF ARKANSAS
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Asa Hutchinson
Governor

Ruthie Bain
Executive Director

Phone: 501-372-5071

Fax: 501-372-6301

Email: swlb@arkansas.gov

Website: arkansas.gov/swlb

*already logged
attached
sent to GAS
3-6-18*

February 12, 2018

Yvonne Holmes, LMSW
5110 Battle Creek Dr.
Memphis, TN 38134-4306

Yvonne Holmes, LMSW;

This is to notify you that your licensure as a Social Worker has been approved for the period of **March 1, 2018** through **February 28, 2020**. The attached wallet-size license card will serve as confirmation of license renewal.

Please remember to retain your continuing education documentation for a period of two-years in the event you are audited. If audited, you will be required to submit documented proof that you attended *all* of the continuing education you listed on your summary sheet. If you are unable to provide proof that you attended the workshops, an administrative hearing will be held to consider revocation of your license.

In order to renew your license for your new expiration date, (**February 28, 2020**) you must obtain 48 hours of social work continuing education between the dates of **March 1, 2018** through **February 28, 2020**. Only hours obtained between these dates will apply toward your next renewal period. Please see the Board's website for specific requirements for continuing education.

Future renewal notice reminders will be mailed to the address on file in the Board office approximately two months prior to the expiration date of your license. It is your responsibility to notify the Board of any change in address and to renew your license in a timely manner even if you do not receive the reminder.

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Please keep this letter for your records. You may wish to make a copy before you remove the card.



Arkansas
Social Work License Card

License No. Expiration Date:
1634-M 2/28/2020
Yvonne Holmes, LMSW
5110 Battle Creek Dr.
Memphis TN 38134-4306

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

Asa Hutchinson, LMSW
Chairman

Yvonne Holmes

5110 Battle Creek Dr ~ Memphis, Tn 38134

Phone (901) 766-0653 ~ Home Phone (901) 373-6529 ~ Email yarmstrong@prodigy.net

OBJECTIVE

Highly motivated and goal-oriented social worker is seeking a supervisory or therapist position that will fully utilize more than 15 years of pre and post master experience relating to individuals and families. Desires a social work position that will provide a challenging opportunity to significantly contribute to the development, support and enhancement of an organization as well as the clients served.

QUALIFICATIONS

Track Record of Success: Background exemplifies a successful track record in foster care relations. Ability to establish and maintain interpersonal relationships. Ensure that client's needs are met in the most efficient and least restrictive manner. Application of systems approach in meeting family reunification goals. Psychosocial assessment and treatment planning. Foster home studies. Supervise foster home placements through home visits (to monitor the quality of care, ongoing needs assessment, and support to foster care givers). Case management responsibilities, data collection and documentation. Individual and group therapy. Culturally competent.

Resource Management: Referral of client for ancillary services (community agencies, educational facilities, health care professional and providers). In-depth knowledge of community resources.

Team Oriented: Participant in interdisciplinary and multidisciplinary teams to assess family strengths and concerns. Involved in creating and incorporating policy, forms, filing and documentation procedures for Stepping Stones.

Special Skills and Affiliations: Parent As Tender Healers (PATH) Trainer, Trained in finger printing. 20-40 hours per year of social work and case management training since 1982. Member of NASW, TCSW, CWLA, FFTA and TAAC

Family Relations: Liaison between state, local providers and family members.

Time Management: Ability to work independently, prioritize responsibilities and manage multiple tasks simultaneously. Detail-oriented and extremely organized. Skilled in working in fast-paced hectic environments. Resourceful and skilled in problem solving.

WORK HISTORY

2002-2003

Clinical Therapist Internship: Delta Medical Center

This internship provided extensive hands-on experience as a clinical social worker for dually diagnosed (substance abuse and mental illness) clients who were seen on an outpatient basis. Completed psychosocial assessments and treatment plans. Provided family, group and individual therapy.

2001-2002

Clinical Therapist Internship: Exchange Club

This internship provided hands-on experience in individual and group therapy. Psychosocial assessments of court ordered participants in the Domestic Violence Assessment program (DVAC). Extensive court report completed which indicated client probability of repeated domestic violence offenses and child abuse.

1992-Present

Case Manager, Senior Services

Maintenance and supervision of medically fragile children who have been commanded to State custody and reside in a specialized foster home environment. Provide psychosocial assessment and implement treatment plans and services based on medical, emotional, social and educational needs. Other duties include, but are not limited to discharge planning, court involvement, coordinating interventions, home visits, referral for services, home modifications and arranging for orthopedic appliances, nursing services and durable medical equipment.

*41,400

1988 - 1992 - Social Counselor, Tennessee Department of Children Services, Maintain children in foster home and agency foster home placements. Permanency Plan to assess family strengths and establish criteria for family reunification. Prepare social histories, referral for services based on family needs. Individual and family counseling. Supervised family visitation. Extensive Juvenile Court involvement (court reports, legal referrals, petitions). Strong community affiliations. Adoptions. Information gathering and case documentation.

EDUCATION

2000-2003

Master Science Social Work, University of Tennessee, Memphis

1981-1985

Bachelor of Science Criminal Justice, Delta State University

LICENSES & CERTIFICATES

- Certified Master Social Worker, 2003
- Mississippi Law Enforcement Officer's Training Academy, Certificate, 1980

AWARDS RECEIVED

- Tennessee Association Direct Care Service Award for West Tennessee, 1996
- Employee of the Year, Senior Services, 1995-1996

verified

9-20-17

ls

9-25-17

ls

logged
sent to Z.P.

Checklist 9/27/17 DB



Arkansas Board of Examiners in Counseling



Certifies

Rhonda Lynk-Pearson

Licensed Professional Counselor (LPC)

Specialization: None

License Number: **P1012082**

Valid 07/01/2017 to 06/30/2019

J. Laurot Director

RESUME

Rhonda Lynk-Pearson

Permanent Address

519 Ruff Ferry Rd
Maynard, AR 72444
870-647-2784 (home)
870-202-9851 (cell)
rhonda.pearson2@yahoo.com

Credentials

Licensed Professional Counselor (LPC)

Certifications:

- Certified Fetal Alcohol/Neurobehavioral Model Trainer
 - Certified A.L.I.C.E. Trainer
-

Education

Capella University Minneapolis, MN
Master of Science
General Psychology
Graduate with Honors
2006 - 2016

Arkansas State University Jonesboro, AR
Master of Science
Rehabilitation Counseling
Graduate with Honors
2002 - 2005

Williams Baptist College Walnut Ridge, AR
Bachelor of Science
Psychology
Graduate Cum Laude
2000 - 2002

Three Rivers Community College Poplar Bluff, MO
Associate of Arts Degree
General Studies
Graduate with Honors
1998 - 2000

Experience

Therapist

MidSouth Health Systems
September 25, 2017 – Current

- Treatment planning including coordination of disciplines within the treatment milieu and ongoing assessment of patient needs.
-

-
- Generate all appropriate clinical documentation.
 - Facilitate individual therapy, group, and family therapies.
 - Provide professional reports (written and in person) and accompany patients to court when necessary/subpoenaed.

