

Bid: 710-20-0003

Juvenile Justice Community Based Re-entry and  
Vocational and Career Support Services

Division of Youth Services

April 16, 2020 @ 1:30

Professional Counseling Associates

3601 Richards Road

North Little Rock, AR 72117

501-221-1843

**Tab 1**

**Response Signature  
Page**

## PROPOSAL SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION				
Company:	Professional Counseling Associates			
Address:	3601 Richards Rd.			
City:	North Little Rock	State:	AR	Zip Code: 72117
Business Designation:	<input type="checkbox"/> Individual	<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Public Service Corp	
	<input type="checkbox"/> Partnership	<input type="checkbox"/> Corporation	<input checked="" type="checkbox"/> Nonprofit	
Minority and Women-Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable	<input type="checkbox"/> American Indian	<input type="checkbox"/> Asian American	<input type="checkbox"/> Service Disabled Veteran
	<input type="checkbox"/> African American	<input type="checkbox"/> Hispanic American	<input type="checkbox"/> Pacific Islander American	<input type="checkbox"/> Women-Owned
AR Certification #: _____		* See Minority and Women-Owned Business Policy		

PROSPECTIVE CONTRACTOR CONTACT INFORMATION		
Provide contact information to be used for bid solicitation related matters.		
Contact Person:	Jaime Starling	Title: Promote Program Coordinator
Phone:	501-676-3151	Alternate Phone:
Email:	Jamie.starling@pca-ar.org	

CONFIRMATION OF REDACTED COPY
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input checked="" type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.  <i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.</i>

ILLEGAL IMMIGRANT CONFIRMATION
By signing and submitting a response to this <i>Bid Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.

ISRAEL BOYCOTT RESTRICTION CONFIRMATION
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract.
<input checked="" type="checkbox"/> Prospective Contractor does not and will not boycott Israel.

**An official authorized to bind the Prospective Contractor to a resultant contract 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 proposal to be disqualified.

Authorized Signature:  Title: Executive Director  
Use Ink Only.

Printed/Typed Name: Sarah Hirsch Date: 4/8/2020

**Tab 2**

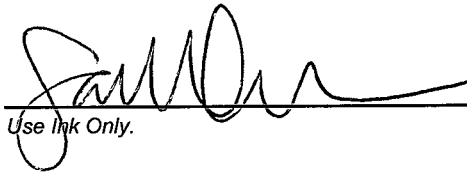
**Agreements and All  
Compliance Pages**

**SECTION 1 - VENDOR AGREEMENT AND COMPLIANCE**

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

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

Authorized Signature: \_\_\_\_\_

  
Use Ink Only.

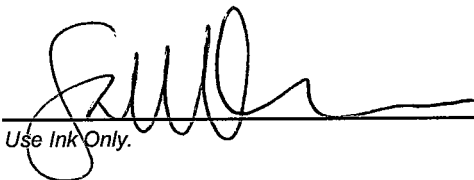
Printed/Typed Name: Sarah Hirsch

Date: 4/8/2020

**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:  \_\_\_\_\_  
*Use Ink Only.*

Printed/Typed Name: **Sarah Hirsch** \_\_\_\_\_ Date: **4/8/2020** \_\_\_\_\_

**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:   
*Use Ink Only.*

Printed/Typed Name: Sarah Hirsch Date: 4/8/2020

**Tab 3**

**Proposed  
Subcontractor Form**



**PROPOSED SUBCONTRACTORS FORM**

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

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

Type or Print the following information

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

**PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORSTO PERFORM SERVICES.**

**Tab 4**

**Signed Addendums**

State of Arkansas  
DEPARTMENT OF HUMAN SERVICES  
700 South Main Street  
P.O. Box 1437 / Slot W345  
Little Rock, AR 72203  
501-682-6327

**ADDENDUM 1**

**DATE:** March 25, 2020  
**SUBJECT:** 710-20-0003

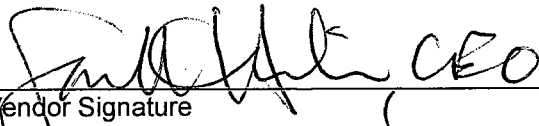
The following change(s) to the above referenced Invitation for Bid for DHS has been made as designated below:

- Change of specification(s)**  
 Additional specification(s)  
 Change of bid opening date and time  
 Cancellation of bid  
 Other

1. "Final Appendix A Catchment Area Map" shall replace "Appendix A Catchment Area Map."
2. "Final Appendix B Community Based Programs Funding Formula" shall replace "Appendix B Community Based Programs Funding Formula."

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BIDS WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED,  
If you have questions, please contact the buyer at Chorsie.Burns@dhs.arkansas.gov. or 501-682-6327

  
Vendor Signature

4/7/2020  
Date

**Professional Counseling Associates**  
Company

State of Arkansas  
DEPARTMENT OF HUMAN SERVICES  
700 South Main Street  
P.O. Box 1437 / Slot W345  
Little Rock, AR 72203  
501-682-6327

**ADDENDUM 2**

**DATE:** April 3, 2020

**SUBJECT:** 710-20-0003 Juvenile Justice Community Based Re-Entry & Vocational & Career Support Services

The following change(s) to the above referenced Invitation for Bid for DHS has been made as designated below:

- Change of specification(s)**  
 Additional specification(s)  
 Change of bid opening date and time  
 Cancellation of bid  
 Other

**RFP: 710-20-0003**

Page 15: 2.3.A.6

The Contractor **shall** provide an Independent Living Skills (ILS) program for all juveniles sixteen (16) and older referred by DYS and admitted to the Contractor's program. A copy of the current ILS curriculum **shall** be provided to DYS for its review and approval prior to implementation. The ILS **must** include, at a minimum, the following components:

- a. money management;
- b. food preparation;
- c. nutrition;
- d. health; and
- e. housekeeping.

Page 16: 2.3.B.7

The Contractor **shall** provide an Independent Living Skills (ILS) program for all juveniles sixteen (16) and older referred by DYS and admitted to the Contractor's program a minimum of one (1) time for sixty (60) minutes every other week. A copy of the current ILS curriculum **shall** be provided to DYS for its review and approval prior to implementation. The ILS **must** include, at a minimum, the following components:

- a. money management;
- b. food preparation;
- c. nutrition;
- d. health; and
- e. housekeeping.

Page 17: C.1

Vocational Services and Career Support

1. Contractor **must** recruit and retain a qualified, ~~dedicated~~ vocational staff member to serve as Job and Career Coach who offers job readiness training (e.g., completing applications, preparing a resume, searching for jobs, effective interpersonal skills, interviewing skills, time management, problem solving, and conflict resolution).
2. The Contractor's ~~dedicated~~ vocational staff member may provide a career assessment, along with assisting the juvenile to explore career options.

3. The Contractor's ~~dedicated~~ vocational staff member **shall** coordinate with Job Corps and the Arkansas Department of Workforce Services (ADWS) in connecting juveniles transitioning to the labor market to appropriate vocational services and career supports, including employment opportunities.
4. The Contractor's ~~dedicated~~ vocational staff member **shall** coordinate with vocational and technical departments at technical, vocational, and two- or four-year colleges or universities to provide opportunities for juveniles who qualify.
5. The Contractor's ~~dedicated~~ vocational staff member **shall** assist juveniles in enrollment and actively support attainment of trade licenses or certifications, and subsequent job or apprenticeship placement.

Page 22: 2.7.A.2

~~The Contractor shall be subject to an audit of overall operations by the Arkansas Department of Health and the Arkansas Department of Corrections pursuant to Arkansas Code Annotated §§9-28-301 and 9-28-302. In addition to the above audits, Contractor shall be subject to audit by DHS and the Arkansas Legislative Audit Legislature as deemed necessary. Contractor shall cooperate fully with all auditing entities.~~

Page 22: 2.7.A.3

This section is stricken from the document.

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## Performance Indicators

Page 2 of Pls, Section 1.D

The Contractor **shall** provide an Independent Living Skills (ILS) program for all juveniles sixteen (16) and older referred by DYS and admitted to the Contractor's program. A copy of the current ILS curriculum **shall** be provided to DYS for its review and approval prior to implementation. The ILS **must** include, at a minimum, the following components:

- b. money management;
- c. food preparation;
- d. nutrition;
- e. health; and
- f. housekeeping.

Page 6 of Pls, Section 4.E.3

The Contractor **shall** provide an Independent Living Skills (ILS) program for all juveniles sixteen (16) and older referred by DYS and admitted to the Contractor's program a minimum of one (1) time for sixty (60) minutes every other week. A copy of the current ILS curriculum **shall** be provided to DYS for its review and approval prior to implementation. The ILS **must** include, at a minimum, the following components:

- b. money management;
- c. food preparation;
- d. nutrition;
- e. health; and
- f. housekeeping.

Page 7 Section 4.G

Vocational services and career support shall be provided.


1. Contractor shall employ a dedicated Job and Career Coach to provide job readiness training.
2. The Job and Career Coach shall have no other duties outside of this position.
3. Dedicated vocational staff shall coordinate with Job Corps and the Arkansas Department of Workforce Services (ADWS) in connecting juveniles transitioning to the labor market to appropriate vocational services and career supports, including employment opportunities.
4. Dedicated vocational staff shall coordinate with vocational and technical departments to provide opportunities for juveniles who qualify.
5. Dedicated vocational staff shall assist juveniles in enrollment and actively support attainment of trade license or certifications, and subsequent job or apprenticeship placement.
6. All services shall be documented in the juvenile's individual case file outlining the services provided, dates, times, units, and signed by the dedicated vocational staff. This information shall be entered into JJIS in the form and manner specified by DYS.

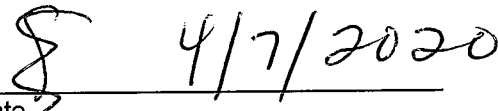
Page 9 of Pl's, Section 5, C.1.

~~The Contractor shall be subject to an audit of overall operations by the Arkansas Department of Health and the Arkansas Department of Corrections pursuant to Arkansas Code Annotated §§9-28-301 and 9-28-302. In addition to the above audits, Contractor shall be subject to audit by DHS and the Arkansas Legislative Audit Legislature as deemed necessary. Contractor shall cooperate fully with all auditing entities.~~

~~The Contractor shall submit a budget to DYS and the Arkansas Legislative Council and go through the budget procedures process in the same manner as State Departments, agencies, institutions, boards, and commissions. Budgets shall be submitted based on operating revenues and expenses of each Contractor, and each Contractor shall provide information related to financial status required by the Legislative Council and/or Joint Budget Committee.~~

BIDS WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED,  
 If you have questions, please contact the buyer at Chorsie.Burns@dhs.arkansas.gov. or 501-537-2283

  
 Vendor Signature

  
 Date

**Professional Counseling Associates**  
 Company

State of Arkansas  
DEPARTMENT OF HUMAN SERVICES  
700 South Main Street  
P.O. Box 1437 / Slot W345  
Little Rock, AR 72203

**ADDENDUM 3**

**TO:** All Addressed Vendors

**FROM:** Chorsie Burns, Buyer

**DATE:** April 8, 2020

**SUBJECT:** 710-20-0003 Juvenile Justice Community Based Reentry & Vocational & Career Support Services

The following change(s) to the above referenced bid have been made as designated below:

- Change of specification(s)
- Additional specification(s)
- Change of bid opening date and time
- Cancellation of bid
- Other-(Additional Vendor Questions)

**CHANGE OF BID OPENING DATE AND TIME**

Bid Opening Date and Time: April 16, 2020 @ 2:00pm CST

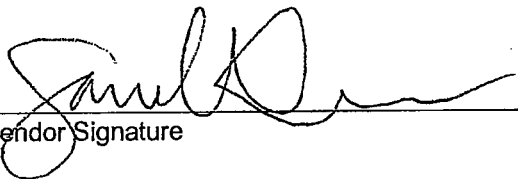
Bid Submission Date and Time: April 16, 2020 @ 1:30pm CST

**OTHER**

Additional Vendor Questions (see attachment on website)

The specifications by virtue of this addendum become a permanent addition to the above referenced bid. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact Chorsie Burns at [chorsie.burns@dhs.arkansas.gov](mailto:chorsie.burns@dhs.arkansas.gov) or (501) 682-6327.

  
Vendor Signature

4/15/20  
Date

**Professional Counseling Associates**  
Company

# Tab 5

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



Contract Number \_\_\_\_\_  
 Attachment Number \_\_\_\_\_  
 Action Number \_\_\_\_\_  
 Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.  
 SUBCONTRACTOR: \_\_\_\_\_  
 SUBCONTRACTOR NAME: \_\_\_\_\_

**CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**

Yes  No

IS THIS FOR:  Goods?  Services?  Both?

TAXPAYER ID NAME: Professional Counseling Associates

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

ADDRESS: 3601 Richards Rd.

