

Technical Proposal Packet

2. A

PROPOSAL SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION			
Company:	Tenth Judicial District Substance Abuse Service, dba New Beginnings CASAS		
Address:	412 YORK STREET		
City:	WOMEN	State:	AR Zip Code: 71671
Business Designation:	<input type="checkbox"/> Individual	<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Public Service Corp
	<input type="checkbox"/> Partnership	<input type="checkbox"/> Corporation	<input checked="" type="checkbox"/> Nonprofit
Minority and Women-Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable	<input type="checkbox"/> American Indian	<input type="checkbox"/> Service-Disabled Veteran
	<input type="checkbox"/> African American	<input type="checkbox"/> Hispanic American	<input type="checkbox"/> Women-Owned
	<input type="checkbox"/> Asian American	<input type="checkbox"/> Pacific Islander American	
AR Certification #: _____ * See Minority and Women-Owned Business Policy			

PROSPECTIVE CONTRACTOR CONTACT INFORMATION	
Provide contact information to be used for bid solicitation related matters.	
Contact Person:	Mitzy Sullivan Title: Executive Director
Phone:	870-226-9955 Alternate Phone: 870-466-2909
Email:	mitzy.lanenbc@yahoo.com

CONFIRMATION OF REDACTED COPY
<input checked="" type="checkbox"/> YES, a redacted copy of submission documents is enclosed.
<input type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.
<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 shall 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 response to be rejected.

Authorized Signature: Mitzy Sullivan Title: Executive Director
Use Ink Only.
 Printed/Typed Name: Mitzy Sullivan Date: 8/02/2021

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2. B

SECTIONS 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(s) of the bid solicitation.

Authorized Signature: Mitch Sullivan
Use Ink Only.

Printed/Typed Name: Mitch Sullivan

Date: 8/2/2021

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.

Authorized Signature: Mitzy Sullivan
Use Ink Only.

Printed/Typed Name: Mitzy Sullivan

Date: 8/2/2021

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.

Authorized Signature: Mitch Sullivan
Use Ink Only.

Printed/Typed Name: Mitch Sullivan

Date: 8/2/2021

Technical Proposal Packet

a.c

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2. D

Information for Evaluation

E.1

A. See attached resumes and organizational chart.

B. Observation Detoxification, Residential, Partial Day, and Interim Services are provided at our main headquarters at 412 York Street in Warren. Referrals come from a variety of sources, just to name a few: Courts, employers, families, DCFS, New Beginnings C.A.S.A. outlying outpatient offices, Hospitals, Detox services, Churches, physician offices, and clients themselves. We cover area 6, but with the recent shortage of treatment facilities we have been allowed to help out other catchment areas with approval. Should beds not be available the client will be offered outpatient services until a bed is available.

We have outpatient offices located at:

- 1211 Hwy 133 N. Suite B, Crossett, AR. This location covers the counties of Ashley and Chicot.
- 207 North Second Street, McGehee, AR. This location covers the counties of Desha, Lincoln, and Chicot.
- 351 Hwy 425 S., Monticello, AR. This location covers the counties of Drew, and Lincoln
- 2803 South Willow, Pine Bluff, AR. This location covers the counties of Jefferson, Arkansas, Lincoln, and Grant.
- 412 York Street, Warren, AR. This location covers Bradley, and Cleveland.

Residential Service Location is as follow:

412 York Street, Warren, AR. This location covers all of Catchment area 6 and when needed will help other catchment areas as well.

We offer 6 total detox beds (3) female and (3) male.

Residential service offers a total of 29 beds (15) female and (14) male

E.2

A. Tenth District Substance Abuse Program dba New Beginnings C.A.S.A. views substance abuse as a complex problem with non-definitive etiology, but with involvement of physiological, and sociological factors, individually or in combination. We recognize that alcohol and drug abuse is a condition, which has a statistically significant potential for relapse. A variety of treatment approaches will be encouraged and maintained due to the individual needs of clients participating in the program. New Beginnings C.A.S.A. view the alcohol and drug dependent individual as one in need of services which will attend to not only the diagnosed disorder of the substance abused, but in many cases, other inter and interim-personal dynamics as well, involving family, occupational, and social functioning. Pharmacotherapy serves as a valuable function when there are physical or psychological conditions that warrant immediate intervention for the physical or emotional well-being of the individual.

A. **Continued.** Interim Services will be provided at our main location in Warren. Interim Services will consist of counseling and education about the risks of Human Immunodeficiency Virus (HIV), Tuberculosis (TB), risks of needle sharing, risks of transmission to sexual partners, and infants, steps to ensure transmission doesn't occur, and referral for HIV or TB services if necessary. For pregnant women, Interim Services must include counseling on effects of alcohol and drug use on

the fetus. A referral for prenatal care must be made within twenty-four (24) hours of the request for admission to services.

New Beginnings C.A.S.A. will provide treatment services, if DBHS funding is available, within 14 days of receipt of request for admission by a person with intravenous drug abuse (IDU). If IDU's and pregnant women cannot be placed in treatment within 72 hours from the date of request "interim services" will be provided within 48 hours of the request, until the time bed space is available. Individuals that fall within this category will be placed in our outpatient phase of treatment until such time a residential bed is available. Individuals will receive counseling and education about HIV and TB, about the risks of transmission to sexual partners and infants, and about steps that can be taken to ensure that HIV or TB services if necessary.

E.3

A. Each client shall receive a financial evaluation that includes all sources of income. The sources shall be verified and documented. Sources must include all household income (i.e. public assistance, retirement, social security and VA). If specific amounts are unavailable, averages or reasonable estimates may be used. A client's insurance cover will be documented. We base our need for financial assistance off the 2021 Poverty Guidelines Computations scale.

B. New Beginnings C.A.S.A. uses the following Evidence-Based Programs

- Matrix
- TCU Mapping
- Twelve Step Facilitating
- Living in Balance
- Nurturing Parenting
- Seeking Safety
- Trauma Informed Care

Both Matrix, TCU Mapping, and Our Twelve Step Facilitating Groups have been in place for several years, at this service.

Living in Balance is very popular with our clients and they tend to gather much needed information from this curriculum. Living in Balance closely parallels the Matrix Curriculum.

Nurturing Parenting has become a vital part of our curriculum. This curriculum which was put in place here in 2011 effects of substance abuse on families, parenting, and the parent-child relationship, incorporating Erickson's eight themes of growth spanning the life cycle and the Stone Center's Self-in-Relation theory of women. This approach is to enhance parents' self-awareness and thereby increase understanding of their children. Class consists of seventeen, ninety, minute classes once weekly.

New Beginnings C.A.S.A also provides monthly in services/trainings for staff with documentation placed in the monthly meeting binder. New Beginnings clinical staff receives a large amount of their continuing education from The University of Arkansas Little Rock Midsouth school of school work, which is approved through the state licensure board for counselors in training refer to the following website: <https://www.midsouth.uar.edu/>

- c. New Beginnings, CASA treatment services are strength based, trauma informed, holistic, culturally relevant, educational, individualized, and recovery oriented. We will address these issues as we answer the points associated with sub section C. Point 1 addresses the

identification of client's strengths during the intake and assessment process, and how we use these strengths in the treatment process. We tend to find our client's strengths in the assessment process most often. During the assessment process we are able to use Motivational Interviewing, open-ended questioning, and have the clients divulge the areas where they feel they are the strongest. One particular assessment is the Addiction Severity Index (A.S.I.) which has a whole section devoted to identifying strengths and weaknesses of clients. Once we have found our clients strengths, we can incorporate them into the client's treatment process to help them grow these strengths and improve in these areas of their life.

Point 2 asks that treatment must include documented educational or informational activities relevant to enhancing the quality of life, prevention, resilience, and recovery. Through use of the Living in Balance program we are able to utilize a holistic educational experience for clients. The materials in the program not only cover recovery and prevention, but it also covers life skills, skills to manage stress, how to live with co-occurring disorders and many other topics. The Living in Balance program strives to educate our clients to be able to actually live a healthy and balanced lifestyle which is what we all should strive for daily.

Point 3 asks that clients must be involved in the development of treatment goals and objectives, as well as any revisions and aftercare planning. In all aspects of the treatment planning process, we make sure our clients are fully involved and have the final say in their treatment process. It is their treatment, not ours, so we want to make sure that they not only understand this, but embrace this. The clients approve all goals and plans and must sign off that they approve all of this. If there are any revisions made, they also must be approved and signed off on by the client. This also applies to any aftercare planning.

Point 4 address that all documentation must be individualized and specific. For all documentation that is related to the clients, we ensure individualization by including them in every step of the process and making sure that they are specifically named in their documentation. We also make sure to use S.M.A.R.T. goals when goal planning so that we can have specific, measurable, attainable, relevant, and time-based goals for the clients to work towards.

Point 5 asks us to address that all aftercare and discharge planning must be individualized and identify appropriate referrals to specific resources. We must also have plans on how the client will maintain or exceed any gains made through the treatment process, while also ensuring that appointments are made with said referrals. To this point, we make sure that each individual client's needs are met in this area. Each client is unique, with unique needs and problems. We can't have a blanket aftercare plan and be able to meet the needs of individuals. We send our clients for referrals to such providers as housing assistance, outpatient/maintenance treatment programs, food stamp providers, mental health providers, and any other areas where needs may arise. In the event of outpatient or mental health we will also ensure that appointments are made with the service providers and ensure our clients have means to make said appointments.

E.4

A. New Beginnings, CASA shall provide priority admission to persons seeking drug and alcohol treatment according to the DAABHS guidelines as follows:

1. Pregnant Injection Drug Users (IDU)
2. Pregnant Substance Abusers
3. Injection Drug Users

4. Clients with the greatest clinical need
5. Clients from catchment area 6.
6. Clients for the State of Arkansas
7. Clients from other states

Clients are prioritized by the list above, if at the time of initial call, a bed is not available then they are placed at the top of the waiting list and offered interim services until a bed is made available. If the client is in dire need at the time call is placed and no bed is available the client is encouraged to go to their local emergency room.

- B. New Beginnings, CASA utilizes the ASAM/ASI criteria to provide the needed treatment. When Residential Treatment is indicated by the ASAM tool clients are offered Residential treatment. The intake coordinator works with the clinician performing the ASAM in getting client into treatment as soon as possible. It depends on the priority level of the client as listed above and interim services are always offered if a bed isn't available at the time. Depending on the client's priority level the client may also be referred outside of catchment area 6 for bed availability.

E.5

A-H. New Beginnings, CASA continues to utilize the needed forms provided by DAABHS and presents them in a timely manner. Capacity report and waiting list are sent via email on Monday of each week to the designated individual the state has appointed. Our annual independent financial and compliance audit is performed by Searcy Saffold and Associates, of Monticello Arkansas each year and mailed to the proper entity within the State audit reporting unit.

E.6

All staff employed by New Beginnings, CASA is properly vetted before hire and all information is placed in employee's personnel file.

Each employee that holds a licensure is checked through the appropriate entity for good standing and then a copy is placed in personnel file.

Employees who hold the following certificates are placed in their personnel file and ensured their kept in good standing by the administrative assistant:

- CPR and first aid
- CPI (crisis prevention intervention)
- RADD certification (Regional Alcohol and Drug Detoxification)
- Motivational Interviewing

All employees are required to have criminal background checks along with maltreatment background checks and placed in personnel files. Criminal background checks are done there after every 5 years and maltreatment every 2 years and placed in employee's personnel file thereafter.

Annual performance evaluations, continuing education, and supervision of counselors in training is kept in the employees personnel file, readily on hand for anyone to evaluate if the need arises.

E.7

No subcontractors at this time.

New Beginnings, C.A.S.A is in the process of trying to renegotiate a contract Southeast Behavioral Health in Pine Bluff, Arkansas.

E.8

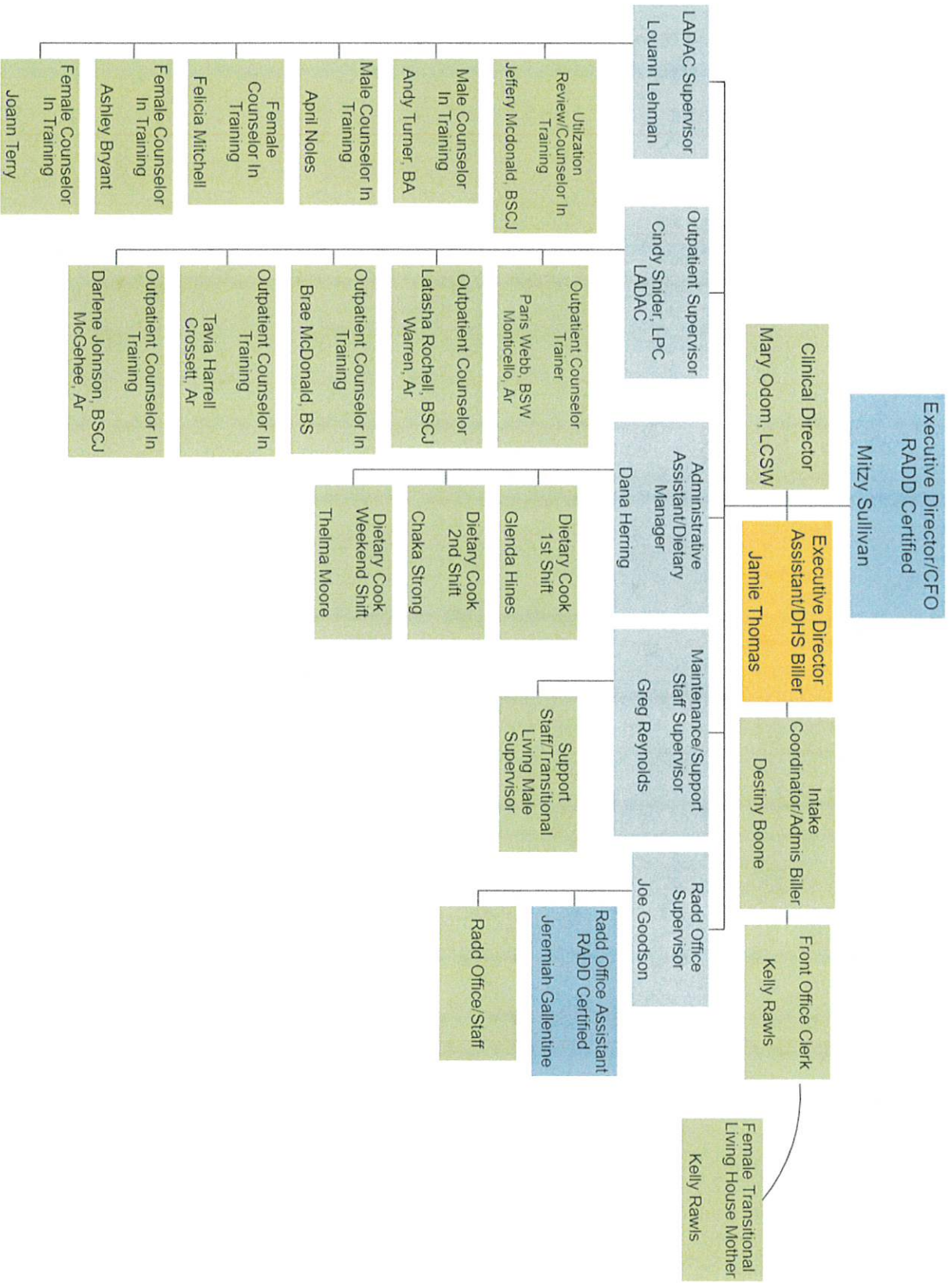
New Beginnings C.A.S.A. has a fully functioning Electronic Health Records System in place. Information is entered into the Alcohols Drug Management Information System in a timely manner withing established guidelines. New Beginnings, CASA phone is answered 24 hours a day 7 days a week by a

live person and clients are contacted the next business day by the intake coordinator. In case of an emergency the client is recommended to go to the nearest emergency room or instructed to call 911. At the time of hire all employees are in serviced on how to take a client inquiry and thereafter this training occurs once a year from date of hire and placed in personnel file by administrative assistant.

E.9

- New Beginnings, CASA ensures that all services are provided in a safe and secure environment. Our facility is monitored by a camera system 24 hours a day and our residential building is locked for the safety and security of our clients as well as staff.
- We continue to keep the facility up to code local, state, and federal laws. We keep all physical plant record for fire/safety, health, and all other inspections in the administration records cared for by the administrative director and executive director.
- Storage for all client and employee records are kept in the administrative building under double lock. First aid kits are labeled/stocked and located throughout the residential and administrative building.
- We contract with Fire Extinguisher Sales and Services of Arkansas, LLC to ensure that everything dealing with fire safety for the building is up to code.
- All of the evacuation routes are posted throughout the residential/administrative building and outpatient offices.
- All exits are clearly marked with a lighted exit sign.
- All of the proper information is located at each facility site with phone numbers and hours of operation.
- We have the conspicuous warning signs are located at the public entrances.
- We are in compliance with the Title VI/Title VII of the 1964 Civil Rights Law being posted and displayed for viewing by the public.
- Residential treatment for male and female clients is completely separate from one another.
- New Beginnings Residential treatment facility follows Regulations set forth by the State of Arkansas listed Licensure Standards for Physical Environment Section 13-24.
- Section 14 of Physical Environment does not pertain to New Beginnings, CASA residential service, due to us on providing adult treatment.