Clinical Director

Trinity Behavioral Health

December 2014 – July 1, 2017

- Collaborate with Medical Director, Assistant Clinical Director, and other staff concerning treatment needs of existing patients.
- Supervise and review the development of the Individualized Treatment Plans for patients from an interdisciplinary approach with input from the disciplines of medicine, psychiatry, psychology, nursing, education, and/or other persons involved in patient care.
- Provide orientation and training to new staff in Clinical Operations.
- Assess development needs of staff; providing opportunities for support for development.
- Complete performance evaluations and competency evaluations with all clinical staff.
- Establish and update departmental goals, policies, and procedures to meet organizational objectives.
- Monitor clinical documentation of all staff providing ongoing training and education.
- Conduct weekly Case Staffing meetings.
- Facilitate individual therapy, group, family, and crisis management as needed.
- Oversight of the management of relationships with families, patient related organizations, etc.
- Monitor for compliance of all job related policies, rules, and regulations within the Clinical Operations Department.

Therapist

Trinity Behavioral Healthcare Inc. Warm Springs, AR

2010 – October 12, 2015

- Treatment planning including coordination of disciplines within the treatment milieu and ongoing assessment of patient needs.
 - Generate all appropriate clinical documentation.
 - Facilitate individual therapy, group, and family therapies.
 - Provide professional reports (written and in person) and accompany patients to court when necessary/subpoenaed.
-

Administrator

*Trinity Behavioral Healthcare Inc. Warm Springs, AR
2008 – October 12, 2015*

- Develop/Assist in the development of contracts to receive reimbursement from public and private payers (i.e. Medicaid, Medicare, Private Insurance & Private Pay) for patient services.
- Host/Assist in Joint Commission and Medicaid Survey Audits.
- Member of the Oversight of Operations and Performance Committee.
 - Committee is responsible to address identified strengths and weaknesses within the company, systemic problems, make appropriate decisions regarding treatment programming, as well as working with staff to resolve arising issues/improvements.
- Executive Marketing.
- Fetal Alcohol/NeuroBehavioral Program Development including clinical Interventions, educational interventions, and environment of care.
- Development and writing of potential legislation.

Trainer

*Trinity Behavioral Healthcare Inc.
Arkansas Counseling Associates
2005 – October 12, 2015*

- Development of training curricula for Case Management, Therapists, and Mental Health Paraprofessional as met by JCAHO requirements.
 - Training of all new hire therapists for ACA and Trinity in Clinical documentation, Billing, Credible Electronic Record Keeping, and company Policy & Procedures.
 - Training of all new hire Mental Health Paraprofessionals in job responsibilities, clinical documentation, Behavior Management, 40 hours of state required new hire training in various treatment related disciplines.
 - Training of all Trinity staff in Fetal Alcohol/NeuroBehavioral Model.
 - Continuing Education trainings for all Trinity staff in Community Resources, Adoption and Attachment Related Issues, Clinical Documentation, Clinical Disorders, Cultural Issues, and more.
 - Provide training related to Admissions and Utilization Management company wide.
-

Admissions Director

*Trinity Behavioral Healthcare Inc. Warm Springs, AR
August 2004 – October 12, 2015*

- Coordinate and oversight of the development and implementation of the Admissions system at Trinity Behavioral Health.
- Development of policies and procedures related to Admission and Utilization Management for the Agency.
- Investigate and respond to all patient grievances related to Admissions and UM decisions.
- Collaborate with Clinical Director, Medical Director, Director of Psychological Services, Director of Residential Services, and CEO if appropriate/necessary in determination of appropriateness of potential patients for treatment.
- Coordinate all admissions

Utilization Manager

*Trinity Behavioral Healthcare Inc. Warm Springs, AR
August 2004 – October 12, 2015*

- Oversight of the coordination and submission of clinical information to Medicaid and other 3rd party payers.
- Review of all patient records on a scheduled basis to determine/ensure necessity of continued inpatient treatment.
- Collaboration with Treatment Team regarding medical necessity and patient needs.
- Facilitator/participant in High Intensity Treatment Team Meetings.
- Participant in Treatment team meetings contributing information regarding determination of medical necessity.
- Management of all collaboration with Medicaid in the Utilization Process.

Supervisor

*Trinity Behavioral Health/The Lord's Ranch
July 2004 – August 2004*

- Supervisory responsibilities including areas of Intake Coordination, Case Management, Discharge Planning, Application processes for Medicaid of Arkansas and Alaska regarding prior authorization and continued stay for residential psychiatric treatment.
-

Intake Coordinator

*Trinity Behavioral Healthcare Inc. Warm Springs, AR
2002 - 2004*

- Gather and collect pertinent clinical information from parent/guardians, probation officers, outpatient therapists, and other community professionals involved with prospective patients.
- Writing and submitting applications to Medicaid for prior authorization certification.
- Scheduling and coordinating admission into treatment.
- Assist the writing and submission of Utilization Review.

Volunteer Services

- Celebrate Recovery T.E.A.M. member (Training Coach)
- Facilitate monthly scheduled trainings for all Celebrate Recovery leaders
- Provide Pro Bono individual and Family therapy at GFWC
- Assist in ordering and distributing food through GFWC Food Pantry
- Cook/serve meals for community based programs at GFWC

Strengths/Skills

- Problem solving skills
 - Leadership experience
 - Training skills
 - Marketing Skills
 - Research Skills
 - Proficient using Microsoft Office, Excel, Power Point, and Credible Electronic Medical Record
 - Strong organizational skills
 - Adept in identifying and documenting medical necessity
 - Able to multi-task
 - Team player
 - Excellent verbal and written communication skills
 - Driven and motivated to learn
 - Well versed in HIPPA/Privacy Laws.
 - Ethical
-

Research

- Dissertation (incomplete currently): The relationship between the parental report of addictive features and self-mutilative cutting behavior of their children.
- Research presentation: Cheating Among Adolescents presented at South West Psychological Association Annual Seminar in Corpus Christi, TX, 2002.
- Research presentation: Alzheimer's: Advancements in treatment presented at the Arkansas Rehabilitation Association Annual Conference in Hot Springs, AR, May 2002 and July 2002.
- Research presentation: The benefit of Interest Assessment Post-Retirement in Life Satisfaction presented at the Arkansas Symposium for College Students at Conway, AR, 2001.