CITY: North Little Rock

STATE: AR

ZIP CODE: 72117

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.]	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?	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%)
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  Title CEO Date 4/7/2020  
Vendor Contact Person Jaime Starling Title Promote Program Coordinator Phone No. (501) 676-3151

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

**Tab 6**

**Equal Employment  
Opportunities Policy**

## **YOUR EMPLOYMENT WITH ARISA HEALTH**

### **EQUAL EMPLOYMENT OPPORTUNITY**

Arisa is an Equal Opportunity Employer. Employment at Arisa is based upon personal capabilities and qualifications without regard to race, color, religion, sex, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, citizenship status, veteran status or any other protected characteristic as established by law.

This policy applies to all terms and conditions of employment, including, but not limited to, recruitment, hiring, placement, promotion, termination, layoff, compensation, benefits, and all other terms and conditions of employment. It is Arisa's intent to comply with all federal and state laws regarding employment practices.

The Human Resources Department has overall responsibility for this policy and maintains reporting and monitoring procedures. Staff members' questions or concerns should be referred to the Human Resources Department. Any staff member or applicant who believes he or she has been subjected to unlawful discrimination should report the incident immediately. Staff members, or applicants for employment, who seek assistance pursuant to this policy will not have their employment opportunities adversely affected because of such a complaint or be subject to any other type of retaliation.

Appropriate corrective action, up to and including termination, may be taken when any staff member violates this policy.

### **NON-DISCRIMINATION AND ANTI-HARASSMENT POLICY**

Arisa is committed to a work environment in which all individuals are treated with respect and dignity. Everyone has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, Arisa expects that all relationships among persons in the workplace will be respectful, business-like and free of bias, prejudice and harassment.

Arisa prohibits discrimination and harassment based on race, color, religion, sex, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity or expression, national origin, disability, genetic information, marital status, citizenship status, veteran status, association with a person of a protected status, or any other characteristic protected by law. Arisa prohibits and will not tolerate any such discrimination or harassment.

# Tab 7

Response to  
Information for  
Evaluation Section of  
the Response Packet

## Contract Qualifications

PROFESSIONAL COUNSELING ASSOCIATES, INC. (PCA) was established in 1974, in the State of Arkansas, as a 501(c)(3) tax-exempt, non-profit organization and is nationally accredited as a Community Behavioral health Center by the Commission on Accreditation of Rehabilitation Facilities (CARF) to provide Case Management/Services Coordination: Mental Health (Adults) Case Management/Services Coordination: Mental Health (Children and Adolescents) Community Integration: Mental Health (Adults) Crisis Intervention: Integrated: AOD/MH (Adults) Crisis Intervention: Integrated: AOD/MH (Children and Adolescents) Crisis Intervention: Mental Health (Adults) Crisis Intervention: Mental Health (Children and Adolescents) Day Treatment: Mental Health (Adults) Diversion/Intervention: Family Services (Juvenile Justice) Outpatient Treatment: Integrated: AOD/MH (Adults) Outpatient Treatment: Integrated: AOD/MH (Children and Adolescents) Outpatient Treatment: Mental Health (Adults) Outpatient Treatment: Mental Health (Children and Adolescents) Prevention: Family Services (Juvenile Justice). PCA has provided outpatient behavioral health and psychiatric emergency services for over 45 years to individuals across the lifespan at five outpatient clinic locations, homes, schools or in community-based settings in North Little Rock, Sherwood, Jacksonville, Cabot, and Lonoke. PCA is regarded as one of the top behavioral health organizations in the State of Arkansas and has consistently been awarded the highest level of national accreditation through CARF, by providing high quality behavioral health services to some of the most vulnerable and at-risk individuals in our communities.

PCA has a total of 50+ staff, on average, 25 of which provide direct outpatient behavioral health services, either as a physician, psychologist, psychotherapist, social worker, case manager, paraprofessional or subcontractor, to children, adolescents, adults and families across our catchment areas in Pulaski, Lonoke and Prairie counties. We strive to make our community healthier, safer, and more productive, by improving the lives of the people we serve, helping individuals and families build on their personal strengths, and by supporting the work of other caregivers and service providers in our community. PROFESSIONAL COUNSELING ASSOCIATES, INC. remains committed to our mission of offering pathways to wholeness, healing and hope through caring and effective behavioral health services to men, women, children and families.

PCA is no stranger to the Division of Youth Services' Juvenile Justice Community-Based Re-Entry and Vocational and Career Support Services. PCA has been providing service in Central Arkansas through similar contracts for more than twenty (20) years. PCA is currently under contract (4600044426) with the DYS for the amount of \$432,544.50 to provide services to AR 23<sup>rd</sup> Judicial District. Over the last five years PCA has maintained contracts with DYS for the amounts listed below to provide service for the aforementioned program.

<b>Promote Program of Lonoke Co.</b>	
<b>Funding</b>	
<b>FY</b>	<b>Totals</b>
FY 16	251511.00
FY17	289065.00
FY18	372078.00

FY19	427078.00
FY20	432544.50

PCA has a proven track record of effectiveness and efficiency in administering/providing services to the satisfaction of the DYS. PCA follows all DYS contract mandates and Rules of Practice and Procedure providing comprehensive community based services that are comprised of core services through the PROMOTE Youth Program. These services include the following: Targeted Case Management (as defined by DYS), Casework, Intensive Case work Management, Intensive Casework Management for serious offenders, Interstate Compact, Compliance, Vocational Services and Career Support. Other supplemental services are also offered: Diagnosis and Evaluation, Outpatient Behavioral health services, Group therapy services, Truancy Casework, Casework Juvenile Court, Residential Service Referrals, Independent/ Transitional Living services referral, Anger management groups, Parenting groups/ Informational forums, Drug education groups, Prison tours, Vocational tours ( job shadowing), Educational/ post-secondary tours, Prevention groups.

The PROMOTE Youth Program of Lonoke County in partnership with the 23<sup>rd</sup> Judicial District is committed to servicing and providing the least restrictive services appropriate for juveniles, ages 5-21, in our judicial district. PROMOTE has a strong collaborative relationship with, the Lonoke County Judicial System, Lonoke County School Districts, Juveniles and their families, and the communities in Lonoke County. (Chart depicting community stakeholder and collaborators is attached.)

## Community Collaborations

Name and Title	Email	Phone Number	Address
Honorable Judge Barbara Elmore, for 23rd Judicial District		501-676-3131	301 N. Center, Box 9 Lonoke, AR 72086
April Gill, Chief Intake Officer Lonoke CO Juvenile Department	agill@lcmd.org	501-676-3035	311 Court St. Lonoke, AR 72086
Adam Ellis, Chief Juvenile Probation Officer	aellis@lcmd.org	<u>(501) 676-3035</u>	311 Court Street Lonoke AR 72086
Lori Dollinger FINS/Truancy Officer Juvenile Division	ldollinger@lcmd.org	(501) 676-3035	311 Court St. Lonoke AR 7208
Tiffany Parker, LAC Care Coordinator at Open Arms Shelter		(501)676-6166	P.O. Box 161 Lonoke, Arkansas 72086
Chuck Graham Lonoke County Prosecuting Attorney	chuckgraham@lonokepa.com	501-676-2807	301 N. Center Suite, 301 Lonoke, AR 72086
Dr. John Tackett, Superintendent Lonoke Schools	john.tackett@lonokeschools.org	501-676-2042	401 W. Holly St. Lonoke, AR 72086
Terena Woodruff, Director of Counseling, Cabot Schools		(501) 843-3363	602 North Lincoln Street, Cabot, AR 72023

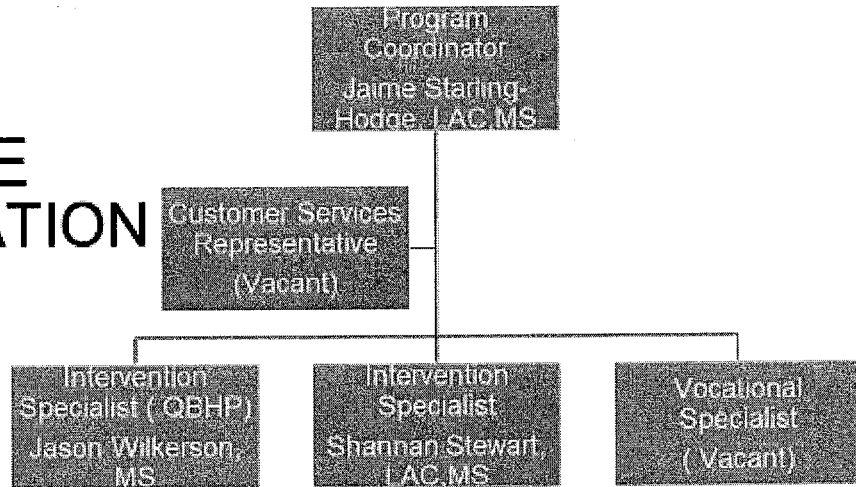
Please see letters of support in Tab 8. Other documentation and additional information.



# Staffing Requirement

## Staffing Requirement

# PROMOTE ORGANIZATION CHART



Resumes and Job Descriptions attached

# Jaime Starling-Hodge, LAC, MS

2801 Foxcroft #4 Little Rock, AR 72227

501-231-7106

[jstarlinghodge@gmail.com](mailto:jstarlinghodge@gmail.com)

## Work Experience

### **PROMOTE Program Coordinator**

Professional Counseling Associates- North Little Rock, AR  
November 2019- Present

Assists to support the VP within the organization as needed. Areas of training to assist VP include management of all daily operations within the promote program/ Lonoke Clinic. Management of program budget, facilitation of daily operations, administrative and clinical oversight, compliance with policies and procedures, program development and grant writing, maintain effective working relationships with internal and external shareholders, quality of clinical services and clinical supervision and training.

### **Mental Health Professional**

Cornerstone Counseling Clinic, Inc. - Nashville, AR  
August 2018 to November 2019

Outpatient behavioral health counselor and school based therapist serving children and adolescents through the Cornerstone school-based program in the South Pike County School District.

### **Business Analyst**

Arkansas Foundation for Medical Care - Little Rock, AR  
December 2015 to March 2018

Reviews, analyzes, and evaluates technology and user needs and documents findings. With the goal of improving corporate collaboration, work-flow, efficiency and effectiveness, this unique position works with other departments/management to identify needs, find solutions and lead projects to implement approved projects. Involved in various process and system enhancements, this position is responsible for analyzing business requirements, developing detailed documentation, assists in estimating project budgets, assists in project planning and prioritization throughout project life cycles. System development and maintenance of the Salesforce Cloud Platform utilized throughout AFMC.

### **Family Services Assistant**

Arkansas Children's Hospital - Little Rock, AR  
June 2013 to October 2015

Demonstrated exemplary customer service skills to patients, families, and staff in the Emergency Department. Used communication skills adapted to the needs of sensitivity to racial and cultural diversity. Consistently assessed and provided appropriate interventions for follow-up according to departmental guidelines. Consistently used problem solving techniques to diffuse conflict and negotiate satisfactory outcomes between employees, patients, families and visitors. Provided emotional support for families in crisis, assisted social work during trauma situations, provides transportation assistance, lodging needs and assessed other needs for families in the Emergency Department. Provided support with medical staff to families in the emergency department exhibiting signs of stress or anxiety. This position is under the supervision of the Director of Social Work.

### **Culinary Expert/Sales Associate**

Williams-Sonoma - Little Rock, AR  
November 2011 to September 2015

Built sales and establish customer relationships by instructing technique classes, purchasing items for cooking classes, demonstrations and in-store events as part of Williams-Sonoma's Culinary Program. Create dynamic cooking class menus for store patrons. CTS winner in 2012 & 2013 for customer Service and sales. Created Top bridal registrations in the region in 2012 through redeveloping customer outreach. Worked to develop strong relationships with hospitality professionals in the Little Rock metro area through store demonstrations and event promotion.

### **Youth Coordinator**

West Central Arkansas Career Development Center Services, Inc - Hot Springs, AR  
July 2012 to June 2013

Facilitated the Youth Employment Services program. Organized and arranged program to identify, train and prepare volunteer mentors to work with clients. Administered initial assessments and

# Jaime Starling-Hodge, LAC, MS

2801 Foxcroft #4 Little Rock, AR 72227

501-231-7106

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interpret results with each client. Counseled and supported individual clients as they progress through the program. Work with clients on interpersonal skills, planning, problem solving and other life skills. Acted as liaison to community organizations, partner agencies, and other sources as appropriate. Created and maintained company webpage for West Central Arkansas Career Development Center services. Acted as technical support for all computer related issues throughout the ten-county area.

## **Coordinator of Operations**

Williams-Sonoma - Little Rock, AR

April 2012 to July 2012

Coached and advised store associates how to deliver in-store culinary programs and activities that achieve sales and profitability goals. Train associates how to introduce, demonstrate and sell new products. Provide ongoing training, in partnership with management team and vendors, to enhance associates' product knowledge. Maintain awareness of food trends and influences and initiate ideas for recipes, demonstrations, and samples. Supervisor sales associated and ensure positive customer service.