E.1 ATTACHMENTS



Mitzy Sullivan

1015 Hwy 278 W, Warren, Arkansas 71671
Cell: 870-820-1874, Work: 870-460-4810
mitzysullivan@hotmail.com

Professional Summary

Program Director with almost 20 years' experience. Area of expertise include management in the health care field, patient care, and building long term relationships with others.

Skills

Works well with others
Dependable
Marketing
Management

Long work history
Compassionate and Caring
Computer knowledge
Case Management

Work History

Service Coordinator of the New Vision Service, 07/2018 to present

Drew Memorial Hospital – Monticello, AR

- Oversee the daily activities of the medical stabilization service
- Perform all marketing
- Perform assessments
- Chart audits
- Maintain a monthly census
- Oversee yearly budget
- Prepare weekly and monthly reports for hospital and corporate staff
- Travel as needed to work with other Service Coordinators who are needing assistance with the position.
- Travel to other New Vision Service sites and help with any issues or concerns with hospital and staff.

Consulting for Inpatient and Intensive Outpatient Psychiatric Services within a hospital setting.

08/2018 to present

- Oversee the startup of a new inpatient psychiatric service within a hospital setting.
- Help with hiring of staff for Inpatient Services
- Ensure hospital is meeting the state regulation requirements
- Assist Intensive Outpatient Service Director with marketing

Program Director of Senior Care Unit, 10/99 to 07/2018

Bradley County Medical Center – Warren, AR

- Oversee all daily activities of the inpatient unit, Intensive Outpatient Unit, and Out Patient Clinic.
- Ensure services met yearly budget
- Market for all programs
- Maintain a working relationship with surrounding hospitals, nursing homes, and doctors' offices.
- Perform in-services for other programs that require information on psychiatric concerns of individuals.
- Performed SECURE training for all staff
- Attend to the hiring of Case managers, CNA's, and Therapist for programs.
- Manage all referrals and perform the assessments.
- Oversee the Psychiatrist and Hospitalist.
- Recruit Psychiatrist for unit as needed.
- Perform utilization review for inpatient service.
- Perform quality improvement for the Intensive Outpatient Program.
- Ensure upper management is aware of any changes within CMS guidelines for psychiatric hospital services.
- Perform chart audits
- Maintain census
- Provide monthly reports to upper management for the programs.
- Oversee consultants
- Build a working relationship with patient and their families
- Ensure the appropriate discharge planning is in place
- Admit and discharge patients
- Perform Bio Psychosocial
- Assist with patient care as needed

Director of Marketing Senior Care Unit, 05/1998 to 10/1999

Dallas County Medical Center – Fordyce, AR

- Perform all marketing activities for the service
- Provide luncheons for possible referral sources
- Build a working relationship with doctors' offices, nursing homes, and hospital.
- Help as needed on the inpatient

Education:

Working toward Masters in Health Care Management

Bachelor of Science: Psychology, 1998

Minor: Human Services

University of Arkansas at Monticello – Monticello, AR

Dana Herring

Warren, AR

Work Experience

Administrative Assistant/Dietary Supervisor

New Beginnings CASA - Warren, AR
December 2020 to Present

Send out bills, payroll, answering phones, taking inquiries for new clients, oversee the kitchen cooks, ordering all supplies for kitchen/office, set up monthly meetings

Shift Manager

SuperValu/ Save A Lot - Warren, AR
October 2019 to August 2020

Stock shelves, answer phones, help customers, nightly deposits, make sure store is in order, run cash registers

Office Administrative Assistant

Arkansas Department of Human Services - Warren, AR
April 2018 to October 2019

Keyed food stamp and health care applications. Answered telephones. Helped clients on the computers about their health care when needed. Filed files, helped with the yearly job fair.

Shift Manager

SAVE A LOT FOODS - Monticello, AR
March 2017 to April 2018

Counting money, stocking shelves, helping cashiers, answering phones, customer service, nightly count down

PCT (Patient Care Technician)

Fresenius Medical Care - Monticello, AR
October 2015 to October 2016

Patient care, teamwork, stocking supplies, data entry, insurance

PCT (Patient Care Technician)

DaVita - Warren, AR
February 2015 to May 2016

Reuse certified, data entry, patient care, insurance

PST

LabCorp - Monticello, AR
October 2012 to December 2014

Teamwork, computer input, patient services, drawing blood, stocking supplies, medical billing, ordering supplies, data entry

Asst. Store Manager

Cato Fashions - Monticello, AR

April 2012 to October 2012

Teamwork, customer service and sales, computer input, nightly deposit

Office assistant

Tax Centers of America - Warren, AR

2012 to April 2012

Tax preparation, answering phones, customer service

This was a seasonal job I work at for 6 years

Phelbotomist

Bradley County Medical Center - Warren, AR

May 2005 to April 2007

Teamwork, patient services, ability to interact with patients, draw blood, computer input, stock supplies, medical billing

Receptionist

RG Insurance - Warren, AR

February 2003 to March 2005

Answer phones, stocking supplies, greeting customers, filing, cleaning

Education**LPN in Nursing**

SouthArk Community College - Warren, AR

August 2010 to December 2011

Technical in Phlebotomy

Southark Community college - Warren, AR

January 2005 to May 2005

High school diploma in General Studies

Monticello High School

August 1997 to May 2001

Some college**Skills**

- MS word, MS Office (3 years)
- Venipuncture
- Vital Signs
- Shift Management
- Laboratory Experience

- Triage
- Phlebotomy
- Medical Office Experience
- Medical Billing

Assessments

Scheduling — Proficient

December 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: Proficient

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

JAMIE THOMAS

1205 S MARTIN ST, WARREN, AR 71671

CONTACT

870-466-8800

nbc.jamiethomas@gmail.com

PROFILE

Highly motivated Executive Director Assistant/DHS Biller with 1 year experience providing clerical support and assisting the Director. Great organizational skill with the ability to multitask and be a quick learner. Work well with others and maintain a good working attitude in stressful situations. Answering calls in a polite professional manner and transferring them to the correct location. Highly experienced in Microsoft Word, Excel and type 60 wpm. Skilled to handle sensitive information and maintain complete confidentiality.

SKILLS

- CUSTOMER SERVICE
- WORK WELL WITH OTHERS
- ORGANIZATION
- CLERICAL SUPPORT
- EXPERIENCED IN WORD & EXCEL
- COMPUTER SKILLS
- PROBLEM SOLVING
- LEADERSHIP
- TIME MANAGEMENT
- DEPENDABILITY
- WILLINGNESS TO LEARN
- EMPATHY

PROFESSIONAL EXPERIENCE

New Beginnings, C.A.S.A

2020-Current

Trained in Security office where I overseen clients, kept daily logs and notes on their progress and administered medication to those who took it. I then became the RADD office Supervisor where I overseen the staff members to ensure that all job duties were being performed correctly and clients were being cared for. I was later transferred to the Executive Director Assistant position and became the DHS Biller where I keep track of all clients that come to us through DHS so that they are billed under the right system. This includes inpatient and outpatient clients.

Southeast Arkansas Regional Library

2018-2020

Head librarian at a small Library branch affiliated with Southeast Arkansas Regional Library. Job duties included computer skills, answering the phone, checking books, computers and disc in and out to our Patrons. Assisting them with computer work as needed. Organizing books on shelves and showcasing our newest deliveries every Wednesday. Planning and organizing Summer Reading Programs for local youth in the community. Volunteering at the local school to tell the students about their local library, how they could become a member and encouraging them to become more active at their library.

Palco: Independent Choices

2016-2018

In Home Caregiver to multiple clients. Job duties included planning and preparing meals to the client's dietary requirements. Perform personal care and assist with daily living, including hair care, bathing, hygiene and dressing. Maintain a safe, clean and healthy environment through light housekeeping such as dusting, vacuuming, cleaning kitchen and bathroom, and laundry. Providing companionship. Grocery shopping or other errands. Transporting client to and from their doctors' appointments and Administer medications as need as well as filling their weekly medication planner.

EDUCATION

Hermitage High School Graduate 2009

Cindy Snider

45 Azalea, Magnolia, AR 71753
(870)949-3009 cindy.snider@mail.com

PROFESSIONAL SUMMARY

Licensed Mental Health Counselor with 13 years of experience helping patients work through children, adolescents and adult issues. Adept in performing clinical assessments to chart effective treatment plans for patients. Advanced Substance Abuse Therapist and LPC and have counseling techniques with expertise in providing crisis intervention strategies to assist patients.

SKILLS

- Clinical interventions
- Case documentation
- Expertise in crisis intervention techniques
- Trained in indicators of child abuse
- Facilitating counseling sessions
- Crisis intervention
- Culturally sensitive
- Individual and group counseling
- Public speaking ability
- Adept at conflict resolution
- Oral and written communication
- Treatment planning
- Building rapport
- Dual diagnoses expert
- Records management
- Strong public speaker
- Adept at treatment and discharge planning
- Professional Counselor Licensure
- Psychotropic medications knowledge
- Biopsychosocial assessments
- Discharge planning
- Knowledge of juvenile justice system
- Skilled in intake interviewing
- Psychosocial assessment

WORK HISTORY

MENTAL HEALTH COUNSELOR/SUBSTANCE ABUSE COUNSELOR | 01/1997 to 12/2016 **South Arkansas Youth Services, Inc. - Magnolia, AR**

- Developed and implemented treatment plans and modified when needed.
 - Performed client assessments and developed treatment plans.
 - Documented client progress in confidential files.
 - Consulted with and trained highly skilled mental health and medical staff.
 - Kept abreast of new and developing information in the mental health field by regularly attending professional conferences and workshops.
 - Trained in substance abuse, co-occurring disorders, and the effect of employment and housing issues on mental health.
 - Documented psychiatric services and responses to treatment in patient case files.
 - Offered and documented treatment consent forms in patient health records.
 - Provided comprehensive case management services, including creating treatment plans and connecting clients and families to appropriate resources.
 - Established goals and treatment plans through a collaborative process with the patient utilizing advanced counseling skills, evidenced-based practices and assessments.
 - Observed and monitored client behavior and responses to treatment.
 - Provided clients with recommendations to community resources.
-

- Provided complex crisis intervention and stabilization to patients in psychological distress.

EDUCATION

Southern Arkansas University - Magnolia, AR | Bachelor of Science
Psychology/Biology, 1989

Southern Arkansas University - Magnolia, AR | Master of Arts
Agency Counseling, 1994

ACCOMPLISHMENTS

Board Member, Arkansas Board of Examiners of Alcoholism and Drug Abuse Counselors
2012-2018

Licensed Alcoholism and Drug Counselor

Licensed Professional Counselor

Diplomat-American Psychotherapy Association

Master Therapist-American Psychotherapy Association

Board Certified Professional Counselor

Keys Supervisor for the Matrix Model

Certified Advanced Facilitator for Girls Circle
Advanced Gang Specialist

- Provided complex crisis intervention and stabilization to patients in psychological distress.

EDUCATION

Southern Arkansas University - Magnolia, AR | Bachelor of Science
Psychology/Biology, 1989

Southern Arkansas University - Magnolia, AR | Master of Arts
Agency Counseling, 1994

ACCOMPLISHMENTS

Board Member, Arkansas Board of Examiners of Alcoholism and Drug Abuse Counselors
2012-2018

Licensed Alcoholism and Drug Counselor

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Diplomat-American Psychotherapy Association

Master Therapist-American Psychotherapy Association

Board Certified Professional Counselor

Keys Supervisor for the Matrix Model

Certified Advanced Facilitator for Girls Circle
Advanced Gang Specialist

LOUANN LEHMAN

12292 Hwy 298, Benton, AR 72019

501-326-1901 (c) 501-794-5886 (h)

louann.lehman@mindspring.com

QUALIFICATIONS & SKILLS

I have been in the substance abuse treatment field for 25 years. Currently hold the following credentials: IADC (International certified Alcohol & Drug Abuse Counselor), ICS (International Certified Clinical Supervisor), LAADAC. (Licensed Associate Alcohol & Drug Abuse Counselor), D-CS (Distance Clinical Supervisor), and PR (Peer Recovery).

EXPERIENCE

August 6, 2014 to Present: Interim Director, Clinical Supervisor and Outpatient Counselor at New Beginnings CASA. Currently performing Clinical Supervision for all counselors. Have also performed quarterly audits for all treatment facilities that sub-contract with New Beginnings.

1997 to Present: Assist the state licensing board (DBHS) with site audits at various treatment facilities around the state, ensuring that the facilities are fully compliant with state licensing requirements.

October 16, 2010 to October 2013: Clinical Director at Serenity Park. Provided Clinical Supervision and documentation of such on a weekly basis; as well as overseeing and signing off on charts and overseeing the correction and explanation of charting errors and ways of improving the record keeping process.

February 2010 to September 2010: Executive Director and Clinical Director at Washington/Madison County Drug Court Treatment Center in Springdale, AR. Ensured the treatment center operated effectively within the laws and regulations of the United States and the State of Arkansas. Providing Clinical Supervision and documentation of such on a weekly basis. Oversaw all employees and approximately 175 clients.

June 13, 2008 to January 2010: Worked a home based business and also helped my daughter with the care of our grandson. When he was old enough to attend grade school, returned to the field of Substance Abuse Treatment.

June 2005 - June 13, 2008: QHI (Quapaw House, Inc.). Started as the Clinical Supervisor (CCS) as well as the Residential Coordinator. Also provided the clinical supervision for BARB'S Place (Babies & Adults Recovery Based Services – QHI's Specialized Women's Services residential treatment center), the QHI Outpatient Program in Hot Springs, the QHI Outpatient Program in Arkadelphia, and the Director of QHI's DGD Adolescent Center in Mt. Ida. In 2007 was promoted to Program Director of BARBS Place.

June 2003-May 2005: Self Employed Business. Sold business in 2005 and returned to the field of Substance Abuse Treatment.

March 16, 1998-June 15, 2003: Certified Alcohol & Drug Abuse Counselor (CADAC) & Clinical Supervisor at Quapaw House, Inc.: I also carried a caseload of residential clients.

November 11, 1993-February, 1998: Began career in substance abuse counseling as a CT (Counselor in Training) and received CSAC (Certified Substance Abuse Counselor, now named ADC). During the time I spent in this employment, the facility's name changed, and the Log House, where I originally began as a CT, was merged with the 24 Hour Center and became co-ed. The facility's name is currently RCA (Recovery Centers of Arkansas).

EDUCATION

All tests required to obtain the credentials currently held have resulted with high scores. I was the first person in Arkansas to achieve a perfect score on the Oral test for becoming a certified counselor.

Continuing Education in the field of substance abuse are required and I consistently maintain this education.

An Associate Degree in Graphic Communications was completed and awarded in 1992.

OTHER RELEVANT INFORMATION

Currently serving on the Arkansas Substance Abuse Certification Board (ASACB) as the Treasurer and the Policy and Procedure Committee chairperson.

Periodically deliver training provided by ASACB on such topics as Ethics and Clinical Supervision.

During the scope of substance abuse treatment career, awards received have been the 'Dirty Dozen Award' and the 'Covington' Award.

Previously served a six year tenure on ASACB. During this six years, I also served as the Ethics Co-Chair for this Board. Was very active in coordination and deliverance of educational classes/workshops within the prison system for those interested in becoming substance abuse counselors and/or needing continuing education while incarcerated.

Destiny Boone

Warren, AR
destinyboone1@yahoo.com
8708201614

Work Experience

Administrative Assistant

New Beginnings CASA - Warren, AR
January 2021 to Present

Get payroll ready, answer phones, check clients in, code bank statements and bills

Clinical Business Assistant

Connelley Family Medical - Monticello, AR
January 2019 to Present

I work up patients, work on prior authorizations, call patients, make appointment. I am a CNA/MA/Nurse Assistant but do not have my certification.

Clinical Business Assistant

Monticello Medical Clinic - Monticello, AR
June 2015 to December 2018

Answered phones, scanned charts, worked up patients for the doctors, made referrals, worked on prior authorization's. Moved with Dr. Connelley.

