

United Family Services, Incorporated

P.O. Box 5408

Pine Bluff, Arkansas 71611-5408

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

RFQ 710-20-0003

Technical Proposal Bid

For

Area Six (6)

Response (Proposal) Signature Page

710-20-0003

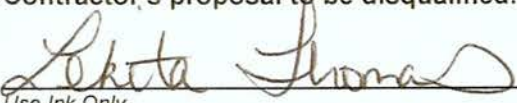
PROPOSAL SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION					
Company:	United Family Services, Inc.				
Address:	PO Box 5408				
City:	Pine Bluff	State:	AR	Zip Code:	71611
Business Designation:	<input checked="" type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation		<input type="checkbox"/> Public Service Corp <input type="checkbox"/> Nonprofit		
Minority and Women-Owned Designation*:	<input type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Asian American <input type="checkbox"/> Service Disabled Veteran <input checked="" 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:	LeKita Thomas		Title:	Executive Director	
Phone:	(870) 534-3386		Alternate Phone:	(501) 376-0111	
Email:	kthomas@ufs6.com				
CONFIRMATION OF REDACTED COPY					
<input checked="" type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.					
<p style="font-size: small;">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.</p>					
ILLEGAL IMMIGRANT CONFIRMATION					
<p>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.</p>					
ISRAEL BOYCOTT RESTRICTION CONFIRMATION					
<p>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.</p>					
<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: Lekita Thomas Date: 04/09/2020

Agreement and Compliance Pages

710-20-0003

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.

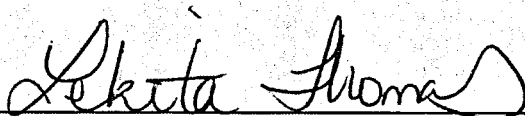
Authorized Signature: 
Use Ink Only.

Printed/Typed Name: LeKita Thomas Date: 04/09/2020

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: LeKita Thomas Date: 04/09/2020

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: LeKita Thomas
Use Ink Only.

Printed/Typed Name: LeKita Thomas Date: 04/09/2020

Proposed Sub-Contractors Form

710-20-0003

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
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

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

Signed Addenda

710-20-0003

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."

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

Akita Thomas 4/9/20
Vendor Signature Date

United Family Services, Incorporated
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.

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.

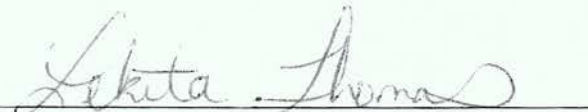
Page 9 of PI's, Section 5, C.1.

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

 <hr style="border: 0; border-top: 1px solid black;"/>	<p style="font-size: 2em; margin: 0;">4/6/20</p> <hr style="border: 0; border-top: 1px solid black;"/>
Vendor Signature	Date
<p style="font-size: 1.5em; margin: 0;">United Family Services, Incorporated</p> <hr style="border: 0; border-top: 1px solid black;"/>	
Company	

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

710-20-0003

Contract Number **[REDACTED]**
 Attachment Number **[REDACTED]**
 Attachment A

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

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

SUBCONTRACTOR: SUBCONTRACTOR NAME: Yes NO

TAXPAYER ID NAME: United Family Services, Incorporated IS THIS FOR: Goods? Services? Both?

YOUR LAST NAME: Thomas FIRST NAME Lekita M.I.: S

ADDRESS: P.O. Box 5408 STATE: Arkansas ZIP CODE: 71611

CITY: Pine Bluff 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 <small>(senator, representative, name of board/ commission, data entry, etc.)</small>	For How Long?		What is the person(s) name and how are they related to you? <small>[i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]</small>	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 <small>(senator, representative, name of board/commission, data entry, etc.)</small>	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?	Ownership Interest (%)	Position of Control
	Current	Former		From MM/YY	To MM/YY			
General Assembly								
Constitutional Officer								
State Board or Commission Member								
State Employee								

None of the above applies

Contract Number _____
Attachment Number _____ Attachment A
Action Number _____ NEW

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 Lekita Thomas Title Executive Director Date 04/09/2020

Vendor Contact Person Lekita Thomas Title Executive Director Phone No. (870) 534-3386

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

Equal Opportunity Policy

710-20-0003

United Family Services, Inc.



EEO/AFFIRMATIVE ACTION PLAN

[REDACTED] Affirmative Action Officer

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FORWARD

United Family Services, Inc. stands fully committed to the, which is described, in the following pages. The plan expresses the official policy and the commitment of the agency not to discriminate against any employee or applicant for employment because of race, color, religion, national origin, gender, age, political affiliation, sexual orientation, marital status, handicap and whether or not one has been a Vietnam veteran or any other legally protected class. The plan also expresses the need to take necessary action to ensure that the applicants are employed and that they are treated during employment without regard to these factors. Sexual harassment of employees and students will not be tolerated.

The plan covers recruitment, hiring, training, promotion, compensation, benefits, transfers, and layoffs. It continues to conform to the principle of equal employment opportunity and derives from the applicable federal and state laws and regulations most notably the Affirmative Action Guidelines issued by the Equal Employment Opportunity Commission (EEOC).

The affirmative action officer is responsible for implementing the agency Equal Opportunity/Affirmative Action policies and programs.

, EEO/Affirmative Action Officer

A STATEMENT FROM THE BOARD OF DIRECTORS

It is the policy of United Family Services, Inc, to treat all employees and those working under the supervision of individuals employed by the agency with dignity and respect. The agency is an Equal Opportunity/ Affirmative Action employer. The agency desires to hire and retain qualified individuals for each employment opportunity. In compliance with applicable state and federal laws, it will endeavor to insure that all personnel actions, including promotion, transfer, termination, lay off, training, compensation, benefits and any agency sponsored activities are administered fairly and objectively without regard to race, color, religion, gender, sexual orientation, national origin, veteran status, disability, age, or any other legally protected class.

Our agency is an equal opportunity employer and complies with Title VI/Title VII of the Civil Rights Act of 1964, as Amended by the Equal Employment Opportunity Act of 1972. Our agency prohibits discrimination in employment on the basis of race, color, religion, national origin, gender, age, political affiliation, sexual orientation, marital status, handicap and whether or not one has been a Vietnam veteran or any other legally protected class.

1. PART I AFFIRMATIVE ACTION-EQUAL EMPLOYMENT OPPORTUNITY

1.1 POLICY

1.1.1 In affirming a policy of equal employment opportunity, the agency realizes that the concept of equal employment opportunity action does not require that the agency employ or promote any persons who are unqualified, nor does it require a program of reverse discrimination. The concept does require, however, that any standards or criteria, which have had the effect of excluding women and minorities from positions, for which they are qualified be eliminated.

1.1.2 It is the responsibility of the Agency Board of Directors and Administration to see that appropriate resources of the agency are available to improve the position of all employees, and that the agency cooperates with federal and state agencies to fulfill legal and moral obligations in the area of equal employment opportunity.

1.2 RESPONSIBILITY

1.2.1 The responsibility for administering and complying with this policy has been delegated to the office managers of the various offices and supervisors with respect to employees within their area.

1.3 NONDISCRIMINATION IN SERVICES TO THE PUBLIC

1.3.1 The agency will assure that unlawful discrimination does not occur in the services it renders to the public.

1.4 PROGRAM ADMINISTRATION

1.4.1 The Affirmative Action Officer (AAO), appointed by the Executive Director, is the Coordinator for the Affirmative Action/Equal Employment Opportunity Plan. (See Part II)

1.4.2 The Director will be kept informed by periodic memoranda of the recommendations, actions, and other pertinent data stemming from the Action Plan. He has the final responsibility for the administration of the Plan and has appellate authority.

1.5 OBJECTIVES

1.5.1 To determine if and where inequities exist in employment, and whether harassment exists in any form.

1.5.2 To correct any such inequities and/or harassment in a reasonable manner within a reasonable time.

1.5.3 To maintain a fair and equitable flow of candidates and employees within the administration, and staff, in conformance with federal and state laws.

1.6 DISSEMINATION OF POLICY

1.6.1 This is achieved by:

1.6.1.1 Distributing copies of the Affirmative Action Plan to all administration and staff person so that anyone else asking for a copy may have one and being available to discuss and explain any information included herein.

1.6.1.2 Publicizing the EEOC statement in the Employee Handbook.

1.6.1.3 Making available the Agency Handbook to all employees.

1.6.1.4 Posting an affirmative action statement in each office.

1.7 REVIEW OF EMPLOYMENT PRACTICES

1.7.1 The Affirmative Action Officer will work closely with Office Managers and supervisors to ascertain and assure that employment practices conform fully to the agency policy stated herein.

1.8 ORGANIZATIONAL STRUCTURE OF THE AGENCY

1.8.1 The Board of Directors is the governing body of the agency. Its basic concerns are coordination of budget preparation, and approval of agency regulations and programs. The Executive Director reports directly to the

Board of Trustees. He is the Chief Executive Officer of the agency. The Assistant Executive Director reports directly to the Executive Director. Administrative staff provides advice and council to the office managers, supervisors and staff.

2. PART II RESPONSIBILITIES

2.1 AFFIRMATIVE ACTION OFFICER

2.1.1 Because problems arising about Equal Employment Opportunity may be delicate, it is important that the Affirmative Action Officer have the support of the board as well as the authority and freedom to make decisions and fully implement policy. The strength of this authority will indicate to all employees the degree of the agency's commitment to Equal Employment Opportunity and Affirmative Action.

2.1.2 The Affirmative Action Officer is responsible for the development of the Affirmative Action Plan for the Agency as a whole. He/She also has the responsibility for coordinating the implementation of the plan.

2.1.3 Other responsibilities are to:

2.1.3.1 Keep current of latest state and federal laws, directives and court decisions and to communicate these to agency personnel involved in hiring.

2.1.3.2 Develop internal and external communication techniques.

2.1.3.3 Periodically monitor all hiring practices and policies of the agency.

2.1.3.4 Sign hiring plans and serve as liaison to advise on AA-EEO matters during the screening and selection process.

2.1.3.5 Establish record-keeping procedures, audits, and reporting procedures of all facets of the agency's Affirmative Action Plan, especially

the agency's efforts in attempting to hire a diverse population.

2.1.3.6 Keep a complete file of all written material relevant to Affirmative Action and Equal Opportunity matters.

2.1.3.7 Review programs established in Human Resources for agency staff development and in-service training in equal employment opportunity areas.

2.1.3.8 Submit an annual budget request when requested by the board.

2.1.3.9 Serve as adjudicator for complaints of job discrimination and any other violation of the Affirmative Action Plan.

2.2 MANAGEMENT PERSONNEL

2.2.1 Management personnel at all levels share the responsibility for the implementation and success of the Affirmative Action-Equal Employment Opportunity program. They are required to review the qualifications for all employees to insure that minorities and women have been given full opportunities for promotion and transfer. Office Managers will engage in regular meetings with supervisors and employees to insure compliance with Agency policy. They will take all steps to encourage a positive attitude and healthy activity in the Agency Affirmative Action Program. They will be responsible for insuring that all services, activities, and opportunities are available to all throughout the agency without discrimination or harassment.

3. PART III WORKFORCE AND THE LABOR MARKET

3.1 ANALYSIS

3.1.1 The present makeup and composition of the workforce will reflect present practices in recruitment, selection, hiring, promotion, training, and termination. It will help in identifying those areas where affirmative action can bring about a more equitable distribution.

4. PART IV EMPLOYMENT

4.1 RECRUITMENT

4.1.1 Ongoing effort will be made to recruit, select, place and train qualified members within all segments of the work force.

4.1.2 The objective in recruitment is to achieve and maintain a fair and equitable distribution of minority persons, women, and persons with disabilities in nonprofessional and professional positions.

4.1.3 All applicants are given equal opportunity in employment by uniform screening,

4.2 SELECTION

4.2.1 After completion of interviews, and before any binding offer is made for employment to the preferred candidate; final clearance must be given by the Affirmative Action Officer. The decision of the Affirmative Action Officer will be rendered *promptly*.

4.2.2 If, for any reason, the selected candidate refuses the position, the Affirmative Action Officer must be contacted for clearance of an alternate candidate unless there has previously been established a descending order of preferential choices.

4.3 PROMOTIONS

4.3.1 A promotion is an upward move along direct reporting lines. Promotions will be encouraged. The proposed promotion however, will be discussed with the Affirmative Action Officer to assure that there will be no discrimination. Promotions are encouraged for new positions within individual areas.