## **Assistant Pastry Chef**

The Peabody Hotel - Little Rock, AR

July 2011 to September 2011

Performed duties of the Pastry Chef during his/her absence and assists with day-to-day supervision of bakery staff members. Instructed and trained bakery employees on the proper procedures and techniques for the creation of attractive, professional pastry item. Inspected all bakery items upon completion to ensure they have been prepared correctly and attractively. Worked with Pastry Chef to take appropriate action to reduce operating costs without affecting quality of pastries or service. Assisted the Pastry Chef in the establishment of department budgets and the adherence to budget guidelines. Helps Pastry Chef develop and research new recipes and creates decorative cakes, plated desserts statuaries and ornaments for special events, parties, and banquets. Performs other job related duties as assigned.

## **Youth Intake Specialist**

West Central Arkansas Career Development Center Services, Inc - Hot Springs, AR

December 2009 to July 2011

Provided case management and administer diagnostic assessments, education/consultation, and linking clients with community resources. Created youth work workshops for the ten program elements of the Youth Employment Services program that focus on skills needed to successfully complete their education and/or prepare them to be successful in obtaining a job. Trained to facilitate case coordination and information-sharing with case workers. Partnered with affiliated agencies, such as counselors and other agencies, acted as advocates between service recipients and the agencies.

## **Child Care Worker**

Children's Shelter - Northwest, Arkansas, US

January 2007 to July 2007

Bentonville, AR

Child care provider for over 35 children that were in DHS custody. Prepared breakfast and lunch for the facility. Assisted children with their everyday needs such as laundry, homework, feeding, and emotional support. Trained in crisis intervention and soft restraint techniques.

## **CNA - Certified Nursing Assistant**

CNA, Fayetteville Health and Rehabilitation - Fayetteville, AR

August 2006 to January 2007

Provided direct patient care for elderly and rehab patients by taking vital signs, help with some medical procedures, Monitoring patients and reporting changes, Provide patient hygiene, feeding patients, monitoring food and liquid input/output.

## **Education**

**Master's Degree in Clinical Mental Health Counseling in Play Therapy**

John Brown University

# Jaime Starling-Hodge, LAC, MS

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501-231-7106

[Jstarlinghodge@gmail.com](mailto:Jstarlinghodge@gmail.com)

August 2018

## **Bachelors of Science in Human Services in Human Services**

Kaplan University

July 2012

## **Associates of Applied Science in Baking and Pastry in Baking and Pastry**

The Art Institute of Houston/International Culinary Institute - Houston, TX

2009

## **High School Diploma**

Delight High School

May 2004

## **Skills**

Salesforce (2 years), Microsoft IT Academy- Power Point (5 years), Mental Health (3 years), Excel (5 years), Assessment (1 year), Treatment Planning, Play Therapy (2 years), Counseling, Psychology, Social Work, Documentation, CPR Certified, Microsoft Office, Microsoft Excel, Case Management, Management, Powerpoint, Organizational Skills, training

## **Certifications/Licenses**

### **Driver's License**

### **Licensed Associate Counselor**

July 2018 to June 2020

A1809126

### **CPR**

Groups

### **APT**

Present

Arkansas Association of Play Therapist

### **AAMFT**

Present

American Association of Marriage and Family Therapist

## **Additional Information**

Graduate Intern, JBU CareClinic. Little Rock. ( 2017-2018)

Graduate Intern, MHPP. Professional Counseling Associates North Little Rock. (2017-2018)

Salesforce Trailhead - Ranger

TF-CBT Training LV 1

Level 1 Theraplay trained

**ARISA HEALTH  
POSITION DESCRIPTION**

Date: 3-1-2020

Employee Name:	<del>Jaime Starling-Hodge</del> <sup>5*</sup> <u>Jaime Starling-Hodge</u>	Dept.:	Lonoke, Pulaski, Prairie
Position Title	Program Coordinator I	Status:	<input checked="" type="checkbox"/> Exempt or Non-Exempt <input type="checkbox"/>
Admin. Supervisor:	Pulaski Program Coordinator	Clinical Supervisor:	Lee Koone, LCSW, VP
Division:	Promote	Executive Administrator	Brian Davis, CCO

EDUCATION REQUIREMENTS		LICENSE REQUIREMENTS		
<input type="checkbox"/>	Less than high school education	<input type="checkbox"/>	Nurse	<input type="checkbox"/> RN <input type="checkbox"/> LPN
<input type="checkbox"/>	High school education	<input type="checkbox"/>	LAC / LMSW	
<input type="checkbox"/>	Associate degree or advanced specialized training	<input checked="" type="checkbox"/>	LPC / LCSW	
<input type="checkbox"/>	Bachelor's degree or equivalent	<input type="checkbox"/>	Psych. Examiner	
<input checked="" type="checkbox"/>	Master's degree or equivalent	<input type="checkbox"/>	Psychologist	
<input type="checkbox"/>	Doctorate	<input checked="" type="checkbox"/>	Driver's License	

PROVIDING CARE OR SERVICES FOR THE FOLLOWING AGE GROUP(S)			
<input type="checkbox"/>	Infant (Birth-1)	<input checked="" type="checkbox"/>	Young Adult (18-21)
<input checked="" type="checkbox"/>	Young Childhood (1-6)	<input type="checkbox"/>	Adult (21-65)
<input checked="" type="checkbox"/>	Childhood (6-12)	<input type="checkbox"/>	Elderly (65+)
<input checked="" type="checkbox"/>	Adolescent (12-18)	<input type="checkbox"/>	Not Applicable

EXPERIENCE	TRAINING REQUIRED (Specify)		
<input type="checkbox"/>	Related experience preferred but not required.	<input type="checkbox"/>	TACT; <input checked="" type="checkbox"/> CPI; <input type="checkbox"/> Teach
<input type="checkbox"/>	1-2 years in related field required.	<input type="checkbox"/>	CPR; <input type="checkbox"/> First Aid
<input checked="" type="checkbox"/>	2-5 years in related field required.	<input type="checkbox"/>	MHPP: Child
<input type="checkbox"/>	5+ years in related field required.	<input type="checkbox"/>	MHPP: Adult
<input type="checkbox"/>	Other (specify)		

CLINICAL PRIVILEGES REQUIRED	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	[Contact HR to
If yes, are all current annual privileges sufficient?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	update privileges.]

**BRIEF SUMMARY OF THE POSITION**  
 Assists to support the VP within the organization as needed. Areas of training to assist the VP include the management of all daily operations within the Promote program/Lonoke Clinic. Primary responsibilities include supporting the PCII/III/Director/VP with: shared responsibility in the management of program budget, facilitation of daily operations, administrative and clinical oversight, compliance with policies and procedures, program development and grant writing, maintaining effective working relationships with internal and external relationships, quality of clinical services, and clinical supervision and training.

Briefly describe the **most** important duties performed. List the duties in the order of importance with the most important duty listed **first**. Please use clear, concise sentences and begin each sentence with an action verb. In the column to the left please indicate the **PERCENTAGE PERFORMING THAT JOB DUTY**. Please do not list duties that do not require at least **10% of annual time**. If there are a number of minor miscellaneous duties, please use the heading "Non-Essential/Other Position Functions" and briefly describe. Add additional rows as needed. **Standard/criteria measurements should include productivity, quality, and effectiveness measurements. See following sections for evaluation of policy and procedure compliance; flexibility, dependability and versatility; supervisory responsibility; internal and external contacts; and decision responsibility.**

**ESSENTIAL POSITION FUNCTIONS**

(Please refer to the attached job analysis checklist incorporated as part of the essential functions of this position.)

% of Time Annually	Duty #	Duty Listed in Order of Importance
40%	1	Assists/supports the PCII/III/Director to provide administrative leadership support for daily operations of the Promote program/Lonoke Clinic.
25%	2	Assists/supports the PCII/III/Director to provide clinical and administrative supervision to assigned staff.
25%	3	Assists/supports the PCII/III/Director to provide clinical management and leadership for daily operations within the Promote program/Lonoke Clinic. This includes completion of weekly audits
10%	4	Assists/supports the PCII/III/Director to maintain effective working relationships with internal as well as external partners. Participates in appropriate administrative, clinical and external meetings as required.

**NONESSENTIAL/OTHER JOB FUNCTIONS**

% of Time Annually	Duty #	Duty Listed in Order of Importance
As needed	5	Other duties as assigned.

**POLICY AND PROCEDURE COMPLIANCE**

(Please add dept. or division specific policies and procedures as needed.)

Adheres fully to confidentiality policies and processes per supervisor documentation of consumer concerns or complaints; co-worker, peer or team member reports; and HIM or HR documentation.
Adheres to safety policies per supervisor documentation of concerns or complaints; Safety Director feedback; accident prevention; risk management, and evidence of compliance with annual training requirements.
Adheres to infection control policies, including annual training and TB skin test timelines, per Infection Control Nurse feedback and supervisor documentation.
Adheres to clinical documentation policies and procedures as documented by HIM and/or HR department(s).
Participates in continuing education including relevant age-specific information as determined by individual need, documented by supervisor, and/or reported on HR training report.
Participates in continuing education including relevant substance abuse information as determined by individual need, documented by supervisor, and/or reported on HR training report.
Adheres to agency guidelines to clearly and comprehensively document treatment as assessed through clinical records review process, peer feedback, and supervisor documentation.
Adheres to agency guidelines for clinical supervision requirements as documented and reported by the HR dept.
Participates in outcome and research activities focused on producing positive treatment outcomes as reported by Research Department and documented by supervisor.
With both internal and external parties, adheres to the organization's standards of customer service and promotes the same with all subordinates. Behavior includes being courteous, giving other undivided attention; smiling and saying thank-you, being on-time, displaying "on stage awareness", making people feel important, showing empathy and respect.

**FLEXIBILITY, DEPENDABILITY AND VERSATILITY**

Maintains good attendance record as defined by department and/or division rules and as documented by supervisor.
Arrives at work punctually as documented by supervisor.
Willingness to accept new assignments, including temporary assignments, as assessed through team member reports and supervisory observance and documentation.
Willingness to alter performance in accordance with changing needs as assessed through supervisory observation.

Willingness to provide assistance and/or leadership as assessed through supervisory observation.

Willingness to contribute to quality improvement processes as documented by Performance Improvement Committee, records of team meetings, and/or supervisor observance and documentation.

Attends and participates in department and/or team meetings on a regular basis.

**SUPERVISION**

**NUMBER DIRECTLY SUPERVISED**

None	<input type="checkbox"/>	1-5	<input checked="" type="checkbox"/>	6-10	<input type="checkbox"/>	11-25	<input type="checkbox"/>	26-50	<input type="checkbox"/>	50+	<input type="checkbox"/>
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**NUMBER INDIRECTLY SUPERVISED**

None	<input type="checkbox"/>	1-5	<input type="checkbox"/>	6-10	<input type="checkbox"/>	11-25	<input type="checkbox"/>	26-50	<input type="checkbox"/>	50+	<input type="checkbox"/>
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**LEVEL OF SUPERVISORY RESPONSIBILITY (Please check one)**

<input type="checkbox"/>	Level 1:	No supervisory responsibility may explain work instructions to others.
<input type="checkbox"/>	Level 2:	Involves general instructing, scheduling, and reviewing the work of others performing the same or directly related work. Acts as "lead worker". This level involves functional supervision only.
<input type="checkbox"/>	Level 3:	Recommends personnel actions (hiring, termination, pay changes.) Involves scheduling, supervision, and evaluation of work of employees who perform similar, integrated work assignments.
<input checked="" type="checkbox"/>	Level 4:	Involves scheduling, supervision, and evaluation of work as a "manager" of first time supervisors; or performs supervision of group of workers who perform distinct and separate types of work.
<input type="checkbox"/>	Level 5:	Involves scheduling, supervision, and evaluation of work as a supervisor of "managers." Administers through subordinate managers, departmental multi-function programs or operations.
<input type="checkbox"/>	Level 6:	Involves scheduling, supervision, and evaluation of work as a supervisor of those in Level 5.
Provides appropriate level of supervision in a comprehensive, effective manner that reflects in staff job satisfaction and efficient program operations.		

**INTERNAL CONTACTS for essential position functions include (Please check one)**

<input type="checkbox"/>	Contact with employees or others primarily at a routine level involving basic information exchange.
<input type="checkbox"/>	Contact with peers and others involving explanation of information (these contacts may be within or outside the unit, office or division,) gathering of factual information. May include the communication of sensitive or confidential information.
<input checked="" type="checkbox"/>	Contacts across units, offices, or department with employees involving persuasion of others, absent formal authority, to conform to a policy interpretation or recommended course of action.
<input type="checkbox"/>	Contacts which require high degree of effectiveness in securing understanding and cooperation of multiple departments or interests.
Communicates effectively and timely with peers, subordinates, and supervisor.	