Education

High school diploma in Basics

South Arkansas Community College - El Dorado, AR
August 1998 to December 1999

Skills

- EMR Systems
- Triage
- Medical Office Experience
- Insurance Verification
- Vital Signs
- Eyecare experience
- Medical Records
- Medical Scheduling
- Laboratory Experience
- Patient care

- Intake
- Data collection
- Customer service
- Medical Receptionist
- Experience Administering Injections
- Phlebotomy
- Clerical Experience
- HIPAA
- Anatomy Knowledge
- Venipuncture
- Transcription
- Medical Terminology

Certifications and Licenses

CPR Certification

Certified Medical Assistant

December 2020

Assessments

Electronic Health Records: Best Practices — Highly Proficient

November 2020

Knowledge of EHR data, associated privacy regulations, and best practices for EHR use

Full results: [Highly Proficient](#)

Attention to Detail — Completed

November 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Completed](#)

Medical Terminology — Proficient

November 2020

Understanding and using medical terminology

Full results: [Proficient](#)

Verbal Communication — Proficient

November 2020

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

Medical Receptionist Skills — Highly Proficient

November 2020

Managing physician schedules and maintaining accurate patient records
Full results: [Highly Proficient](#)

First Aid — Highly Proficient

November 2020

Treating common medical emergencies
Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

I worked for Dr. Smalling in Warren, Contact Lenses Xpress in Pine Bluff & Little Rock, & Eye Care Associates in Little Rock for Dr. Wayne Ridings. I worked up patients, ordered contacts and glasses, made appointments. Have even made lenses for Dr Smalling.

Ashley R. Bryant

Willing on Release



426 N. Thompson
El Dorado, AR 71730
Phone #: (318) 953-4651
Email: ashleybryant2279@gmail.com

OBJECTIVES

To become part of a team serving the drug and alcohol recovery community I can both support and learn from. Willing to accept any position my skills will allow me to perform. Interested in learning new things and taking on additional responsibilities.

EDUCATION

Union High School, El Dorado, AR August 1985 through May 1997
K-12, Graduated with Honors, National Honor Society Member, BETA Club, FBLA, FCA, Basketball Team, Softball Team

EXPERIENCE

Sales Associate | Timmins Hardware, El Dorado, AR

March 2021 – Present

Interact with customers, co-workers and vendors to ensure all needs are met. Conduct inventory and report items to be ordered. Arrange displays and clean store.

Personal Assistant | Melinda Hays Gatheright, El Dorado, AR

December 2020 – Present

Handled correspondence, ran errands, provide transportation, etc. Assisted with projects that required meeting deadlines, handling paperwork and interacting with vendors and the public.

Internship | Old Bonita Road Assembly Women's Challenge, Bastrop, LA

October 2020 – November 2020

Supervised clients in their responsibilities which included completion of their daily chores, and transportation to and from work. Also, responsible for providing counseling to clients.

Client

October 2019 - September 2020

Worked diligently to obtain my sobriety after nineteen years of addiction. Completed program and was offered a brief internship before transitioning out of the program and into daily living.

Co-Owner & Operator | Bryant Tree Service, El Dorado, AR

October 2007 – May 2019

Worked in every area of the business with my husband. Operational duties included operating chainsaw/pole saw, worked ropes, loading and hauling debris, site cleanup, etc. Supervised crew members and worked directly with clients and vendors. Administrative duties include accounts receivable, accounts payable and independent contractor payments. *Business Closed Due to Divorce

Floral Department Manager | Hobby Lobby, Conway, AR

August 2005 – February 2006

Responsible for weekly inventory, shipping and receiving, custom orders for customers, and floral arranging. Also, organized displays and end caps. Supervised staff working in the floral department and assisted with training. Interacted daily with clients and even decorated some homes for customers.

ACHIEVEMENTS & HOBBIES

- Completed Program to Take Back My Life from Addiction
- Attending Church & Church Related Activities
- Spending Time with Family & My Children
- Reading
- Landscaping
- Floral Arranging & Decorating

References

Personal

Melinda Gatheright
Friend & Mentor
(870) 918-8709
melinda@tsg.bz

Becky Choate
Friend
(870) 918-6476
becky.choate@att.net

Professional

Rene Morgan, Assistant Director
Old Bonita Road Assembly Women's Challenge
12139 Old Bonita Road
Bastrop, LA 71220
(318) 366-7777

Kelly Carter, Senior Program Staff
Old Bonita Road Assembly Women's Challenge
12139 Old Bonita Road
Bastrop, LA 71220
(318) 538-8685

**FELICIA ANN
MITCHELL**

Feliciannmorrison@gmail.com
18707239554

1472 Barkada Road Monticello, AR
71655

PROFESSIONAL SUMMARY

Well-organized, administrative professional and social service advocate. Progressive, Determined, Hard-Working individual whose sole aim and focus is working seamlessly with others to benefit and ensure the quality of the company/organization and quality of services provided.

SKILLS AND ABILITIES

- Multi-faceted experience in customer service
- Excellent communication skills
- Ability to comprehend, teach, and apply protocol
- Crisis Intervention/Response
- Community Outreach
- Individual/Family case management
- Grant Writing
- Proficient in Microsoft Word, Excel, Quickbooks, and other computer programs
- Management Skills
- Crisis Advocacy
- Retail/ Cashier
- Data Entry
- Clerical

EXPERIENCE

Options Inc

**Safehouse Advocate, Outreach Coordinator, Crisis Coordinator,
Executive Director** /11/2014 -4/2021

- Assisted clients with meeting daily objectives, life skills, and attending appointments
- Assisted clients in obtaining housing, SNAP, and other resources
- Maintained thorough records and produced detailed reports on organization activities monthly/quarterly as required
- Assisted in orders of protection
- Helped clients identify their specific issues/ needs
- Facilitated shelter group sessions
- Answered crisis hotline, provided crisis support, information, or referral
- Recruit, train, and supervise volunteers
- Operated thrift store, quality assurance of merchandise, maintained the upkeep of the store and donation center, product displays, & handled any customer complaints/ concerns
- processed bi-weekly payroll and other financial matters
- Handled all employee/ client concerns/ complaints
- Built longlasting relationships with other community providers to promote awareness & make all resources available to clients
- On call for domestic violence/sexual assault emergencies
- Maintained shelter and ensured safety of occupants
- Arranged speaking engagements for organization
- Wrote several grants and was awarded
- Gained recognition for providing high quality compassionate and empathetic service

Valero

Cashier /2/2011 -3/2013

- Stocked coolers and shelves
- Greeted customers
- Handled customer complaints/concerns
- Kept store, parking lot and all required areas clean
- Supported company waste and safety initiatives by being alert to shoplifting, ensuring products for purchase were scanned accurately, and following all safety protocols

Xerox

Data Entry Specialist /2/2004 -2/2006

- Compiled, collated, and verified highly sensitive documents prior to data entry
- Compared digital data with source document to correct or identify potential

- errors
- Provide quality assurance, tracked data of other employees with daily log report, was the last to check for errors before sending documents back to their companies
- Filed records to keep system organized
- Met targets consistently by working hard and paying a strong attention to details

Arbys

Crew, Assistant Manager /10/2000 -9/2002

- Supervised hourly employees, provided work direction & reviewed work processes
- Ensured all customers received friendly quick and efficient service
- Evaluated the performance of associates & mentored under performing employees on ways to improve
- Reported losses, employee performances, customer complaints, & other important matters to upper-level management
- Assisted general manager in administering policies and practices in human resources, compliance, safety, and quality assurance
- Set expectations & modeled excellent service by projecting a positive attitude & enthusiasm toward the company and customers
- Accurate inventory

ADT

office manager /5/1998 -12/99

- Evaluated customer issues and complaints and developed amicable solutions.
- Acted as Executive Assistant to the management team, handled a busy phone system, and served as the primary liaison between customers and upper-level management.
- Scheduled front end to meet needs of business and keep team efficient.
- Planned and established office management systems, achieving enhanced organizational effectiveness and performance.
- Directed department productivity by organizing and managing equipment procurement, plans, and operations.
- Ensured that office processes were standardized, communications were regulated, filing systems were created, supply orders were handled, and administrative tasks were appropriately distributed and overseen.
- Answered phones and provided customers with pricing and delivery information.
- Kept facility well-maintained by coordinating repairs, cosmetic updates, and office cleaning work.
- Operated office equipment, such as personal computers, photocopiers, scanners, voicemail systems, and facsimile machines.
- Scheduled appointments and coordinated master schedules for faculty and staff.

EDUCATION

Hot Springs High School

REFERENCES

Shirley Vanslyke, Manager, Valero

870-308-3061

Kayla Jackson, Educator

870-831-9088

Lena Kennedy, NCBA coordinator

870-632-0266

Virginia LaFond, First Step, Transportation

1-501-651-3872

ANDY TURNER

ABOUT

My name is Andy Turner and I enjoy building interpersonal relationships with people. I am passionate about sharing my own experiences to help others going through similar situations.

SKILLS

- Microsoft Office Certified
- Communication Skills
- Active listening

REFERENCES

Bobby Ward ·
LADAC
Program Director for Natural
State Recovery Center
501-319-7074

EDUCATION

Bachelor's in
Speech Communication from
Ouachita Baptist University

WORK

2010-2017
WORKFORCE SPECIALIST

Assisted people in job
placement and applying for
unemployment insurance.

2017-2019
COLLEGE &
CAREER COACH

Assisted high school students
in college and career choices.

2020- PRESENT
FIRST BAPTIST CHURCH
VOLUNTEER

Multimedia, sound
engineering, and multi-
instrumentalist.

Latasha Rochell
13 Meadowview Drive,
Warren, AR 71671
(870)-820-8728 or (870)-226-6864

Professional Objective:

Seeking for the position in the behavioral science field that best utilizes skills obtained from work experience and academic study.

Education:

University of Arkansas, Monticello, AR

Associates of Arts in Criminal Justice May 2012; Bachelor of Science in Criminal Justice August 4, 2014

GPA= 3.03

Capella University, Minneapolis Minnesota

Graduate Certificate in Contemporary Theory in Addictive Behavior September 2017; Master's of Science in Addiction Studies June 2018

GPA= 4.00

Academic Honors:

- Dean's List, Three (3) semesters
- Member, Law and Justice Society
- Chancellor's List, one (1) semester
- President's List (2) quarter
- Presidential Member of the National Society of Leadership and Success

Qualifications & Specialized Training

- CPI Training-Crisis Protection Intervention
- CPR/First Aid
- Risk Management
- Assessment of Patient Safety
- Monitor (Assessment) of Clients Behavioral Patterns
- Assessment of Proper Restraint
- In addition to Qualification & Training; computer skills in various operational programs.
- Supervisory Training

- Handle With Care Training (HWC)

Employment:

June 2020 to August 2021; New Beginnings, CASA; Warren, AR; Outpatient Substance Counselor (Part Time)

- Perform intakes/assessment
- Group and individual sessions with adults and juveniles
- Develop treatment planning
- Aftercare planning
- Referrals

March 27, 2018 to April 30, 2018; Department of Human Services; Warren, AR; Residential Care Program Coordinator

- Conduct Interviews
- Hires
- Monitor campus, making sure staff and supervisors follow policy and procedure
- Conduct monthly staff meetings
- Approve leave request
- Make sure documentations are accounted for
- Conduct crisis intervention
- Provide support and care
- Conduct verbal intervention skills as needed
- Counsel with employees as needed
- Counsel adults with intellectual disabilities/conduct behavior
- Conduct verbal intervention skills as needed

April 30, 2018 to December 21, 2018; Dermott Juvenile Corrections; Dermott, AR; Assistant Facility Director

- Conduct interviews
- Hires
- Provides facility orientation to all staff, maintain campus roster and facility staff schedules
- Perform leave request
- Serves as a grievance coordinator
- Maintain facility grievance log
- Review and monitor class room, living units, and records to assure compliance
- Counsel with juvenile delinquents
- Conduct verbal intervention skills as needed
- Counsel with employees as needed

December 27, 2018 to Present; Vera Lloyd Presbyterian Home; Monticello, AR; Substance Abuse Counselor; Counsel Adolescents

- Counsel male and female adolescents; ages 14-17 years old
- Conduct Individual/Group sessions
- Develop Treatment Plans
- Develop Relapse Prevention Plans
- Documentations as needed
- Referrals as needed

February 24, 2012 to February 15, 2016; Vera Lloyd Presbyterian Home; Monticello, AR; Overnight Awake Staff; Supervise Juveniles

- Supervise youths (Juveniles) at night from 10pm-6am
- Reporting and charting of incidents
 - Performing Room Check(every 30mins)Qty: 8-10 individuals; 8-10 rooms
 - Transporting Juveniles to various locations as needed, etc

July 2007-Feb 2012; Millcreek of Arkansas; Fordyce, AR; Developmental Lead Trainer

- Working daily with behavioral challenged children (MMR)-age 10 & up; assisting and training them to be self-supportive by teaching & assisting daily life management skills to individuals in hopes that they may acquire the skills needed to live productive and independent lives.

June 2007-PRN (work only as needed); The Centers, Inc; Monticello, AR; Mental Health Tech

- Working daily with behavioral challenged children with various mental/social conditions such as: Attention Deficit Disorder, Attention Deficit Hyperactivity Disorder, and Bipolar Disorder

October 2015-August 2018 (work only as needed); Sub Teachers of America

- Substitute teach for various school districts in Southeast Arkansas; Pre-K through high school.

Additional Information:

- Doctoral Candidate of Human Services with a concentration in Leadership and Organizational Management at Capella University.
- Counselor in Training (CIT) with the Arkansas Substance Abuse Certification Board.
- Presidential Member with the National Society of Leadership and Success from Capella University

- Certified in Advanced Leadership and currently pursuing certification in Executive Leadership

References:

- Dr. Michael Alexander; Warren, AR 71671; 870-820-7272 (College Instructor; Pastor)
- Betsey Anderson; Warren, AR; 71671; (785)-826-6132 (Grant Manager)
- Myra Woolfolk; Pine Bluff AR (870) 413-1973 (Licensed Addiction Substance Abuse Counselor (LAADAC))
- Tracy Bratton; Monticello AR (870) 723-5832; Licensed Clinical Social Worker (LCSW)
- Jennifer Cotton; Monticello AR (870) 460-5465; Licensed Clinical Social Worker (LSCW)

Jeffrey M. McDonald

202 Seventh Day Camp Road | Monticello AR, 71655 | (870)831-9311 | mastermason40@yahoo.com

Education

University of Arkansas Monticello

Bachelor of Science in Criminal Justice

Hamburg High School

High School Diploma- Honors Graduate

Experience

August 2017- April 2020

Shift Manager | Mazzio's Italian Eatery | Monticello, AR

I am responsible for supervising other store employees. I am also responsible for the general operation of the restaurant when the General or Assistant managers are absent. I was able to step back in as a previous employee in order to help train and supervise the transition of management within the store.

2016-2017

Licensed Insurance Account Representative | Chris Bryant State Farm | Monticello, AR

As a licensed Insurance Account Representative, I was responsible for selling multiple types of insurance and maintaining good customer service. I was responsible for promoting different insurance products in a thoughtful and relevant manner. I was also responsible for State Farm Bank within our branch. During this time, our branch ranked as number two in our region for banking sales. I hold a license as an Arkansas insurance salesperson.

2012-2016

Universal Banker | Simmons Bank | Monticello, Arkansas

As a Universal Banker, I performed all Personal Banker and Teller duties, functioned as Teller trainer, coach and mentor. Under the management of the Branch Manager and Assistant Branch Manager, providing line supervision to Teller and Personal Bankers within my assigned branch was my responsibility. One of my responsibilities dealing with public relations, is opening and managing accounts for new or existing customers. I met or exceeded sales goals within the company policy. I was responsible for balancing the ATM, maintaining supply inventory, and running periodic security checks. I have been contacted by the national bank to train branches that have been acquired and asked to take part in the conversion of their older system into the new Simmons' system; I was responsible for training new associates in their new jobs as Simmons' employees.

2007-2012

Shift Manager| Mazzio's Italian Eatery | Monticello, Arkansas

I began as a delivery driver, and was later assigned to both the kitchen and deliveries. After a time, I interviewed for the shift manager position. This position allowed me to supervise others and run the store with utmost efficiency. I handled customer relations, running and operating the store, and had the day to day responsibilities of a manger.

2003-2005

Contracted Worker| Georgia Pacific through Two Bayou | Crossett, Arkansas

In this position, I was a contracted worker and crew foreman through Two Bayou. I was a member of the work crew for Georgia Pacific. This work crew was responsible for chemical spill cleanup, boiler cleanup, and any other job that required chemical cleaning and restoration.

Awards and Acknowledgments

College: Man of the Year-Phi Lambda Chi Fraternity

Two Time Treasurer of the Year-Phi Lambda Chi Fraternity

President, Treasurer, New Member Coordinator-Phi Lambda Chi Fraternity

Greek Council Representative-Phi Lambda Chi at the University of Arkansas Monticello

Interfraternity Council-Phi Lambda Chi Representative

Student Senate-University of Arkansas Monticello

Post College: Master Mason-Eureka Lodge #40

32nd Degree Scottish Rite Mason- Valley of Little Rock

Rotary Member

References

Ashley Foreman
(870) 723-9881

Journalist-Advance Monticellonian

Friend

Timothy Emery
(870) 308-5715

Captain-US Army-Retired

Friend

Brian Rodgers
(870)224-1828

Monticello Property Inspector

Friend

TAVIA HARRELL

562 Union 767, El Dorado, AR 71730 · 870-310-3868
Taviaharrell4@gmail.com

EXPERIENCE

MARCH 17TH – PRESENT

CIT- NEW BEGINNINGS, CASA

Counseling, data entry, scheduling, alcohol and drug education

2014 – 2016

ACCOUNTING SPECIALIST, BOY SCOUTS OF AMERICA

Prepare financial reports, payroll, accounts payable/receivable, deposits.