4.4 BRIEFING

4.4.1 Where applicable, periodic briefing sessions will be held with all persons employed in supervisory capacities for

the purpose of discussing employment problem. These will be arranged by the AAO.

4.5 APPLICANT FLOW LOG

4.5.1 Ongoing recruitment practices will be examined.

4.5.2 Each Office Manager and supervisor will be required to complete, the Hire Recommendation Report. **(APPENDIX A)** This information is reviewed to ensure adherence to the Affirmative Action Plan.

5. PART V MISCELLANEOUS

5.1 NEPOTISM

5.1.1 In the appointment of administration and staff members, United Family Services seeks those persons best qualified to discharge service obligations.

5.1.2 Members of the same family may be hired if they are qualified candidates for the position.

5.1.3 No administrative officer shall make recommendations, or in any way participate in the decision of or seek to influence any matter which may directly or indirectly affect the appointment, promotion, or other employment status or interest of such person's parent, child, spouse, sibling, or in-law.

5.1.4 One family member may not report directly to another family member.

5.2 MATERNITY LEAVE

5.2.1 Maternity Leave is protected under the Family and Medical Leave Act of 1993 and the employee will have all rights as stated therein.

5.3 COMPENSATION

5.3.1 In the wages and salary areas, the agency has job descriptions for all employees. Job descriptions are as

accurate as possible in an ever-changing environment in relation to actual functions and duties. The agency's Affirmative Action program will require descriptions, which accurately reflect position functions that are consistent. The qualifications required of candidates for jobs will be validated and consistent for each job title.

6. PART VI DISCHARGE, DEMOTION, DISCIPLINARY ACTION

6.0.1 United Family Services will measure the effectiveness of its EEO/Affirmative Action program by maintaining records of individuals demoted, disciplined or leaving the Agency and the reasons therefore.

6.0.2 It will be necessary to keep complete and accurate records, particularly with regard to terminations.

7. PART VII GRIEVANCE PROCEDURES

7.1 PRESENT EMPLOYEES

7.1.1 A current employee who believes that he/she has been discriminated against in the course of his/her employment on grounds of any of the classifications listed in the forward have available to him or her a grievance procedure with the following steps:

7.1.2 The employee will discuss his/her grievance with his/her immediate supervisor.

7.1.3 If the employee is not satisfied with the results of his/her discussion with his/her immediate supervisor or superior, within one week he/she may consult with the agency EEO/Affirmative Action Officer who shall make a preliminary investigation and attempt to resolve the grievance through informal means.

7.1.4 If the employee is not satisfied with the results of step two, he/she may file a formal complaint in writing (Use discrimination Complaint Form **(APPENDIX B)** with the Executive Director of the Agency within 30 calendar days. After the filing of the formal grievance, the Executive Director shall respond to the grievance within 30 calendar days. The Affirmative Action Officer may be present at the hearing as a resource person.

7.1.6 If the employee is not satisfied with the results of the Executive Director, he/she may file a formal complaint in writing (Use discrimination Complaint Form (**APPENDIX B**) with the Board of Directors of the Agency within 30 calendar days after the reply of the Executive Director. The Board of Directors shall hear the grievance and respond within 30 calendar days.

7.2 PROSPECTIVE EMPLOYEES

7.2.1 A prospective employee who believes that he or she has been discriminated against on grounds of race, color, religion, disability, age, gender, sexual orientation or national origin, may register his or her complaint with the Affirmative Action Officer. She/he will make a thorough review of the facts in the case and report these along with her recommendations, to the Executive Director.

**Response to the
Information for Evaluation**

710-20-0003

Contractor Qualifications

2.2 (A) 1,2



Search Incorporations, Cooperatives, Banks and Insurance Companies

[Printer Friendly Version](#)

LLC Member information is now confidential per Act 865 of 2007

Use your browser's back button to return to the Search Results

[Begin New Search](#)

For service of process contact the [Secretary of State's office](#).

Corporation Name	UNITED FAMILY SERVICES, INC.
Fictitious Names	
Filing #	100088406
Filing Type	Nonprofit Corporation
Filed under Act	Dom Nonprofit Corp; 176 of 1963
Status	Good Standing
Principal Address	P.O. BOX 5408 PINE BLUFF, AR 71603
Reg. Agent	LEVI THOMAS
Agent Address	618 S. LINDEN ST. PINE BLUFF, AR 71603
Date Filed	02/25/1991
Officers	
Foreign Name	N/A
Foreign Address	
State of Origin	AR

[Purchase a Certificate of Good Standing for this Entity](#)

[Submit a Nonprofit Annual Report](#)

[Change this Corporation's Address](#)

INTERNAL REVENUE SERVICE
DISTRICT DIRECTOR
401 W. PEACHTREE ST. NW
ATLANTA, GA 30365

DEPARTMENT OF THE TREASURY

copy
Date: SEP 25 1995

UNITED FAMILY SERVICES INC
PO BOX 410
MCGHEE, AR 71654

Employer Identification Number:

Case Number:

Contact Person:

Contact Telephone Number:

Our Letter Dated:

March 3, 1992

Addendum Applies:

No

Dear Applicant:

-- This modifies our letter of the above date in which we stated that you would be treated as an organization that is not a private foundation until the expiration of your advance ruling period.

Your exempt status under section 501(a) of the Internal Revenue Code as an organization described in section 501(c)(3) is still in effect. Based on the information you submitted, we have determined that you are not a private foundation within the meaning of section 509(a) of the Code because you are an organization of the type described in section 509(a)(1) and 170(b)(1)(A)(vi).

Grantors and contributors may rely on this determination unless the Internal Revenue Service publishes notice to the contrary. However, if you lose your section 509(a)(1) status, a grantor or contributor may not rely on this determination if he or she was in part responsible for, or was aware of, the act or failure to act, or the substantial or material change on the part of the organization that resulted in your loss of such status, or if he or she acquired knowledge that the Internal Revenue Service had given notice that you would no longer be classified as a section 509(a)(1) organization.

If we have indicated in the heading of this letter that an addendum applies, the addendum enclosed is an integral part of this letter.

Because this letter could help resolve any questions about your private foundation status, please keep it in your permanent records.

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

Sincerely yours,

Nelson A. Brooke

Nelson A. Brooke
District Director

RECEIVED SEP 29 1995

Contractor Qualifications – 2.2 (A) 3

United Family Services is a non-profit organization incorporated in 1991, in Pine Bluff, Arkansas with a grant from the Office of Juvenile Justice Delinquency Prevention. The objective at that time was to provide services that were non-existent that could be used in the Arkansas Judicial System. We have twenty-nine (29) years of experience providing services that offer alternatives to detaining juveniles. Our agency has previously contracted with the state of Arkansas OJJDP Division for over eleven (11) years.

We have been providing comprehensive programs in the 11th West, 11th East, and the 6th Judicial Districts since 1991 and 2001 respectively. In 1991, we developed the first successful Home Detention/House Arrest Program utilizing Electronic Monitoring in the state and served additional Judicial Districts. We have offices located in Pine Bluff, Little Rock, and Stuttgart Arkansas. We have thirty-four (34) full time employees and three (3) part time employees.

Our agency has worked in conjunction with the Arkansas Division of Youth Services through Comprehensive Contracts from 1996 until the present. Our agency has contracted with Arkansas Division of Youth Services for an estimated contract amount of fifteen million dollar (\$15,000,000) over a five year period from 2015 to present. During this time our agency has been tasked with commitment rate reduction and decreasing out of home placements through Families in Need of Services, Delinquency, and Diversion programs. The chart below shows the overall reduction in the rates of commitment to Division of Youth Services' facilities in all three of our Judicial Districts for the past five (5) years.



In 1993, the Office of Juvenile Justice Delinquency Prevention selected United Family Services' House Arrest/Home Detention Program as one of the most effective programs in the nation. In 2004, United Family Services' Aftercare/Re-entry Program was selected program of the year by the Arkansas Juvenile Justice Coalition.

We provide communities with effective comprehensive programs that keep families together, prevent out of home placement, and reduces commitment and recommitment to the state's youth services centers. In addition we provide alternatives to juvenile court, child welfare agencies, and school disciplinary actions. Below are listed our comprehensive, evidence based services and their descriptions.

Aftercare/Post-Residential Re-entry Service Program

This program provides supervision to youth committed to the State's Youth Service Center or Serious Offenders Program. The program provides evaluations that include recommendations for release plans, preparing individual case plans, advocacy on behalf of the youth, and supervisions. The components of this program are intensive casework management, emergency shelter, restorative justice, electronic monitoring, mentoring, parenting, independent living skills, vocational services and career support, and/or mental health treatment. We will provide this service to assist an individual or family in accessing needed medical, social, educational, and other services appropriate to the needs of the individual/family. This service will include client intake, assessment, periodic reassessment, plan of care development and review, service referral, coordination and advocacy, monitoring of client service utilization, record keeping and documentation of service contacts and client progress, and transportation.

Interstate Compact

This program will be provided in all judicial districts. This program will provide for the out-of-state supervision of delinquent juveniles. The components of this program are initial evaluation, supervision, follow-up reports, and discharge. As an incentive to good participation and behavior, we will assess each juvenile at intervals for positive rewards

Casework Program

This service provides direct intervention to identify and address problems, needs, or adjustments of juveniles or their families. It includes but is not limited to treatment methods that include direct intervention to identify problems, needs, or adjustments of an individual and/or family. Activities include but are not limited to, addressing identified problems, discussing alternatives, planning for solutions, telephone contacts with or on behalf of a client, group work, supervisory conferences, compliance monitoring, follow-up as needed, acting as an advocate on the clients behalf, staffings, transportation, group activities, assist the juvenile or family in accessing or benefiting from services,

Electronic Monitoring Program

This program provides intense supervision of juveniles using telemetry technology to monitor adjudicated delinquents presence in a particular location where they are required to remain. This program is used for juveniles who are at risk of re-offending or for whom home detention is required. It allows the juveniles to remain in their home and community, yet remain crime free.

Emergency Shelter

This program will be provided in all judicial districts. This service will include room and board, for youth whose circumstances or behavioral problems necessitate immediate removal from their homes and released from a youth services facility and need temporary placement until long term residential arrangements can be made. The purpose of Emergency Shelters are to provide shelter for a period necessary to make more permanent arrangements or short term interventions and as a short-term alternative to secure detention. The extent and depth of the services provided will depend upon the individual needs of the youth and recommendations from the referral source. The maximum length of a stay in this program is forty-five (45) days. We will provide transportation to and from the shelter if the parent or guardian cannot provide it.

Adolescent Improvement Program (AIP)

This program is a ten-week course that provides prevention and intervention services for delinquent and FINS at risk of school dropout, drug use, criminal activity, truancy, and runaways, etc. It provides prevention to juveniles that are in the juvenile justice system for their first or second offense. The program goals are to motivate and assist the youth in remaining crime free, drug free, in school, and techniques to enhance positive relationships.

Parenting Education Program

The goals of the program are to help parents develop an understanding of their role as parents as it relates to supervision of their children. The program teaches parents ways to help and support their children through each life cycle, as well as giving parent's tools to help their child remain crime and drug free. It assist parents in learning strategies for dealing with problems within the family in a consistent and effective manner. The class consists of open discussions and structured activities to help parents learn ways of setting limits for their children. Parenting classes will be offered for both juvenile who have children, along with custodial parents/legal guardians of juvenile.

Adolescent Substance Abuse Counseling Program

This program is certified through Division of Provider Services and Quality Assurance and is used to identify and provide proper intervention services to juveniles who are involved or have committed any drug related offense. This program is used for adjudicated delinquents and FINS when ordered by the judge, as well as for aftercare clients when indicated in the individual case plan. It will also be used for aftercare clients if they show indicators of drug usage or have a history of drug use. Drug counseling could either be provided by an individual or group basis. This service also includes tests for alcohol and drug usage. Services will not exceed six month, except where the juvenile has tested positive for illegal drugs. Drug screening may be extended for six months from the date of the positive test.

Adolescent Outpatient Mental Health Program

This program improve individual adjustment and family functioning as well as to promote mental health so that the individual served can be successful in his/her home, school/workplace, and community. The services offered address mental health symptoms and associated functional impairments; help manage reoccurring health and substance use conditions that interact with and affect the mental health presentation; and provide support for psychological adjustments related to life cycle issues including: birth and death; aging; marriage; divorce; parenting; intergenerational conflicts; and adult, child, and family relations. The services provided include psychosocial assessments, treatment planning, and therapy (individual, family, and group). Consultation with referral sources are also provided as needed.