**EXTERNAL CONTACTS for essential position functions include (Please check one)**

<input type="checkbox"/>	No contact with people outside the organization.
<input type="checkbox"/>	Limited external contacts to gather information, answer queries, or solicit assistance.
<input type="checkbox"/>	Frequent external contacts to gather information, answer queries, or solicit assistance.
<input checked="" type="checkbox"/>	External contacts involve a requirement to maintain a continuing external working relationship with a person or organization.
<input type="checkbox"/>	External contacts involve initiating and maintaining relationships that can have a significant effect on the success of the organization.
Communicates effectively with community members, partners, consumer advocacy groups, etc.	

**DECISION RESPONSIBILITY for essential position functions includes (Please check one):**

<input type="checkbox"/>	Position requires <b>very little analytical</b> thought or independent decision-making. The work has <b>limited overall impact</b> .
<input type="checkbox"/>	Decisions generally involve how an operation will be done or carried out (i.e., sequence or method,) and generally from an <b>available set of alternatives or precedents</b> .
<input type="checkbox"/>	Moderate responsibility for decision-making, involving evaluation of information. Decisions may require



	developing or applying alternative methods or the prioritizing of tasks for others.
X	Significant responsibility for decisions and final results, typically affecting the entire organizational unit. Available guides or precedents are limited. Has authority over the allocation of resources.
	Significant responsibility for decision and final results, affecting more than one organizational unit or an organizational unit with multiple components. Substantial analysis is required and many factors must be weighted before a decision can be reached.
	Major responsibility for decisions and final recommendations that may result in the formulation of strategic plans of action to achieve the broad objectives for the entire organization.
	Work involves the primary responsibility for the long-range future of the entire organization. Decisions determine the scope, direction and goals of the organization.
Makes effective, timely decisions in support of achieving the organization's mission and improving organizational performance.	

**CORPORATE COMPLIANCE RESPONSIBILITY** for essential position functions include (Please check one)

X	<b>Supervisory Personnel:</b> In addition to adhering to any applicable professional code of ethics and complying with all relevant laws, rules, policies and standards of conduct, the employee will also oversee, guide, train and correct subordinates in order that subordinates may perform their duties in an ethical and legally compliant manner. Unresolved concerns about potential violations of ethical or legal standards should be promptly reported to the supervisor's superior, the Corporate Compliance Officer or the Executive Director.
	<b>Billing, Medical Records and Information Systems Personnel:</b> The employee will fully master and comply with all relevant laws, rules, policies and standards of conduct, and will strictly adhere to the ARISA Health internal controls regarding coding, billing, and medical documentation. Unresolved concerns about potential violations of ethical or legal standards should be promptly reported to the employee's supervisor, the Corporate Compliance Officer or the Executive Director.
	<b>Clinical Personnel:</b> In addition to adhering to any applicable professional code of ethics and complying with all relevant laws, rules, policies and standards of conduct, the employee will master all coding requirements and protocols for services rendered, promptly resolve any ambiguities related thereto, and support all clinical and paraprofessional actions with medically appropriate documentation. Unresolved concerns about potential violations of ethical or legal standards should be promptly reported to the employee's supervisor, the Corporate Compliance Officer or the Executive Director.
	<b>All Other Employees:</b> Employee shall at all times comply with all relevant laws, rules, policies and standards of conduct. An employee also has a duty to promptly report any suspected non-compliance to his or her supervisor, the Corporate Compliance Officer, or the Executive Director.

**EQUIPMENT USED** to perform essential position functions

(i.e., computer, adding machine, copy machine, 10-key, band saw, drill press, cutting torch, mixer, slicer, etc.)

EQUIPMENT
Computer, calculator, copy/scanner, Credible Billing software, ARISA Health billing software, Medicaid software, Excel spreadsheets

COMPETENCY IS DETERMINED BY:
Can input data and produce reports, perform mathematical functions on calculator; quality and appropriateness of copies; accurately perform functions and daily duties using appropriate software.

**PHYSICAL DEMANDS AND CONDITIONS** involved in performing essential position functions include the following activities to the extent noted:

A =	Major activity or condition exists 60% or more of work time.	B =	Moderate activity or condition exists 20-60% of work time	C =	Minor activity or condition exists less than 20% of work time.	NA =	Not Applicable
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		Code
Standing	%	B
Walking	%	B
Sitting	%	B
Lifting	#	C
Carrying	#	C
Pushing	#	C
Working inside	%	A
Working outside	%	B

	Code
Turning/Twisting	C
Reaching	C
Crawling	NA
Stooping	C
Stairs/Ladders	NA
Crouching	C
Kneeling	C
Bending at Waist	C

COMMUNICATION	Code
Verbal-in person	A
Verbal-via telephone	B
Written	B
Hearing-in person	A
Hearing-via telephone	B
HAZARDS	
Mechanical	NA
Electrical	NA

Outside in cold	%	C
Outside in heat	%	C
Temperature chgs.	%	N
Humidity		C
Travel		C

Ventilation	NA
Noise	B
Dust/Dirt	NA
Fumes/Odors/Gases	NA
Oil/Grease	NA

Burns	NA
Heights	NA
Confined spaces	C
Threats, restraints	B
Other (Specify)	

**MENTAL REQUIREMENTS** involved in performing essential position functions include the following activities to the extent noted:

<b>A =</b>	Major activity or condition exists <b>60% or more</b> of work time.	<b>B =</b>	Moderate activity or condition exists <b>20-60%</b> of work time	<b>C =</b>	Minor activity or condition exists <b>less than 20%</b> of work time.	<b>NA =</b>	Not Applicable
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	Code
Understand and carry out oral instructions.	B
Observe & read instruments, gauges, dials, etc. to determine operating conditions.	C
Read and verify numbers.	NA
Plan, direct or coordinate work activities of others.	C
Work alone.	B
Work without supervision.	NA
Work with minimum amount of supervision.	B
Work on several tasks at one time.	B
Use non-power hand tools.	NA
Perform repair & maintenance of equipment.	NA
Work as a member of a team.	A
Read and interpret detailed records or reports.	B
Plan own work activities.	A
Train other workers.	C
Perform simple math functions.	C

	Code
Read and carry out simple written instructions.	C
Read and carry out complicated written instructions.	C
Read schedules, tickets, graphs, etc.	C
Operate office equipment (i.e., fax, copier, computer, printer, calculator, etc.)	B
Prepare detailed records or reports.	B
Display good assessment, diagnostic, and treatment planning skills.	B
Display critical thinking skills.	B
Display conflict resolution skills.	B
Display organizational skills.	B
Display knowledge of age-appropriate therapy for individual, family and group.	A
Display crisis intervention skills.	B
Display ability to apply management and/or supervision principles to day-to-day practice and judgment.	C
Display ability to apply clinical principles to day-to-day practice and judgment.	A
Other (specify):	

I have reviewed and received a copy of my Position Description and I understand my position functions and responsibilities as outlined in the document. I further understand:

- It is my responsibility to initiate any requests for any reasonable accommodation that may be necessary for me to perform the essential functions of my job position. I understand that such a request must be made in writing and submitted to the Human Resources department. I understand that in requesting a reasonable accommodation I must provide information sufficient to allow the Human Resources Department to evaluate my request and determine whether an accommodation can be made. I understand that requests for reasonable accommodations are evaluated on a case-by-case basis.
- That nothing in this Position Description document restricts management's right to assign or reassign duties, functions and responsibilities to this position at any time.
- That I am responsible for other tasks not listed in this Position Description document.
- I am required to inform ARISA Health within five days after any conviction for violation of any federal and/or state drug statute.
- That the policies and procedures, which are and will be issued, are not conditions of employment and that ARISA Health may revise policies and procedures, in whole or in part, at any time. I understand that it is my responsibility to comply with all policies and procedures, which are and will be issued, and any subsequent revisions made to them.
- That the employment relationships with ARISA Health is of an "at will" nature, which means that I may resign at any time and that ARISA Health may discharge me at any time with or without cause, subject to Federal and State statutory limitations taking precedent over same. Further, the "at will" employment relationship may not be changed by any written document unless such change is specifically acknowledged in writing by the Chief Executive Officer of ARISA Health.
- I am responsible for meeting all requirements of continuing education for licensure and maintaining a current license, as applicable.

- I am responsible for maintaining the productivity level assigned by my supervisor, as applicable.
- It is my responsibility to encourage cooperation and teamwork with other employees and understand the rights of individuals served surrounding the provision of treatment, care, and services.
- I am responsible for knowledge of the laws, regulations, professional ethical requirements and internal standards of conduct pertaining to services provided.
- That it is my responsibility for knowledge of the steps in the PDCA (Plan- Do - Check - Act) process for improving organizational performance.
- I am responsible for knowledge of the proper emergency preparedness procedures in responding to fire drills (SEA-AIR), tornadoes, and disasters.
- That it is my responsibility to understand infection control and safety protocols in responding to basic health and safety practices.
- I understand that in addition to competency review, adherence to mandatory peer review and supervision attendance requirements, disciplinary actions, commendations, clinical productivity expectations, completion of training/education, and compliance with policies and procedures are considered part of my annual performance evaluation, as applicable.

**COMPLIANCE REVIEW QUERY** As a formal part of the competency review, supervisors are required to ask employees if there are any areas of possible non-compliance with clinical or legal standards that were identified over the past year. Employees are informed of this by using a health care approach. The supervisor is required to report any non-compliance to the appropriate authority. The information is then used to determine if the non-compliance is a safety issue. If it is a safety issue, the supervisor is required to report it to the appropriate authority. If it is not a safety issue, the supervisor is required to report it to the appropriate authority. The information is then used to determine if the incident report form is necessary. This is the effect of the query: the organization self-awareness of compliance issues and a) allowing for timely resolution of problems.

**CHECK THE BOX CONFIRMING THAT A COMPLIANCE QUERY WAS CONDUCTED**

I have participated in this competency review and the results have been discussed with me. (Note: employee signature does not necessarily constitute agreement with the contents of this review.)

Employee Signature:	<i>James D. Hodge</i>	Date:	3-4-20
Administrative Supervisor Signature:		Date:	
Clinical Supervisor Signature:	<i>Lee Koone</i>	Date:	3-1-20

# Shannan Stewart

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413 Melanie Lane, North Little Rock, Arkansas 72118 | 501-749-1145 | shannanstewart@yahoo.com

## Education

### **MASTER OF SCIENCE | MAY 2019 | JOHN BROWN UNIVERSITY**

- Field of Study: Marriage and Family Therapy, Clinical Mental Health Counseling
- Related coursework: Family of Origin, Professional Development and Ethics, Diagnosis and Case Management, Relationship Assessment, Statistics and Research, Principles of Family Therapy, Theories and Techniques of Counseling, Introduction to Clinical Mental Health, Group Theory, Principles of Marital Therapy, Pre-Practicum Lab, Social & Cultural Foundations, Practicum I, Practicum II, Brief Therapy, Career Development, Human Development, Christian Foundations, Internship I, Internship II, Assessment, Advanced Psychopharmacology, Crisis Counseling, Family Systems, Addictions, Family Sexuality, Child & Adolescent Counseling

### **BACHELOR OF ARTS | DECEMBER 2013 | UNIVERSITY OF ARKANSAS AT LITTLE ROCK**

- Major: Political Science, Criminal Justice
- Minor: Psychology

### **HIGH SCHOOL DIPLOMA | MAY 2009 | NORTH LITTLE ROCK HIGH SCHOOL**

- International Baccalaureate program

## Experience

### **LICENSED ASSOCIATE COUNSELOR | PROFESSIONAL COUNSELING ASSOCIATES | OCTOBER 2019-PRESENT**

- Duties include providing therapeutic interventions in accordance with each client's master treatment plan, provide on-site and off-site interventions, aid clients and families in their ability to access community resources in person and by telephone, provide personal safety of clients, maintain voice accessibility to clients, team members, and other treatment providers, maintain appropriate documentation of interventions and services provided to clients, maintain confidentiality, complete annual continuing education credits, provide consultation, education, and public relations services, file paperwork in client charts

### **IMAGING CLERK | VITAL RECORDS | SEPTEMBER 2019-OCTOBER 2019**

- Duties include processing and filing HIPAA related documents to be scanned in electronic system

### **ACCOUNT MANAGER & PLANT CARE SPECIALIST | PLANTATION SERVICES | JULY 2018-AUGUST 2019**

- Duties include going to businesses daily to manage and take care of their plants

### **FRONT DESK REPRESENTATIVE & NIGHT AUDITOR | CANDLEWOOD SUITES | SEPTEMBER 2017-AUGUST 2018**

- Duties include greeting guest, checking in guest, checking out guest, answering phones, assisting with laundry, stocking cupboard items, maintaining cleanliness of hotel, running night audit, and maintaining daily reports