EDUCATION

MAY 1989

HIGH SCHOOL DIPLOMA, EHS

MAY 2012

ACCOUNTING, SAU EL DORADO

Received scholarship for good grades as well as earning certificates for grades and behavior.



SKILLS

- I sponsor women in recovery and understand addiction
- I am responsible
- Have studied psychology and taken many classes in the field
- Compassionate
- An addict in recovery

Brae M. McDonald
1003 Utah Street
Pine Bluff, Arkansas 71601
(870)-329-7434
Email: BMM6168@aol.com

Objective:

Utilizing my Education, Skills and Knowledge while expanding on my Previous and Current experiences.

Education/Academic Background:

Pine Bluff High School; 711 West 11th Ave., Pine Bluff, Arkansas 71601
Diploma; May 2004

University of Arkansas at Pine Bluff
1200 North University Drive, Pine Bluff, Arkansas 71601
Bachelors of Arts in General Studies
Middle & Secondary Social Studies Education
Graduation: May 2010

Employment Experience:

February 23, 2021 – Present – Counselor in Training
\$15.50/hour

Supervisor: Mitzy Sullivan, C.E.O.

New Beginnings Center for Alcohol and Substance Abuse Treatment
412 York St., Warren, AR 71671 ·
(870) 226-9970, (870) 663-8008

- responsible for defining, initiating, and monitoring the substance abuse treatment, psychosocial, and social services provided for the client and their family.

January 20, 2015- January 29, 2021 – Code Enforcement Officer
\$26,900.00/ Salary

Supervisor: Shirley Washington, Mayor of Pine Bluff, Arkansas
City of Pine Bluff, Quality of Life Division of Pine Bluff Police Department
200 E. 8th Ave., Room 103
Pine Bluff, Arkansas 71601
(870) 730-2021(2032)

- responsible for enforcing the city codes and ordinances in order to safe guard life, health and public welfare, inspecting property for code infractions and tagging and following up on abandoned or junked vehicles.
- responsible for documenting and following up with property owners for grass and weed infractions, providing daily reports to the supervisor regarding activities and violations.
- keeps records and files on properties that are in violation of housing codes, maintains house files for abatement or demolition, inspects houses for asbestos

- containing material
- performs other duties as required and assigned

September 2013- January 2015 – Assistant Manager

\$33,000.00/ Salary

Supervisor: Theo Owens, District Manager, Eric Daniels, General Manager

Wendy's FourJay L.L.C.

42 Parkstone Circle

North Little Rock, Arkansas 72116

Phone Number: (501) 372-2000

- Comply with food safety procedures
- Work with management team to meet sales goals
- Manage food and labor costs
- Execute Wendy's company policies
- Monitor food inventory levels
- Manage and maintain safe working conditions
- Manage crew member employees Interview and recommend crew members for selection in hiring
- Provide proper training of crew members
- Maintain fast, accurate service and provide top-notch customer service to every guest that comes into the quick service restaurant.

June 2013- August 2013- Counselor

\$18.00/hour

Marillac Center, Inc.

8000 West 127th Street

Overland Park, KS 66213 USA

- provide crisis resolution and stabilization services (including acute treatment of psychiatric, emotional, behavioral, and/or substance abuse issues)

September 2012 – May 2013- Substitute Teacher

\$55.00/ daily

Supervisor: Dr. Linda Watson, Superintendent

Pine Bluff School District

512 S. Pine Street, Pine Bluff, Arkansas 71601

Phone Number: (870) 543-4200

- Substitute for Teachers of the School District during their absence
- Followed lesson plans, left by the permanent teacher.
- Taught students in all subject areas.
- Organized and implemented teaching skills that addressed the students various learning styles
- Implemented strategies, activities and techniques for promoting quality student performance in both academic and social behavior based on student's prior knowledge and experience.
- Utilized problem solving, cooperative negotiating skills and conflict

June 4, 2012- August 3, 2012-Program Counselor

\$ 8.00/hour 40 hours/ weekly

Supervisor: Ms. Laura Hildreth

Pine Bluff Parks and Recreation

Chester Hynes Summer Enrichment Program

2101 W. 11th, Pine Bluff, Arkansas 71601

Phone Number: (870) 535-5386

- Carry out the goals, themes and schedule of the program to provide a consistent and high-quality experience.
- Provide a safe environment for the youth in the program.
- Supervise and participate with different groups of youth from ages 5-15 in a variety of indoor and outdoor activities.
- Plan and lead organized lessons, games and other age appropriate activities.
- Interact, council and relate with the youth and serve as a positive role model.
- Work as a team with other Group leaders, Instructors and Supervisors.
- Be an Ambassador for the Program and Youth Groups On and Off Campus.
- Assist with daily set-up, clean-up and transportation.
- Other duties as assigned

Relevant Computer Skills:

- Microsoft Windows Operating System (MS Excel, MS Word, MS PowerPoint)
- Smart Board
- Scanner
- Fax machine
- Photocopier

Activities & Honors:

- Participant of NASA Pre-Service Teacher Conference, February 2008
- Participant of NASA Pre-Service Teacher Institute, June 2009

Certification: Silver CRC Certificate

References:

Dr. George Herts

Interim Dean of Graduate Studies and Continuing Education, University of Arkansas at Pine Bluff

Pine Bluff, Arkansas

(870) 575-8315, (870) 267-4872

Mr. David Vaughn

Professor of History, University of Arkansas at Pine Bluff

Pine Bluff, Arkansas

(870) 575-8000, (870) 692-3909

Ms. Shurunda Thrower

Instructor of Sociology & Criminal Justice, University of Arkansas at Pine Bluff

Pine Bluff, Arkansas

(870) 575-8585

Mrs. Dorothy Young

(Retired) Director of JCCS Headstart Program

Pine Bluff, Arkansas

(870) 535-7388

Darlene Johnson

329 South Gabbert Street • Monticello, Arkansas 71655
(870)224-5299 • dolly55johnson@gmail.com

PROFESSIONAL SUMMARY

- Have been able to obtain cultural diversity, I am organized, able to communication with mentally challenged individuals, work well under pressure, not easily intimidated, team player, always keep a positive attitude toward my work and fellow co-workers.
- I've earned three employees of the month plaques for three months consecutively, awarded Hero of the month, award fifteen stars in one month from patient's surveys, certificate of appreciation for years of dedication and service, CPR Certified
- College Algebra, Cultural Diversity, Psychology, Social Work, English, Literature, Science, American Government, Career Planning, GPA of 3.16

RELEVANT SKILLS

- Vocational training
- Microsoft Office, PowerPoint, Excel, Word
- Type 50 WPM
- Good communication skills
- Cross training

EDUCATION:

Stratford Career Institute
Social Work/Psychology

Saint Albans, VT
2002

- Certification in Psychology/Social Work
- Graduated with Highest Honors

Colorado Technical University
Bachelor of Science Degree in Criminal Justice-Human Services

Colorado Springs, CO
3/2020

- Alcohol & Drug Treatment Continuum,
 - Child and Adolescent Psychopathology,
 - Introduction to Family Counseling,
 - Foundations of Individual Counseling,
 - Ethics for the CD Counselor,
 - Foundations of Group Counseling,
 - Child Abuse, Drug Use and Abuse,
 - Study of Alcohol Use and Abuse,
 - Social Psychology, Chemical Dependency Elective - Special Topics,
 - Human Service Practice in the Criminal Justice Setting
- GPA: 3.4

PROFESSIONAL EXPERIENCE

Certified Nursing Assistant

Drew Memorial Hospital

- Caring for Pediatrics patients from ages 2 days old to 17 years old,
- Geriatrics,
- Obstetrician,
- Alcohol and Drug abused patients,
- Infectious control
- Vital Signs
- Bathing/Dressing

2006
1974/2016
Monticello, AR.

- Turning/Repositioning
- Daily weight
- Transferring
- Hygiene/ Foley care
- Restraints
- Train new employees
- Patient-controlled analgesia pump (PCA)

Patient Service Technician (PCT)

Jefferson Regional Medical Center

2009/2012

Pine Bluff, Arkansas

Worked Cardiac Unit, Urology/Orthopedics, Oncology, Transitional Care, Rehabilitation, Psychiatric

- Assisted drug and alcohol addicted patients with taking medications, exercises
- Assigned outside social workers and counselors
- Assisted with placement for living arrangements
- Transferred patients to and from outside appointments
- Take blood sugars (glucose testing)
- Remove IV's and Foley Catheters
- Received 40 patients' satisfactory stars in one year

Patient Service Technician (PST)

Drew Memorial Hospital

August 2012/May 2021

Monticello, Arkansas

- MedSurg, ICU Technician Vital Signs (Blood pressure, Pulse ox, Temperature, Heart Rate)
- Transfers
- Bathing
- Walking
- Dressing
- Post Op
- Postpartum Care
- Infant Care

Counselor In Training (CIT)

New Beginnings, CASA

Alcohol and Substance Abuse Counselor

____ Outpatient Counselor

June 7, 2021/ Previous

McGehee, Arkansas

JoAnne E. Terry

923 Lakehall Road ,Lake Village, Arkansas 71653 (662)347-6093 Email: joanneelizabetherry@gmail.com

Education

Bachelors of Science in Psychology, University of Phoenix- March 2016
Associate of Arts, University of Arkansas at Monticello- December 2009

Experience

Case Manager, Southern Counseling Services, 10th Judicial District, April 2017-present

- Assist therapist in supportive services with clients
- Schedules visits with clients at their homes
- Teaches client basic life skills if needed (budgeting, meal planning, house cleaning etc)
- Assist client in developing new skills based on family needs (communication, chore list, behavior modification techniques etc.)
- Assist client in locating and applying for local services (food stamps, GED classes, pest control etc)

Telecommunications Officer, McGehee Police Department-McGehee Arkansas 2012-2013, Chicot County Sherriff Office- Lake Village, Arkansas 2013-2017

- Runs state computer
- Checks and verifies warrants
- Answers 911 and land line
- Keeps logs of phone calls and emergency personnel radio traffic
- Pages out correct fire department district
- Level I NCIC/ACIC certified
- Took money for fines and fine payments- only MCPD
- Dispatched appropriate emergency personnel to the correct destination

Waitress, 2006-2007, Assistant Manager 2007-2008, Cook 2011-2012 Pizza Inn, McGehee, AR

- Waited on customers
- Ran cash register
- Did cleanup duties
- Performed all the duties of waitress and cook as needed
- Did night deposits
- Solved customer complaints
- Did inventory and stocking
- Made orders in a timely manner
- During buffet, kept fresh pizza on the hot plate
- Cut pizzas coming out of oven and matched ticket with the correct order
- Made pizza dough every shift
- Did cleanup duties

Temporary Floater, Vera Lloyd, Monticello, Arkansas 2010-2010

- Taught teenagers how to respect adults and their peers
- Corrected them on inappropriate behavior
- Made frequent public trips to show them how to act in public
- Held meetings to talk out problems with their house mates in a civilized manner

Part-time deputy, Circuit Clerk's Office, Arkansas City, Arkansas 2010-2010

- Filing
- Mailing
- Occasionally filled in on juvenile court hearings
- Put files in the computer

Previous Certifications

Crisis Prevention Intervention, CPR - expired 2011, Career Readiness Certificate- 2009

References available upon request



Personal Info

Address

1350 HWY 425 S. Apt# A103
Monticello, AR 7165
USA

Phone

(650) 272-4262

E-mail

rosetealnc@gmail.com



Skills

Critical thinking, administrative duties, attention to detail, personable, billing, budget, call center, clerical, active listening, customer service, decision-making, dependable, documentation, communication, multitasking, plan, organize, monitor, direct recreational activities, financial, empathy, leadership, management skills, marketing & sales, excel, email, outlook, PowerPoint, MS Word, negotiating, organizational skills, phlebotomy, presentations, problem solving, fast learner, research, routing, scheduling, staffing, supervision, inner strength, setting boundaries.



Summary

- I look forward to presenting you with my professional skills, further enhanced by years of experience, along with a keen sense of observation. My professional qualifications, along with management skills would prove to be a great contribution to the growth of your organization.



Experience

2020-01 - present

- Recreational Activity Leader II**
Arkansas Department of Human Services, Bradley County, DDS
Recruits and monitors volunteers for activities.
Transport residents to and from recreational activities.
Sets up recreational equipment for activities.
Establishes work plans for staff to engage with residents.
Developes programs for resitiricted residents to participate.
Supervises, plans, and organizes recreational activities for resident's.
Monitors and documents resident's behavior and progress during recreational activities.
Resolves difficult or complex problems to ensure policies, and rules are effectively applied.
Ability to meet client treatment objectives.

2019-08 - present

- Field Practicum-Case Manager**
Arkansas Department of Human Services, Drew County, DCFS
Conduct client intakes
In collaboration with clients, develop service plans based on an assessment of each family's needs.
Assisting families with referrals to outside agencies for employment, education, parenting, legal, medical, and mental health services.
Assisting families in moving to permanent housing.
Ensuring that clients maintain an open public assistance case.
Functioning as a support and advocate in helping secure needed Social Services for the families.
Attend and provide various workshops, conferences, trainings sessions etc.as seen fit for the target population.
Maintain clear and complete case files pursuant to DHS requirements.
Weekly inspections of residents' rooms.
Assisting in securing collateral documentation such as birth certificate, social security cards etc.
Facilitates development of self-help skills, support systems, coping strategies, and increased hope and self-esteem that are central to the process.
Ensures that clients adhere to the program rules and regulations, and other duties and responsibilities.

2018-06 - 2019-10

- Caregiver**
Independent Case Management (ICM)
Assisted with personal care Dependable and reliable service Assisted with light housekeeping.
Planned and encouraged social activities.
Assisted with planning daily schedule Contributed to daily meal preparation and personal diet.

*August
Nursing home
(Chapel work)*

2016-01 -
2020-01

Administrative Assistant III

University Of Arkansas At Monticello

Clerical duties

Customer Service

Processed monthly budget reports for campus departments

Processed monthly reports for department performance.

Create and distribute professional correspondence to clientele.

Monitored unit budget to ensure financial objectives were met.

Develop and implement strategic plan for business.

Evaluated staffing requirements and floor assignments Leadership and Management

skills include managing conflicts, delegating responsibility, coordinating tasks, negotiating skills, and complex decision-making.

Implemented new requirements based on evaluation.

2012-11 -
2015-12

Caregiver

Synergy Homecare

Assisted with personal care Dependable and reliable service Assisted with light housekeeping.

Planned and encouraged social activities.

Assisted with planning daily schedule Contributed to daily meal preparation and personal diet.

Documented and delivered daily medication to patient.

Apply sound judgment and discretion in decision-making and problem solving.

Poses honesty, sensitivity to and tolerance of differing views, a friendly, responsive and patient approach, personal integrity, and developed sense of values.



Education

2015-01 -
present

University Of Arkansas At Monticello, Social Work, Psychology

AA in Arts - May 2019

BA in Social Work - May 2020

2011-09 -
2012-10

Boston Reed College, Phlebotomy

Certified Phlebotomy Technician (CPT-1)



Certificates

2019-07

Arkansas Commission on Child Abuse, Rape, and Domestic Violence Mandated Reporter

2019-09

Communicating Skills to Assist Children in Reducing Overwhelming Emotions (Trauma Informed Care) Promoting Pro Social Outcomes (Managing Difficult Encounters)

2019-10

2019 Arkansas Conference on Child Abuse and Neglect

2019-10

Court Preparation and Testimony Training for Staff



Conferences

2019-10

Arkansas Conference on Child Abuse and Neglect 2019



Interests

Phi Alpha National Honor Society for Social Work Students

Student Social Work Association

Paris Webb

1350 Hwy 425 S, Apt A101
Monticello, AR 71655
(650) 272-4262
pcb26366@uamont.edu

Professional References

Krysta Ramsey

Registered Nurse

Methodist Family Health

(501) 352-6331

kwhite@methodistfamily.org

Veronica Mcghee

Family Service Worker County Supervisor

Department of Human Services DCFS

(870) 831-0152

veronica.mcghee@dhs.arkansas.gov

Dana Williams

Assistant Professor of Social Work

Director of Field Education

University of Arkansas at Monticello

(870) 718-5541

danaaugustw@gmail.com

Mary Odom

1920 Osage Drive
North Little Rock, AR 72116
(501) 786-3454
m.odom6909@att.net

Field Placement Objective

A position in a clinical outpatient setting in the mental health field of social work to support and assist children, adults, and families as they mitigate the therapeutic treatment and recovery process.