Medication Management

This program is provided to Aftercare clients and Court referred clients who may need a medication assessment will be reviewed by the Clinical Coordinator or designee to determine appropriateness of the referral and the availability of the psychiatrists. The personnel involved in medication management at UFS are licensed by the State of Arkansas Medical Board.

FINS Intervention Program

This program seeks to prevent juveniles from having further contact with the juvenile justice system by remaining crime free, drug free and in school.

Independent/Transitional Living Program

This program will provide housing for juveniles referred by DYS who have no other safe living options. The desired outcomes for the Independent Living Program is to provide an effective bridge between commitment and becoming an independent, responsible citizen following release

from the committed care. Juveniles receiving this service must be at least 17.5 years of age or who have been emancipated and demonstrates the potential to live independently while engaging in education, job training or employment. The juvenile will be assessed to determine appropriateness of placement and identify treatment needs. The program will support the youth for a maximum of six months.

Anger Management

The Anger Management class is a ten week class designed to provide tools and skills to assist attendees in managing their anger. We recognize anger management to be a procedure for learning the skills to recognize signs when becoming angry and taking action to deal with the situation in a positive way. Our goals are not only to provide tools to manage anger but also be able to recognize their triggers. Ten youth may be referred per class.

Boys Council

This is a ten week class that focuses on Adolescent Healthy Masculinity. Boy's council aims to assist males with choices, decision making, self-esteem, image, and how to handle peer pressure. Twelve youth may be referred per class.

Girls Circle

This group is a ten week program that focuses on image, self-esteem, healthy relationships vs abusive relationships, goals, career readiness, drug and alcohol education, impact of social media, popularity, peer pressure, choices, decision making, womanhood, and maturity. Ten youth may be referred per class.

Habilitation Empowerment Accountability (HEAT)

This program is a class designed for high risk African American males between the ages of 13-17. This program uses a holistic approach for treatment. It applies a strength based model, and a positive approach to treatment. It serves as a promising avenue for young men at-risk.

Life Skills Program

This group is a ten week program that focuses on Sex/HIV/AIDS education, anger management, substance abuse usage, cultural diversity, juvenile system, teen pregnancy prevention, family planning, gender specific components, job readiness, financial awareness -money management, food preparation, self-care: cleanliness and hygiene(nutrition and health), housekeeping. Twelve youth may be referred per class.

Gun Violence Prevention/ Intervention Program

This group focuses on gun violence reduction, black on black crimes, education, prevention, supervision, and family counseling. Violent Crime Task Force Model will be used during an eight week session. Twelve youth may be referred per class.

TF-CBT –Trauma Focused Cognitive Behavioral Therapy

This program will help assist children, adolescents, and their families in overcoming the negative effects of traumatic experience (sexual or physical abuse, domestic violence, natural disasters, fire and or removal from home). TF-CBT was developed almost 20 years ago to provide education about trauma, teach coping skills, and develop the tools children and families need to heal. It is brief treatment of 12-16 sessions that can help children and adolescents begin their recovery quickly. The treatment can be used with children and adolescents, ages 3-18. Through TF-CBT, children, adolescents, and parents learn new skills to process thoughts and feelings about trauma and new ways of managing stress. Each client will attend 12-16 sessions.

Cognitive Behavioral Treatment (CBT) groups

Incorporates research from cognitive restructuring theory, social skills development, and the learning and use of problem-solving skills. It focuses on challenging and changing unhelpful thinking habits and behaviors, improving emotional regulation, and the development of coping strategies that target solving current problems.

Vocational Services and Career Support

This program will allow juveniles to receive 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). Juveniles will receive a career assessment, along with assistance with exploring career options. Staff will 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. Staff will coordinate with vocational and technical departments at technical, vocational, and two- or four-year colleges or universities to provide opportunities for juveniles who qualify and help assist juveniles in enrollment and actively support attainment of trade licenses or certifications, and subsequent job or apprenticeship placement.

UFS Aim for Success Afterschool/Summer Program

The UFS Aiming 4 Success Program Afterschool Program is a ten (10) week program designed to assist area students who are needing improvement in their academic and non-academic performances for youth ages 12-17. UFS Aiming 4 Success Afterschool Program focuses on job training skills, social issues,

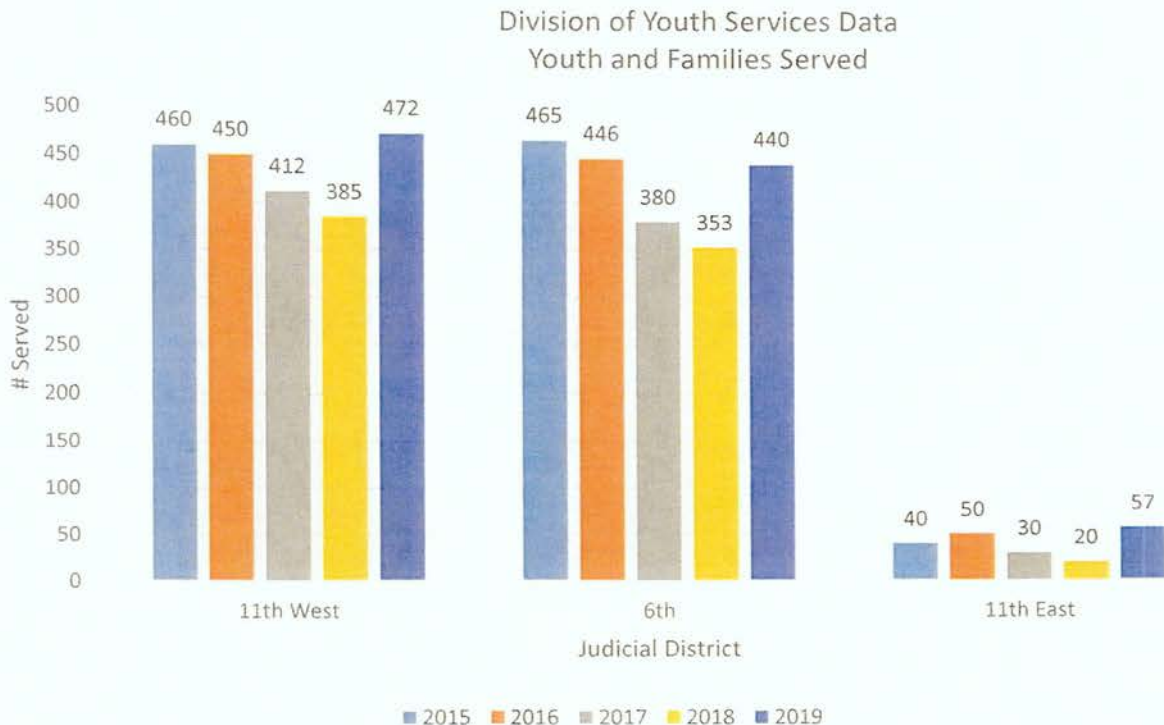
school attendance, the reduction of youth reoffending, managing behaviors and performance, and self-expression. Referrals to the class may be received from the Juvenile Court system, local school district, or a parent.

The goal of UFS Aiming 4 Success Afterschool Program is to offer pre-teens and adolescents a solid pathway toward healthy self-identity, development, recognizing their strengths and capabilities, challenging stereotypes, questioning unsafe attitudes or behaviors, and encouraging solidarity through personal collective responsibility. Our purpose is to instill and provide the needed tools to help youth overcome any obstacle. The UFS Aiming 4 Success Afterschool Program motto is "paving the way to aim for success at all times".

Mentoring

Mentoring provides juveniles with mentors who can develop an emotional bond with the mentee, have greater experience than the mentee, and can provide support, guidance, and opportunities to help juvenile succeed in life and meet their goals. Mentoring relationships can be formal or informal. The essential components include creating caring, empathetic, consistent, and long-lasting relationships, often with some combination of role modeling, teaching, and advising that allows the juvenile to benefit from the knowledge and experience of the mentor to progress toward personal, academic, or social goals.

We have provided extensive, professional services to our communities. The chart below show the number of juveniles served by Judicial Districts for the past five (5) years. These numbers are according to the Arkansas Division of Youth Services' Annual Reports and does not account for services provided groups.



**UNITED FAMILY SERVICES, INC.
EMPLOYEE CONTACT INFORMATION**

EMPLOYEE NAME	TITLE	PHONE	MAILING ADDRESS	EMAIL ADDRESS
[REDACTED]	CBP Counselor	501-376-0111	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	Secretary	501-244-0062	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	Aftercare Counselor	501-376-0111	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	Therapist	501-244-0062	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	CBP Counselor	870-534-8826	P.O. Box 5408, Pine Bluff, AR 71611	[REDACTED]
[REDACTED]	Aftercare Counselor	870-534-8826	P.O. Box 5408, Pine Bluff, AR 71611	[REDACTED]
[REDACTED]	Part Time Secretary	501-376-0111	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	Caseworker	501-376-0111	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	HR Manager	870-534-3386	P.O. Box 5408, Pine Bluff, AR 71611	[REDACTED]
[REDACTED]	Secretary	870-534-8826	P.O. Box 5408, Pine Bluff, AR 71611	[REDACTED]
[REDACTED]	CBP Counselor	870-534-8826	P.O. Box 5408, Pine Bluff, AR 71611	[REDACTED]
[REDACTED]	Assistant Director	501-376-0111	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	Substance Abuse Counselor	501-244-0062	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	CBP Counselor	870-534-8826	P.O. Box 5408, Pine Bluff, AR 71611	[REDACTED]
[REDACTED]	CBP Counselor	870-534-8826	P.O. Box 5408, Pine Bluff, AR 71611	[REDACTED]
[REDACTED]	Therapist	501-244-0062	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	Monitoring Counselor Team Leader	501-376-0111	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	Caseworker	870-534-8826	P.O. Box 5408, Pine Bluff, AR 71611	[REDACTED]
[REDACTED]	Secretary	501-244-0062	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	Secretary	870-534-8826	P.O. Box 5408, Pine Bluff, AR 71611	[REDACTED]
[REDACTED]	Caseworker	870-534-8826	P.O. Box 5408, Pine Bluff, AR 71611	[REDACTED]
[REDACTED]	Office Manager	501-244-0062	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	Aftercare Counselor	501-376-0111	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	Aftercare Counselor Supervisor	870-534-8826	P.O. Box 5408, Pine Bluff, AR 71611	[REDACTED]
[REDACTED]	Medical Records Librarian	501-244-0062	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	Aftercare Counselor	870-534-8826	P.O. Box 5408, Pine Bluff, AR 71611	[REDACTED]
[REDACTED]	Director	870-534-3386	P.O. Box 5408, Pine Bluff, AR 71611	[REDACTED]
[REDACTED]	Technical Administrator	870-534-8826	P.O. Box 5408, Pine Bluff, AR 71611	[REDACTED]
[REDACTED]	Chief Financial Officer	870-534-3386	P.O. Box 5408, Pine Bluff, AR 71611	[REDACTED]
[REDACTED]	Aftercare Counselor Supervisor	501-376-0111	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	Secretary	501-376-0111	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]

UNITED FAMILY SERVICES, INC.
EMPLOYEE CONTACT INFORMATION

[REDACTED]	Clinical Coordinator	501-244-0062	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	Aftercare Counselor	501-376-0111	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	Part Time Secretary	870-534-8826	P.O. Box 5408, Pine Bluff, AR 71611	[REDACTED]
[REDACTED]	Office Manager	501-376-0111	P.O. Box 3596, Little Rock, AR 72203	[REDACTED]
[REDACTED]	Aftercare Counselor	870-534-8826	P.O. Box 5408, Pine Bluff, AR 71611	[REDACTED]

Contractor Qualifications

Section 2.2 (A) 4, 5 – see previous pages Indexed Agreement and Compliance Pages (Section Two of the Response Packet)

Section 2.2 (A) 6



Richard Klarberg
President & Chief Executive Officer

Markus Trice
Chair, Board of Trustees

Sponsoring Organizations

Alliance for Children and Families
Association of Jewish Family and
Children's Agencies
Catholic Charities USA
Children's Home Society of America
Child Welfare League of America
Foster Family-based
Treatment Association
Joint Council on International
Children's Services
Lutheran Services in America
National Council For Adoption
National Foundation for
Credit Counseling
National Network for Youth
National Organization of State
Associations for Children
Volunteers of America

Council on Accreditation
45 Broadway, 29th Floor,
New York, NY 10006
212.797.3000
Fax 212.797.1428
www.COAnet.org

January 11, 2018

Levi Thomas
Executive Director
United Family Services, Inc.
616 S. Linden Street
Pine Bluff, AR 71601

Dear Mr. Thomas:

It is our great pleasure to inform you that the Council on Accreditation (COA) has approved the accreditation of **United Family Services, Inc.** through **January 31, 2022**. Let me again say how significant this achievement is! It represents the fulfillment of countless hours of hard work and the dedication of many people—most notably your staff and the members of your board and/or leadership. Please extend my congratulations to them.