### **OPERATIONS MANAGER | ARKANSAS A+ SCHOOLS-THEA FOUNDATION | JULY 2015- AUGUST 2017**

- Duties include ordering supplies, maintaining supply inventory, serving as building maintenance liaison, creating informational packets for the Executive Director, answering telephone, taking messages, greeting visitors, process school orders, maintaining files for the Executive Director, scheduling appointments and travel arrangements for A+ staff, fellows, and network school principals, teachers, superintendents, teaching artist and advocates, maintaining yearly budget, assisting with Virtual Professional Learning Network and Program Director, creating and maintaining documents for network schools and A+ staff, taking minutes in staff meetings and events, ordering food for A+ events, completing and issuing professional development certificates to network school staff, making sure A+ technology is up to date, updating marketing contractor on A+ information, creating newsletters for general population using Constant Contact, maintaining A+ website using WIX, correspond with CFO accountants regarding petty cash and fellow payroll, ordering business cards, name badges and name plates for new A+ staff, ordering school banners for network schools, issuing email address to new staff and fellows, traveling to meet with network A+ states, providing set up for University Consortium, apply updates to organizational chart, creating and updating A+ operations manual and procedure manual, paying A+ expenses, and providing information for grants

### **UNCLAIMED PROPERTY TECHNICIAN | ARKANSAS AUDITOR OF STATE | FEBRUARY 2014- FEBRUARY 2015**

- Duties included assisting claimants, processing mail, scanning mail into claim system, filing claims, paying claims, conducting research, creating stock letters, answering phone calls, notarizing forms, inventory safekeeping, voiding checks, reissuing checks, entering holder reimbursements, taking photos for events and eBay, hosting events for the Auditor, and training new employees

### **Internships**

- **Christian Perspective Counseling | Conway, AR | Jon Priest | 501-450-6350 | May 2017-May 2018**
- **Union Rescue Mission-Dorcas House | Little Rock, AR | Dorcas Vangilst | 870-489-7959 | May 2017-December 2017, May 2018-August 2018**
- **Arkansas Family Counseling | N. Little Rock, AR | William Bill Barling | 501-758-4671 | May 2017-August 2017, January 2018-May 2018**
- **John Brown University Care Clinic | Little Rock, AR | Barry Wingfield | 501-219-9245 | May 2017-August 2018**
- **Pinnacle Pointe Hospital | Little Rock, AR | Jennifer Nelson | 501-960-1711 | October 2017-May 2018**

### **References**

- **Winston Turner-Former Principal, Ridgeroad & North Little Rock High School  
501-952-3589**
- **Kaye Hairston-Former Supervisor, Arkansas Auditor of State**

**501-454-1415**

- **Harold Nash-Pastor/Mentor, Fellowship North**

**501-249-2810**

- **Paul Leopoulos-Executive Director of Thea Foundation**

**501-256-4891**

## PCA JOB DESCRIPTION

**JOB TITLE: PROMOTE Intervention Specialist**

### **JOB ACCOUNTABILITY & OBJECTIVES:**

This non-exempt position works under the supervision of the PROMOTE Program Coordinator and the Clinical Director. This position assesses strengths and needs of clients and their families; plan, provide access, and coordinate holistic continuing care and services for children and adolescents. Mental Health Paraprofessionals must maintain positive provider relations with community organizations, such as schools and local businesses, and provide internal and external customer service consistent with PCA's goal of excellence and professionalism.

### **RESPONSIBILITIES:**

#### ESSENTIAL FUNCTIONS:

- Provides therapeutic interventions as a qualified Mental Health Professional, in accordance with each client's master treatment plan.
- Provides on-site and off-site interventions.
- Aids clients and families in their ability to access community resources, in person and by telephone.
- Provides for personal safety and that of clients.
- Works irregular and/or extended hours as indicated by client needs.
- Maintains voice accessibility to clients, team members, and/or other treatment providers.
- Maintains appropriate documentation of interventions and services provided to clients.
- Maintains confidentiality, as outlined by policy and law.
- Completes successfully the training required to achieve certification as a Mental Health Paraprofessional, within time frame set at hire.
- Completes and documents annual Continuing Education credits sufficient to continuously maintain certification.
- Acknowledges in writing (by signing this job description) that all mental health paraprofessional services are controlled by client care plans and provided under the direct supervision of a mental health professional.

#### NON-ESSENTIAL FUNCTIONS:

- Provide consultation, education and public relations services.
- File paperwork in client charts.
- Perform other duties as assigned.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to prioritize multiple demands and respond to urgent needs while moving forward on long term goals.
- Ability to work as a member of a team.

PRINT NAME: SHANNAN STEWART

- Ability to delegate responsibility through appropriate and effective referrals.
- Ability to respond calmly and effectively in a crisis.
- Ability to establish and maintain effective communication and working relationships with clients, families, law enforcement, court officials, staff and other professionals and providers, and the community in general.
- Ability to reinforce clients' right to self-determination while differentiating between dependence-producing and empowering and enabling services.
- Knowledge of community agencies and resources including medical, dental, housing, education, and mental health.
- Knowledge of psychological theories and principles of human behavior and mental illness
- Knowledge of the relationship and interactions of mental and physical illness and/or substance abuse.

**EDUCATION/EXPERIENCE/REQUIREMENTS:**

- Must have or achieve Certification as Mental Health Paraprofessional, as defined by RSPMI Manuals.
- Past experience in mental health and utilization of community resources is preferred.
- **Must have one of the following credentials:**
  - Bachelor's Degree in Psychology, Social Work or other related field.
  - OR Licensed nurse who does meet the criteria of Mental Health Paraprofessional under the state standards.
  - OR Certified Paraprofessional with a least 2 years' experience in a Mental Health setting.

**SPECIAL CONDITIONS:**

- Criminal background check required every five years
- Safe driving record, drug screening and TB test are required.
- Registry checks for adult maltreatment and child maltreatment required every two years.
- CPR and First Aid Training, at hire or within agreed-upon time frame after hire.

**DIRECT SERVICE HOURS GOAL:**

- Must achieve at least 25 service hours per week for a minimum of 50 weeks for a total of 1200 hours.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.



PRINT NAME: SHANNAN STEWART

The employee is occasionally required to sit, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift and move up to 10 pounds and occasionally lift and move objects up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Shannan Stewart 11-19-19  
Employee Signature                      Date

Jamie H. Hedy 11/19/19  
Supervisor Signature                      Date

\_\_\_\_\_  
Employee Signature                      Date

\_\_\_\_\_  
Supervisor Signature                      Date

# Jason Wilkerson

---

8018 Danwood Road, Little Rock, AR 72204  
Home: (501)951-3348 Cell: (501)951-3348  
lamdus2@gmail.com

## Professional Summary

CAREER OBJECTIVE Seasoned mental health practitioner with demonstrated track record of successfully working with diverse client populations in one-on-one and group settings.

## Skill Highlights

Practiced in family assessments  
Medicaid familiarity

Psychiatric population familiarity  
Solution-focused counseling

## Accomplishments

Effectively managed caseloads of more than 30 clients at any given time.

## Professional Experience

### Professional Counseling and Associates

March 2001 -current

### Intervention /Community Sanction Specialist

Lonoke, AR

Maintain confidentiality, as outlined by policy and law Provide consultation, education and public relations services.

Quickly responded to crisis situations when severe mental health and behavioral issues arose.

Conducted comprehensive initial in-home psychosocial assessments prior to first wraparound meetings.

Efficiently gathered information from families and social services agencies to inform development of treatment plans.

Documented all patient information including service plans, treatment reports and progress notes.

Conducted outreach, advocacy and rehabilitative services for regular cases and crisis intervention.

Collaborated closely with treatment team to appropriately coordinate client care services.

Interacted with clinical staff and external resources such as school or community personnel.

Taught clients anger management techniques, relaxation skills, impulse control, social skills, emotional coping skills and functional living skills.

Assisted clients in scheduling home visits and phone calls and monitored effectiveness of activities.

Selected as intern supervisor monitoring staff accountability and program review during previous coordinators personal and medial absences

Education and Training

Southern New Hampshire University

Master of Science in Psychology 2017

Philander Smith College

Bachelor of Arts: Psychology

Little Rock, AR

Coursework in Psychology, Social Work and Counseling'

Coursework in Social Work, Marriage and Family Therapy and Child Development

Additional Information

Outstanding yearly evaluations from employer as well as outstanding community linkages.

Certified with DHS as a Wraparound Facilitator (certification number upon request)

PRINT NAME: \_\_\_\_\_

JASON WILKINSON

## PCA JOB DESCRIPTION

**JOB TITLE: PROMOTE Intervention Specialist**

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#### NON-ESSENTIAL FUNCTIONS:

- Provide consultation, education and public relations services.
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- Perform other duties as assigned.

### KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to prioritize multiple demands and respond to urgent needs while moving forward on long term goals.
- Ability to work as a member of a team.

PRINT NAME: JASON WILKINSON

- Ability to delegate responsibility through appropriate and effective referrals.
- Ability to respond calmly and effectively in a crisis.
- Ability to establish and maintain effective communication and working relationships with clients, families, law enforcement, court officials, staff and other professionals and providers, and the community in general.
- Ability to reinforce clients' right to self-determination while differentiating between dependence-producing and empowering and enabling services.
- Knowledge of community agencies and resources including medical, dental, housing, education, and mental health.
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# Tab 8

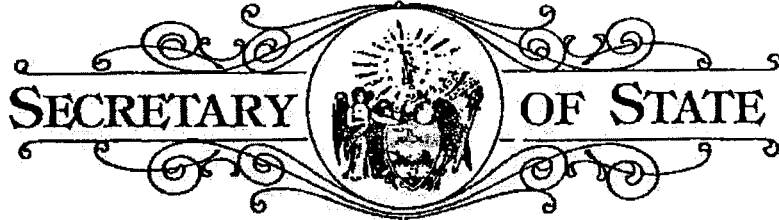
## Other Documentation and/or Information as May Be Expressly Required by RFQ.

- a. ARTICLES OF INCORPORATION
- b. 501 ( c) (3) Classification/ EIN
- c. CARF Accreditation
- d. PCA Organizational Chart
- e. Licensure
- f. Letters of support

# Tab 8

## a. ARTICLES OF INCORPORATION

**STATE OF ARKANSAS**



**PAUL RIVIERE, SECRETARY OF STATE**

*To All to Whom These Presents Shall Come, Greeting  
I, Paul Riviere, Secretary of State of the State of Arkansas, do  
hereby certify that the following and hereto attached instrument of  
writing is a true and perfect copy of*

**CERTIFICATE OF AMENDMENT**

**OF**

**CENTRAL ARKANSAS MENTAL  
HEALTH SERVICES, INC.**

**CHANGING NAME TO**

**PROFESSIONAL COUNSELING  
ASSOCIATES, INC.**

**Filed in this office:  
October 6, 1983**



*In Testimony Whereof, I have hereunto  
set my hand and affixed my official Seal.  
Done at office in the City of Little Rock,  
this 6th day of October 19 83*

**PAUL RIVIERE**

*By Claudia Counts Secretary of State.  
Deputy.*



74-3214

**FILED** CERTIFICATE OF AMENDMENT

CENTRAL ARKANSAS MENTAL HEALTH SERVICES, INC., a corporation  
duly organized and existing under the Arkansas Non-Profit  
Corporation Act, by JACQUETTE [unclear] President and Secretary, DOES HEREBY  
CERTIFY:

A. That the original name of the Corporation is CENTRAL ARKANSAS MENTAL HEALTH SERVICES, INC., and the purpose of this Amendment is to change the name of the Corporation as set forth below.

B. That the Amendment was adopted by the directors at a duly called meeting on August 26, 1983.

C. That the number of directors entitled to vote was twelve (12).

D. That the number of directors voting for the Amendment was twelve (12). The number of directors voting against the Amendment was zero (-0-).

E. The following Article of the Articles of Incorporation was amended to read as follows:

**FILED**  
PAUL RIVIERE  
SECRETARY OF STATE  
By: Claudia Counts

ARTICLE I. NAME. The name of this corporation is PROFESSIONAL COUNSELING ASSOCIATES, INC.

IN WITNESS WHEREOF, the said Corporation, PROFESSIONAL COUNSELING ASSOCIATES, INC., formerly CENTRAL ARKANSAS MENTAL HEALTH SERVICES, INC., has caused its corporate name to be subscribed by its President, who hereby verifies that the statements contained in the foregoing Certificate of Amendment are true and correct to the best of his knowledge and belief, and is duly attested by its Secretary, on this 3rd day of October, 1983.

PROFESSIONAL COUNSELING ASSOCIATES, INC.

By: J.M. Sullivan  
President

ATTEST:  
[Signature]  
Secretary

STATE OF ARKANSAS  
COUNTY OF PULASKI  
SUBSCRIBED AND SWORN to this 3rd day of October 1983.

8  
FILED

at \_\_\_\_\_ o'clock \_\_\_\_\_

ARTICLES OF INCORPORATION

OF 74- 3214

SEP 11 1974

CENTRAL ARKANSAS MENTAL HEALTH SERVICES, INC.