Core Qualifications

- Build rapport and empathize with an open mind
- Personal commitment to self-awareness and ethical responsibilities
- Critical thinking and problem solving skills
- Compassionate towards helping others, display excellent listening and communication skills, working with integrity.
- Possess analytical thinking/writing skills

Academic Accomplishments

- Chancellor's List Fall 2010-2011, UALR
- President's List Fall & Spring 2007, Dean's List 2005-2008
- CPR Certified, & Handle with Care Certification
- Bachelor of Social Work UALR Graduate, May 2011
- Master of Social Work UALR Graduate, May 2013

Education

2005 to 2008	Pulaski Technical College Dean's List	North Little Rock, AR
2008 to 2011	University of Arkansas Little Rock Chancellor's List Bachelor of Social Work	Little Rock, AR
2011 to 2013	Master of Social Work	UALR Graduate 2011 UALR Graduate 2013

Internship Experience

Fall 2010 to Spring 2011	Bachelor of Social Work Intern Methodist Children's Home Residential Care	Little Rock, AR
Fall 2012 to Spring 2013	Pinnacle Pointe Behavioral Hospital Residential Care	Little Rock, AR

Volunteer Experience

Feb to May 2008	Serenity Park for Women	Little Rock, AR
	<ul style="list-style-type: none">• Documented intake information, med management	

2010 to 2012

- Assisted in kitchen, prepared meals, answered phones
- Engaged with clients one-on-one and assisted with groups

Kelly Foundation board member Little Rock, AR

- Advocate for women with drug and alcohol addictions

2009 to 2011

Bachelor of Social Work Student Organization UALR

- Parliamentarian – Help guide the order of monthly meetings, assist secretary and chairperson with organizational projects and event planning

Employment Summary

July 2014 to present	Delta Counseling	McGehee, AR
June 2013 to July 2014	Pinnacle Pointe Behavioral Hospital	Little Rock, AR
Dec 2012 to Jan 2013	Pinnacle Pointe Behavioral Hospital	Little Rock, AR
May 2008 to July 2012	Belk, Incorporated	Little Rock, AR
Feb 2007 to May 2008	The Children's Place	Little Rock, AR
Aug 2005 to April 2007	San Francisco Bread Company	Little Rock, AR

Technical Proposal Packet

^E
Other Documents

2.2 Minimum Qualifications

A

Annual Report for Domestic Nonprofit Corporation

Filing Information

State of Origin: AR
Entity File Number: 100183576
Alt Entity Type: DomNonProfitNewCode
Entity Name: TENTH DISTRICT SUBSTANCE ABUSE PROGRAM
File Date: 2021-08-10 09:21:12
Alt Tax Type: NonProfitCorporation
Tax Year: 2020
Filing Signature: CHARLES LIVINGSTON
Is Exempt Organization: Yes
Type Of Exemption: Non-Profit

Current Registered Agent

First Name: MIKE
Last Name: KNICKERBOCKER
Address 1: 412 YORK ST
City: WARREN
State: AR
Zip: 71671
Country: USA

Changing Registered Agent to:

First Name: MITZY
Last Name: SULLIVAN
Address 1: 412 YORK ST
City: WARREN
State: AR
Zip: 71671
Country: USA
Phone: 870-226-9970
Email: MITZYLANENBC@YAHOO.COM

Officers

First Name: PATTY
Last Name: ZIEMAN
Title: Director
Address 1: 4711 E HIGHWAY 82
City: LAKE VILLAGE
State: AR
Zip: 71653
Country: USA

First Name: ROBERT
Last Name: AKIN
Title: Director
Address 1: 210 SOUTH MAIN STREET
City: MONTICELLO
State: AR
Zip: 71655
Country: USA

First Name: CHARLES
Last Name: LIVINGSTON
Title: Director
Address 1: 582 REBECCA CRICLE
City: MONTICELLO
State: AR
Zip: 71655

Country: USA

Principal

Address 1: 412 YORK STREET

City: WARREN

State: AR

Zip: 71671

Country: USA

Phone Number: 870-226-9970

2.2 Minimum Qualifications

B

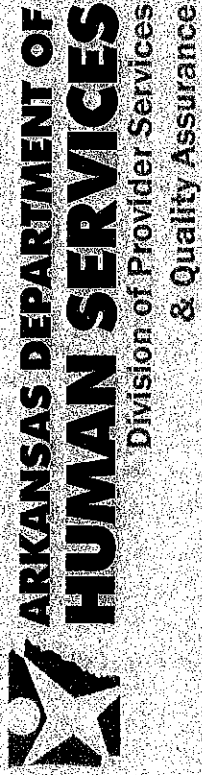
Tenth Judicial District Substance Abuse Program DBA, New Beginnings, C.A.S.A

Medicaid Provider Number

200535744

2.2 Minimum Qualifications

C



License Number: 34083

This Is to Certify That

New Beginnings CASA

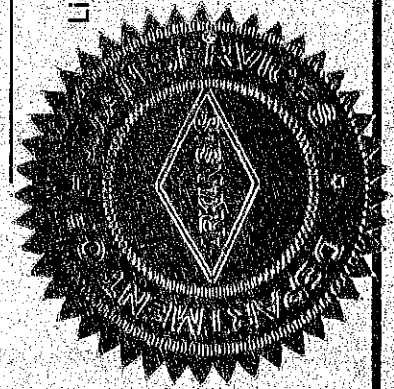
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs _____

on the premises located at _____ 442 York Street _____

Warren _____, County of _____, Bradley _____, Arkansas.

License Effective: 03/28/2020 | License Expires: 03/28/2023





Certificate Number: 33263

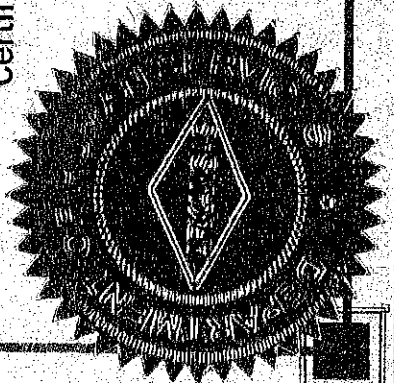
This Is to Certify That

New Beginnings CASA

412 York Street, Warren, AR 71671

has met provider requirements to operate a(n)/as _____ Behavioral Health Agency.

Certificate effective from 07/01/2019 to 06/30/2022 (unless sooner revoked).





Certificate Number: 33160

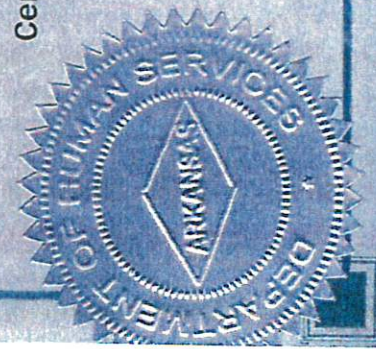
This Is to Certify That

New Beginnings CASA

351 B Hwy 425 South, Monticello, AR 71655

has met provider requirements to operate a(n)/as _____ Behavioral Health Agency.

Certificate effective from 07/01/2019 to 06/30/2022 (unless sooner revoked).



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


10TH DISTRICT SUBSTANCE ABUSE PROGRAM

DBA NEW BEGINNINGS C.A.S.A
351 B HWY 425 SOUTH
MONTICELLO, AR 71655

Dates of Certification: 07/11/2018 - 07/31/2019

Vendor Number: 11261

BHA License Number: 263



Sherri Proffer, RN

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





**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**
Division of Provider Services
& Quality Assurance

Certificate Number: 33444

This Is to Certify That

New Beginnings CASA

207 North Second Street, McGehee, AR 71654

has met provider requirements to operate a(n)/as _____ Behavioral Health Agency.

Certificate effective from 07/01/2019 to 06/30/2022 (unless sooner revoked).



ARKANSAS DEPARTMENT OF HUMAN SERVICES
DIVISION OF BEHAVIORAL HEALTH SERVICES

By Virtue of Act 173 of 1995

Licensure Is Hereby Granted To:

**10th District Substance Abuse Program dba
New Beginnings**

207 North Second St. McGehee AR 71654
To Provide Alcohol and Other Drug Abuse/Addiction Treatment
Three-Year License Expires on

March 31, 2020


Bridget Atkins, LCSW
Manager of Certification and Licensing


Latrese Atkins
Substance Abuse Program Coordinator

No. 00290



**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**

Division of Provider Services
& Quality Assurance

Certificate Number: 33263

This Is to Certify That

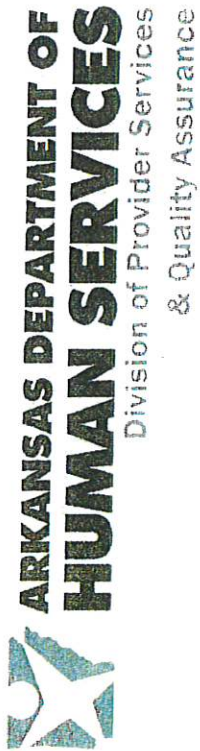
NEW BEGINNINGS CASA

2803 WILLOW STREET PINE BLUFF AR 71603

has met provider requirements to operate a(n)/as _____ Behavioral Health Agency.

Certificate effective from 10/14/2020 to 10/13/2023 (unless sooner revoked).





License Number: 34083

This Is to Certify That

NEW BEGINNINGS CASA

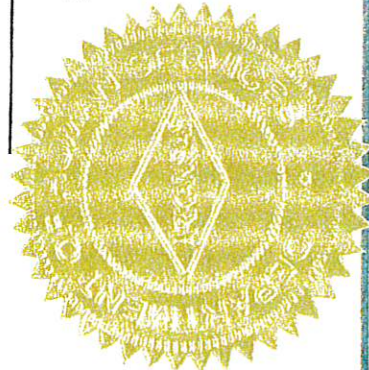
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity ALCOHOL AND OTHER DRUG ABUSE TREATMENT PROGRAMS

on the premises located at 2803 WILLOW STREET,

PINE BLUFF, County of JEFFERSON, Arkansas.

License Effective: 10/14/2020 | License Expires: 03/28/2023



2.2 Minimum Qualifications

D

CCIT INTERNATIONAL

A Three-Year Accreditation is issued to
**10th District Substance Abuse Program
dba New Beginnings, C.A.S.A.**

for the following program(s)/service(s):

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

Outpatient Treatment: Alcohol and Other Drugs/Addictions
(Children and Adolescents)

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

This accreditation is valid through
December 31, 2021

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:

Richard Fortak

Benjamin M.D.

June 26, 2019

Mike Knickerbocker, LADAC
10th District Substance Abuse Program dba New Beginnings, C.A.S.A.
412 York Street
Warren, AR 71671

Dear Mr. Knickerbocker:

It is my pleasure to inform you that 10th District Substance Abuse Program dba New Beginnings, C.A.S.A. has been issued CARF accreditation based on its recent survey. The Three-Year Accreditation applies to the following program(s)/service(s):

- Outpatient Treatment: Alcohol and Other Drugs/Addictions (Adults)
- Outpatient Treatment: Alcohol and Other Drugs/Addictions (Children and Adolescents)
- Residential Treatment: Alcohol and Other Drugs/Addictions (Adults)

This accreditation will extend through December 31, 2021. This achievement is an indication of your organization's dedication and commitment to improving the quality of the lives of the persons served. Services, personnel, and documentation clearly indicate an established pattern of conformance to standards.

The accreditation report is intended to support a continuation of the quality improvement of your organization's program(s)/service(s). It contains comments on your organization's strengths as well as any consultation and recommendations. A Quality Improvement Plan (QIP) demonstrating your organization's efforts to implement the survey recommendation(s) must be submitted within the next 90 days to retain accreditation. The QIP form is posted on Customer Connect (customerconnect.carf.org), CARF's secure, dedicated website for accredited organizations and organizations seeking accreditation. Please log on to Customer Connect and follow the guidelines contained in the QIP form.

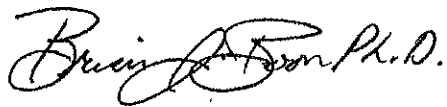
Your organization should take pride in achieving this high level of accreditation. CARF will recognize this accomplishment in its listing of organizations with accreditation and encourages your organization to make its accreditation known throughout the community. Communication of the accreditation to your referral and funding sources, the media, and local and federal government officials can promote and distinguish your organization. Enclosed are some materials that will help you publicize this achievement.

Your organization's complimentary accreditation certificate will be sent separately. You may use the enclosed form to order additional certificates.

If you have any questions regarding your organization's accreditation or the QIP, you are encouraged to seek support from Jessica Montijo Soto by email at jmontijosoto@carf.org or telephone at (888) 281-6531, extension 7075.

CARF encourages your organization to continue fully and productively using the CARF standards as part of its ongoing commitment to accreditation. CARF commends your organization's commitment and consistent efforts to improve the quality of its program(s)/service(s) and looks forward to working with your organization in its ongoing pursuit of excellence.

Sincerely,

A handwritten signature in cursive script that reads "Brian J. Boon, Ph.D.".

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

Enclosures

2.2 Minimum Qualifications

E

Staffing Plan

Mitzy Sullivan, Executive Director, RADD certified, QBHP

Jamie Thomas, Executive Director Assistant/DHS biller/Admis outpatient biller

Dana Herring, Administrative Assistant/Dietary Manager

Destiny Boone, Intake Coordinator/Admis residential biller

Joe Goodson, RADD office supervisor

Jeremiah Gallentine, RADD office assistant/RADD certified

Gregory Reynolds, Maintenance (Contract)

Mary Odom, LCSW – Clinical Director

Cindy Snider, LPC, LADAC, - Oversee Outpatient CIT's and signs off on their paperwork.

Louann Lehman, LADAC – Provides all supervision for CIT and signs off on paperwork.

Jeffery McDonald, BSCJ, QBHP – Counselor in training and utilization review

Andy Turner, BA – Counselor in training

April Noles – Counselor in training

Felicia Mitchell – Counselor in training

Ashley Bryant – Counselor in training

Joann Terry, BS – Counselor in training

Paris Webb, BSW- Counselor in training

Latasha Rochell, Masters Addiction Counseling, BACJ, QBHP

Tavia Harrell – Counselor in Training

Darlene Johnson, BSCJ – Counselor in Training



**Arkansas
Social Work License Card**

License No.

6940-C

Expiration Date:

8/31/2021

Mary Melissa Odom, LCSW

711 N. Bailey St.

Monticello AR 71655

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

Sign Hudson, LCSW

Chairman

**STATE OF ARKANSAS
SOCIAL WORK LICENSING BOARD**

Mailing Address:

PO Box 251965 Little Rock, AR 72225-1965

Physical Address:

2020 W. Third, Suite 518 Little Rock, AR 72205

Phone: 501-372-5071 www.arkansas.gov/swlb

Fax: 501-372-6301 Email: swlb@arkansas.gov

Mary Snider

Magnolia

Magnolia, Magnolia, 71753, 71753

LICENSE #: P0710060 | TYPE: LPC | STATUS: ACTIVE

ADDITIONAL INFO

Date of Issue: 10/19/2007

Date of Expiration: 5/31/2022

Standing: Good Standing

Email: cindy.snider@gmail.com

Speciality:

Drug & Alcohol



Arkansas Board of Examiners in Counseling and Marriage & Family Therapy

Name: Mary Snider

License: LPC

License No.: P0710060

Status: Active

Renewed: 7/30/2020

Expires: 5/31/2022

The data in this website is maintained by McMan State Solutions and is endorsed by the Board as primary source verification. Each item of data has been provided by Board personnel from the primary source, unless otherwise specified. The Board maintains updates to this website on an ongoing basis. No responsibility is assured or implied for error or omissions created or caused by technical difficulties. No one shall be entitled to claim detrimental reliance thereon.



State of Arkansas
Board of Examiners of Alcoholism
and Drug Abuse Counselors

certifies that

Mary Cindy Snider

is currently licensed under the authority
of Act 443 of 2009 as a

LICENSED ALCOHOLISM & DRUG ABUSE COUNSELOR

Date of Issue	License No.	Expiration Date
12/09/2005	237L	12/31/21

Pam Jike

Board Administrator



State of Arkansas
Board of Examiners of Alcoholism
and Drug Abuse Counselors
certifies that

Louann Lehman

Is currently licensed under the authority
of Act 443 of 2009 as a

LICENSED ASSOCIATE ALCOHOLISM & DRUG ABUSE COUNSELOR

Date of Issue	License No.	Expiration Date
10/12/2001	125AL	12/31/21

Pamela
Board Administrator

CERTIFICATE OF COMPLETION

THIS CERTIFIES THAT

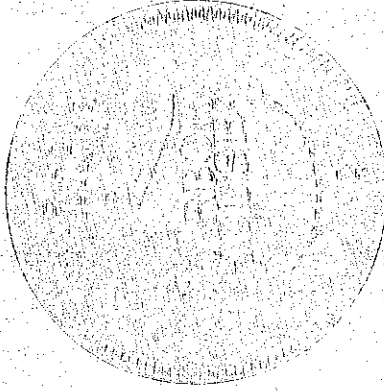
Latasha Rochell

has successfully completed

RECOVERY COACH BOOTCAMP

on August 31, 2020 - September 3, 2020

9/3/2020



Jimmie A. Wooding
Jimmie A. Wooding, LCSW, AADC

Harbor House, Inc.