▶ Veronica D. Davis

205 Seaton Circle, Apt.3

Forrest City, AR. 72335

Phone: (870)816-0017

E-mail: Veronica35davis@yahoo.com

Objectives

To work in my educational and experience fields as a mental health profession. To help individuals to be more productive in their families and society.

Education

Bachelor of Arts, Psychology (1997)

University of Arkansas at Pine Bluff

1200 University Dr. Pine Bluff, AR 71601

Masters, Public Administration (2002)

Webster University

1490 Vandenberg Blvd. Jacksonville, AR 72099

Experience

Family Service Worker (2014 – present)

Department of Human Services

803 US-64, Wynne, AR 72396

Non- Residential Caseworker (2007-2014)

East Arkansas Youth Services

318 E Cook Ave, Forrest City, AR 72335

Work Experiences

Conduct child maltreatment investigations, conduct drug testing as warranted or needed, home assessments for the well being of children, Transports children as necessary, Remove children who are at risk from child maltreatment from their homes, prepare affidavits for removal of children, Prepare written reports for all interviews conducted, Attending court hearings , and develops and maintains resources for families.

Skills

- ▶ **Advocacy and Leadership, Assessment, Communication, Problem Solving, Critical Thinking, Respect for Diversity, Intervention , Documentation, Organizational, Understanding of Human Relationships**

Delia D. Turner

1613 E. Barton Ave. West Memphis, AR 72301

Phone: (870) 514-4131

Email: delia950@gmail.com**SUMMARY OF SKILLS:**

- Reliable, hardworking individual with strong communication skills.
- Customer service oriented individual who needs little to none supervision and works well with people.
- Problem solver with analytical skills and works well in high pressure situations.

EDUCATION:**Arkansas State University – Jonesboro, AR**

Graduation: May 2015

*Bachelor of Science, Social Work**Certified CPR Assistant, Certificate in First Aid*

April 2012

PROFESSIONAL EXPERIENCE:**Beck Pride Center at Arkansas State University – Jonesboro, AR**

August 2014 - May 2015

Intern

- Conducting administrative duties and facilitating 30 Veterans daily with different forms.
- Helped with VA claims and educational programs
- Execute daily activities and clients' needs in collaboration with supervisor.
- Document important confidential information for the clients.

WORK EXPERIENCE:**Shoney's - West Memphis**

June 2014 - Present

Cashier

- Trained new employee on register transactions, telephone etiquette, and cleaning.

Arkansas State University – Jonesboro, AR

January 2015 – May 2015

Resident Assistant

- Responsible for creating programs for the students
- Promoting students responsibilities

Desk Assistant

August 2014 – December 2014

- Checking in resident's guest, answering phone calls and questions, and greeting guest.

Health Care and Rehabilitation - West Memphis

January 2011 - May 2011

Certified Nursing Assistant (CNA)

- Performed direct resident care duties, about 20, under the supervision of a charge nurse.
- Assisted with promoting a compassionate physical and psychosocial environment for residents.
- Escorted and supervised residents with getting in bed, going to the restroom, and eating.

LEADERSHIP:**Circle of Trust**

Spring 2012- May 2015

Vice - President

Fall 2014- May 2015

- Develop the Mentor and Mentee theme and guidelines for 50 Mentees.
- Oversees and facilitates the Mentor and Mentee component.
- Coordinate organization's monthly event calendar in accordance with the President.

Secretary

Fall 2013- Spring 2014

- Recorded and allotted the proceeds of the executive board and member meeting minutes and agenda.
- Scheduled bimonthly meetings and room assignments.
- Performed other duties as requested by the President.

Delia D. Turner

1613 E. Barton Ave. West Memphis, AR 72301

Phone: (870) 514-4131

Email: delia950@gmail.com**Sigma Alpha Lambda, National Leadership and Honor Organization***Member*

Fall 2012 – May 2015

- Participated in Pregnancy Resource Center Project with staff members.
- Compile over 300 can foods for the homeless and NEA Food Bank.
- Made an information board for September 11 awareness program.

Treasurer

Fall 2012 - Spring 2014

- Ensured that proper financial records and procedures are maintained.

Social Work Organization*Vice - President*

Spring 2013 – May 2015

Fall 2014 - May 2015

- Research fundraising and community service project.
- Conduct membership outreach and make information presentations to classes.

Treasurer

Fall 2013- Spring 2014

- Collected dues at bimonthly meetings and send mass emails to members.
- Found a Free storage space for Saving Christmas for Foster Children.
- Maintained an overview of the organization's financial affairs.
- Ensured accurate financial records and procedures are maintained.

Multicultural Center stAte Connection Minority Recruitment Program

April 2013 - 2015

stAte Connection Leader

- One day event working with minority high school juniors from the delta area of Arkansas.
- Interacted and assisted with students about student affairs resources regarding the college life.

AWARDS AND HONORS:

Chancellor's List

May 2015

Dean's List

Fall 2014

Disability Service at ASU, *Ghost Writer*

August 2012 – May 2014

Sigma Alpha Lambda National Honor Society, *Active Member*

June 2012 – May 2015

Phi Theta Kappa Honor Society, *Treasurer*

May 2010 - July 2011

VOLUNTEER SERVICE:

Depression Awareness & Suicide

Fall 2012 - fall 2013

Dr. Martin Luther King Jr. Parade "The Dream Still Lives"

January 2013 - 2014

Depression Awareness

January 2013 - 2014

Black History Month Soul Food Dinner

February 2013 - 2015

- Served food to approximately 500 people from the community

Humane Society in Jonesboro, AR

April 2013 – April 2015

Alzheimer's Walk

Fall 2013

March of Dimes

Fall 2013

Delia D. Turner

1613 E. Barton Ave. West Memphis, AR 72301

Phone: (870) 514-4131

Email: delia950@gmail.com

REFERENCES:

Antoinette Ferrell

Residence Life Coordinator

2901 West 4th Street

Hattiesburg, MS 39401

(601) 266-1533

antoinette.jenkins@usm.edu

Lynell McGruder - Thomas

Teacher, Middle School

115 Carriage Street

Marion, AR 72364

(870) 817-2168

lynellmt@gmail.com

Niya Blair

Center for Diversity & Inclusion, Director

University Center South-B12

Houston, TX 77204

(501) 908-5883

nblair@Central.Uh.Edu

Perry Jackson

St. Paul Missionary Baptist Church, Pastor

716 E Washington Ave,

Jonesboro, AR 72401

(870) 897-7140

pjcksnzz@yahoo.com

Kelly McCoy

Beck Pride Center, Service Specialist

302 Goldrush Lane

Jonesboro, AR 72401

(870) 680-4110

klsmith@astate.edu

Willie
Wallace

September 2000- Present

Cato Fashions

Position: Sales Associate

Duties: Assist customers with their selections, Process credit applications as well as make referrals for credit. Help with overall store grooming

January 2003-April 2003

Lee County School System After School Program

Position: Career Specialist

Duties: Set up career workshops for students in the after school program grades 1st through 12th.