This formal notification includes a list of programs and services for which **United Family Services, Inc.** is accredited, as well as your Final Accreditation Report (FAR). A plaque attesting to your agency's accredited status will be sent to you shortly.

Your Final Accreditation Report (FAR) is an important and incredibly valuable document. It contains the observations and recommendations of your Peer Reviewer colleagues based on your self-study and site visit. In essence, the FAR provides a unique view of your organization as seen through the eyes of highly experienced professionals. In it you will find a copy of the full accreditation ratings for all Purpose, Core, and Practice standards, identifying the Fundamental Practice standards. It may also contain any noted organizational strengths and areas for opportunities.

Please refer to the Promotional Tool Kit web page to find resources that can assist you with leveraging your organization's COA accreditation to internal and external stakeholders.

Private: <http://coanet.org/accreditation/private-organization-accreditation/promote-your-accreditation/>

Public: <http://coanet.org/accreditation/public-agency-accreditation/promote-your-accreditation/>

Canadian: <http://coanet.org/accreditation/canadian-organisation-accreditation/promote-your-accreditation/>

At the very least, however, we recommend that you provide relevant excerpts to those members of your staff who are directly responsible for the respective findings. Should you do so, please explain that the report is intended to be *constructive*, and that the goal is to provide specific, tangible examples of how they can make your organization even stronger and even better.



COUNCIL ON ACCREDITATION

Attests That

**United Family Services, Inc.
Pine Bluff, AR**

Is

ACCREDITED

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

Accredited Through

1/31/2022



PCR/Commission Report

United Family Services, Inc.
Pine Bluff, AR



PCR Report Sent:	November 6, 2017	PCR Response Due:	January 8, 2018
Commission Report Sent:		Commission Response Due:	
Commission Report Sent:		Commission Response Due:	
Commission Report Sent:		Commission Response Due:	

Summary of ratings, justifications, and related sites and programs for standards that must be addressed prior to achieving accreditation:

Standard	Rating	Justifications	Sites and Programs Related to this Standard
HR	2	SITE REVIEW TEAM COMMENTS:	
HR 3	3	SITE REVIEW TEAM COMMENTS: Recruitment and selection procedures and documentation do not meet all the applicable elements of the standards, see HR 3.02 for more information.	All Programs & Sites
HR 3.02	3	SITE REVIEW TEAM COMMENTS: There was no evidence presented to show that the recruitment and selection procedures include elements a, b, d and e.	All Programs & Sites
HR 5	2	SITE REVIEW TEAM COMMENTS:	

COUNCIL ON ACCREDITATION

Standard	Rating	Justifications	Sites and Programs Related to this Standard
HR 5.01	4	<p>SITE REVIEW TEAM COMMENTS:</p> <p>No evidence was presented to show that the organization conducts an annual audit of its human resource practices that ensure compliance with applicable employment and labor laws, nor could the HR Manager articulate the process.</p>	All Programs & Sites
HR 7	3	<p>SITE REVIEW TEAM COMMENTS:</p> <p>See comments in HR 7.01</p>	All Programs & Sites
HR 7.01	3	<p>SITE REVIEW TEAM COMMENTS:</p> <p>All personnel records are missing applications for employment, hiring documents that include job postings. No reference verification document was found in most of the personnel files.</p>	All Programs & Sites
PQI	2	<p>SITE REVIEW TEAM COMMENTS:</p>	
PQI 6	3	<p>SITE REVIEW TEAM COMMENTS:</p> <p>The organization does not have procedures nor evidence presented of the organization's own data collection and analysis of such data over time. The organization collects nominal data on clients served in their various programs. However, the data is not analyzed or aggregated to show trends, patterns etc, no trended report was shared that would have helped with understanding how the agency uses data, trended outcomes (results) to influence its management improvement processes.</p>	All Programs & Sites
PQI 6.01	3	<p>SITE REVIEW TEAM COMMENTS:</p> <p>The organization does not have procedures nor evidence presented of the organization's own data collection and analysis of such data over time. The organization collects nominal data on clients served in their various programs. However, the data is not analyzed or aggregated to show trends,</p>	All Programs & Sites

Standard	Rating	Justifications	Sites and Programs Related to this Standard
PQI 6.02	3	<p>patterns etc, no trended report was shared that would have helped with understanding how the agency uses data, trended outcomes (results) to influence its management improvement processes.</p> <p>SITE REVIEW TEAM COMMENTS:</p> <p>The organization does not meet the elements of the standard as they only utilize reports and data given by the state and county that do not address all elements of the standard and do not have their own data collection and analysis process.</p>	All Programs & Sites
PQI 6.04	3	<p>SITE REVIEW TEAM COMMENTS:</p> <p>The organization did not provide evidence that demonstrates full implementation with the elements of the standard. The organization utilizes reports from the state and county but does not have a process for sharing results and improving practice based on results and trends.</p>	All Programs & Sites
CR	2	<p>SITE REVIEW TEAM COMMENTS:</p> <p>The written policy only pertains to employees. Clients are not given the grievance procedure nor is it posted at provider sites. During client interviews, clients did not know the process for expressing grievances.</p>	
CR 3	4	<p>SITE REVIEW TEAM COMMENTS:</p> <p>The written policy only pertains to employees. Clients are not given the grievance procedure nor is it posted at provider sites. During client interviews, clients did not know the process for expressing grievances.</p>	All Programs & Sites

Summary of requested evidence to demonstrate implementation of the identified standards:
Note: Submit all evidence in your My COA Portal.

Standard	Applicable Standards	Requested Evidence
HR 3	HR 3, 3.02	1. Updated recruitment and selection policies/ procedures, to meet the intent and elements of HR 3.02.

Standard	Applicable Standards	Requested Evidence
		<ol style="list-style-type: none"> 2. Dated memorandum of procedure, sent to staff, informing them of the updated procedures. Include effective date. 3. Evidence of implementation of the updated policies/procedures. Include a plan for reviewing and updating job descriptions, and any evidence that they have been reviewed and updated. If a position becomes available, provide any documentation of actions taken to implement updated procedures to meet HR 3.02.
HR 5	HR 5.01	<ol style="list-style-type: none"> 1. Procedures for conducting an annual audit of human resource practices that addresses the intent and elements of Standard HR 5.01. Note: Standard Interpretation. 2. Reports from the most recent HR audit including documentation of corrective action, as needed.
HR 7	HR 7, 7.01	<ol style="list-style-type: none"> 1. Provide evidence to ensure organization's procedures for maintaining personnel files meets the intent and elements of HR 7. Note: Refer to Personnel Records Checklist for additional guidance. 2. Dated Memorandum of Procedure, sent to personnel, that delineates the procedures and includes an implementation date. 3. Chart that lists all documents kept in the organization's personnel file; by: <ol style="list-style-type: none"> a. initials/position each staff member; b. most recent date that each document was checked and found in each personnel file, including those delineated in Standards HR 7.01. Include dated signature of CEO or HR Director to verify information. 4. Dated minutes of a management meeting in which the chart was reviewed and a performance plan was implemented to complete the review and maintenance of personnel files. Document attendance including title/position. Redact surnames.
PQI 6	PQI 6, 6.01, 6.02, 6.04	<ol style="list-style-type: none"> 1. Procedures for reviewing and aggregating PQI data that meets the intent and elements of PQI 6.01, 6.02, and 6.04.

Standard	Applicable Standards	Requested Evidence
CR 3	CR 3	<ol style="list-style-type: none"> 2. Evidence of implementation that demonstrates data analyses/reports for each identified outcome and output as provided in evidence for PQI 6. 3. Evidence of implementation that summary documents or reports are provided to internal and external stakeholders as it related to PQI 6.04, e.g., performance dashboards; annual reports; reports of gains made against goals; annual scorecards, etc 1. Grievance procedures, revised as appropriate, that addresses the intent and all elements of the Standard CR 3. Include how grievances are defined, documented and tracked. 2. Dated memorandum to personnel notifying them of the revised policy/procedures; including any clarification, and the implementation/effective date. 3. Most recent aggregate grievance report as demonstration of implementation of the new policy/procedures, as per the standard. Include dated minutes of a meeting at which it was reviewed and discussed and a performance improvement plan was developed as appropriate. 4. Documentation that clients have been made aware of any changes to the the policy/procedure (e.g, updated form in intake packet; notification sent or given to each client, etc.)

Sections Reviewed for this organization:

- ETH Ethical Practice
- FIN Financial Management
- GOV Governance
- HR Human Resources Management
- PQI Performance and Quality Improvement
- RPM Risk Prevention and Management

ASE *Administrative and Service Environment*
 BSM *Behavior Support and Management*
 CR *Client Rights*
 TS *Training and Supervision*
 CFD *Child and Family Development and Support Services*
 CM *Case Management*
 CSE *Counseling, Support, and Education Services*
 GSS *Generic Service Summary Supplement*
 MHSU *Services for Mental Health and/or Substance Use Disorders*
 YIL *Youth Independent Living Services*

Summary of sites with rated-out standards:

114 S. Pine St., Perryville, AR 72126	
Standard	Rating
PQI 6	3
HR 3.02	3
HR 5.01	4
HR 7.01	3
HR 3	3
HR 7	3
PQI 6.01	3

114 S. Pine St., Perryville, AR 72126	
Standard	Rating
PQI 6.02	3
PQI 6.04	3
CR 3	4

1202 West 6th Street, Little Rock, AR 72201	
Standard	Rating
PQI 6	3
HR 3.02	3
HR 5.01	4
HR 7.01	3
HR 3	3
HR 7	3
PQI 6.01	3
PQI 6.02	3
PQI 6.04	3

1202 West 6th Street, Little Rock, AR 72201	
Standard	Rating
CR 3	4

1314 W. 6th Ave., Pine Bluff, AR 71601	
Standard	Rating
PQI 6	3
HR 3.02	3
HR 5.01	4
HR 7.01	3
HR 3	3
HR 7	3
PQI 6.01	3
PQI 6.02	3
PQI 6.04	3
CR 3	4
PQI 6	3

1314 W. 6th Ave., Pine Bluff, AR 71601	
Standard	Rating
HR 3.02	3
HR 5.01	4
HR 7.01	3
HR 3	3
HR 7	3
PQI 6.01	3
PQI 6.02	3
PQI 6.04	3
CR 3	4
PQI 6	3
HR 3.02	3
HR 5.01	4
HR 7.01	3
HR 3	3

1314 W. 6th Ave., Pine Bluff, AR 71601	
Standard	Rating
HR 7	3
PQI 6.01	3
PQI 6.02	3
PQI 6.04	3
CR 3	4
PQI 6	3
HR 3.02	3
HR 5.01	4
HR 7.01	3
HR 3	3
HR 7	3
PQI 6.01	3
PQI 6.02	3
PQI 6.04	3

1314 W. 6th Ave., Pine Bluff, AR 71601	
Standard	Rating
CR 3	4
PQI 6	3
HR 3.02	3
HR 5.01	4
HR 7.01	3
HR 3	3
HR 7	3
PQI 6.01	3
PQI 6.02	3
PQI 6.04	3
CR 3	4
PQI 6	3
HR 3.02	3
HR 5.01	4

1314 W. 6th Ave., Pine Bluff, AR 71601	
Standard	Rating
HR 7.01	3
HR 3	3
HR 7	3
PQI 6.01	3
PQI 6.02	3
PQI 6.04	3
CR 3	4
PQI 6	3
HR 3.02	3
HR 5.01	4
HR 7.01	3
HR 3	3
HR 7	3
PQI 6.01	3

1314 W. 6th Ave., Pine Bluff, AR 71601	
Standard	Rating
PQI 6.02	3
PQI 6.04	3
CR 3	4

1600 S. Main, Stuttgart, AR 72160	
Standard	Rating
PQI 6	3
HR 3.02	3
HR 5.01	4
HR 7.01	3
HR 3	3
HR 7	3
PQI 6.01	3
PQI 6.02	3
PQI 6.04	3