Approved by Arkansas Substance Abuse Certification Board for 32.5 CEU's with 6.5 CEU's attributed to Motivational Interviewing

CERTIFICATE OF COMPLETION

THIS CERTIFIES THAT

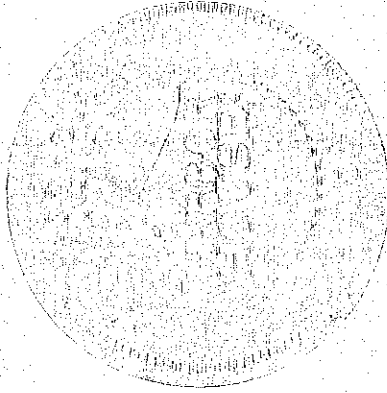
Jeffrey McDonald

has successfully completed

RECOVERY COACH BOOTCAMP

on August 31, 2020 – September 3, 2020

9/3/2020



Jimmie A. Wooding
Jimmie A. Wooding, LCSW, AADC
Harbor House, Inc.

Approved by Arkansas Substance Abuse Certification Board for 32.5 CEU's with 6.5 CEU's attributed to Motivational Interviewing

CERTIFICATE OF COMPLETION

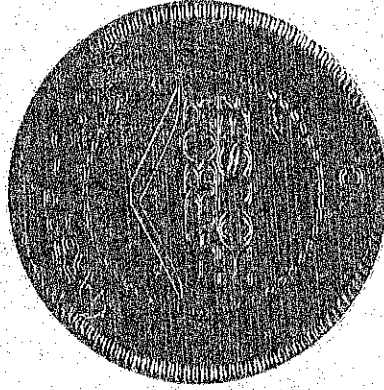
THIS CERTIFIES THAT

Mitzy Sullivan

has successfully completed

RECOVERY COACH BOOTCAMP

on August 31, 2020 – September 3, 2020



Jimmie A. Wooding
Jimmie A. Wooding, LCSW, AADC

Harbor House, Inc.

9/3/2020

Approved by Arkansas Substance Abuse Certification Board for 32.5 CEU's with 6.5 CEU's attributed to Motivational Interviewing

Arkansas Department of Human Services
Division of Aging, Adult and Behavioral
Health Services

This is to certify that

Mitzy Sullivan

Has successfully completed (6) hours of training in

Regional Alcohol and Drug Detoxification

May 19, 2020

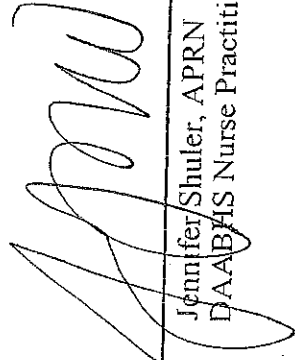
Expires (2) years from completion date

Jayne Poole, LPN
RADD Instructor

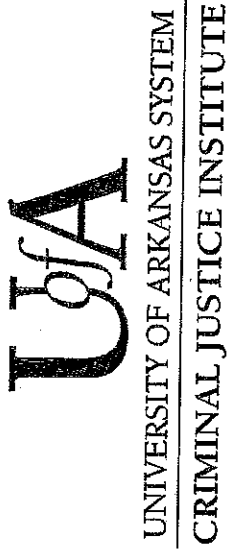


Phillip D. Hall
State Opioid Treatment Authority

Jennifer Shuler, APRN
DAAABHS Nurse Practitioner



NB 1058

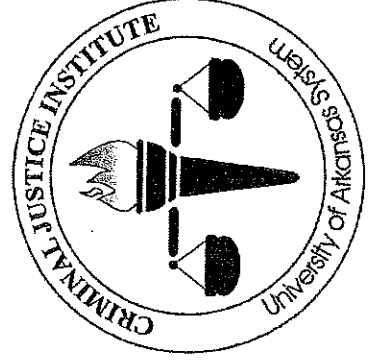


This is to certify that

Jeremiah W. Gallentine

has successfully completed the 2 hour course
AR Prescription Drug Family Training of Trainer

July 19, 2019



Cheryl P. May
Director
Criminal Justice Institute

[Signature]
State Drug Director

Arkansas Department of Human Services
Division of Aging, Adult and Behavioral
Health Services

This is to certify that

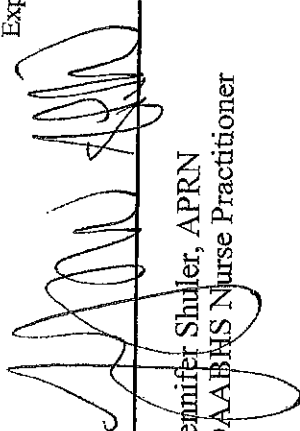
Jeremiah Gallentine


Has successfully completed training in

Regional Alcohol and Drug Detoxification

November 5, 2019

Expires (2) years from completion date


Jennifer Shuler, APRN
DAAABHS Nurse Practitioner


Phillip D. Hall
State Opioid Treatment Authority

NB 1051

2.2 Minimum Qualifications

F

Information for Evaluation

E.1

A. See attached resumes and organizational chart.

B. Observation Detoxification, Residential, Partial Day, and Interim Services are provided at our main headquarters at 412 York Street in Warren. Referrals come from a variety of sources, just to name a few: Courts, employers, families, DCFS, New Beginnings C.A.S.A. outlying outpatient offices, Hospitals, Detox services, Churches, physician offices, and clients themselves. We cover area 6, but with the recent shortage of treatment facilities we have been allowed to help out other catchment areas with approval. Should beds not be available the client will be offered outpatient services until a bed is available.

We have outpatient offices located at:

- 1211 Hwy 133 N. Suite B, Crossett, AR. This location covers the counties of Ashley and Chicot.
- 207 North Second Street, McGehee, AR. This location covers the counties of Desha, Lincoln, and Chicot.
- 351 Hwy 425 S., Monticello, AR. This location covers the counties of Drew, and Lincoln
- 2803 South Willow, Pine Bluff, AR. This location covers the counties of Jefferson, Arkansas, Lincoln, and Grant.
- 412 York Street, Warren, AR. This location covers Bradley, and Cleveland.

Residential Service Location is as follow:

412 York Street, Warren, AR. This location covers all of Catchment area 6 and when needed will help other catchment areas as well.

We offer 6 total detox beds (3) female and (3) male.

Residential service offers a total of 29 beds (15) female and (14) male

E.2

A. Tenth District Substance Abuse Program Dba New Beginnings C.A.S.A. views substance abuse as a complex problem with non-definitive etiology, but with involvement of physiological, and sociological factors, individually or in combination. We recognize that alcohol and drug abuse is a condition, which has a statistically significant potential for relapse. A variety of treatment approaches will be encouraged and maintained due to the individual needs of clients participating in the program. New Beginnings C.A.S.A. view the alcohol and drug dependent individual as one in need of services which will attend to not only the diagnosed disorder of the substance abused, but in many cases, other inter and interim-personal dynamics as well, involving family, occupational, and social functioning. Pharmacotherapy serves as a valuable function when there are physical or psychological conditions that warrant immediate intervention for the physical or emotional well-being of the individual.

A. **Continued.** Interim Services will be provided at our main location in Warren. Interim Services will consist of counseling and education about the risks of Human Immunodeficiency Virus (HIV), Tuberculosis (TB), risks of needle sharing, risks of transmission to sexual partners, and infants, steps to ensure transmission doesn't occur, and referral for HIV or TB services if necessary. For pregnant women, Interim Services must include counseling on effects of alcohol and drug use on

2.2 Minimum Qualifications

G

BUSINESS ASSOCIATE AGREEMENT FOR COVERED ENTITY

This Business Associate Agreement is made and entered into as of the date set forth 7.23.18 (the "Effective Date"), by and between the undersigned NEW BEGINNINGS, C.A.S.A. ("Covered Entity") and **COUNSOL, LLC** ("Business Associate"). Covered Entity and Business Associate may be referred to individually as a "Party" or collectively as the "Parties."

WHEREAS, Covered Entity and Business Associate are parties to a services agreement or other formal business relationship, the terms of which are incorporated herein by reference ("Underlying License Agreement") that may involve the receipt, creation, transmission, or maintenance of protected health information of Business Associate's customers ("PHI"); and Covered Entity customers ("PHI").

NOW, THEREFORE, for and in consideration of the mutual covenants and conditions herein, the consideration set forth in the Underlying License Agreement, and other good and valuable consideration, receipt and adequacy of which are hereby acknowledged, the parties agree as follows:

1. **Statement of Purpose.**

Contemporaneous with the execution of this Agreement, Business Associate and Covered Entity have entered into one or more End User License Agreements (collectively, the "Underlying License Agreement") pursuant to which Business Associate will provide certain limited software applications or other services (the "Services") to Covered Entity as set forth in the License Agreement by and between the parties. Because Business Associate may access, maintain, retain, be exposed to, transmit or become aware of confidential health information of patients of Covered Entity in the performance of the Services, the parties agree to protect the confidentiality of such information in accordance with federal and state laws and regulations including, but not limited to, information protected by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), the Health Information Technology for Economic and Clinical Health Act in Public Law 111-5 (the "HITECH Act"), and the regulations promulgated thereto (collectively, the "HIPAA Regulations"), which include, as amended from time to time, (i) the privacy standards, requirements and specifications promulgated by the Secretary at 45 C.F.R. Parts 160 and 164 subparts A and E, as amended (the "Privacy Rule"), (ii) the security standards, requirements and specifications promulgated by the Secretary at 45 C.F.R. Parts 160, 162 and 164 subparts A and C, as amended (the "Security Rule"), and (iii) the breach notification standards, requirements and specifications enacted by Subtitle D of the HITECH Act.

2. **Definitions.**

Unless otherwise defined herein, capitalized terms shall have the same meaning as set forth in the Regulations:

(a) "**Breach**" shall mean the acquisition, access, use or disclosure of PHI in a manner not permitted by the Privacy Rule that compromises the security or privacy of the PHI, as defined and subject to the exceptions set forth in 45 C.F.R. § 164.202.

(b) "**Compliance Date**" means, in each case, the date by which compliance is required under the referenced provision of the HITECH Act or implementing HIPAA Regulations, as applicable; provided that, in any case for which that date occurs prior to the Effective Date, the Compliance Date means the Effective Date.

(c) "**Electronic Protected Health Information**" or "**EPHI**" means electronic protected health information as defined in the Security Rule that is created, received, maintained or transmitted by or on behalf of the Covered Entity.

(d) "**Individual**" shall have the same meaning as the term "individual" in 45 C.F.R. § 164.103 and shall include a person who qualifies as a personal representative in accordance with 45 C.F.R. § 164.502(g).

(e) "**Law**" shall mean all applicable Federal and State Statutes and all relevant regulations there under.

(f) "**Protected Health Information**" or "**PHI**" shall have the same meaning as the term "Protected Health Information" in 45 C.F.R. § 164.103, limited to the Information created or received by Business Associate from or on behalf of the Covered Entity.

(g) "**Secretary**" shall mean the Secretary of the Department of Health and Human Services, or his designee.

3. Restrictions on Use of PHI.

Business Associate may use PHI only to perform the permitted and required uses and disclosures as provided by the Underlying Agreement and this Business Associate Agreement (collectively, the "Underlying License Agreements") or as required by law. Business Associate shall not use or disclose PHI received from Covered Entity in any manner that would constitute a violation of the Regulations if Covered Entity made the same use or disclosure, except that Business Associate: (a) may use or disclose such PHI to comply with Business Associate's proper management and administration, and (b) may use or disclose such PHI for Business Associate's legal responsibilities. Business Associate may disclose PHI for the purposes described in this Section 2 only if Business Associate obtains reasonable written assurances from the person or entity to whom the PHI is disclosed that it will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the person or entity, and such person or entity notifies Business Associate of any instances of which it is aware in which the confidentiality of the PHI has been breached, or such disclosure is required by law. Without limiting the foregoing, Business Associate may not de-identify or aggregate PHI for any reason, except as otherwise provided in the Agreements and then solely on behalf of Covered Entity. Business Associate hereby agrees to make PHI uses, disclosures and requests for protected health information consistent with Covered Entity's policies and procedures; minimum necessary.

Permitted and Required Uses and Disclosures of PHI That May Be Made Without Your Authorization or Opportunity to Object.

We may use or disclose your PHI without your authorization in the following situations:

Required By Law.

We may use or disclose your PHI to the extent that the use or disclosure is required by law. The use or disclosure will be made in compliance with the law and will be limited to the relevant requirements of the law. You will be notified, as required by law, of any such uses or disclosures.

Public Health.

We may disclose your PHI for public health activities and purposes to a public health authority that is permitted by law to collect or receive the information. The disclosure will be made for the purpose of controlling disease, injury or disability. We may also disclose your PHI, if directed by the public health authority, to a foreign government agency that is collaborating with the United States public health authority.

Communicable Diseases.

We may disclose your PHI, if authorized by law, to a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading the disease or condition.

Health Oversight.

We may disclose PHI to a health oversight agency for activities authorized by law, such as audits, investigations and inspections. Oversight agencies seeking this information include government agencies that oversee the healthcare system, government benefit programs, other government regulatory programs and civil rights laws.

Abuse or Neglect.

We may disclose your PHI to a public health authority that is authorized by law to receive reports of child abuse or neglect. In addition, we may disclose your PHI to the governmental entity or agency authorized to receive such information if we believe that you have been a victim of abuse, neglect or domestic violence. In this case, the disclosure will be made consistent with the requirements of applicable federal and state laws.

Food and Drug Administration ("FDA").

We may disclose your PHI to a person or company required by the FDA to report information such as adverse events and product defects, to enable product recalls, to make repairs or replacements, or to conduct post marketing surveillance.

Legal Proceedings.

We may disclose PHI in response to a court or administrative order. We may also disclose PHI in response to a subpoena, discovery request, or other lawful process, but only if a reasonable effort has been made to tell you about the request or to obtain an order protecting the information requested.

Law Enforcement.

We may release PHI for certain law enforcement purposes including, for example, reports required by law, to comply with a court order or warrant, or to report or answer questions about a crime.

Coroners, Funeral Directors and Organ Donation.

We may disclose PHI to a coroner, funeral director or medical examiner as necessary to permit them to carry out their duties.

Research.

We may disclose your PHI to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your PHI.

Criminal Activity.

Consistent with applicable federal and state laws, we may disclose your PHI if we believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public. We may also disclose PHI if it is necessary for law enforcement authorities to identify or apprehend an individual.

Military Activity and National Security.

When the appropriate conditions apply, we may use or disclose PHI of individuals who are Armed Forces personnel (1) for activities deemed necessary by appropriate military command authorities (2) for the purpose of a determination by the Department of Veterans Affairs of your eligibility for benefits or (3) to foreign military authority if you are a member of that foreign military services. We may also disclose your PHI to authorize federal officials for conducting national security and intelligence activities, including for the provision of protective services to the President of the United States or other officials.

Workers' Compensation.

Your PHI may be disclosed by us as authorized to comply with workers compensation laws and other similar legally established programs.

Required Uses and Disclosures.

Under the law, we must make disclosures to you and to the U.S. Department of Health and Human Services when required to determine our compliance with the requirements of the Federal Privacy Standards.

4. Application of the Regulations to Business Associate

Business Associate understands and acknowledges that all applicable provisions of the Regulations apply directly to Business Associate and to each of its subcontractors and agents (and their subcontractors and agents) who receive or have access to the PHI and that Business Associate and each such subcontractor or agent is subject to compliance with all applicable provisions of the Regulations, including without limitation, all applicable security and privacy laws, rules and regulations contained in or promulgated under the Regulations. Without limiting the foregoing, Business Associate shall ensure that any agent or subcontractor of Business Associate that creates, receives, maintains, or transmits PHI on behalf of Business Associate ("Subcontractor") agrees in writing to the same restrictions, conditions, and requirements that apply to Business Associate with respect to such information ("Sub-BA Agreement");

each Sub-BA Agreement shall require the applicable Subcontractor to enter into a similar written agreement with each of its subcontractors and agents who receive, create, transmit or maintain PHI or otherwise have access to the PHI. If Covered Entity is itself a business associate (or subcontractor of a business associate) with respect to the PHI, Business Associate agrees that it shall comply with all provisions of the business associate agreement between Covered Entity and the applicable covered entity or business associate with respect to the PHI.