Conducted workshops for students with the main focus being Non-Traditional Careers.

*** May 1990-August 2002**

Department of Human Services

Position: Family Support Specialist II

Duties: Determined eligibility for individuals applying for public assistance, calculated budgets, maintained case files on each client, authorized benefits, and accessed client needs. Compiled and evaluated client information in the area of counseling, as well as making professional referrals to other agencies on the clients behalf. This involved heavy customer contact and attention to detail.

Honors:

Employee of the Month

East Ark Youth Services

July and August 2004

Certificate of achievement

May 1999 Dept. of Human Services

Certificate of Appreciation

Federal Correctional Institution Forrest City Arkansas

Selected from Dept. of Human Services Staff 1998 and 1999

Job Descriptions

Director of Children's Services

TFC Coordinators

TFC Therapist

TFC Parent Coordinator

TFC CIS/QBHP

TFC Foster Parent Expectations

JOB DESCRIPTION FORM AND ANNUAL EVALUATION

Performance Period:		Date of Evaluation:	
Job Title: Director of Children's Services		Department: Children's	
Employee Name:		Location: Jonesboro	
Reports To: Director of Clinical Services		Travel Required: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<p>Position Qualifications: Provides clinical and programmatic direction to the Children's Services programs; supervises departmental heads in Children's Services; and other duties as assigned Masters Degree or above in a field that qualifies for licensure as a Mental Health Professional. Ongoing training through Relias Learning. Continuing education as required by individual license. Minimum of 4 years clinical experience. Current Arkansas License, in good standing. Ability to operate personal computer with familiarity with e-mail and word processing. Ability to operate basic office machines. Must possess a valid driver's license, with acceptable driving record and proof of personal liability insurance. Must submit to background check according to company policy and regulatory standards.</p>			
<p>Physical Requirements: Sitting, standing, twisting, turning, bending, stooping, occasional light lifting (<30 lbs), walking. Must be able to perform essential functions of the job with or without reasonable accommodations.</p>			
<p>Type of Position:</p> <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary <input type="checkbox"/> Intern		<p>Work Schedule: Hours: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt </p>	
Job Responsibilities:	Rating Scale: (Use Whole Numbers)		Employee Rating(Use Annually Only)
	3 – Very Good 2 - Satisfactory	1 – Needs Improvement 0 - Unsatisfactory	
Provides oversight and clinical supervision for children's services.			
Evaluates children's services programs including practice methods and client outcomes, recommends and implements programs and services to meet current needs of child/adolescent clients and reduce/eliminate barriers to services.			
Actively participates in personnel recruitment, evaluation, retention. Carries out disciplinary action as indicated.			
Represents the organization on state level committees focusing on policies regarding children's services.			
Acts as liaison to community agencies/members that interact or provide supportive services to our clients.			
Provides oversight and supervision of the PCP/Managed Care process/procedures and identified staff, the TFC Coordinator, and Community Care Director.			
Responsible for ensuring full implementation of the CASSP/System of Care in all counties.			
Acts as the team leader by training, developing, and coaching agency staff. Evaluates training needs of clinical staff and makes relevant recommendations to Clinic Coordinator or other administrative staff.			
Training			
Complete all required Relias Online Learning courses by assigned due date and attends all mandatory staff/company training/staffing meetings.			
Effective Time Management			
The specific tasks and duties as outlined in the current job description will be completed within the established time frames. (For example, clinicians comply with Timely Completion of Documentation Policy)			

JOB DESCRIPTION FORM AND ANNUAL EVALUATION

Performance Period:		Date of Evaluation:	
Job Title: TFC Coordinator		Department:	
Employee Name:		Location:	
Reports To: Director of Children's Services		Travel Required: <input type="checkbox"/> Yes <input type="checkbox"/> No	
<p>Position Qualifications: Meets Arkansas Medicaid requirement as a Mental Health Professional (Licensed at Master's Degree or above by the Psychology, Counseling or Social Work Board, or Licensed as a Registered Nurse with one year mental health experience). Minimum of 1 year clinical experience. Certification in CPR and TACT as well as ongoing training through Relias Learning and as required by individual license. Current Arkansas License, in good standing. Ability to operate personal computer with familiarity with e-mail and word processing. Ability to operate basic office machines. Must possess a valid driver's license, with acceptable driving record and proof of personal liability insurance. Must submit to criminal background check according to company policy and regulatory standards.</p>			
<p>Physical Requirements: Sitting, standing, stooping, bending, twisting, turning, reaching, walking, lifting, (<30 lbs), Must be able to perform the essential functions of the job with or without reasonable accommodations.</p>			
<p>Type of Position:</p> <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary <input type="checkbox"/> Intern		<p>Work Schedule: Hours: <input type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt </p>	
Job Responsibilities:	Rating Scale: (Use Whole Numbers)		Employee Rating(Use Annually Only)
	3 – Very Good 2 - Satisfactory	1 – Needs Improvement 0 - Unsatisfactory	
Serves as the program leader by training, developing, and coaching program staff. Evaluates training needs of clinical staff and makes relevant recommendations to Quality Assurance Director or other administrative staff.			
Provides supervision of and 24-hour support to all TFC staff and parents.			
Actively participates in personnel and foster parent recruitment, evaluation, retention. Carries out disciplinary action as indicated.			
Assists the Parent Coordinator to ensure all TFC parents/homes meet/exceed standards set forth by the Division of Children and Family Services, including monthly training, auditing charts, and conducting home evaluations.			
Ensures compliance with standards (CARF, Medicaid, DHS,policies) for staff/program productivity and paperwork. Including oversight of audits and writing program policies for administrative approval. Ensures all clinical documentation demonstrates that services are medically necessary and consistent with service definitions as evidenced by quality record reviews and other reviews of records			
Screens referrals for admission and/or rejection and coordinates appropriate placements. Screens and coordinates internal referrals for respite placements in TFC homes.			
Maintains a monthly reporting/billing system between the TFC Program and the Division of Children and Family Services.			
Develops/maintains manuals to support education/compliance regarding the TFC Program.			
Participates in a multidisciplinary treatment team as needed in various clinics when consultation on TFC cases is needed. Leads TFC staff in weekly staffing (which includes both administrative issues and clinical review of cases).			
Training			
Complete all required Relias Online Learning courses by assigned due date and attends all mandatory staff/company training/staffing meetings.			
Effective Time Management			
The specific tasks and duties as outlined in the current job description will be completed within the established time frames. (For example, clinicians comply with Timely Completion of Documentation Policy)			