1600 S. Main, Stuttgart, AR 72160	
Standard	Rating
CR 3	4
PQI 6	3
HR 3.02	3
HR 5.01	4
HR 7.01	3
HR 3	3
HR 7	3
PQI 6.01	3
PQI 6.02	3
PQI 6.04	3
CR 3	4
PQI 6	3
HR 3.02	3
HR 5.01	4

1600 S. Main, Stuttgart, AR 72160	
Standard	Rating
HR 7.01	3
HR 3	3
HR 7	3
PQI 6.01	3
PQI 6.02	3
PQI 6.04	3
CR 3	4

715 W. 2nd St., Little Rock, AR 72201	
Standard	Rating
PQI 6	3
HR 3.02	3
HR 5.01	4
HR 7.01	3
HR 3	3

715 W. 2nd St., Little Rock, AR 72201	
Standard	Rating
HR 7	3
PQI 6.01	3
PQI 6.02	3
PQI 6.04	3
CR 3	4
PQI 6	3
HR 3.02	3
HR 5.01	4
HR 7.01	3
HR 3	3
HR 7	3
PQI 6.01	3
PQI 6.02	3
PQI 6.04	3

715 W. 2nd St., Little Rock, AR 72201	
Standard	Rating
CR 3	4
PQI 6	3
HR 3.02	3
HR 5.01	4
HR 7.01	3
HR 3	3
HR 7	3
PQI 6.01	3
PQI 6.02	3
PQI 6.04	3
CR 3	4
PQI 6	3
HR 3.02	3
HR 5.01	4

715 W. 2nd St., Little Rock, AR 72201	
Standard	Rating
HR 7.01	3
HR 3	3
HR 7	3
PQI 6.01	3
PQI 6.02	3
PQI 6.04	3
CR 3	4
PQI 6	3
HR 3.02	3
HR 5.01	4
HR 7.01	3
HR 3	3
HR 7	3
PQI 6.01	3

715 W. 2nd St., Little Rock, AR 72201	
Standard	Rating
PQI 6.02	3
PQI 6.04	3
CR 3	4
PQI 6	3
HR 3.02	3
HR 5.01	4
HR 7.01	3
HR 3	3
HR 7	3
PQI 6.01	3
PQI 6.02	3
PQI 6.04	3
CR 3	4

United Family Services, Inc

P.O. Box 5408

616 S. Linden St.

Pine Bluff, AR 71601-5408

Phone: 870-534-3386 Fax: 870-538-0359



CORRECTIVE ACTION PLAN

Attached are summary and justifications for program standards that must be addressed prior to achieving accreditation:

Correction Action Plan Standards Required:

1. CR 3
2. HR 3.02 – Element A
3. HR 3.02 – Element B
4. HR 3.02 – Element D
5. HR 3.02 – Element E
6. HR 5.01
7. HR 7.01
8. PQI 6.01 and 6.02
9. PQI 6.04

United Family Services, Inc. prohibits discrimination in employment, educational programs, and activities on the basis of race, national origin, color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity, or associational preference. The agency complies with all requirements of law and regulations with respect to employment and volunteer participation.



CR 3

GRIEVANCE PROCEDURES

PCR/Commission Report

CR 3: COA states the written policy only pertains to employees. Clients are not given the grievance procedure nor is it posted at provider sites. During client interviews, clients did not know the process for expressing grievances.

Agency Possible Dispute: The agency currently has a policy in place that was revised on 01/11/16. The policy was also submitted as part of the self-study document. Also, the client rights posters are posted at each office location. The posters just did not list the step-by-step process of filing a grievance.

Documentation to Submit:

- The agency will revise the client rights and responsibilities form and list the steps to file a grievance under the statement that lets them know they have a right to file a grievance and will be posted in offices (See updated Client Rights Form starting at step number 11)
 - Email revised form to staff (see attached)
 - Documentation to show clients have been made aware of revised form (Form has been updated and will be included in Intake Packet effective 12/13/17)
 - Documentation was approved by Board (Need agenda/minutes)
-

HR 3.02

RECRUITMENT AND SELECTION

NOTIFYING OF AVAILABLE POSITIONS ELEMENT A

(SEE EMAIL SENT TO STAFF AND SUPERVISORS)

HR 3.02

RECRUITMENT AND SELECTION

SUFFICIENT DOCUMENTATION OF EMPLOYEE FILES ELEMENT B

The agency needs to dispute due to the fact that we have documentation (The Peer team only checked 3 files and the staff for 2 of the files were hired prior to the agency seeking accreditation, therefore, all files after 2010 have sufficient documentation.)

United Family Services currently and has always verified credentials, references, personal and independent contractors since COA Accreditation in 2010. (See attached references, licenses, background checks, emergency contact)

HR 3.02

RECRUITMENT AND SELECTION

GIVING CANDIDATES OPPORTUNITY TO SPEAK WITH CURRENT
EMPLOYEES ELEMENT D

The agency did not have documentation to show implementation (See
attached form developed 11-28-17)

HR 3.02

RECRUITMENT AND SELECTION

RETAINING HIRING RECORDS ELEMENT E

The agency needs to dispute due to the fact that only 3 files were checked. 2 files were prior to 2010 accreditation (Documentation to present to COA will include Job postings, application interview notes, reference checks. (See attachments)

HR 3.02

RECRUITMENT AND SELECTION

PCR/Commission Report

HR 3.02 states there was no evidence presented to show that the recruitment and selection procedures include elements a, b, d, and e.

(See attached revised Recruitment and Selection Policy page 2, bullet # 2)

- Human Resource Manager will email all listed positions to Supervisors who will forward all job listings to staff. All job announcements will be faxed to be posted at each job site.

HR 5.01

HUMAN RESOURCE PRACTICES RETAINING HIRING RECORDS ELEMENT E

PCR/Commission Report

HR 5.01 COA states there was no evidence presented to show that the agency conducts an annual audit of its human resource practices that ensure compliance with applicable employment and labor laws, nor could the HR Manager articulate the process.

Human Resource Manager or Third Party Contractor will conduct bi-annual reviews of Human Resource that will be reviewed and approved by the Board of Directors.

COA has requested procedures for conducting an annual audit and the most recent HR audit:

- The agency currently has a procedure in place and it was submitted with the self-study documents (See attached)
- United Family Services has adopted a Policy and Procedure for performing an HR audit (See attached)

Documentation to Submit

- The agency will submit the DYS Personnel Matrix as documentation and Board Minutes (See attached)
-

HR 7.01

PERSONNEL RECORDS

PCR/Commission Report

HR 7.01 COA states all personnel records are missing applications for employment, hiring documents that include job postings. No reference verification document was found in most of the personnel files.

Agency dispute these findings: The only element that was not met was the Application for Employment. Also, based on the number of files that were checked, this can be found to be untrue. As stated before, only 3 files were checked and 2 were prior to accreditation, therefore, they cannot give an accurate account to say that our files were out of compliance. United Family

Services has satisfactory met these requirements for COA in previous accreditation visits. United Family Services disputes these findings. (See attached forms)

Documentation to Submit:

- Agency has developed a job application and will submit a copy (See attached)
- Agency policy has been revised to reflect a Personnel Checklist will be included in each staff personnel file (See attached revised policy, first paragraph of policy) (See attached Personnel Checklist)
- Board will put on agenda to approve Revised Policy and Personnel Checklist. Minutes will be submitted to COA as documentation of implementation
- Email revised policy to staff

PQI 6.01

PROCEDURES FOR REVIEWING AGGREGATING DATA

The agency collects data related to the standards in PQI 4, Performance and Outcome Measures and PQI 5 Case Record Review.

(See Data Composition Review Policy and Data Index Charts)

Interpretation: Graphic presentation of data is very useful in communicating results of PQI activities. Data visualization techniques can facilitate understanding of complex information and reveal underlying patterns and relationships within the data that may otherwise go unnoticed.

PQI 6.02

The agency analyzes data to:

- a. track and monitor identified measures;
- b. identify patterns and trends;
- c. compare performance over time;
- d. compare data against the results of internal benchmarks; and
- e. compare data against the results of external benchmarks, if available

PQI 6.04

PROCEDURES FOR REVIEWING AGGREGATING DATA

The agency collects data related to the standards in PQI 4, to identify strengths and areas of positive practice and provide feedback about areas in need of improvement.

The agency collects statistical data that is shared with staff on a monthly and quarterly basis.

(See attached forms)

Contractor Qualifications

Section 2.2 (A) 7

UNITED FAMILY SERVICES, INC.
YEAR ENDED JUNE 30, 2018

September 8, 2018

[REDACTED]

We are providing this letter in connection with your audit of the financial statements of United Family Services, Inc. as of June 30, 2018 and for the year then ended for the purpose of expressing an opinion as to whether the financial statements present fairly, in all material respects, the financial position, results of operations, and cash flows of United Family Services, Inc. in conformity with accounting principles generally accepted in the United States of America. We confirm that we are responsible for the fair presentation in the financial statements of financial position, results of operations, and cash flows in conformity with generally accepted accounting principles.

Certain representations in this letter are described as being limited to matters that are material. Items are considered material, regardless of size, if they involve an omission or misstatement of accounting information that, in the light of surrounding circumstances, makes it probable that the judgment of a reasonable person relying on the information would be changed or influenced by the omission or misstatement.

We confirm, to the best of our knowledge and belief, as of September 8, 2018 the following representations made to you during your audit.

The financial statements referred to above are fairly presented in conformity with accounting principles generally accepted in the United States of America.

We have made available to you all financial records and related data, minutes of the meetings of stockholders, directors, and committees of directors, or summaries of actions of recent meetings for which minutes have not yet been prepared.

There have been no communications from regulatory agencies concerning noncompliance with or deficiencies in financial reporting practices.

There are no material transactions that have not been properly recorded in the accounting records underlying the financial statements.

We acknowledge our responsibility for the design and implementation of programs and controls to prevent and detect fraud.

We have no knowledge or any fraud or suspected fraud affecting the entity involving management, employees who have significant roles in internal control, or others where the fraud could have a material effect on the financial statements.

We have no knowledge of any allegations of fraud or suspected fraud affecting the entity received in communications from employees, former employees, analysts, regulators, short sellers, or others.

We are in full compliance with all applicable federal and state tax filing requirements. We have provided you with a copy of our most recent tax filings, where applicable, for the year ended June 30, 2018.

The organization has no plans or intentions that may materially affect the carrying value or classification of assets and liabilities.

The following have been properly recorded or disclosed in the financial statements:

Related-party transactions, including sales, purchases, loans, transfers, leasing arrangements, and guarantees, and amounts receivable from or payable to related parties.

Guarantees, whether written or oral, under which the company is contingently liable.

Significant estimates and material concentrations known to management that are required to be disclosed in accordance with Financial Accounting Standards Board (FASB) Accounting Standards Codification (ASC) 275, Risks and Uncertainties.

There are no:

Violations or possible violations of laws or regulations whose effects should be considered for disclosure in the financial statements or as a basis for recording a loss on contingency.

Unasserted claims or assessments that our lawyer has advised us are probable of Assertion and must be disclosed in accordance with FASB ASC 450, Contingencies.

Other liabilities or gain or loss contingencies that are required to be accrued or Disclosed by FASB ASC 450.

The organization has satisfactory title to all owned assets, and there are no undisclosed liens or encumbrances on such assets nor has any assets been pledged as collateral, other than disclosed.

The organization has complied with all aspects of contractual agreements that would have a material effect on the financial statements in the event of noncompliance.

To the best of our knowledge and belief, no events have occurred subsequent to the balance sheet date and through the date of this letter, that would require adjustment to or disclosure in the aforementioned financial statements.

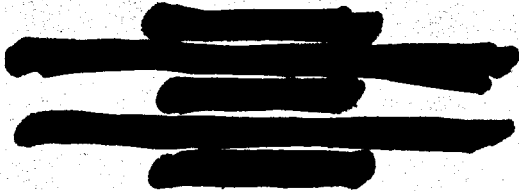
Luigi Thomas *9/10/18* *Director*
x Signed x Date x Title

UNITED FAMILY SERVICES, INC.
ACCOUNTANT'S REPORT AND FINANCIAL STATEMENTS
JUNE 30, 2018

[REDACTED]

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Independent Auditor's Report

Board of Directors
United Family Services, Inc.