Any other capitalized terms used but not otherwise defined in this Agreement shall have the same meaning as set forth in the HIPAA Privacy and Security Rules and the HITECH Act.

5. Business Associate Compliance.

Business Associate agrees to comply with its obligations as a business associate under HIPAA and acknowledges that it is subject to, and agrees to comply with, HIPAA, the HITECH Act and all applicable guidance and regulations issued in the past, present or future by the Secretary to implement HIPAA and the HITECH Act, including, but not limited to, HIPAA Regulations and all other Law. Business Associate will not act in any way to hinder, and will act in good faith to assist the Covered Entity to comply with HIPAA, the HITECH Act, HIPAA Regulations and all other Law. Business Associate agrees to comply with applicable state and federal Law relating to the confidentiality, security, privacy, and reporting or notification of breaches of health information.

6. General Confidentiality.

Business Associate recognizes the sensitive and confidential nature of the Protected Health Information and agrees:

(a) That such Protected Health Information will be used or disclosed, including the uses and disclosures inherent in the performance of the Services which are included in the License Agreement, solely as required or permitted under this Agreement and in accordance with Law or as required by Law, including without limitation HIPAA, the HITECH Act, HIPAA Regulations and provided that such uses and disclosures would not violate the HIPAA, the HITECH Act, HIPAA Regulations and all other Law if performed by the Covered Entity itself; and

(b) That Business Associate shall use reasonable safeguards designed to ensure that the transmission, handling, storage, and use of such Protected Health Information by Business Associate will preserve the confidentiality of the Protected Health Information, in accordance with HIPAA, the HITECH Act, HIPAA Regulations and all other Law.

7. Privacy Rule Responsibilities of Business Associate.

(a) Business Associate will maintain accurate records of all transactions made in connection with this Agreement.

(b) Business Associate agrees to document and make available to Covered Entity the information required for the Covered Entity to provide an accounting of disclosures as set forth in the Privacy Rule at 42 C.F.R. § 164.528 for uses and disclosures for which an accounting is required. Such records and accounting shall be provided to Covered Entity within ten (10) days of a written request from Covered Entity and Business Associate will maintain information necessary to provide an accounting for a period of six (6) years from the date of the disclosure. Pursuant to the License Agreement and subject to further agreement between the parties, Business Associate normally will retain Protected Health Information that it receives from Covered Entity for one (1) year from the date of receipt.

(c) Business Associate agrees to report to the Covered Entity within five (5) days any use or disclosure of information it learns is other than as permitted in this Agreement. To the extent applicable, Business Associate shall also follow Section 7 of this agreement relating to breaches of unsecured Protected Health Information.

(d) Business Associate agrees that, to the extent that it contracts with any agents or subcontractors who will have access to any Protected Health Information, it will ensure that the agents or subcontractors agree to restrictions and conditions on the use or disclosure of Protected Health Information at least as stringent as those that apply throughout this Agreement with respect to such information and shall not,

In any manner that violates HIPAA, the HITECH Act, HIPAA Regulations and all other Law, use or disclose PHI except as set forth in this Agreement and under all applicable Law.

- (e) Business Associate, including its agents and subcontractors, agrees to limit any request, use and disclosure of Protected Health Information, to the extent practicable, to the Limited Data Set or, if needed, to the minimum amount of Protected Health Information necessary to accomplish the purpose of the request, use or disclosure in compliance with the HITECH Act and any regulations or guidance promulgated pursuant thereto. Business Associate acknowledges that the Secretary is required by the HITECH Act to issue guidance on what constitute "minimum necessary" for purposes of the Privacy Rule. Business Associate agrees to comply with the guidance, once issued by the Secretary, and to only request, use or disclose the minimum amount of Protected Health Information as described in such guidance.
- (f) Business Associate agrees to make Protected Health Information regarding a specific Individual available to that Individual as set forth in the Privacy Rule at 45 C.F.R. § 164.524 upon the specific request of the Covered Entity. Should Business Associate receive a request from an Individual for such access, Business Associate shall forward such request to Covered Entity. Any denials of access to the Protected Health Information shall be the responsibility of the Covered Entity.
- (g) Business Associate agrees to incorporate any amendments to Protected Health Information or to a record regarding an Individual contained in a Designated Record Set (for so long as the Protected Health Information is maintained in the Designated Record Set) when provided by an Individual as set forth in the Privacy Rule codified at 45 C.F.R. 164.526, and requested by the Covered Entity. Business Associate shall forward to Covered Entity any Individuals request for an amendment within ten (10) days of receipt of such a request. Any approvals or denials of amendment to the Protected Health Information shall be the responsibility of the Covered Entity.
- (h) Business Associate agrees to make its internal practices, books and records relating to the use and disclosure of Protected Health Information, including policies and procedures relating to Protected Health Information, received from, or created or received by contracts on behalf of the Covered Entity available to the Covered Entity and the Secretary for the sole purpose of compliance determinations as set forth in the Privacy Rules.
- (i) Business Associate and Covered Entity agree that the confidentiality provisions of this Agreement, specifically Sections 2 through 7, shall survive termination of this Agreement.
- (j) Business Associate may, solely at the request of the Covered Entity, provide Data Aggregation Services relating to the health care operations of the Covered Entity.
- (k) Business Associate is not prohibited by this Agreement from utilizing Protected Health Information for its proper management and administration or to carry out its legal responsibilities, if any. Further, Business Associate is not prohibited from disclosing Protected Health Information for its proper management and administration or to carry out its legal responsibilities if the disclosure is required by Law or Business Associate obtains reasonable assurances from the person to whom the information is disclosed that it will be held confidentially and used or further disclosed only as required by Law or for the purpose for which it was disclosed to the person. Business Associate will further require that the person to whom information is disclosed inform the Business Associate of any breach of confidentiality or violation of the HIPAA Regulations with respect to that information. In such event, Business Associate will notify the Covered Entity of any instances of which it is aware in which the confidentiality of the information has been breached or the Privacy Rules were otherwise violated.
- (l) Business Associate is not prohibited from using Protected Health Information to report violations of law to appropriate Federal and State authorities consistent with the Privacy Rules.
- (m) To the extent Business Associate has Protected Health Information in a Designated Record Set; Business Associate agrees to provide access, at the request of Covered Entity, within five (5) days of receipt of a written request from Covered Entity, to Protected Health Information in a Designated Record Set, to Covered Entity or, as directed by Covered Entity, to an Individual in order to meet the requirements under 45 C.F.R. § 164.524.

- (n) Business Associate agrees to mitigate, to the extent practicable, any material adverse effect that is known to Business Associate resulting from a use or disclosure of Protected Health Information by Business Associate in violation of the requirements of this Agreement.
- (o) With respect to Protected Health Information that Business Associate creates or receives on behalf of the Covered Entity, Covered Entity will be responsible for obtaining from an Individual any necessary authorizations to use or disclose that Individual's Protected Health Information, in accordance with 45 C.F.R. § 164.506 or § 164.508.
- (p) Within two (2) days of receiving a request from an Individual for a restriction on uses and disclosures of Protected Health Information, as set forth in the Privacy Rule at 45 C.F.R. § 164.522, Business Associate shall forward such request to Covered Entity. Any denials of restrictions to the Protected Health Information shall be the responsibility of the Covered Entity. If the Covered Entity agrees to a restriction, Business Associate will be responsible for using and disclosing Protected Health Information consistent with that restriction. Failure to act in accordance with an agreed-to or required restriction constitutes a violation of this Agreement and must be reported to the Covered Entity.
- (q) With respect to Protected Health Information that Business Associate creates or receives on behalf of the Covered Entity, Business Associate agrees to not directly or indirectly receive remuneration in exchange for any Protected Health Information as prohibited by, and subject to the exceptions under, 42 U.S.C. § 17935(d) and any related HIPAA Regulations, as of their respective Compliance Dates. Failure to act in accordance with this restriction on selling Protected Health Information constitutes a violation of this Agreement and must be reported to the Covered Entity within two (2) days.
- (r) With respect to Protected Health Information that Business Associate creates or receives on behalf of Covered Entity, Business Associate agrees to not make or cause to be made any communication about a product or service that encourages recipients of the communication to purchase or use the product or service as prohibited by, and subject to the exceptions under, 42 U.S.C. § 17936(a) and any related HIPAA Regulations, as of their respective Compliance Dates. Failure to act in accordance with this restriction on marketing communications constitutes a violation of this Agreement and must be reported to the Covered Entity.
- (s) With respect to Protected Health Information that Business Associate creates or receives on behalf of the Covered Entity, Business Associate agrees to not make or cause to be made any written fundraising communication that is a Health Care Operation without provision, in a clear and conspicuous manner, of an opportunity for the recipient to elect not to receive further fundraising communications in accordance with 42 U.S.C. § 17936(b) and any related HIPAA Regulations, as of their respective Compliance Dates. Failure to act in accordance with this restriction on fundraising communications constitutes a violation of this Agreement and must be reported to the Covered Entity.
- (t) The parties acknowledge that the HITECH Act added additional responsibilities on Covered Entity and Business Associate relating to the privacy and security of health information. Business Associate hereby agrees that the terms and conditions of this Business Associate Agreement shall be deemed to comply with the privacy and security provisions contained in the HITECH Act. The parties agree to act in good faith and promptly execute an amendment to this Business Associate Agreement upon the promulgation of any additional final rules, regulations or guidance by the Secretary as required by the HITECH Act, which amendment complies with the additional requirements of the HITECH Act and its implementing guidance and regulations.
- (i) HITECH. Business Associate acknowledges and understands that HITECH (including the rules and regulations promulgated thereunder) imposes direct responsibility on Business Associate for its conduct as a business associate and that Business Associate is subject to direct liability for both civil and criminal penalties for its violations of the Regulations and may be subject to direct liability for both civil and criminal penalties for the violations of its Subcontractors. Any limitation of liability in the Underlying Agreement shall not apply to damages hereunder. Each party agrees to indemnify and hold harmless the other party and the other party's directors, officers, agents and employees, from and against any and all penalties, claims, actions, liability, loss, damages or expense (including court costs and reasonable attorneys' fees) arising out of the indemnifying party's act or

failure to act resulting in damages relating to the unauthorized access to, or the disclosure, loss, destruction or use of PHI, or other violation of this Agreement.

8. Responsibilities of Business Associate Regarding Electronic Protected Health Information.

(a) With respect to EPHI, without limiting the other provisions of this Agreement, Business Associate will

(i) implement administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the EPHI that it creates, receives or transmits on behalf of the Covered Entity, as required by the Security Rule;

(ii) ensure that any agent, including a sub-contractor Business Associate, to whom it provides EPHI agrees to implement reasonable and appropriate safeguards to protect it; and

(iii) report to Covered Entity any Security Incident of which it becomes aware within five (5) business days of becoming aware of such Security Incident.

(b) Business Associate agrees to implement and maintain a written security program that contains the necessary administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of EPHI and must implement and maintain a privacy policy and procedure both in compliance with the HITECH Act and HIPAA including, but not limited to, the HIPAA Regulations.

9. Responsibilities of Business Associate Regarding Unsecured Protected Health Information.

(a) **Securing PHI.** Unless specifically agreed to by the Covered Entity, Business Associate agrees to implement, in a reasonable and appropriate manner, the technologies and methodologies the HITECH Act or other Law specifies in order to render PHI that Business Associate creates, receives, maintains or transmits on behalf of the Covered Entity, unusable, unreadable, or indecipherable to unauthorized individuals, thereby making the PHI secure. Business Associate shall ensure that any agent, including, but not limited to, subcontractors or vendors to whom it provides the Covered Entity's PHI, will implement, in a reasonable and appropriate manner, the technologies and methodologies the HITECH Act or other Law specifies with respect to rendering the Covered Entity's PHI unusable, unreadable or indecipherable to unauthorized individuals.

(b) **Breach Notification.** With respect to any Unsecured PHI, Business Associate shall report to the Covered Entity any suspected Breach (as defined in the HITECH Act and implementing regulations) discovered by Business Associate or any agent or subcontractor within five (5) business days of Discovery including any incident that involves an unauthorized acquisition, access, use or disclosure of PHI, even if Business Associate believes the incident will not rise to the level of a Breach. The report must include (or be supplemented on an ongoing basis as information becomes available) with:

(i) the identification of all individuals whose Unsecured PHI was or is believed to have been involved

(ii) all other information reasonably requested by Covered Entity to enable the Covered Entity to perform and document a risk assessment in accordance with the HITECH Act and implementing regulations to determine whether a Breach occurred, and;

(iii) all other information reasonably necessary to provide notice to individuals, HHS and/or the media. At the Covered Entity's sole option, the Covered Entity may delegate to Business Associate the responsibility for determining (and providing evidence to the Covered Entity) that any such incident is a Breach, including the requirement to perform a risk assessment, and/or for providing or paying all costs to the Covered Entity to provide all legally required notifications to individuals, HHS and/or the media, on behalf of the Covered Entity. Business Associate shall provide these notifications in accordance with the data breach notification requirements set forth in the HITECH Act and 45 C.F.R. Parts 160 and 164 subparts A, D & E as of their respective Compliance Dates, and shall pay for the reasonable and actual costs associated with such notifications. In the event that the Covered Entity delegates these obligations to Business Associate and in the event of a Breach, without unreasonable delay,

and in any event no later than sixty (60) calendar days after Discovery, Business Associate shall provide the Covered Entity with written notification of its risk assessment of the Breach, a list of Individuals, a copy of the template notification letter Business Associate is sending to Individuals, and evidence that all required notifications, including any media or Secretary notifications have been made.

10. Responsibilities of Covered Entity Regarding Electronic Protected Health Information.

With respect to EPHI, without limiting the other provisions of this Agreement, Covered Entity will

- (i) Implement administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the EPHI that it creates, receives or transmits to Business Associate on our behalf, as required by the Security Rule;
- (ii) report to Business Associate any Security Incident of which it becomes aware within five (5) business days of becoming aware of such Security Incident.
- (iii) Covered Entity agrees to implement and maintain a written security program that contains the necessary administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of EPHI and must implement and maintain a privacy policy and procedure both in compliance with the HITECH Act and HIPAA including, but not limited to, the HIPAA Regulations.
- (iv) Limitations on Use or Disclosure. Covered Entity agrees to notify Business Associate promptly after becoming aware of any arrangements permitted or required of Covered Entity by the Regulations that may impact in any manner the use or disclosure of PHI by Business Associate under the Agreements, including: (a) restrictions on use or disclosure of PHI agreed to by Covered Entity upon request of an individual; and (b) changes in, or withdrawal of, an individual's consent or authorization with respect to the disclosure of his/her PHI.

Covered Entity agrees to comply with its obligations as a covered entity under HIPAA and acknowledges that it is subject to, and agrees to comply with, HIPAA, the HITECH Act and all applicable guidance and regulations issued in the past, present or future by the Secretary to implement HIPAA and the HITECH Act, including, but not limited to, HIPAA Regulations and all other Law. Covered Entity will not act in any way to hinder, and will act in good faith to assist the Business Associate to comply with HIPAA, the HITECH Act, HIPAA Regulations and all other Law. Covered Entity agrees to comply with applicable state and federal Law relating to the confidentiality, security, privacy, and reporting or notification of breaches of health information.

11. Term and Termination.

(a) **Term.** The term of this Agreement shall begin on the Effective Date and continue until termination of the License Agreement or until otherwise terminated as noted herein.

(b) **Termination and Amendment by Operation of Law.** This Agreement shall terminate immediately in the event that a HIPAA Business Associate Agreement is no longer applicable or required under then current Law. If on the advice of Covered Entity's counsel, Covered Entity reasonably determines that the terms of this Agreement likely would be interpreted to violate or not comply with any applicable Laws, the parties shall negotiate in good faith to amend the Agreement to comply with such Laws. If the parties cannot reasonably agree on such amendment, then this Agreement and the underlying License Agreement or the relevant portions of such agreement shall terminate.

(c) **Termination of Agreement by Business Associate.** If Business Associate knows of a pattern of activity or practice of the Covered Entity that constitutes a material breach or violation of its obligations relating to PHI under the Agreement, then Business Associate will take reasonable steps to cure the breach or end the violation, including but not limited to notifying the Covered Entity of and allowing the Covered Entity a reasonable period in which to cure the breach or violation. If such steps are unsuccessful, Business Associate shall terminate the Agreement, if feasible, or, if termination is not feasible report the breach to the Secretary.

(d) **Termination of Agreement by Covered Entity.** Covered Entity may terminate this Agreement immediately if it reasonably determines that Business Associate has violated a material term of this Agreement, HIPAA, the HITECH Act, HIPAA Regulations or any other applicable Law; provided, however, that in the event that termination of this Agreement is not feasible, in the Covered Entity's sole discretion, Business Associate hereby acknowledges that the Covered Entity shall have the right to report the breach to the Secretary, notwithstanding any other provision of this Agreement to the contrary. In the event that Business Associate breaches this Agreement, HIPAA, the HITECH Act, HIPAA Regulations or any other applicable Law, Covered Entity reserves the right to cure such breach. Business Associate will cooperate with any such efforts undertaken by Covered Entity. Cure of breach does not limit Covered Entity's ability to immediately terminate this Agreement, at its sole option.