JOB DESCRIPTION FORM AND ANNUAL EVALUATION

Performance Period:		Date of Evaluation:		
Job Title: TFC Therapist		Department: Children's Services		
Employee Name:		Location: Jonesboro		
Reports To: Clinic Coordinator		Travel Required: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Position Qualifications: Must be licensed as a Mental Health Professional by the State of Arkansas, with a Master's Degree in counseling, social work or related field; minimum of two years experiencing working with severely emotional disturbed children and adolescents, certification in CPR/FA and TACT. On-going training through Relias Learning and as required by individual license. Must possess a valid driver's license with acceptable driving record and proof of personal liability insurance. Must submit to criminal background checks according to company policy and regulatory standards.				
Physical Requirements: Sitting, standing, stooping, bending, reaching, twisting, turning, lifting (<20 lbs). Must be able to perform the essential functions of the job with or without reasonable accommodations.				
Type of Position: <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary <input type="checkbox"/> Intern		Work Schedule: Hours: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt		
Job Responsibilities:	Rating Scale: (Use Whole Numbers) 3 – Very Good 1 – Needs Improvement 2 - Satisfactory 0 - Unsatisfactory		Employee Rating (Use Annually Only)	Supervisor Rating
Provide intensive, in-home case management services to treatment foster children and to treatment families with whom they are placed.				
Demonstrate a working knowledge of DSM diagnostic criteria. Completes thorough Diagnostic Assessments, with all necessary criteria to support the diagnosis. Makes referrals as indicated when outside services are needed.				
Treatment/intervention effectiveness is assessed based on client's progress in meeting individual goals. Treatment plans are modified as indicated by client request and/or assessment of progress.				
Ensures that all services written on the treatment plan are covered by an approved MSHS reimbursement and listed as active in the insurance tab.				
Utilizes collaborative documentation to promote person-centered services.				
Works with clients in a manner that demonstrates cultural competency.				
1.	Assist in the acquisition of resources, such as housing, food, medical care, etc.			
Provide information about mental health diagnosis to clients, families and school staff in accordance with confidentiality standards				
Make home visits to monitor clients and assist clients and families with behavioral interventions.				
Documentation demonstrates that services are medically necessary, consistent with service definitions, and comply with all applicable regulatory requirements, as evidenced by the quality records reviews and other reviews of records.				
Submit all service tickets and corresponding documentation within prescribed time frames.				
Participates in a multidisciplinary treatment team. Provides face-to-face supervision of MHPPs/MHWs who work on cases shared by the Therapist. This supervision is documented weekly and is for the purpose of communicating individualized client-specific instructions to the paraprofessional describing the manner and methods for the delivery of paraprofessional services including, but not limited to, addressing client's unscheduled care needs, response or lack of response to treatment and changes in condition.				
Develop each child's comprehensive written treatment plan, treatment plan revision, and quarterly updates.				
Complete and maintain all managed care requirements.				
Assist with individualized discharge planning for each TFC child.				
Provide individual, group, and family therapy to children in the TFC program their families and their biological family when appropriate.				
Prepare court reports and attend court as needed.				

Assist with the on call rotation for TFC		
Maintain treatment parents file and document services provided in compliance with licensing standards and program policies;		
Assist with the training of new treatment parents, facilitate monthly parent training sessions as necessary.		
Training		
Complete all required Relias Online Learning courses by assigned due date and attends all mandatory staff/company training/staffing meetings.		
Effective Time Management		
The specific tasks and duties as outlined in the current job description will be completed within the established time frames. <i>(For example, clinicians comply with Timely Completion of Documentation Policy)</i>		
Ethical Standards of Profession		
Employees will be required to act in a manner that is in accordance with current ethical standards and promotes a positive public image for the organization and the profession. In addition, actions will be in accordance with applicable state and federal laws and in accordance with the legal aspects of clinical practice established professional standards and the MSHS Code of Conduct.		
Effective Communication		
Employees will respond to both internal and external customers by returning phone calls, checking e-mails, responding to requests and working collaboratively with other agencies. Communicate in a manner that is clear, concise and facilitates the organizational goals. Communication will be accomplished in a timely manner and will ensure that all parties have a firm understanding of the message(s) being communicated.		
Customer (client, internal, external) Satisfaction		
The employee recognizes customer satisfaction as a priority and has made ongoing efforts to assist both internal and external customers in a courteous and professional manner.		
Cooperation and Collaboration		
The employee actively seeks out supervision, is an active part of the team and obtains the supervisor's signature on appropriate documentation. The employee is respectful with internal and external professional colleagues and is not engaged in frequent conflicts with others.		
Unscheduled Absences (Non-FMLA Time)		
Employees will be responsible for limiting the occurrence of unscheduled absences as outlined by the company's standards: >1 written warnings for unscheduled absences in the evaluation year – 0; 1 written warning + any coaching's – 2; 0 written warnings or coaching's – 3.		
Supervision Skills (If applicable, based on position)		
Employee assesses staff adherence to company policies and procedures, and provides timely feedback to staff regarding adherence to policies and procedures. Employee also enforces compliance with Essential Learning requirements for all staff and communicates to administration issues/concerns which may require administrative action. Employee values and uses supervision planning with staff.	N/A	N/A
Compliance with Policy		
Employee has knowledge of and is in full compliance with all agency policies and procedures. <i>(Example: Human Resources Handbook and all operational policies and procedures.)</i>		
Productivity Standards		
The employee will meet 100% of the organization's established productivity targets for this position which is <u>1140</u> billable hours per year (and not counting time attributed to FMLA.) New employees will be required to obtain 50% of their monthly requirement during their first full month of employment. They are expected to obtain 100% of their required standard beginning with their second full month of employment and thereafter. If employee has met standard 101% or more = 3; 99 to 100% = 2; 95 to 98% = 1; less than 95% = 0.		