Report on the Financial Statements

I have audited the accompanying statement of financial position of United Family Services, as of June 30, 2018, and the related statements of activities, net assets, and cash flows for the year then ended, and the related notes to the financial statements, which collectively comprise United Family Services' basic financial statements as listed in the table of contents.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express opinions on these financial statements based on my audit. I conducted my audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in Government Auditing Standards, issued by the Comptroller General of the United States. Those standards require that I plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, I express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a

basis for my audit opinions.

Opinions

In my opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the United Family Services as of June 30, 2018, and the results of its operations and cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Other Matters

Other Information

My audit was conducted for the purpose of forming opinions on the financial statements that collectively comprise United Family Services' basic financial statements. The accompanying schedule of governmental assistance and schedule of units of service are presented for purposes of additional analysis, are the responsibility of management, and are not a required part of the basic financial statements. The accompanying schedule of governmental assistance was derived from and relates directly to the underlying accounting and other records used to prepare the basic financial statements. Such information has been subjected to the auditing procedures applied in the audit of the basic financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the basic financial statements or to the basic financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In my opinion, the accompanying schedule of governmental assistance is fairly stated, in all material respects, in relation to the basic financial statements as a whole. The schedule of units of service has not been subjected to the auditing procedures applied in the audit of the financial statements and, accordingly, I do not express an opinion or provide any assurance on it.

Other Reporting Required by Government Auditing Standards

In accordance with Government Auditing Standards, I have also issued my report dated September 8, 2018 on my consideration of the United Family Services' internal control over financial reporting and on my tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. The purpose of that report is to describe the scope of my testing of internal control over financial reporting and compliance and the results of that testing, and not to provide and opinion on internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with Government Auditing Standards in considering United Family Services' internal control over financial reporting and compliance.

[REDACTED]

September 8, 2018

UNITED FAMILY SERVICES, INC.
 STATEMENT OF FINANCIAL POSITION
 AS OF JUNE 30, 2018

ASSETS

CURRENT ASSETS			
CASH IN BANK	[REDACTED]	[REDACTED]	
CASH IN BANK	[REDACTED]	[REDACTED]	
CASH IN BANK	[REDACTED]	[REDACTED]	
CASH IN BANK	[REDACTED]	[REDACTED]	
ACCOUNTS RECEIVABLE			[REDACTED]
TOTAL CURRENT ASSETS			[REDACTED]
PROPERTY & EQUIPMENT			
VEHICLES			
LESS ACCUMULATED DEPRECIATION	[REDACTED]	[REDACTED]	[REDACTED]
FURNITURE & EQUIPMENT			
LESS ACCUMULATED DEPRECIATION	[REDACTED]	[REDACTED]	[REDACTED]
BUILDING			
LESS ACCUMULATED DEPRECIATION	[REDACTED]	[REDACTED]	[REDACTED]
TOTAL PROPERTY & EQUIPMENT			[REDACTED]
TOTAL ASSETS			\$ [REDACTED]

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES			
ACCOUNTS PAYABLE			
PAYROLL TAXES PAYABLE			
OTHER PAYROLL ITEMS PAYABLE			
CURRENT PORTION OF LONG TERM DEBT			
TOTAL CURRENT LIABILITIES			[REDACTED]
LONG TERM DEBT			
NOTES PAYABLE			
TOTAL LONG TERM DEBT			[REDACTED]
NET ASSETS			
UNRESTRICTED			
TOTAL NET ASSETS			[REDACTED]
TOTAL LIABILITIES AND NET ASSETS			\$ [REDACTED]

SEE NOTES TO FINANCIAL STATEMENTS

UNITED FAMILY SERVICES, INC.
STATEMENT OF NET ASSETS
YEAR ENDED JUNE 30, 2018

NET ASSETS - BEGINNING OF YEAR	\$	[REDACTED]
CURRENT YEAR EXCESS REVENUES OVER EXPENSES		[REDACTED]
NET ASSETS - END OF YEAR	\$	[REDACTED]

SEE NOTES TO FINANCIAL STATEMENTS

UNITED FAMILY SERVICES, INC.
STATEMENT OF CASH FLOWS
YEAR ENDED JUNE 30, 2018

CASH FLOWS FROM OPERATING ACTIVITIES		
EXCESS REVENUES OVER EXPENSES	\$	[REDACTED]
ADJUSTMENTS TO RECONCILE EXCESS REVENUES OVER EXPENSES TO NET CASH PROVIDED BY OPERATING ACTIVITIES:		
DEPRECIATION		[REDACTED]
INCREASE IN ACCOUNTS PAYABLE		[REDACTED]
INCREASE IN PAYROLL TAXES PAYABLE		[REDACTED]
DECREASE IN PAYROLL ITEMS PAYABLE		[REDACTED]
DECREASE IN ACCOUNTS RECEIVABLE		[REDACTED]
NET CASH USED BY OPERATING ACTIVITIES		[REDACTED]
CASH FLOWS FROM INVESTING ACTIVITIES		
INCREASE IN VEHICLES		[REDACTED]
INCREASE IN FURNITURE & EQUIPMENT		[REDACTED]
NET CASH USED BY INVESTING ACTIVITIES		[REDACTED]
CASH FLOWS FROM FINANCING ACTIVITIES		
DECREASE IN CURRENT PORTION OF LONG TERM DEBT		[REDACTED]
DECREASE IN LONG TERM DEBT		[REDACTED]
NET CASH USED BY FINANCING ACTIVITIES		[REDACTED]
NET DECREASE IN CASH	\$	[REDACTED]
CASH, BEGINNING OF YEAR	\$	[REDACTED]
CASH, END OF YEAR	\$	[REDACTED]

SUPPLEMENTAL DISCLOSURE OF INTEREST EXPENSE

[REDACTED]

SEE NOTES TO FINANCIAL STATEMENTS

UNITED FAMILY SERVICES, INC.
NOTES TO FINANCIAL STATEMENTS
YEAR ENDED JUNE 30, 2018

NOTE 1: NATURE OF ORGANIZATION AND SUMMARY OF SIGNIFICANT
ACCOUNTING POLICIES

Nature of Organization

United Family Services, Inc. is a nonprofit organization incorporated in 1991. The agency objectives are to develop comprehensive programs that will serve as alternatives to the Courts, Department of Corrections, and State Youth Service and Social Welfare System. The agency goals are to develop programs that will keep families together, reunite them as soon as possible if separation was necessary, reduce commitments and recommitments in the juvenile and adult criminal justice system and reduce out of home placement for Arkansas youth.

Use of Estimates

The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

Cash and Cash Equivalents

The organization considers all highly liquid investments available for current use with original maturities of three months or less to be cash equivalents. At June 30, 2018 cash and cash equivalents consisted of demand deposits.

Basis of Accounting and Presentation

Revenues and expenses are recognized on the accrual basis of accounting in accordance with U.S. generally accepted accounting principles. Revenues are recognized when earned and expenses are recognized when incurred. The organization reports its financial position and activities according to three classes of net assets; unrestricted, temporarily restricted, and permanently restricted. All net assets are considered unrestricted at June 30, 2018.

NOTE 4: 5 YEAR MATURITIES FOR NOTES PAYABLE

[REDACTED]

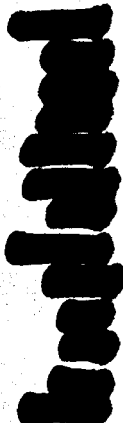
NOTE 5: CONCENTRATIONS

Generally accepted accounting principles require disclosure of current vulnerabilities due to certain concentrations. The organization's revenues are primarily received from state awards. [REDACTED]

NOTE 6: SUBSEQUENT EVENTS

The organization has evaluated events and transactions for subsequent events that might impact the financial statements for the year ended June 30, 2018 through the date of the audit report. There were no identified subsequent events that require recognition or disclosure in the financial statements.

UNITED FAMILY SERVICES, INC.
SCHEDULE OF UNITS OF SERVICE
YEAR ENDED JUNE 30, 2018

<u>PROGRAM</u>	<u>UNITS OF SERVICE</u>
CASEWORK	
THERAPY	
THERAPY - GROUP	
DIAGNOSIS & EVALUATION	
TARGETED CASE MANAGEMENT	
INTENSIVE CASEWORK MANAGEMENT	
DRUG SCREENING	
ELECTRONIC MONITORING - NON SANCTIONS	
ELECTRONIC MONITORING - SANCTIONS	
INTERSTATE COMPACT	
DRUG SCREENING SANCTIONS	
PREVENTION - GROUP PRESENTATION	
TOTAL	

**Report on Internal Control Over Financial Reporting and
On Compliance and Other Matters Based on an Audit of
Financial Statements Performed in Accordance With
Government Auditing Standards**

**Board of Directors
United Family Services**

I have audited in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in Government Auditing Standards issued by the Comptroller General of the United States, the financial statements of United Family Services as of and for the year ended June 30, 2018, and the related notes to the financial statements, which collectively comprise United Family Services' basic financial statements, and have issued my report thereon dated September 8, 2018.

Internal Control Over Financial Reporting

In planning and performing my audit of the financial statements, I considered United Family Services' internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing my opinions on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of United Family Services' internal control. Accordingly, I do not express an opinion on the effectiveness of United Family Services' internal control.

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent or detect and correct misstatements on a timely basis. A material weakness is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected on a timely basis. A significant deficiency is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

My consideration of internal control over financial reporting was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during my audit I did not identify any deficiencies in internal control that I consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

Compliance and Other Matters

As part of obtaining reasonable assurance about whether United Family Services' financial statements are free from material misstatement, I performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of my audit, and accordingly, I do not express such an opinion. The results of my tests disclosed no instances of noncompliance or other matters that are required to be reported under Government Auditing Standards.

Purpose of this Report

The purpose of this report is solely to describe the scope of my testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the entity's internal control or on compliance. This report is an integral part of an audit performed in accordance with Government Auditing Standards in considering the entity's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.


[REDACTED]

September 8, 2018

UNITED FAMILY SERVICES, INC.
SUPPLEMENTAL DATA SHEET
YEAR ENDED JUNE 30, 2018

Entity's Full Name: United Family Services, Inc.

Address: P.O. Box 5408
Pine Bluff, Arkansas 71611-5408

Employer Identification Number: 

Phone Number: (870) 534-3386

Name of Contact Person: Levi Thomas

UNITED FAMILY SERVICES, INC.
YEAR ENDED JUNE 30, 2019

September 30, 2019

[REDACTED]

We are providing this letter in connection with your audit of the financial statements of United Family Services, Inc. as of June 30, 2019 and for the year then ended for the purpose of expressing an opinion as to whether the financial statements present fairly, in all material respects, the financial position, results of operations, and cash flows of United Family Services, Inc. in conformity with accounting principles generally accepted in the United States of America. We confirm that we are responsible for the fair presentation in the financial statements of financial position, results of operations, and cash flows in conformity with generally accepted accounting principles.

Certain representations in this letter are described as being limited to matters that are material. Items are considered material, regardless of size, if they involve an omission or misstatement of accounting information that, in the light of surrounding circumstances, makes it probable that the judgment of a reasonable person relying on the information would be changed or influenced by the omission or misstatement.

We confirm, to the best of our knowledge and belief, as of September 30, 2019, the following representations made to you during your audit.

The financial statements referred to above are fairly presented in conformity with accounting principles generally accepted in the United States of America.

We have made available to you all financial records and related data, minutes of the meetings of stockholders, directors, and committees of directors, or summaries of actions of recent meetings for which minutes have not yet been prepared.

There have been no communications from regulatory agencies concerning noncompliance with or deficiencies in financial reporting practices.

There are no material transactions that have not been properly recorded in the accounting records underlying the financial statements.

We acknowledge our responsibility for the design and implementation of programs and controls to prevent and detect fraud.

We have no knowledge or any fraud or suspected fraud affecting the entity involving management, employees who have significant roles in internal control, or others where the fraud could have a material effect on the financial statements.

We have no knowledge of any allegations of fraud or suspected fraud affecting the entity received in communications from employees, former employees, analysts, regulators, short sellers, or others.

We are in full compliance with all applicable federal and state tax filing requirements. We have provided you with a copy of our most recent tax filings, where applicable, for the year ended June 30, 2019.

The organization has no plans or intentions that may materially affect the carrying value or classification of assets and liabilities.

The following have been properly recorded or disclosed in the financial statements:

Related-party transactions, including sales, purchases, loans, transfers, leasing arrangements, and guarantees, and amounts receivable from or payable to related parties.

Guarantees, whether written or oral, under which the company is contingently liable.

Significant estimates and material concentrations known to management that are required to be disclosed in accordance with Financial Accounting Standards Board (FASB) Accounting Standards Codification (ASC) 275, Risks and Uncertainties.