ROGER MCNAIR  
CIRCUIT CLERK  
BY *Donald Street*

We, the undersigned, natural persons, acting as incorporators of a non-profit corporation under the Arkansas Non-Profit Corporation Act (Act 176 of the Acts of 1963 of the General Assembly of the State of Arkansas), in order to form a corporation for the purposes hereinafter stated, do hereby adopt the following Articles of Incorporation for such corporation:

ARTICLE I: The name of this corporation shall be Central Arkansas Mental Health Services, Inc.

ARTICLE II: The period of duration of this corporation shall be perpetual.

ARTICLE III: The purposes for which this corporation is organized shall be to provide and/or contract for the provision of services designed to completely administer to the needs of persons requiring mental health services in a geographic area in Central Arkansas.

ARTICLE IV: The officers of the corporation shall be a president, vice-president, secretary, and treasurer. The board of directors shall be composed of a minimum of 10 and a maximum of 30 members from the counties included in a geographical area herein and hereafter described.

ARTICLE V: The board of directors shall have control of the property, business and conduct of the corporation, but the corporation shall not be made liable for any amount beyond the funds in the possession of the treasurer, unless the debt be authorized by a vote of the members of the corporation at a regular or special meeting called for the purpose at which time not less than 2/3 of the members are present.

ARTICLE VI: The membership shall be composed of persons residing in the geographical boundaries of the counties included in this association, and such persons may become active members of this corporation upon such terms and conditions as may be prescribed by the by-laws.

ARTICLE VII: The initial board of directors shall include but not be limited to the incorporators of this corporation.

ARTICLE VIII: The geographical boundaries of this association shall include the following counties:

- Lonoke
- Prairie
- Pulaski (Excluding catchment area served by Greater Little Rock Comprehensive Community Mental Health Center.)
- Saline

ARTICLE IX: Amendments may be made at any time to these articles by a majority vote at any regular or special meeting at which a 75% majority of the active members of the corporation shall be present, in person, or by proxy.

ARTICLE X: No member, director, officer, or employee of the corporation shall be personally liable, answerable or responsible for any contract or tort, and no director or officer shall receive any remuneration or pay for his services in such capacity, but may be reimbursed for any expenses or outlays of property or funds incurred or made in behalf of the corporation.

ARTICLE XI: The address of the corporation's main office, or principal place of business, shall be - 4313 West Markham, Little Rock, Arkansas 72201, and the name of the Registered Agent shall be Mr. Marion F. Payne.

ARTICLE XII: All funds and property of whatever nature which may be donated to or received by the corporation, from whatever source, shall be used solely and in accordance with the purposes for which it is

organized; and no member thereof shall derive any pecuniary gain or profit therefrom, nor have any individual or personal interest, right, title or estate in and to any of the assets and properties of said corporation, and the directors of said corporation shall have no authority to authorize the use of any of the corporation grounds, buildings, facilities, assets or property of any nature whatsoever for any purposes other than the purposes herein set out.

ARTICLE XIII: The purpose for which the corporation is herein expressed and the powers which it may have hereunder are not in diminution or limitation of the general powers granted to and acquired by non-profit corporations under the laws of the State of Arkansas, and other statutes and laws which may be applicable, but are in addition to such general powers provided by said laws; and it shall be entitled and permitted to do any and all acts and things permitted by such statutes and applicable laws whether or not herein specifically mentioned.

ARTICLE XIV: Upon the dissolution of the corporation the board of directors shall, after paying or making provision for the payment of all of the liabilities of the corporation, dispose of all of the assets of the corporation exclusively for the purposes of the corporation in such a manner or to such organization or organizations organized and operated exclusively for charitable, educational, religious or scientific purposes as shall at the time qualify as an exempt organization or organizations under Section 501(c)(3) of the Internal Revenue Code of 1954 (or the corresponding provisions of any future United States Internal Revenue Law) as the board of directors shall determine. Any such assets not so disposed of shall be disposed of by the Court of Common Pleas of the county in which the principal office of the

corporation is then located, exclusively for such purposes or to such organization or organizations as such Court shall determine which are organized and operated exclusively for such purposes.

ARTICLE XV: No substantial part of the activities of the corporation shall be the carrying on of propaganda or otherwise attempting to influence legislation, and the corporation shall not participate in or intervene in (including the publishing or distribution of statements) any political campaign on behalf of any candidate for public office. Notwithstanding any other provision of these articles, the corporation shall not carry on any other activities not permitted to be carried on (a) by a corporation exempt from federal income tax under Section 501(c)(3) of the Internal Revenue Code of 1954 (or the corresponding provisions of any future United States Internal Revenue Law (or) (b) by a corporation contributions to which are deductible under Section 170(c)(2) of the Internal Revenue Code of 1954.

ARTICLE XVI: The names and addresses of the incorporators of this corporation are as follow:

<u>Name</u>	<u>Address</u>
Bob Edwards	3806 Rope Trail, Jacksonville, AR
Jim Bailey	Box 52, Griffithville, AR
Irene Anthony	Scott, AR
Eunice O. Strickland	Rt. 1, Box 120, Des Arc, AR
Delphene McConnell	Box 353, Cabot, AR
Sheila Baugh	Ø8 Birchwood Cr., Little Rock, AR
Mollie White	3114 Louisiana, Little Rock, AR
Halley Hoggatt	3412 McCord Dr., No. Little Rock, AR
Peyton C. Bishop	45 Robinwood, Little Rock, AR
Benjamin A. Madry	1701 So. Jackson, Little Rock, AR
Joanne H. Riddick	301 McMillan Trail, Little Rock, AR
Robert E. McCormack	15 Althea Cr., Little Rock, AR



# Tab 8

B. 501 ( c ) ( 3 ) Classification/ EIN

**Internal Revenue Service**

**Date:** April 30, 2007

PROFESSIONAL COUNSELING  
ASSOCIATES INC  
% PROF COUNSELING ASSOC  
PO BOX 24210  
LITTLE ROCK AR 72221-4210

MAY 07 2007

**Department of the Treasury**  
**P. O. Box 2508**  
**Cincinnati, OH 45201**

**Person to Contact:**  
Mrs. E. Eckert ID 31-07436  
Customer Service Specialist  
**Toll Free Telephone Number:**  
877-829-5500  
**Federal Identification Number:**  
71-0479416

Dear Sir or Madam:

This is in response to your request of April 30, 2007, regarding your organization's tax-exempt status.

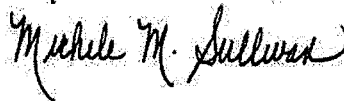
In June 1979 we issued a determination letter that recognized your organization as exempt from federal income tax. Our records indicate that your organization is currently exempt under section 501(c)(3) of the Internal Revenue Code.

Our records indicate that your organization is also classified as a public charity under sections 509(a)(1) and 170(b)(1)(A)(vi) of the Internal Revenue Code.

Our records indicate that contributions to your organization are deductible under section 170 of the Code, and that you are qualified to receive tax deductible bequests, devises, transfers or gifts under section 2055, 2106 or 2522 of the Internal Revenue Code.

If you have any questions, please call us at the telephone number shown in the heading of this letter.

Sincerely,



Michele M. Sullivan, Oper. Mgr.  
Accounts Management Operations 1



## Youth Case Manager

### Job Description

- **Candidate MUST have experience working with clients in a case management, counseling, human services position.**
- Processes WIOA Youth program referrals and determines eligibility for program services
- Responsible for assisting customers with intake, assessment, enrollment, goal setting, supportive service, advocacy, job placement, and follow up.
- Ensures that documentation and data entry are complete, timely, and accurate
- Conduct leadership development training and community-based activities
- Participate in the Summer Youth program
- Required to participate in various meetings, serve on committees, work groups etc
- Must be able to think innovatively and use creativity to meet program goals
- **Must have good computer skills**
- **Applicant should live in counties of service.**
- **Frequent travel throughout the counties of service is required**

Positions: (1 per area)

- Dickenson/Wise Counties

Education: Bachelor's degree preferred; Associate's degree and equivalent years of experience accepted.

Job Type: Full-time

Salary: \$35,000.00 /year

Job Type: Full-time

Salary: \$35,000.00 /year

# Tab 8

## C. CARF Accreditation

February 21, 2018

Jannie Cotton, LPC  
Professional Counseling Associates  
3601 Richards Road  
North Little Rock, AR 72117

Dear Ms. Cotton:

It is my pleasure to inform you that Professional Counseling Associates has been issued CARF accreditation based on its recent survey. The Three-Year Accreditation applies to the following program(s)/service(s):

Case Management/Services Coordination: Mental Health (Adults)  
Case Management/Services Coordination: Mental Health (Children and Adolescents)  
Community Integration: Mental Health (Adults)  
Crisis Intervention: Integrated: AOD/MH (Adults)  
Crisis Intervention: Integrated: AOD/MH (Children and Adolescents)  
Crisis Intervention: Mental Health (Adults)  
Crisis Intervention: Mental Health (Children and Adolescents)  
Day Treatment: Mental Health (Adults)  
Diversion/Intervention: Family Services (Juvenile Justice)  
Outpatient Treatment: Integrated: AOD/MH (Adults)  
Outpatient Treatment: Integrated: AOD/MH (Children and Adolescents)  
Outpatient Treatment: Mental Health (Adults)  
Outpatient Treatment: Mental Health (Children and Adolescents)  
Prevention: Family Services (Juvenile Justice)  
*Governance Standards Applied*

This accreditation will extend through February 28, 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](http://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.

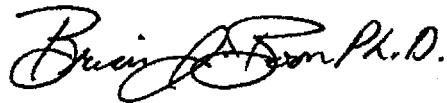
Your organization should take pride in achieving this high level of accreditation. CARF will recognize this accomplishment in its listing of organizations with accreditation and encourages your organization to make its accreditation known throughout the community. Communication of the accreditation to 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](mailto: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 black ink that reads "Brian J. Boon, Ph.D." in a cursive style.

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

Enclosures

INTERNATIONAL

**CARF Accreditation Report  
for Professional Counseling  
Associates**

**Three Year Accreditation**

*Excella*

**SPIRE**

*to*

Tence®

**ACCREDITED**

**CARF International**  
Headquarters 6951 E.  
Southpoint Road Tucson,  
AZ 85756-9407, USA

[www.carf.org](http://www.carf.org)

## **Contents**

Executive

Summary Survey

## Details

Survey Participants Survey

Activities

Program(s)/Service(s)

Surveyed

Representations and

Constraints Survey Findings

Program/s Service(s) by Location

## **About**

### **CARF**

CARF is an independent, nonprofit accreditor of health and human services, enhancing the lives of persons served worldwide.

The accreditation process applies CARF's internationally recognized standards during an on-site survey conducted by peer surveyors. Accreditation, however, is an ongoing process that distinguishes a provider's service delivery and signals to the public that the provider is committed to continuous performance improvement, responsive to feedback, and accountable to the community and its other stakeholders.

CARF accreditation promotes providers' demonstration of value and Quality Across the Lifespan® of millions of persons served through application of rigorous organizational and program standards organized around the ASPIRE to Excellence® continuous quality improvement framework. CARF accreditation has been the recognized benchmark of quality health and human services for more than 50 years.

For more information or to contact CARF, please visit  
[www.carf.org/contact-us](http://www.carf.org/contact-us).

INTERNATIONAL

Page 2 of  
28

February  
2018

**Organization** Professional Counseling Associates 3601 Richards Road North Little Rock,  
AR 72117

**Organizational Leadership** Chevera A. Blakemore, J.D., Director of QI Jannie Cotton, LPC,  
Chief Executive Officer Dudley Webb, Jr., Board President

**Survey Date(s)** January 17, 2018-January 19, 2018 **Surveyor(s)** Jeane P. Chapman,  
Ed.S., SPE/HSP, Administrative Rachel E. Glenn, M.S., LPE, Program Joy Kelleher,  
LCSW, Program **Program(s)/Service(s) Surveyed** Case Management/Services  
Coordination: Mental Health (Adults) Case Management/Services Coordination: Mental Health  
(Children and Adolescents) Community Integration: Mental Health (Adults) Crisis Intervention:  
Integrated: AOD/MH (Adults) Crisis Intervention: Integrated: AOD/MH (Children and Adolescents) **Crisis**  
**Intervention: Mental Health (Adults) Crisis Intervention: Mental Health (Children and**  
**Adolescents) Day Treatment: Mental Health (Adults) Diversion/Intervention: Family Services**  
**(Juvenile Justice) Outpatient Treatment: Integrated: AOD/MH (Adults) Outpatient Treatment:**  
**Integrated: AOD/MH (Children and Adolescents) Outpatient Treatment: Mental Health (Adults)**  
**Outpatient Treatment: Mental Health (Children and Adolescents) Prevention: Family Services**  
**(Juvenile Justice) *Governance Standards Applied***

#### **Previous Survey**

Three-Year Accreditation January 12, 2015-January 14, 2015

#### **Accreditation Decision**

**Three-Year Accreditation Expiration: February 28, 2021**

# carf International

INTERNATIONAL

Page 3 of 28

February 2018

## Executive Summary

This report contains the findings of CARF's on-site survey of Professional Counseling Associates conducted January 17, 2018-January 19, 2018. This report includes the following information:

- Documentation of the accreditation decision and the basis for the decision as determined by CARF's consideration of the survey findings. Identification of the specific program(s)/service(s) and location(s) to which this accreditation decision applies. Identification of the CARF surveyor(s) who conducted the survey and an overview of the CARF survey process and how conformance to the standards was determined.
- Feedback on the organization's strengths and recognition of any areas where the organization demonstrated exemplary conformance to the standards.
- Documentation of the specific sections of the CARF standards that were applied on the survey.
- Recommendations for improvement in any areas where the organization did not meet the minimum requirements to demonstrate full conformance to the standards.
- Any consultative suggestions documented by the surveyor(s) to help the organization improve its program(s)/service(s) and business operations.