JOB DESCRIPTION FORM AND ANNUAL EVALUATION

Performance Period:		Date of Evaluation:		
Job Title: TFC Parent Coordinator		Department: Children's Services		
Employee Name:		Location: Jonesboro/West Memphis		
Reports To: TFC Program Coordinator		Travel Required: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
<p>Position Qualifications: Bachelor's degree in a human service field; preferably with experience in the foster care system. Excellent interpersonal skills are required to work with potential TFC parent applicants and children. Certification in CPR/FA and TACT is required. On-going training through Relias Learning. Must possess a valid driver's license, with acceptable driving record and proof of personal liability insurance. Must submit to criminal background check and pre-employment drug screen according to company policy and regulatory standards.</p>				
<p>Physical Requirements: Sitting, standing, stooping, bending, reaching, twisting, turning, lifting (<20 lbs). Must be able to perform the essential functions of the job with or without reasonable accommodations.</p>				
<p>Type of Position:</p> <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary <input type="checkbox"/> Intern		<p>Work Schedule: Hours: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt </p>		
Job Responsibilities:	<p>Rating Scale: <i>(Use Whole Numbers)</i></p> <p style="text-align: center;">3 – Very Good 1 – Needs Improvement 2 - Satisfactory 0 - Unsatisfactory</p>		<p>Employee Rating(Use Annually Only)</p>	<p>Supervisor Rating</p>
	<p>Recruit potential TFC foster parents through community outreach (fliers, speaking engagements, prompt response to inquiries).</p>			
<p>Assist with initial evaluations of the home.</p>				
<p>Retain TFC parents in the program by ensuring all TFC parents/homes meet standards set forth by the Division of Children and Family Services including:</p> <ul style="list-style-type: none"> • Implementation of the full TFC parent training program • Scheduling TACT, CPR, and First Aid training for all foster parents • Auditing parent charts monthly and conducting initial and annual home evaluations in collaboration with the TFC Program Director. 				
<p>Ensure quarterly home inspections (one of which must be unannounced each year) and quarterly home fire drills are completed.</p>				
<p>Answers multi-line phone system, takes messages and obtains appropriate information.</p>				
<p>Prepare all child documents for scanning into Credible in a timely manner.</p>				
<p>Ensure monthly DCFS reports are completed on all children in the program and that they are distributed to DCFS in a timely manner.</p>				
<p>Complete the monthly chart audit for each child to ensure full compliance and communicate deficiencies to TFC Program Coordinator.</p>				
<p>File all parent/home documentation promptly and orderly.</p>				
<p>Process monthly receipts for each child ensuring that parents have spent the proper amount of money on each child and that the expenditures were appropriate.</p>				
<p>Send memos and letters to foster parents and to the Special Placements Unit as directed.</p>				
<p>Process foster parent Medicaid travel – reconciling the Travel TR1 to the child's Episodic forms each month.</p>				
<p>Become a certified TACT and CPR/First Aid trainer to provide training as needed to foster parents.</p>				

JOB DESCRIPTION FORM AND ANNUAL EVALUATION

Performance Period:		Date of Evaluation:		
Job Title: TFC Community Intervention Specialist		Department: Children's Services		
Employee Name:		Location: Jonesboro		
Reports To: TFC Coordinator		Travel Required: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
<p>Position Qualifications: The case worker shall have a B.A., or B.S. in a human service field with two years experience working with children and families or a B.A. or B.S. degree in a non-human services field and three years' experience working with children and families, certification in CPR/FA and TACT. On-going training through Relias Learning and as required by individual license. Must possess a valid driver's license, with acceptable driving record and proof of personal liability insurance. Must submit to criminal background check according to company policy and regulatory standards.</p>				
<p>Physical Requirements: Sitting, standing, stooping, bending, reaching, twisting, turning, lifting (<20 lbs). Must be able to perform the essential functions of the job with or without reasonable accommodations.</p>				
<p>Type of Position:</p> <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary <input type="checkbox"/> Intern		<p>Work Schedule: Hours: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt </p>		
Job Responsibilities:	<p>Rating Scale: <i>(Use Whole Numbers)</i></p> <p style="text-align: center;"> 3 – Very Good 1 – Needs Improvement 2 - Satisfactory 0 - Unsatisfactory </p>		Employee Rating (Use Annually Only)	Supervisor Rating
	Able to understand the Diagnostic Assessment. Able to assess for new problems and reports timely to MHP. Makes appropriate referrals based on client needs.			
Provides services at the direction of a Mental Health Professional. All services provided must be linked to the treatment plan and provided according to ordered frequencies.				
Consistently provides appropriate services that are clearly linked directly to the goals, objectives and interventions listed on the treatment plan. Treatment/intervention effectiveness is assessed based on the client's progress in meeting individual goals.				
Works with clients in a manner that demonstrates cultural competency.				
Documentation demonstrates that services are medically necessary, consistent with service definitions, and comply with all applicable regulatory requirements, as evidenced by the quality records reviews and other reviews of records.				
Participates in a multidisciplinary treatment team. Participates in face-to-face supervision with the MHP with whom cases are shared. This supervision is documented weekly and is for the purpose of obtaining individualized client-specific instructions that describe the manner and methods for the delivery of paraprofessional services including, but not limited to, addressing client's unscheduled care needs, response or lack of response to treatment and changes in condition.				
Organizes and manages all team meetings, maintain communication with other agencies/service providers, provides regular support and technical assistance to Treatment Parents.				
Provide weekly contact with each youth on his/her caseload.				
Monitors the educational process and collaborates with the schools.				
Assist with the training of Treatment Foster Care Parents.				
Work on call for Treatment parents and children around the clock 5-day-a week, rotate on call weekends with other designated staff.				

TREATMENT FOSTER PARENT JOB DESCRIPTION

TITLE: TREATMENT FOSTER PARENTS

The Treatment Foster Parent is an essential part of the treatment team. It is in the treatment home, and with the treatment foster parents that the emotionally/ behaviorally disturbed child gains the necessary tools and skills needed to develop emotionally, physically, and socially. It is in this environment that the child or adolescent is allowed to experience family life in a positive way. The Treatment Foster Parents' role is not one of replacing the birth/legal parents but of providing an intensive, time limited, parenting experience for the child or adolescent, which will allow them to grow emotionally and to develop the necessary coping skills to function outside of an institutional environment.

GENERAL DUTIES:

To meet the emotional, social, physical and education needs of children and adolescents placed in the foster family home. Treatment Foster Parents provide a temporary, structured, therapeutic environment which, in conjunction with mental health services, assists and prepares foster care clients to achieve case plan and treatment plan goals and objectives. The foster parents serve as part of the child or adolescent's treatment team.

SPECIFIC DUTIES:

TO THE FOSTER CHILD/ADOLESCENT:

1. To provide a safe and comfortable home.
2. To provide for school attendance, monitor progress, note special needs, attend all school conferences and act as a surrogate parent for special education services if necessary.
3. To provide appropriate clothing, nutritional meals, and appropriate dental and medical care.

4. To help the child/adolescent with the grieving and adjustment process that accompanies placement in foster care, or the change of foster homes.
5. To help the child/adolescent maintain a realistic relationship with his/her birth/legal family through cooperation with visitations, and active consideration of his/her feelings.
6. To participate actively in the client's treatment, and to provide interventions daily through the use of parenting, communication and discipline skills.
7. To transport the client to therapy, medical, dental and all other needed services.
8. To assist the child/adolescent in preparing to return home or to an alternative appropriate placement.
9. To provide consistent and effective discipline and guidance which is age appropriate and does not involve physical punishment.
10. To provide age appropriate recreational and social activities and opportunities.
11. To treat the child/adolescent with dignity and respect, regardless of the emotional/behavioral problems he/she is exhibiting.