There are no:

Violations or possible violations of laws or regulations whose effects should be considered for disclosure in the financial statements or as a basis for recording a loss on contingency.

Unasserted claims or assessments that our lawyer has advised us are probable of Assertion and must be disclosed in accordance with FASB ASC 450, Contingencies.

Other liabilities or gain or loss contingencies that are required to be accrued or Disclosed by FASB ASC 450.

The organization has satisfactory title to all owned assets, and there are no undisclosed liens or encumbrances on such assets nor has any assets been pledged as collateral, other than disclosed.

The organization has complied with all aspects of contractual agreements that would have a material effect on the financial statements in the event of noncompliance.

To the best of our knowledge and belief, no events have occurred subsequent to the balance sheet date and through the date of this letter, that would require adjustment to or disclosure in the aforementioned financial statements.


<u>Xekita Thomas</u>	<u>10/2/19</u>	<u>Executive Director</u>
Signed	Date	Title
x	x	x

UNITED FAMILY SERVICES, INC.
ACCOUNTANT'S REPORT AND FINANCIAL STATEMENTS
JUNE 30, 2019

[REDACTED]

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Independent Auditor's Report

Board of Directors
United Family Services, Inc.

Report on the Financial Statements

I have audited the accompanying statement of financial position of United Family Services, as of June 30, 2019, and the related statements of activities, net assets, and cash flows for the year then ended, and the related notes to the financial statements, which collectively comprise United Family Services' basic financial statements as listed in the table of contents.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express opinions on these financial statements based on my audit. I conducted my audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in Government Auditing Standards, issued by the Comptroller General of the United States. Those standards require that I plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, I express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a

basis for my audit opinions.

Opinions

In my opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the United Family Services as of June 30, 2019, and the results of its operations and cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Other Matters

Other Information

My audit was conducted for the purpose of forming opinions on the financial statements that collectively comprise United Family Services' basic financial statements. The accompanying schedule of governmental assistance and schedule of units of service are presented for purposes of additional analysis, are the responsibility of management, and are not a required part of the basic financial statements. The accompanying schedule of governmental assistance was derived from and relates directly to the underlying accounting and other records used to prepare the basic financial statements. Such information has been subjected to the auditing procedures applied in the audit of the basic financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the basic financial statements or to the basic financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In my opinion, the accompanying schedule of governmental assistance is fairly stated, in all material respects, in relation to the basic financial statements as a whole. The schedule of units of service has not been subjected to the auditing procedures applied in the audit of the financial statements and, accordingly, I do not express an opinion or provide any assurance on it.

Other Reporting Required by Government Auditing Standards

In accordance with Government Auditing Standards, I have also issued my report dated September 30, 2019 on my consideration of the United Family Services' internal control over financial reporting and on my tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. The purpose of that report is to describe the scope of my testing of internal control over financial reporting and compliance and the results of that testing, and not to provide and opinion on internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with Government Auditing Standards in considering United Family Services' internal control over financial reporting and compliance.

[REDACTED]

[REDACTED]

September 30, 2019

UNITED FAMILY SERVICES, INC.
STATEMENT OF FINANCIAL POSITION
AS OF JUNE 30, 2019

ASSETS

CURRENT ASSETS			
CASH IN BANK	[REDACTED]		
CASH IN BANK -	[REDACTED]		
CASH IN BANK	[REDACTED]		
CASH IN BANK -	[REDACTED]		
ACCOUNTS RECEIVABLE	[REDACTED]		
TOTAL CURRENT ASSETS			[REDACTED]
PROPERTY & EQUIPMENT			
VEHICLES	[REDACTED]	[REDACTED]	
LESS ACCUMULATED DEPRECIATION			[REDACTED]
FURNITURE & EQUIPMENT	[REDACTED]	[REDACTED]	
LESS ACCUMULATED DEPRECIATION			[REDACTED]
BUILDING	[REDACTED]	[REDACTED]	
LESS ACCUMULATED DEPRECIATION			[REDACTED]
TOTAL PROPERTY & EQUIPMENT			[REDACTED]
TOTAL ASSETS			\$ [REDACTED]

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES			
ACCOUNTS PAYABLE		[REDACTED]	
PAYROLL TAXES PAYABLE		[REDACTED]	
OTHER PAYROLL ITEMS PAYABLE		[REDACTED]	
CURRENT PORTION OF LONG TERM DEBT		[REDACTED]	
TOTAL CURRENT LIABILITIES			[REDACTED]
LONG TERM DEBT			
NOTES PAYABLE		[REDACTED]	
TOTAL LONG TERM DEBT			[REDACTED]
NET ASSETS			
UNRESTRICTED		[REDACTED]	
TOTAL NET ASSETS			[REDACTED]
TOTAL LIABILITIES AND NET ASSETS			\$ [REDACTED]

SEE NOTES TO FINANCIAL STATEMENTS

UNITED FAMILY SERVICES, INC.
STATEMENT OF ACTIVITIES
YEAR ENDED JUNE 30, 2019

INCREASE IN UNRESTRICTED NET ASSETS
REVENUES

CONTRACT INCOME
MEDICAID INCOME
INTEREST INCOME
OTHER INCOME

TOTAL REVENUES

DECREASE IN UNRESTRICTED NET ASSETS
EXPENSES

VEHICLE EXPENSE
BUILDING SECURITY
CELLULAR PHONES
DRUG SCREENING
DUES & SUBSCRIPTIONS
ELECTRONIC MONITORING
EXTRA HELP
PAYROLL EXPENSE
HEALTH INSURANCE
RETIREMENT PLAN
INTEREST EXPENSE
JANITORIAL
VEHICLE INSURANCE
OTHER INSURANCE
PROFESSIONAL FEES
RENT
REWARDS
SUBCONTRACTS
TELEPHONE
TRAINING
TRAVEL
UTILITIES
OFFICE SUPPLIES
POSTAGE & DELIVERY
REPAIRS & MAINTENANCE
DEPRECIATION
TAXES & LICENSES
BANK CHARGES
DETENTION

TOTAL EXPENSES

EXCESS REVENUES OVER EXPENSES

121
111
6

SEE NOTES TO FINANCIAL STATEMENTS

UNITED FAMILY SERVICES, INC.
STATEMENT OF NET ASSETS
YEAR ENDED JUNE 30, 2019

NET ASSETS - BEGINNING OF YEAR	\$	██████████
CURRENT YEAR EXCESS REVENUES OVER EXPENSES		██████████
NET ASSETS - END OF YEAR	\$	██████████

SEE NOTES TO FINANCIAL STATEMENTS

UNITED FAMILY SERVICES, INC.
STATEMENT OF CASH FLOWS
YEAR ENDED JUNE 30, 2019

CASH FLOWS FROM OPERATING ACTIVITIES		
EXCESS REVENUES OVER EXPENSES	\$	██████████
ADJUSTMENTS TO RECONCILE EXCESS REVENUES OVER EXPENSES TO NET CASH PROVIDED BY OPERATING ACTIVITIES:		
DEPRECIATION		██████████
INCREASE IN ACCOUNTS PAYABLE		██████████
INCREASE IN PAYROLL TAXES PAYABLE		██████████
DECREASE IN PAYROLL ITEMS PAYABLE		██████████
INCREASE IN ACCOUNTS RECEIVABLE		██████████
NET CASH PROVIDED BY OPERATING ACTIVITIES		██████████
CASH FLOWS FROM INVESTING ACTIVITIES		
INCREASE IN VEHICLES		██████████
INCREASE IN FURNITURE & EQUIPMENT		██████████
NET CASH USED BY INVESTING ACTIVITIES		██████████
CASH FLOWS FROM FINANCING ACTIVITIES		
DECREASE IN CURRENT PORTION OF LONG TERM DEBT		██████████
DECREASE IN LONG TERM DEBT		██████████
NET CASH USED BY FINANCING ACTIVITIES		██████████
NET INCREASE IN CASH	\$	██████████
CASH, BEGINNING OF YEAR	\$	██████████
CASH, END OF YEAR	\$	██████████

SUPPLEMENTAL DISCLOSURE OF INTEREST EXPENSE

██

SEE NOTES TO FINANCIAL STATEMENTS

UNITED FAMILY SERVICES, INC.
NOTES TO FINANCIAL STATEMENTS
YEAR ENDED JUNE 30, 2019

NOTE 1: NATURE OF ORGANIZATION AND SUMMARY OF SIGNIFICANT
ACCOUNTING POLICIES

Nature of Organization

United Family Services, Inc. is a nonprofit organization incorporated in 1991. The agency objectives are to develop comprehensive programs that will serve as alternatives to the Courts, Department of Corrections, and State Youth Service and Social Welfare System. The agency goals are to develop programs that will keep families together, reunite them as soon as possible if separation was necessary, reduce commitments and recommitments in the juvenile and adult criminal justice system and reduce out of home placement for Arkansas youth.

Use of Estimates

The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

Cash and Cash Equivalents

The organization considers all highly liquid investments available for current use with original maturities of three months or less to be cash equivalents. At June 30, 2019 cash and cash equivalents consisted of demand deposits.

Basis of Accounting and Presentation

Revenues and expenses are recognized on the accrual basis of accounting in accordance with U.S. generally accepted accounting principles. Revenues are recognized when earned and expenses are recognized when incurred. The organization reports its financial position and activities according to three classes of net assets; unrestricted, temporarily restricted, and permanently restricted. All net assets are considered unrestricted at June 30, 2019.

Property and Equipment

Property and equipment are recorded at cost. Depreciation has been computed using the straight line method with a 5 year useful life for vehicles, furniture, and equipment and a 40 year useful life for buildings.

NOTE 2: INCOME TAXES

The organization is exempt from income taxes under Internal Revenue Code Section 501(c)(3). Any other of the organization's tax forms for the years ended June 30, 2016 to 2019 are subject to examination by federal authorities.

NOTE 3: NOTES PAYABLE

Notes payable at June 30, 2019 consisted of the following:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
Total	[REDACTED]
Current portion	[REDACTED]
Long Term Debt	[REDACTED]

NOTE 4: 5 YEAR MATURITIES FOR NOTES PAYABLE

[REDACTED]

NOTE 5: CONCENTRATIONS

Generally accepted accounting principles require disclosure of current vulnerabilities due to certain concentrations. The organization's revenues are primarily received from state awards. [REDACTED]

NOTE 6: SUBSEQUENT EVENTS

The organization has evaluated events and transactions for subsequent events that might impact the financial statements for the year ended June 30, 2019 through the date of the audit report. There were no identified subsequent events that require recognition or disclosure in the financial statements.

UNITED FAMILY SERVICES, INC.
SCHEDULE OF GOVERNMENTAL ASSISTANCE
YEAR ENDED JUNE 30, 2019

STATE ASSISTANCE

<u>STATE GRANTOR/ DIVISION/ PROGRAM TITLE/</u>	<u>STATE</u>	
	<u>REV.</u>	<u>EXP.</u>
ARK. DEPT. OF HUMAN SERVICES DIVISION OF YOUTH SERVICES COMMUNITY PROGRAMS - JUVENILE DETENTION CENTERS	[REDACTED]	[REDACTED]
ARK. DEPT. OF HUMAN SERVICES DIVISION OF YOUTH SERVICES COMMUNITY BASED SANCTIONS	[REDACTED]	[REDACTED]
ARK. DEPT. OF HUMAN SERVICES DIVISION OF YOUTH SERVICES REHABILITATION SERVICES FOR YOUTH	[REDACTED]	[REDACTED]
TOTAL STATE	[REDACTED]	[REDACTED]
<u>TOTAL GOVERNMENTAL ASSISTANCE</u>	[REDACTED]	[REDACTED]

[REDACTED]

UNITED FAMILY SERVICES, INC.
SCHEDULE OF UNITS OF SERVICE
YEAR ENDED JUNE 30, 2019

<u>PROGRAM</u>	<u>UNITS OF SERVICE</u>
CASEWORK	Redacted
THERAPY	
THERAPY - GROUP	
DIAGNOSIS & EVALUATION	
TARGETED CASE MANAGEMENT	
INTENSIVE CASEWORK MANAGEMENT	
DRUG SCREENING	
ELECTRONIC MONITORING - NON SANCTIONS	
ELECTRONIC MONITORING - SANCTIONS	
INTERSTATE COMPACT	
DRUG SCREENING SANCTIONS	
PREVENTION - GROUP PRESENTATION	
TOTAL	

Report on Internal Control Over Financial Reporting and
On Compliance and Other Matters Based on an Audit of
Financial Statements Performed in Accordance With
Government Auditing Standards

Board of Directors
United Family Services

I have audited in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in Government Auditing Standards issued by the Comptroller General of the United States, the financial statements of United Family Services as of and for the year ended June 30, 2019, and the related notes to the financial statements, which collectively comprise United Family Services' basic financial statements, and have issued my report thereon dated September 30, 2019.