(e) **Injunctive Relief.** Business Associate acknowledges and agrees that the terms of this Agreement and the Privacy Rules are necessarily of a special, unique and extraordinary nature and that the loss arising from a breach thereof cannot reasonably and adequately be compensated by money damage, as such breach will cause Covered Entity to suffer irreparable harm. Accordingly, upon failure of Business Associate to comply with the terms of the Agreement, HIPAA, the HITECH Act, HIPAA Regulations or any other applicable Law, and except as otherwise provided herein, Covered Entity or any of its successors or assigns shall be entitled to injunctive or other extraordinary relief and with such injunctive or other extraordinary relief to be cumulative to, but not in limitation of, any other remedies that may be available to Covered Entity, its successors or assigns, such relief to be without the necessity of posting a bond.

(f) **Effect of Termination.** Upon termination or expiration of this Agreement, Business Associate shall within ten (10) days either return or destroy all Protected Health Information received from, or created or received by Business Associate on behalf of the Covered Entity that the Business Associate maintains in any form and retain no copies of such information to the extent that such action is feasible and not prohibited by other applicable law. This provision applies to all sub-Business Associates or agents of Business Associate who may possess Protected Health Information on behalf of the Business Associate and/or the Covered Entity. In the event that the Covered Entity has ascertained that the return or destruction of such information is not feasible or permissible, Business Associate agrees to continue to comply with all provisions of this Agreement with regard to its uses, storage, and disclosure of such Protected Health Information for so long as Business Associate maintains such Protected Health Information.

12. Miscellaneous Terms.

(a) Independent Contractor Status.

In performing Business Associate's responsibilities pursuant to this Agreement, it is understood and agreed that Business Associate is all times acting as an independent contractor and that Business Associate is not a partner, joint-venture(r), agent or employee of the Covered Entity.

(b) Governing Law and Venue.

This Agreement shall be construed and governed according to the laws of the State of Florida, without giving effect to its conflict of law's provisions.

(c) Assignment.

No assignment of this Agreement or the rights and obligations hereunder shall be valid without the prior written consent of the non-assigning party. Notwithstanding the foregoing, this Agreement may be assigned to any successor or affiliate of the Covered Entity by providing Business Associate with ten (10) days prior written notice of such assignment.

(d) Notices.

Any notice to a party hereto pursuant to this Agreement shall be given in writing by personal delivery, overnight delivery, facsimile, telecommunications, or United States certified or registered mail, return receipt requested, to the addresses established through the License Agreement. The parties shall hereafter notify each other in accordance herewith of any change of address to which notice is required to be sent. Notice shall be effective upon delivery.

(e) Parties Bound.

This Agreement and the rights and obligations hereunder shall be binding upon and inure to the benefit of the parties, and their respective heirs, personal representatives, and permitted assigns. This Agreement shall also bind and inure to the benefit of any successor of Covered Entity by sale, merger or consolidation.

(f) Data Ownership.

Business Associate acknowledges and agrees that the Covered Entity is the owner of the Protected Health Information.

(g) Non-Waiver.

No waiver by either of the parties hereto of any failure by the other party to keep or perform any provision, covenant or condition of this Agreement shall be deemed to be a waiver of any preceding or succeeding breach of the same, or any other provision, covenant or condition.

(h) Additional Documents.

Each of the parties hereto agrees to execute any document or documents that may be requested from time to time by the other party to implement or complete such party's obligations pursuant to this Agreement.

(i) Entire Agreement.

This Agreement, including any exhibits or addenda identified and incorporated by reference herein, contains the entire understanding of the parties and supersedes any prior written or oral agreements or understandings among them concerning the subject matter set forth above.

There are no representations, warranties, covenants, promises, agreements, arrangements or understandings, oral or written, express or implied among the parties hereto relating to the subject matter set forth above which have not been fully expressed herein.

(j) Amendments.

This Agreement can be amended only by an instrument in writing signed by the parties. Amendments to this Agreement shall be effective as of the date stipulated therein. The parties agree to take such reasonable actions as are necessary to amend this Agreement from time to time as is necessary for the Covered Entity to comply with HIPAA, the HITECH Act, HIPAA Regulations or any other applicable Law.

(k) Severability.

The sections, paragraphs and individual provisions contained in this Agreement shall be considered severable from the remainder of this Agreement and in the event that any section, paragraph or other provision should be determined to be unenforceable as written for any reason, such determination shall not adversely affect the remainder of the sections, paragraphs or other provisions of this Agreement. It is agreed further, that in the event any section, paragraph or other provision is determined to be unenforceable, the parties shall use their best efforts to reach agreement on an amendment to the Agreement to supersede such severed section, paragraph or provision.

(l) Interpretation.

Any ambiguity in this Agreement will be resolved in favor of a meaning that permits the Covered Entity to comply with the HIPAA Regulations.

(m) Assistance in Litigation or Administrative Proceedings.

Business Associate shall make him or herself, and any subcontractors, employees or agents assisting Business Associate in the performance of Business Associate's obligations under this Agreement, available to Covered Entity, at no cost to Covered Entity, to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings against Covered Entity, its directors, officers, or employees based upon a claimed violation of Law.

IN WITNESS WHEREOF, the parties have signed this Agreement as of the date set forth below.



Online Counseling Software For Your Practice

**BUSINESS ASSOCIATE
COUNSOL.COM**

By: [Signature]
Name: JONATHAN WELLS
Title: MANAGER / COMPLIANCE
Date Signed: 7/23/18

COVERED ENTITY

[NEW BEGINNINGS, C.A.S.A.]

By: [Signature]
Name: MIKE KNICKERBOCKER
Title: EXECUTIVE DIRECTOR
Date Signed: 7 23 18

Questions and Complaints.

You may file a complaint with us or with the Secretary of the Department of Health and Human Services if you believe your privacy rights have been violated by us. You may file a complaint with us by notifying our Privacy Officer of your complaint. We will not retaliate against you for filing a complaint. For further information about the complaint process, or to make any requests or inquiries, you may contact our Privacy Officer at:

Privacy Officer
CounSol, LLC
6735 Conroy Rd Suite 420
Orlando, FL 32835
E-mail: privacy@counsol.com

Phone Number 800-910-3568
Fax Number 800-910-3568
Business Hours Mon-Fri 10am-6pm EST
Mailing Address 6735 Conroy Rd Suite 420
Orlando, FL 32835

This notice was effective on April 14, 2003 and revised on July 3, 2018.

End

3. Technical Proposal Packet

3. A

Contract Number _____
 Attachment Number _____

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

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

SUBCONTRACTOR NAME: _____

No Yes **Tenth District Substance Abuse Program dba New Beginnings L.A.S.A.**

TAXPAYER ID NAME: **710838722**

IS THIS FOR: Goods? Services? Both?

YOUR LAST NAME: **Sullivan**

FIRST NAME: **Windy**

M.I.: **R**

ADDRESS: **912 York Street**

STATE: **AR**

ZIP CODE: **71471**

COUNTRY: **United States**

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.]	Person's Name(s)	Relation
	Current	Former		From MM/YY	To MM/YY			
General Assembly								
Constitutional Officer								
State Board or Commission Member								
State Employee								

None of the above applies

FOR AN ENTITY (BUSINESS) *

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

Position Held	Mark (✓)		Name of Position of Job Held [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?	Person's Name(s)	Ownership Interest (%)	Position of Control
	Current	Former		From MM/YY	To MM/YY				
General Assembly									
Constitutional Officer									
State Board or Commission Member									
State Employee									

None of the above applies

Contract Number _____
Attachment Number _____

Action Number _____

Contract and Grant Disclosure and Certification Form

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

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

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

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

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

Signature *Walter Sullivan* Title *Executive Director* Date *8/2/2021*
Vendor Contact Person *Walter Sullivan* Title *Executive Director* Phone No. *870-222-9955*

Agency use only	Agency Name	Department of Human Services	Agency Contact Person	Contact Phone No.	Contact or Grant No.
Agency Number	0710				

3. Technical Proposal Packet

3. B

Tenth District Substance Abuse Program dba New Beginnings, c.a.s.a. holds to the philosophy that alcoholism and drug addiction are disorders best treated without excessive use of other drugs. Chemotherapy serves a valuable function when there are physical conditions, which warrant immediate intervention for the physical well-being of the individual.

1. Policy: Annual Review

TENTH DISTRICT SUBSTANCE ABUSE PROGRAM DBA NEW BEGINNINGS, C.A.S.A. annually reviews, revises, publishes, and maintains a personnel policy and procedures manual.

Purpose

To provide the operating parameters for fair and equitable administration of the personnel management system.

Procedure:

- A. To annually review and distribute policies, which support the following goals.
 - 1. To promote the efficiency and economy of TENTH DISTRICT SUBSTANCE ABUSE PROGRAM DBA NEW BEGINNINGS, C.A.S.A..
 - 2. To promote equal employment opportunity for all candidates for employment and for all employees.
 - 3. To promote the morale and well being of TENTH DISTRICT SUBSTANCE ABUSE PROGRAM DBA NEW BEGINNINGS, C.A.S.A. employees.
 - 4. To comply with external requirements including but not limited to the Arkansas Department of Human Services Division of Behavioral Health Services Alcohol and Drug Abuse Prevention, the Arkansas Department of Health and all State and Federal Laws.
- B. All employees are notified (sign documentation) regarding annual revisions within two (2) weeks following approval of revisions by the Board of Directors.

2. Policy: Equal Employment Opportunity Affirmative Action Plan

TENTH DISTRICT SUBSTANCE ABUSE PROGRAM DBA NEW BEGINNINGS, C.A.S.A. will base personnel policies and procedures on the principles which are in compliance with established criteria; including, but not limited to, Federal and State regulations, to include compliance with:

- a. Title VI/Title VII of the 1964 Civil Rights Law, and standards of accrediting agencies.
- b. Age Discrimination in Employment Act of 1967.
- c. Equal Pay Act of 1963.

Purpose

To assure equal employment opportunity for applicants and employees in all aspects of personnel administration without regard to political affiliation, race, color, national origin, age, gender, religion, disability or any other non-merit factor, except where such factor is a bona fide occupational requirement, with proper regard for the privacy and constitutional rights of citizens; and, prohibiting discrimination against any person on the basis of such non-merit factors.

Procedure:

- 1. To recruit, select, and advance employees on the basis of their relative abilities, knowledge, and skill.
- 2. To provide equitable and adequate compensation.
- 3. To provide training opportunities for employees as identified to support high-quality performance and promote career development.
- 4. To retain employees on the basis of the adequacy of their performance, to support correction of inadequate performance, and to separate employees whose inadequate performance is not corrected.
- 5. The Company, if required by law, will establish a written affirmative action program to achieve prompt and full utilization of minorities, the disabled, Vietnam-era or disabled veterans, and women at all levels and in all segments of the work force. The results of the program would be reviewed annually, and the program modified as necessary to achieve its stated objective.
- 6. To process any claims of discrimination in accordance with applicable laws and internal policies/procedures.

7. Should there be a need regarding English Proficiency the company would find a local Interpreter, or contact Department of Human Relations with the Department of Human Services, who would provide an interpreter.
8. All of the above shall apply to both persons served by the program and employees of the program and those working under the supervision of individuals employed by the program.
9. The above posters will be prominently displayed for the viewing public.

3. Policy: Americans with Disabilities Act (ADA)

It is the policy of TENTH DISTRICT SUBSTANCE ABUSE PROGRAM DBA NEW BEGINNINGS, C.A.S.A. to comply with the Americans With Disabilities Act and to appoint one employee who will monitor the program's compliance with the ADA.

Purpose:

TENTH DISTRICT SUBSTANCE ABUSE PROGRAM DBA NEW BEGINNINGS, C.A.S.A. will make reasonable accommodation for any employee or potential employee under the ADA of 1990, in an effort to not discriminate based on any disability, unless to do so would impose an undue hardship; which is generally interpreted to mean significant difficulty or expense. Possible accommodations include part-time or modified work schedules, job restructuring, buying or modifying equipment, and providing readers and interpreters.

Procedure:

TENTH DISTRICT SUBSTANCE ABUSE PROGRAM DBA NEW BEGINNINGS, C.A.S.A. shall post the ADA Public Notification in a manner that it is conspicuous to all staff, clients and visitors.

1. The program shall adopt an ADA non-discrimination policy, which will be monitored by the appointed employee in charge of compliance issues.
2. The program shall conduct an ADA self-evaluation plan and have a transition plan on file with ADAP.

4. Policy: Fair Labor Standards Act Compliance

TENTH DISTRICT SUBSTANCE ABUSE PROGRAM DBA NEW BEGINNINGS, C.A.S.A. abides by the Fair Labor Standards Act (FLSA).

Purpose:

To operate within the legal guidelines of the FLSA.

Procedure:

- (A) Operating hours are set by the Board of Directors as outlined in the Governing Board By-laws.
- (B) Minimum wage, as regulated by law and as posted at each facility, is paid to all covered employees.
- (C) Eight hours shall constitute a day's work for full-time non-supervisory and non-professional employees of the agency. Supervisory and professional employees are considered to be managerial employees and are not limited to an eight-hour day.
- (D) Work schedule for all employees, exempt and Non-exempt, may be adjusted according to TENTH DISTRICT SUBSTANCE ABUSE PROGRAM DBA NEW BEGINNINGS, C.A.S.A. needs. TENTH DISTRICT SUBSTANCE ABUSE PROGRAM DBA NEW BEGINNINGS, C.A.S.A. will require flexibility of employee's work hours. All employees are subject to work any shift and at any work site, as needed. The Tenth District Substance Abuse Program dba New Beginnings, C.A.S.A. workweek will start on Wednesday at midnight and end the following Wednesday at midnight.

5. Policy: Genetic Information Non-discrimination

It is the policy of Tenth District Substance Abuse Program dba New Beginnings, c.a.s.a. to comply with the Title II of the Genetic Information Nondiscrimination Act of 2008.

Purpose:

To protect applicants and employees from discrimination based on genetic information in hiring, promotions, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. GINA also restricts employers acquisition of genetic information and strictly limits disclosure of genetic information. Genetic information includes information about genetic tests of applicants, employees, or their family members; the manifestation of disease or disorders in family members (family medical history); and requests for or receipt of genetic services by applicants, employees, or their family members.

Procedure:

1. TENTH DISTRICT SUBSTANCE ABUSE PROGRAM DBA NEW BEGINNINGS, C.A.S.A. will not recruit, select and advance employees based on their or their families genetic information.
2. To provide equitable and adequate compensation.
3. To provide training opportunities for employees as identified to support high-quality performance and promote career development.
4. TENTH DISTRICT SUBSTANCE ABUSE PROGRAM DBA NEW BEGINNINGS, C.A.S.A. restricts acquisition of genetic information.
5. TENTH DISTRICT SUBSTANCE ABUSE PROGRAM DBA NEW BEGINNINGS, C.A.S.A. strictly limits disclosure of genetic information of applicants, employees or family members.
6. To process any claims of discrimination in accordance with applicable laws and internal policies/procedures.

6. Policy: Harassment

Harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of that person's race, skin color, religion, gender, national origin, age or disability and TENTH DISTRICT SUBSTANCE ABUSE PROGRAM DBA NEW BEGINNINGS, C.A.S.A. expressly prohibits any form of unlawful employee harassment.

Purpose:

To prevent improper interference with the ability of TENTH DISTRICT SUBSTANCE ABUSE PROGRAM DBA NEW BEGINNINGS, C.A.S.A. employees to perform their expected job duties.

Procedure:

1. It is the responsibility of all management personnel to create an atmosphere free of discrimination and harassment, sexual or otherwise.
 - a. Unwelcome sexual advances, requests for sexual favors, and all other verbal or physical conduct of a sexual or otherwise offensive nature, are prohibited, especially when:
 - (1). Submission to such conduct is made either explicitly or implicitly a term or condition of employment.
 - (2). Submission to or rejections of such conduct is used as the basis for decisions affecting an individual's continued employment.
 - (3). Such conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment.
 - b. Unwelcome offensive comments, jokes, innuendoes, and other sexually oriented statements are prohibited.
2. Employees are responsible for respecting the rights of their co-workers.
3. Employees are responsible for promptly reporting all perceived harassment based on gender, color, religion, national origin, age, disability or any other factor to the appropriate supervisor, or the Executive Director. Confidentiality will be maintained to the maximum extent possible.
4. Supervisors or managers who have received a harassment report are responsible for promptly reporting all complaints to the Executive Director who will immediately investigate the matter and take appropriate action.
5. Retaliation against any employee for filing a bona fide complaint under this policy or for assisting in a complaint investigation is prohibited.