TO THE TREATMENT FOSTER CARE PROGRAM:

1. To follow all program policies regarding child care practices and emergency incidents.
2. To maintain compliance with eligibility criteria for the therapeutic foster homes.
3. To attend, and participate in 30 hours of pre-service training per parent, and to participate in at least 24 hours of additional training per parent each year. In addition, parents must receive annual certification first aid/CPR and TACT training (target, aggression and control training), which is provided by MSHS..
4. To be available to meet with program staff.
5. To participate as an active member of the client's treatment team, and for one parent to attend the monthly team meetings.
6. To make a written weekly report of the child's progress and behaviors, and to keep the program staff informed of any changes in behavior.

7. To keep a written medication log, and any other documentation as directed by program staff.
8. To maintain open communication with the program staff, and to inform staff of any problems either in the home or with the program in general.
9. To be courteous, professional, and appropriate when dealing with birth/legal families, the schools, staff and others involved with the client's case.
10. To keep the program staff informed of any changes in the home or lifestyle, which might affect their ability to provide foster care.
11. To cooperate with any reevaluation studies, and keep, as required, documents current and up to date.
12. To give at least 30 days notice when requesting the removal of a child/adolescent from the home.

TO THE BIRTH/LEGAL FAMILY:

1. To cooperate with visitations. If visits occur in the foster home, to assist in making the birth/legal parents feel comfortable and allowing private time with the client unless directed otherwise by the program staff.
2. To help the client maintain a realistic perception and attitude toward his/her parents.
3. To include the parent in activities of the child by providing them with pictures, school work, or other tangible things as appropriate (i.e., church or scout recognition).
4. When requested, to model and discuss appropriate parenting, communication and discipline techniques with the birth/legal parents.
5. To provide the birth/legal parents with necessary information concerning the child's growth and development, interest, needs, etc.
6. To show understanding, respect and acceptance of the birth/legal parents.

Quality Improvement Plan

(MSHS Quality Assurance Protocols)

QUALITY IMPROVEMENT PLAN MID-SOUTH HEALTH SYSTEMS

Purpose/Introduction:

To ensure the availability of comprehensive, affordable, and quality-driven community-based mental health services that are accessible to the public and promote recovery, integrity and ethical standards for all involved. Consistent with this mission, our goal is to provide care that:

- *Incorporates evidence based, effective practices;*
- *Provides treatment and services which are appropriate to each consumer's needs, and are available when needed;*
- *Provides treatment and services in a safe environment where risk to consumers and providers is minimized, and errors in the delivery of services are prevented;*
- *Ensures consumers' individual needs and expectations are respected; consumers – or those whom they designate – have the opportunity to participate in decisions regarding their treatment; and services are provided with sensitivity and caring;*
- *Ensures procedures, treatments and services are provided in a timely and efficient manner, with appropriate coordination and continuity across all phases of care.*

Authority:

The ultimate responsibility for assuring that high quality of care is provided lies with the Board of Directors of MSHS who has delegated to the Chief Executive Officer the authority to develop, implement, and maintain an effective quality improvement system.

The Chief Executive Officer has given the Administrative Management Team through their Administrative Staff meetings the responsibility for ensuring that the system is implemented and is carried out appropriately and effectively at an organization-wide level and at individual program levels. As such, the Administrative Management Team will meet as needed and is responsible for:

- *Assuring that review functions outlined in this plan are completed;*
- *Prioritizing issues referred for review;*
- *Assuring that data obtained through QI activities are analyzed, recommendations made, and appropriate follow up of problem resolution is done;*
- *Identifying educational needs and assuring that staff education takes place;*
- *Appointing sub committees or teams to work on specific issues, as necessary;*
- *Disseminating information as appropriate to persons served, staff, management, and governing board.*

The Medical Director will be available to participate in these meetings and minutes will be taken to document attendance and areas reviewed.

Plan Structure:

Our Quality Improvement Plan demonstrates our agency's commitment to continuously assess and improve the quality of care we deliver. To achieve this goal, MSHS has developed two, parallel quality improvement initiatives: *Administrative Functions Quality Improvement*, and *Clinical Outcomes Quality Improvement*.

I. Administrative Functions Quality Improvement: Quality improvement efforts will be focused on nine different Administrative Functions. Staff in charge of each of these functions will continually assess performance, collect and analyze data, develop and implement changes needed to improve performance, and monitor to ensure sustained improvement. Below are listed the Administrative Functions, and the areas to be reviewed for each. All areas listed (bullet points) should be reviewed, assessed, or inspected at least once during each fiscal year:

❖ Finance

- Expenses and revenues, actual vs. budgeted.
- Business related internal controls and practices.
- Financial trends, challenges and opportunities, including changes in funding sources, payment sources and client demographics, and related policies/procedures.
- The agency's investment portfolio.
- Potential financial risk factors that could jeopardize agency assets.
- Adequacy of organization's insurance coverage.

❖ Quality Assurance

- Quality Records Reviews.
- Client grievances and complaints
- Identification of employee training needs through peer review process.
- Loss of privileges and Restriction of client rights.
- Input from Clients/Families.
- Follow-up after discharge.
- Policies, procedures and CARF standards reviewed on an ongoing basis to ensure compliance with Medicaid, CARF, etc.
- Review of Quarterly Outcome measures
- Review of the Utilization Review forms for prescribers
- Review of Community Intervention Specialist Surveys
- Compliance with state/federal incentive and/or payment adjustment programs



❖ Health and Safety

- Health and Safety policies and procedures to ensure compliance with all federal, state, and accreditation guidelines.
- Results of emergency and evacuation drills.
- Facility inspections for architectural and structural barriers that may hamper access to services or pose a risk to employees and those being served.
- Critical incident reports.
- Transportation risks, needs and availability.
- Transportation policies and procedures.
- Adequacy of health and safety training for employees and those being served.

❖ Health Information Management

- Accuracy and organization of electronic medical records to ensure clarity, completion, up-to-dateness, legibility, and adequacy of documentation to facilitate quality and continuity of care.
- Identification/execution of Credible-related training
- Release of Protected Health Information
- Policies and procedures related to storage, retention, retrieval, disposal and safe handling of clinical records.
- Compliance with HIPAA privacy requirements.

❖ Human Resources

- Recruitment and hiring practices.
- Human resource policies and procedures.
- Completeness and accuracy of employee records.
- Employee turnover trends.
- Employee satisfaction surveys.
- Employee complaints and grievances.
- Employee performance evaluation process.
- Termination procedures and monitoring compliance with applicable termination policies and procedures.

❖ Employee Training and Education

- Mandatory agency training requirements in relation to all federal, state, and accreditation requirements and guidelines.
- New employee training based on program needs.
- Employee training needs based on review of employee satisfaction surveys.
- Adequacy of orientation and HR related training
- Review relevancy of courses assigned to employees

❖ Technology

- Technology plan on a regular basis.
- Technology related policies and procedures.