## Accreditation Decision



On balance, Professional Counseling Associates demonstrated substantial conformance to the standards. Committed leadership and dedicated staff members provide services in a consistent, respectful, and caring manner to the persons served. The organization has embraced the CARF standards to establish itself as an organization that is responsive to the needs the persons served and of the community at large. Professional Counseling Associates has demonstrated a strong commitment to clients, personnel, and the community as it strives to support persons with serious mental illness through its mission. Funding and referral sources and clients and their families express satisfaction with the quality of services provided, the competency of the staff members, and overall advocacy on behalf of the clients and in the community. The positive attitude and enthusiasm with which the management and staff members participated in the survey and their receptivity to the consultation and recommendations offered instill confidence that the organization will use the results of this survey to address areas for improvement identified during the survey, including health and safety, performance measurement and management, performance improvement, screening and access to services, and person-centered planning.

Professional Counseling Associates appears likely to maintain and/or improve its current method of operation and demonstrates a commitment to ongoing quality improvement. Professional Counseling Associates is required to submit a post-survey Quality Improvement Plan (QIP) to CARF that addresses all recommendations identified in this report.

**Professional Counseling Associates has earned a Three-Year Accreditation.** The leadership team and staff are complimented and congratulated for this achievement. In order to maintain this accreditation, throughout the term of accreditation, the organization is required to:

- Submit annual reporting documents and other required information to CARF, as detailed in the Accreditation Policies and Procedures section in the standards manual.
- Maintain ongoing conformance to CARF's standards, satisfy all accreditation conditions, and comply with all accreditation policies and procedures, as they are published and made effective by CARF.

## **Survey Details Survey Participants**

The survey of Professional Counseling Associates was conducted by the following CARF surveyor(s):

- Jeane P. Chapman, Ed.S., SPE/HSP, Administrative
- Rachel E. Glenn, M.S., LPE, Program
- Joy Kelleher, LCSW, Program CARF considers the involvement of persons served to be vital to the survey process. As part of the accreditation survey for all organizations, CARF surveyors interact with and conduct direct, confidential interviews with consenting current and former persons served in the program(s)/service(s) for which the organization is seeking accreditation. In addition, as applicable and available, interviews may be conducted with family members and/or representatives of the persons served such as guardians, advocates, or members of their support system. Interviews are also conducted with individuals associated with the organization, as applicable, which may include:
  - The organization's leadership, such as board members, executives, owners, and managers.
  - Business unit resources, such as finance and human resources.
  - Personnel who serve and directly interact with persons served in the program(s)/service(s) for which the organization is seeking accreditation.
  - Other stakeholders, such as referral sources, payers, insurers, and fiscal intermediaries. - Community constituents and governmental representatives.

## **Survey Activities**

Achieving CARF accreditation involves demonstrating conformance to the applicable CARF standards, evidenced through observable practices, verifiable results over time, and comprehensive supporting documentation. The survey of Professional Counseling Associates and its program(s)/service(s) consisted of the following activities:

- Confidential interviews and direct interactions, as outlined in the previous section.
- Direct observation of the organization's operations and service delivery practices.
- Observation of the organization's location(s) where services are delivered.
- Review of organizational documents, which may include policies, plans; written procedures; promotional materials; governing documents, such as articles of incorporation and bylaws;

financial statements; and other

documents necessary to determine conformance to standards. Review of documents related to program/service design, delivery, outcomes, and improvement, such as program descriptions, records of services provided, documentation of reviews of program resources and services conducted, and program evaluations.

- Review of records of current and former persons served.

INTERNATIONAL

Page 5 of 28

February 2018

## **Program(s)/Service(s) Surveyed**

The survey addressed by this report is specific to the following program(s)/service(s):

- Case Management/Services Coordination: Mental Health (Adults)
- Case Management/Services Coordination: Mental Health (Children and Adolescents)
  - Community Integration: Mental Health (Adults)
- Crisis Intervention: Integrated: AOD/MH (Adults)
- Crisis Intervention: Integrated: AOD/MH (Children and Adolescents)
- Crisis Intervention: Mental Health (Adults)
- Crisis Intervention: Mental Health (Children and Adolescents)

- Day Treatment: Mental Health (Adults)
- Diversion/Intervention: Family Services (Juvenile Justice)
- Outpatient Treatment: Integrated: AOD/MH (Adults)
- Outpatient Treatment: Integrated: AOD/MH (Children and Adolescents)
- Outpatient Treatment: Mental Health (Adults)
- Outpatient Treatment: Mental Health (Children and Adolescents)
- Prevention: Family Services (Juvenile Justice) . *Governance Standards Applied*

A list of the organization's accredited program(s)/service(s) by location is included at the end of this report.

## **Representations and Constraints**

The accreditation decision and survey findings contained in this report are based on an on-balance consideration of the information obtained by the surveyor(s) during the on-site survey. Any information that was unavailable, not presented, or outside the scope of the survey was not considered and, had it been considered, may have affected the contents of this report. If at any time CARF subsequently learns or has reason to believe that the organization did not participate in the accreditation process in good faith or that any information presented was not accurate, truthful, or complete, CARF may modify the accreditation decision, up to and including revocation of accreditation.

## **Survey Findings**

This report provides a summary of the organization's strengths and identifies the sections of the CARF standards that were applied on the survey and the findings in each area. In conjunction with its evaluation of conformance to the specific program/service standards, CARF assessed conformance to its business practice standards, referred to as Section 1. ASPIRE to

Excellence, which are designed to support the delivery of the program(s)/service(s) within a sound business operating framework to promote long-term success.

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INTERNATIONAL

Page 6 of  
28

February  
2018

The specific standards applied from each section vary based on a variety of factors, including, but not limited to, the scope(s) of the program(s)/service(s), population(s) served, location(s), methods of service delivery, and survey type. Information about the specific standards applied on each survey is included in the standards manual and other instructions that may be provided by CARF.

## **Areas of Strength**

CARF found that Professional Counseling Associates demonstrated the following strengths:

- The leadership of Professional Counseling Associates has established a reputation for excellence in service delivery and advocacy for individuals and families experiencing mental illness and addiction for nearly two decades. The leadership has implemented innovative, state-of-the-art programs and evidence-based practices to improve outcomes and ensure positive outcomes.
- The active and engaged board of directors is diverse and demonstrates commitment to the goals of the organization and its clients and support and appreciation for the personnel. Additionally, Professional Counseling Associates has consistently supported the ongoing development of ethical, accountable governance and effective stewardship of the resources of the organization. Professional Counseling Associates is well respected in the community it

serves and has many cooperative relationships with other providers, school districts, hospitals, and local businesses. It is clear that the organization's board and leadership staff members are dedicated to maintaining these relationships in order to maximize the opportunity to continue to provide quality and seamless services to the clients.

The leadership has been successful in maintaining sound fiscal policies and procedures and, therefore, has achieved strong financial outcomes. Additionally, the organization has maintained strong support for personnel through competitive benefit programs and supervisory support. . Funding and referral sources and vendors report that they respect the organization for its steadfast dedication and the outcomes achieved in spite of the barriers encountered over time, without negative consequences for clients or the communities served.

- The organization has dedicated staff members who represent in their daily work the mission, vision, and values of the organization. There is evidence of strong communication pathways between staff members and management and between clients and management staff members.

At all levels and through all positions, Professional Counseling Associates embodies a strong, person-centered approach. Clients consistently communicate the positive differences that Professional Counseling Associates has made in their lives and express satisfaction with the services they receive. Clients reported that they feel respected and valued by the staff members of the organization. The organization uses a variety of evidence-based practices with a high degree of fidelity, including NAVIGATE, which is a comprehensive program designed to provide early and effective treatment to individuals who have experienced a first episode of psychosis. To reduce physical and psychological barriers to behavioral health interventions, Professional Counseling Associates offers services in homes and schools. Additionally, it has developed a Family Resource Center for youth and families where prevention and mental health education is provided. The offices of Professional Counseling Associates are warm and welcoming and were designed to enhance the availability of natural light for the staff members and clients and support the therapeutic environment. The grounds of the main location are spacious and in an attractive location for the organization's clients, families, staff, and community educational and social events and activities.

## carf international

INTERNATIONAL

Page 7 of 28

February 2018

## **Opportunities for Quality Improvement**

The CARF survey process identifies opportunities for continuous improvement, a core concept of "aspiring to excellence." This section of the report lists the sections of the CARF standards that were applied on the survey, including a description of the business practice area and/or the specific program(s)/service(s) surveyed and a summary of the key areas addressed in that section of the standards.

In this section of the report, a recommendation identifies any standard for which CARF determined that the organization did not meet the minimum requirements to demonstrate full conformance. All recommendations must be addressed in a QIP submitted to CARF.

In addition, consultation may be provided for areas of or specific standards where the surveyor(s) documented suggestions that the organization may consider to improve its business or service delivery practices. Note that consultation may be offered for areas of specific standards that do not have any recommendations. Such consultation does not indicate nonconformance to the standards; it is intended to offer ideas that the organization might find helpful in its ongoing quality improvement efforts. The organization is not required to address consultation.

When CARF surveyors visit an organization, their role is that of independent peer reviewers, and their goal is not only to gather an assess information to determine conformance to the standards, but also to engage in relevant and meaningful consultative dialogue. Not all consultation or suggestions discussed during the survey are noted in this report. The organization is encouraged to review any notes made during the survey and consider the consultation or suggestions that were discussed.

During the process of preparing for a CARF accreditation survey, an organization may conduct a detailed self assessment and engage in deliberations and discussions within the organization as well as with external stakeholders as it considers ways to implement and use the standards to guide its quality improvement efforts. The organization is encouraged to review these discussions and deliberations as it considers ways to implement innovative changes and further advance its business and service delivery practices.

## **Section 1. ASPIRE to Excellence®**

## 1.A. Leadership

**Description** CARF-accredited organizations identify leadership that embraces the values of accountability and responsibility to the individual organization's stated mission. The leadership demonstrates corporate social responsibility.

### **Key Areas Addressed**

Leadership structure

- Leadership guidance

Commitment to diversity Corporate responsibility Corporate compliance

INTERNATIONAL

Page 8 of 28

February 2018

## **Program(s)/Service(s) by Location Professional Counseling Associates**

3601 Richards Road North Little Rock, AR 72117

Crisis Intervention: Integrated: AOD/MH (Adults) Crisis Intervention: Integrated: AOD/MH (Children and Adolescents) Crisis Intervention: Mental Health (Adults) Crisis Intervention: Mental Health (Children and Adolescents) *Governance Standards Applied*

### **Cabot Clinic**

405 North Second Street Cabot, AR 72023

Case Management/Services Coordination: Mental Health (Children and Adolescents) Crisis Intervention: Integrated: AOD/MH (Adults) Crisis Intervention: Integrated: AOD/MH (Children and Adolescents) Crisis Intervention: Mental Health (Adults) Crisis Intervention: Mental Health (Children and Adolescents) Outpatient Treatment: Integrated: AOD/MH (Adults) Outpatient Treatment: Integrated: AOD/MH (Children and Adolescents) Outpatient



Treatment: Mental Health (Adults) Outpatient Treatment: Mental Health (Children and Adolescents)

### **Jacksonville Clinic**

1109 Burman Drive Jacksonville, AR 72076 Case Management/Services Coordination: Mental Health (Adults) Case Management/Services Coordination: Mental Health (Children and Adolescents) Crisis Intervention: Integrated: AOD/MH (Adults) Crisis Intervention: Integrated: AOD/MH (Children and Adolescents) Crisis Intervention: Mental Health (Adults) Crisis Intervention: Mental Health (Children and Adolescents) Outpatient Treatment: Integrated: AOD/MH (Adults) Outpatient Treatment: Integrated: AOD/MH (Children and Adolescents) Outpatient Treatment: Mental Health (Adults) Outpatient Treatment: Mental Health (Children and Adolescents)