- Security of systems and plan for uninterrupted services.
- Adequacy of hardware and software inventories to meet agency needs for the delivery of services.
- Systems back-up processes.
- Technology needs assessment at all locations.
- Adequacy of agency's technology disaster preparedness plan.
- Use of technology to enhance individual services, improve efficiency and productivity of personnel, and improve communication with stakeholders.
- Adequacy of communications systems to meet agency needs.
- Compliance with HIPAA security requirements.

❖ Corporate Compliance

- *Review and Update Corporate Compliance training materials.*
- *Trends in Corporate Compliance reports across counties and staff*
- *Asses and monitor for Timely Reporting*
- Review of the Corporate Compliance policy as it relates to CARF and Medicaid.

Objective Measures:

At least two *objective measures* will be used to assess performance of each of the above Administrative Functions. These measures are 'objective' in that they yield a quantifiable measure (e.g., percent of expected fire drills completed) that can be used to assess performance. Quarterly reports should describe the measure's purpose, and the method and frequency of data collection.

Objective measures can be changed each quarter, or, they may remain the same indefinitely, depending on findings and usefulness of the measure.

Reporting Requirements:

Persons responsible for each Administrative Function will submit a quarterly performance report describing activities and quality improvement efforts taken during the quarter. This report (recorded on the attached Administrative Functions Quarterly Report form) should describe areas reviewed, processes used, opportunities found for improvement, data collected and proposed plan(s) for improvement. Reports will be reviewed by the Administrative Management Staff (Quality Improvement Committee) during their regular staff meetings. Action will be taken on items presented as needed. ***Some identified items/issues may be brought to the quarterly Strategic Planning meeting and used to help establish future agency or program goals and objectives.*** A final report will be submitted annually for each Administrative Function, summarizing the quality improvement activities carried out during the year, including: results/actions related to data collected via objective measures; areas of progress; areas still needing improvement efforts.

II. Clinical Outcomes Quality Improvement: The Clinical Outcomes Quality Improvement Plan is intended to continuously improve the quality and client

satisfaction of CSEA's clinical services. This Plan outlines how information is collected, analyzed and used to improve clinical outcomes in all programs. It is intended to achieve these objectives:

- Evaluate the effectiveness of programs and services in relation to their stated purpose and impact on the lives of the people that are served.
- Evaluate and demonstrate efficiency in the provision of services.
- Provide Management with objective data to assess program performance in relation to established criteria and measures of acceptability.
- Identify changes in the needs, preferences, and expectations of the consumer population, and provide direction for program development.
- Promote consumer satisfaction.

Procedures:

Staff in charge of each CARF-accredited clinical program, in collaboration with the QA Director, will develop specific, objective outcome measures to be used in assessing performance of the program. Measures must address the following areas:

- Effectiveness: at least one measure of quality of life, symptomatology, functional status, or health status; must be measured before, during, and after treatment or discharge.
- Efficiency: at least one measure of access, use, appropriateness, or cost of the service.
- Satisfaction: at least one measure of satisfaction of consumers or stakeholders. Data from consumers is collected from persons active in long-term services as well as those who leave services in a relatively short time. Satisfaction surveys are developed and distributed annually in all programs to a representative sample of those currently being served in each program, and a follow-up survey is mailed to discharges.
- Access: at least one measure of access to facility, to appointments, to psychiatrists or clinicians.

Outcome measures identified for each program are described in the Clinical Outcome Measures table. Information included in this table must include the following:

- A precise description of the measure (e.g., % of clients in outpatient services who have an increase of 10 or more points in GAF within first 3 months of treatment).
- The measure's purpose (e.g., to assess client improvement as a result of program participation).
- Sample to be measured (e.g., all cases opened in outpatient during the three months prior to date of data collection).
- Frequency of data collection (e.g., once during each quarter).
- Expectancy (e.g., 50% of clients measured will show increase of 10).
- Person responsible for data collection.

Programs/Services Seeking Accreditation:

Case Management/Services Coordination: Integrated AOD/Mental Health (Adults)

Case Management/Services Coordination: Integrated AOD/Mental Health (Children and Adolescents)

Community Integration: Integrated AOD/Mental Health (Adults)

Crisis Intervention: Integrated AOD/Mental Health (Adults)

Crisis Intervention: Integrated AOD/Mental Health (Children and Adolescents)

Outpatient Treatment: Integrated AOD/Mental Health (Adults)

Outpatient Treatment: Integrated AOD/Mental Health (Children and Adolescents)

Residential Treatment: Integrated AOD/Mental Health (Adults)

Residential Treatment: Alcohol and Other Drugs/Addictions (Adults)

Objectives for each program are outlined on the Clinical Outcomes Quality Improvement form and created annually by a committee and reviewed quarterly. The Quality Assurance Director is ultimately responsible for ensuring that each area is reviewed and will obtain input/data from program directors as needed.

Reporting Requirements:

The Quality Assurance Director will submit a quarterly performance report describing data collected during the quarter and relevant conclusions/recommendations. This report (recorded on the attached Clinical Outcome Measures Status Report form) should describe measures for which data was collected during the quarter, each measure's expectancy, whether or not it was attained, and any conclusions/recommendations based the outcome. Reports will be reviewed by the Administrative Management Staff (Quality Improvement Committee) during their regular staff meetings. Action will be taken on recommendations presented as needed. ***Some identified recommendations or findings may be brought to the quarterly Strategic Planning meeting and used to help establish future agency or program goals and objectives.*** A final (annual) report will be submitted annually for the Clinical Outcomes, summarizing the most significant findings and recommendations based on data collected during the year; areas of progress; areas still needing improvement efforts.

Annual Agency Report:

Annual reports of Administrative Functions and Clinical Outcomes will be used to develop an annual agency-wide report. This report will include a summary of activities, improvements made, care delivery processes modified, and projects in progress. Recommendations for further improvements and changes will be used to develop the agency's annual strategic plan for the following year. The annual agency report will be forwarded to the Board of Directors for their review.

Annual Evaluation:

This Quality Improvement Plan will be evaluated on an annual basis for effectiveness in achieving the goal of assuring that the most appropriate quality of care was provided to the persons served by this agency.

Confidentiality:

All quality improvement activities must be conducted in accordance with policies/procedures, standards, and/or state legislation governing confidentiality. Data related to, and provided for, individual performance for renewal or revision of clinical privileges, appraisals of competence or performance evaluations is confidential and available only to those individuals responsible for evaluating these areas.

Annual
Independent Fiscal Audit

**Northeast Arkansas Community Mental Health Center, Inc.
d/b/a Mid-South Health Systems, Inc.**

Independent Auditor's Reports and Consolidated Financial Statements

June 30, 2018 and 2017