INTERNATIONAL  
Page 27 of 28  
February 2018

### **Lonoke Clinic**

201 West 2nd Street Lonoke, AR 72086

Case Management/Services Coordination: Mental Health (Children and Adolescents) Crisis Intervention: Integrated: AOD/MH (Adults) Crisis Intervention: Integrated: AOD/MH (Children and Adolescents) Crisis Intervention: Mental Health (Adults) Crisis Intervention: Mental Health (Children and Adolescents) Diversion/Intervention: Family Services (Juvenile Justice) Outpatient Treatment: Integrated: AOD/MH (Adults) Outpatient Treatment: Integrated: AOD/MH (Children and Adolescents) Outpatient Treatment: Mental Health (Adults) Outpatient Treatment: Mental Health (Children and

Adolescents) Prevention: Family Services (Juvenile Justice)

**Sherwood Clinic**

7800 Sylvan Hills Highway Sherwood, AR 72120

Case Management/Services Coordination: Mental Health (Children and Adolescents)  
Crisis Intervention: Integrated: AOD/MH (Adults) Crisis Intervention: Integrated: AOD/  
MH (Children and Adolescents) Crisis Intervention: Mental Health (Adults) Crisis  
Intervention: Mental Health (Children and Adolescents) Outpatient Treatment: Integrated:  
AOD/MH (Adults) Outpatient Treatment: Integrated: AOD/MH (Children and Adolescents)  
Outpatient Treatment: Mental Health (Adults) Outpatient Treatment: Mental Health (Children  
and Adolescents)

**Springhill Clinic-Community Support** 4354 Stockton Drive North Little Rock, AR  
72231

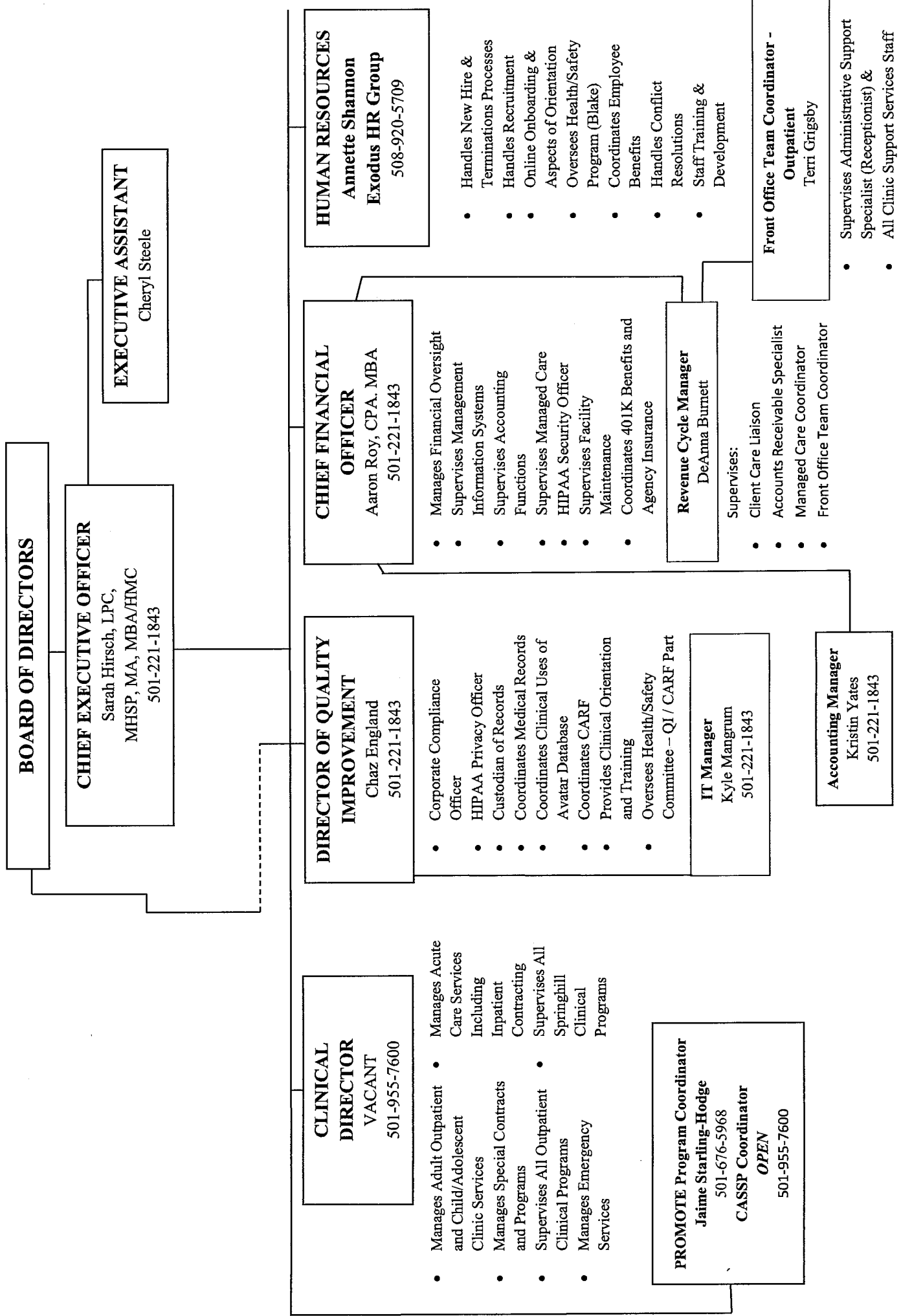
Case Management/Services Coordination: Mental Health (Adults) Case  
Management/Services Coordination: Mental Health (Children and Adolescents)  
Community Integration: Mental Health (Adults) Crisis Intervention: Integrated: AOD/MH  
(Adults) Crisis Intervention: Mental Health (Adults) Day Treatment: Mental Health (Adults)  
Outpatient Treatment: Integrated: AOD/MH (Adults) Outpatient Treatment: Integrated:  
AOD/MH (Children and Adolescents) Outpatient Treatment: Mental Health (Adults) Outpatient  
Treatment: Mental Health (Children and Adolescents)

# Tab 8

## D. PCA Organizational Chart

# PROFESSIONAL CONSULTING ASSOCIATES CHART OF ORGANIZATIONAL FUNCTIONS

Revised January 2020



## BOARD OF DIRECTORS

### CHIEF EXECUTIVE OFFICER

Sarah Hirsch, LPC,  
MHSP, MA, MBA/HMC  
501-221-1843

### EXECUTIVE ASSISTANT

Cheryl Steele

### CLINICAL DIRECTOR

VACANT  
501-955-7600

- Manages Adult Outpatient and Child/Adolescent Clinic Services
- Manages Special Contracts and Programs
- Supervises All Outpatient Clinical Programs
- Manages Emergency Services
- Manages Acute Care Services Including Inpatient Contracting
- Supervises All Springhill Clinical Programs

### DIRECTOR OF QUALITY IMPROVEMENT

Chaz England  
501-221-1843

- Corporate Compliance Officer
- HIPAA Privacy Officer
- Custodian of Records
- Coordinates Medical Records
- Coordinates Clinical Uses of Avatar Database
- Coordinates CARF
- Provides Clinical Orientation and Training
- Oversees Health/Safety Committee - QI / CARF Part

### CHIEF FINANCIAL OFFICER

Aaron Roy, CPA, MBA  
501-221-1843

- Manages Financial Oversight
- Supervises Management Information Systems
- Supervises Accounting Functions
- Supervises Managed Care
- HIPAA Security Officer
- Supervises Facility Maintenance
- Coordinates 401K Benefits and Agency Insurance

### HUMAN RESOURCES

Annette Shannon  
Exodus HR Group  
508-920-5709

- Handles New Hire & Terminations Processes
- Handles Recruitment
- Online Onboarding & Aspects of Orientation
- Oversees Health/Safety Program (Blake)
- Coordinates Employee Benefits
- Handles Conflict Resolutions
- Staff Training & Development

### PROMOTE Program Coordinator

Jaime Starling-Hodge  
501-676-5968  
CASSP Coordinator  
OPEN  
501-955-7600

### Revenue Cycle Manager

DeAnna Burnett

- Supervises:
- Client Care Liaison
  - Accounts Receivable Specialist
  - Managed Care Coordinator
  - Front Office Team Coordinator

### Front Office Team Coordinator - Outpatient

Terri Grigsby

- Supervises Administrative Support Specialist (Receptionist) &
- All Clinic Support Services Staff

### Accounting Manager

Kristin Yates  
501-221-1843

# Tab 8

## E. Licensure

# Arkansas Board of Examiners in Counseling

Certifies That

Jaime LeAnne Starling-Hodge

Has complied with the requirements in accordance with the laws of the

State of Arkansas and is hereby granted both a license as a

Licensed Associate Counselor

To practice counseling in the State of Arkansas this 11<sup>th</sup> day of

September, 2018 by the authority of Act

593 of 1979 and Act 244 of 1997. License No. A1809126

Board of Examiners in Counseling

*[Signature]*

*[Signature]*

Christie Bagelle

Suzanne B. Casey

Rich L. Grace

*[Signature]*

Christy L. Livingston

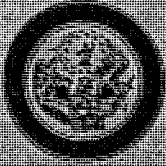
Robin Chase

Genora Lickson



# Tab 8

## F. Letters of Support



**CHUCK GRAHAM**  
PROSECUTING ATTORNEY  
MONTICELLO  
JUDICIAL DISTRICT

OFFICE OF  
**THE PROSECUTING ATTORNEY**

301 N. CENTER, SUITE 301 • 501-676-2007 • Fax 501-676-2046  
**LONOKE, ARKANSAS 72086**

March 31, 2020

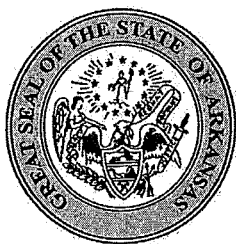
To Whom it May Concern:

This letter is to express this office's support for the PROMOTE case management services program offered by Professional Counseling Services to juveniles in Lonoke County. PROMOTE provides an invaluable contribution to juveniles that need these services in our community.

Respectfully Yours,

Chuck Graham  
Prosecuting Attorney





**BARBARA ELMORE**  
CIRCUIT JUDGE - FIRST DIVISION



April 1, 2020

Re: Promote with Professional Counseling Associates

Dear Sir/Madam:

Promote with Professional Counseling Associates is a valuable asset to my Court. I have juveniles that desperately need their services. This program has worked with this Court for at least the last twenty years, and with me the last ten.

Promote works with the juveniles and the juvenile officers to assist these children. They have made a large difference in the lives of many children. We desperately need the assistance of Promote and hope to continue working with them for many years into the future.

I would like to take this opportunity to thank each and every one who work in this program, and those that make it available to us.

Sincerely,

A handwritten signature in cursive script that reads "Barbara Elmore".

Barbara Elmore  
Circuit Judge

**DESERIA BLAIR**  
TRIAL COURT ASSISTANT  
CERTIFIED COURT MANAGER  
(501) 676-3131 • FAX (501) 676-6233

Twenty-Third Judicial Circuit, First Division  
Lonoke County Courthouse  
301 N. Center, Box 9  
Lonoke, Arkansas 72086

**KRYSTAL JONES**  
COURT REPORTER  
(501) 676-3018 • FAX (501) 676-6233



## LONOKE COUNTY JUVENILE DEPARTMENT

311 Court St. Lonoke, Arkansas, 72086 • (501) 676-3035 • Fax (501) 676-3004

### Juvenile Intake Officers

APRIL GILL  
LORI DOLLINGER

### Juvenile Probation Officers

W. ADAM ELLIS  
VICK GOODEN  
JEREMY METCALF

March 30, 2020

***RE: Letter of Recommendation***

To Whom it May Concern,

This letter is to give a recommendation and show support for the PROMOTE Youth Program of Lonoke County. I have worked in the Juvenile Probation Department for 21 years and worked closely with the people at PROMOTE and PCA the entire time.

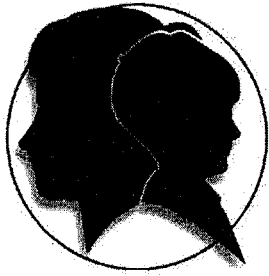
The work PROMOTE does with the youth of Lonoke County is vital to our court system and the mental health of the youth and families we both serve. We have limited resources in our county and the assistance to our court personnel is of great service to our clients and officers.

I am happy to tell you as the Chief Intake Officer for the Lonoke County Juvenile Department I fully support PROMOTE Youth of Lonoke County and hope they are able to continue their work in Lonoke County.

***Please feel free to call or email me if you have any questions.***

Sincerely,

Chief Intake Officer  
Lonoke County Juvenile Department



# OPEN ARMS SHELTER

1500 Navajo Trail  
P.O. Box 161  
Lonoke, Arkansas 72086  
Telephone (501) 676-6166 • Fax (501) 676-6174

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March 30, 2020

To Whom it May Concern,

This is a letter of support for the Promote Program of Professional Counseling Associates. Many of our residents have participated in the Promote Program with positive results. We would like to continue our relationship between the staff of this program and our residents. We feel this program is very helpful, especially with our residents involved in the Juvenile Court system.

If you need any further information, please let us know.

Sincerely,

Tiffany Parker, LAC  
Case Coordinator