Internal Control Over Financial Reporting

In planning and performing my audit of the financial statements, I considered United Family Services' internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing my opinions on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of United Family Services' internal control. Accordingly, I do not express an opinion on the effectiveness of United Family Services' internal control.

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent or detect and correct misstatements on a timely basis. A material weakness is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected on a timely basis. A significant deficiency is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

My consideration of internal control over financial reporting was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during my audit I did not identify any deficiencies in internal control that I consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

Compliance and Other Matters

As part of obtaining reasonable assurance about whether United Family Services' financial statements are free from material misstatement, I performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of my audit, and accordingly, I do not express such an opinion. The results of my tests disclosed no instances of noncompliance or other matters that are required to be reported under Government Auditing Standards.

Purpose of this Report

The purpose of this report is solely to describe the scope of my testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the entity's internal control or on compliance. This report is an integral part of an audit performed in accordance with Government Auditing Standards in considering the entity's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.


[REDACTED]

September 30, 2019

UNITED FAMILY SERVICES, INC.
SUPPLEMENTAL DATA SHEET
YEAR ENDED JUNE 30, 2019

Entity's Full Name: United Family Services, Inc.

Address: P.O. Box 5408
Pine Bluff, Arkansas 71611-5408

Employer Identification Number: 

Phone Number: (870) 534-3386

Name of Contact Person: Lekita Thomas

Contractor Qualifications

Section 2.2 (A) 8



Division of Provider Services & Quality Assurance

Community Services Licensure and Certification
<https://humanservices.arkansas.gov/about-dhs/dpsqa>
P.O. Box 8059, Slot S408 · Little Rock, AR 72203-8059
501-320-6287 · Fax: 501-682-8551



February 24, 2020

Levi Thomas, Director
United Family Services, Inc.-Pine Bluff
1314 West 6th Street
Pine Bluff, AR 71603

Re: January 30, 2020, Licensure Review

Dear Administrator:

On **January 30, 2020**, a **Licensure Review** was concluded at your program, by the Division of Provider Services and Quality Assurance to determine if your facility was in compliance with the Licensure Standards for Behavioral Health Facilities.

We are enclosing a "Statement of Deficiencies and Plan of Correction" form regarding the above survey.

In the left column under "Summary Statement of Deficiencies", please note the "comments" description of your deficiency survey results, which reflects "No Deficiencies" cited. It is not necessary to respond to any corrective action, under the "Provider's Plan of Correction" column, nor is it necessary to return a signed copy.

Based on the recommendations by the Survey Team, your Licensure has been recommended for continuation. Please retain a copy of this letter for your records.

If you have any questions concerning the instructions contained in this letter, please contact Christy Wilson by telephone at (501) 320-6233 or by email at christy.wilson1@dhs.arkansas.gov.

Sincerely,

A handwritten signature in cursive script that reads "Christy Wilson RN".

Christy Wilson
Nurse Manager
Division of Provider Services Quality Assurance
Community Services Licensure and Certification

CW/lb

ARKANSAS DEPARTMENT OF HUMAN SERVICES

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION LB		STATE VENDOR NUMBER: 11272		DATE SURVEY COMPLETED	
SURVEY TYPE: Licensure Review		COMPLAINT NUMBER (IF NECESSARY):		START DATE	END DATE
NAME OF PROVIDER OR SUPPLIER UNITED FAMILY SERVICES, INC.		STREET ADDRESS, CITY, STATE, ZIP CODE 1314 West 6 th Street Pine Bluff, AR 71603		1/30/2020	1/30/2020
				INSPECTED BY: Ashley Grappe, CCSS	
ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS- REFERENCED TO THE APPROPRIATE DEFICIENCY)	Date Of Correction	
	RULES AND REGULATIONS PERTAINING TO THE LICENSURE STANDARDS FOR ALCOHOL AND OTHER ABUSE TREATMENT PROGRAMS "NO DEFICIENCIES" CITED				

ADMINISTRATOR/DESIGNEE

DATE

CENTERS FOR MEDICARE & MEDICAID SERVICES
CLINICAL LABORATORY IMPROVEMENT AMENDMENTS
CERTIFICATE OF WAIVER

LABORATORY NAME AND ADDRESS
UNITED FAMILY SERVICES, INC
ADOLESCENT TREATMENT CENTER
1314 W 6TH ST
PINE BLUFF, AR 71601

CLIA ID NUMBER

EFFECTIVE DATE
03/03/2019

LABORATORY DIRECTOR
LEVI THOMAS DIRECTOR

EXPIRATION DATE
03/02/2021

Pursuant to Section 353 of the Public Health Services Act (42 U.S.C. 263a) as revised by the Clinical Laboratory Improvement Amendments (CLIA), the above named laboratory located at the address shown hereon (and other approved locations) may accept human specimens for the purposes of performing laboratory examinations or procedures.

This certificate shall be valid until the expiration date above, but is subject to revocation, suspension, limitation, or other sanctions for violation of the Act or the regulations promulgated thereunder.



Karen W. Dyer, Director
Division of Laboratory Services
Survey and Certification Group
Center for Clinical Standards and Quality

1382 Cents1_020519

- If this is a Certificate of Registration, it represents only the enrollment of the laboratory in the CLIA program and does not indicate a Federal certification of compliance with other CLIA requirements. The laboratory is permitted to begin testing upon receipt of this certificate, but is not determined to be in compliance until a survey is successfully completed.
- If this is a Certificate for Provider-Performed Microscopy Procedures, it certifies the laboratory to perform only those laboratory procedures that have been specified as provider-performed microscopy procedures and, if applicable, examinations or procedures that have been approved as waived tests by the Department of Health and Human Services.
- If this is a Certificate of Waiver, it certifies the laboratory to perform only examinations or procedures that have been approved as waived tests by the Department of Health and Human Services.

FOR MORE INFORMATION ABOUT CLIA, VISIT OUR WEBSITE AT WWW.CMS.GOV/CLIA
OR CONTACT YOUR LOCAL STATE AGENCY. PLEASE SEE THE REVERSE FOR
YOUR STATE AGENCY'S ADDRESS AND PHONE NUMBER.
PLEASE CONTACT YOUR STATE AGENCY FOR ANY CHANGES TO YOUR CURRENT CERTIFICATE.



Division of Provider Services & Quality Assurance

Community Services Licensure and Certification
<https://humanservices.arkansas.gov/about-dhs/dpsqa>

PO Box 8059, Slot S408, Little Rock, AR 72203-8059
501-320-6287 · Fax: 501-682-8551



January 17, 2020

Lekita Thomas
United Family Services, Incorporated
P O Box 5408
Pine Bluff, AR 71603

RE: Behavioral Health Agency (BHA) Certification Correction

Dear Provider,

The Division of Provider Services and Quality Assurance (DPSQA) has determined that all Arkansas Behavioral Health certification requirements have been met to become certified as a **Behavioral Health Agency**. Please find enclosed License and/or Certificates for the following site(s):

900 West Markham
Little Rock, AR 72202

Certification Dates
12/27/2019 – 07/31/2022

Vendor # 

Your certification remains in effect contingent upon compliance with all program specific national accreditations (if applicable), state licensing certification requirements, and all state and federal Medicaid regulatory requirements. Please provide a copy of your current professional licensure and a copy of any accreditation date changes (if applicable) to DPSQA for our records prior to all expiration dates.

Should you have any questions or concerns, contact the Licensing and Certification department at sabhilpicensure@arkansas.gov or (501) 320-6287. You may also contact Sarah Schmidt at Sarah.Schmidt@dhs.arkansas.gov. Any questions related to Behavioral Health Medicaid Services, contact Sharon Donovan with DMS at Sharon.donovan@dhs.arkansas.gov or (501) 396-6003.

Sincerely,



Johnathan Jones
Assistant Director
Division of Provider Services and Quality Assurance
Johnathan.Jones@dhs.arkansas.gov

C: Daphne Burkins, DXC
Tamera Belin, OMIG
Sharon Donovan
Vivian Jackson
Otis Hogan
Patricia Gann
Courtney Tipple

JJ/agw

humanservices.arkansas.gov

Protecting the vulnerable, fostering independence and promoting better health

BEHAVIORAL HEALTH AGENCY

Arkansas Department of Human Services

Division of Provider Services and Quality Assurance

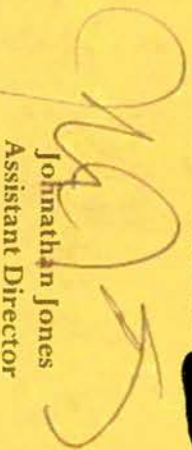
This certificate acknowledges the completion of the Arkansas State Certification Process

UNITED FAMILY SERVICES, INCORPORATED

900 WEST MARKHAM
LITTLE ROCK, AR 72202

Dates of Certification: 12/27/2019 -07/31/2022

Vendor Number: [REDACTED]



Johnathan Jones
Assistant Director

Division of Provider Services and Quality Assurance



Community Collaborations

Section 2.4

Community Collaboration Partnership Matrix Narrative – 2.4

United Family Services has an extensive network of valued partners with whom we collaborate with in order to better meet the needs of our client and their families. In our nearly thirty (30) years of service, our agency recognizes that success in making a difference takes a village. The following Narrative Matrix summarizes the visual Matrix and explains how United Family Services uses its relationship with the community to extend its reach in order to connect clients with the resources they need.

Courts

Our agency works with the Sixth Judicial District, Eleventh West Judicial District, and Eleventh East Judicial District courts in order to provide critical services. We partner and sub-contract to deliver Families In Need of Services (FINS), several Delinquency Diversion Programs, Community Service, and Transportation. Case Managers attend hearings for each client as well as coordinate services so as not to duplicate and, therefore, provide more effective services.

Accrediting Agency

United Family Services is accredited by the Council on Accreditation (COA). Our agency has partnered with COA to guarantee adherence to high standards. These standards allow us to provide enhanced services to clients. Following Performance Quality Improvements promote positive change within the agency that permits our agency to grow and adjust as needed.

Schools

United Family Services Partners with ten (10) school districts to promote attendance, education, and creativity. We focus on helping clients determine skill sets that can translate into future careers. Our agency has close relationships with North Little Rock, Little Rock, Pine Bluff, Dollarway, and Stuttgart School Districts to name a few. Case Managers, Therapist, and Counselors attend staffings, school hearings, and graduations. Our staff regularly present in-services and informational sessions to school staff. United Family Services assist the families of Re-entry clients get re-enrolled by connecting with Division of Youth Services facility staff, families, and school officials. Schools support our agency by furnishing reports and allowing our staff to present preventative class subject during advisory periods and granting us use of their campuses. United Family Services also works with Adult Education programs for clients who may be better suited by a nontraditional learning environment. Our agency partners with colleges provide our clients and families with tours as well as assist with enrollment.

Juvenile Service Agencies

United Family Services partners with other agencies that work with juvenile to deliver services to juveniles. Our agency contracts as well as subcontracts to make this possible. Vera Lloyd Presbyterian Homes and Community Services, Incorporated are agencies that United Family Services sub-contracts with. These agencies provide quality emergency shelter and case work services respectively. United Family Services monitors all subcontractors with quarterly case file review checks. The findings are reported to Division of Youth Services.

Churches

Our agency serves urban and rural areas. Churches provide some of our communities' greatest resources. United Family Services partners with churches to provide an array of resources that range from services to food pantries. Partners such as New St Hurricane and the HYPE Center work with us to teach Preventative Education classes on site and have large graduation ceremonies. This allows us the use of actual classrooms, which gives us the flexibility to hold multiple classes at once and transport more families to ensure the highest chance of success.

Law Enforcement Agencies

Law enforcement agencies are great partners with a wealth of skill sets and knowledge. Our agency partners with several law enforcement agencies such as the Pulaski County Sheriff's Department. They provide services such as Safety Training for our staff and Gang/Gun Violence education for our clients as well as summer programs that benefit our clients and their families. Law Enforcement has worked with us to develop an Active Attacker Plan for United Family Services, which adds an extra layer of protection for our staff and our youth.

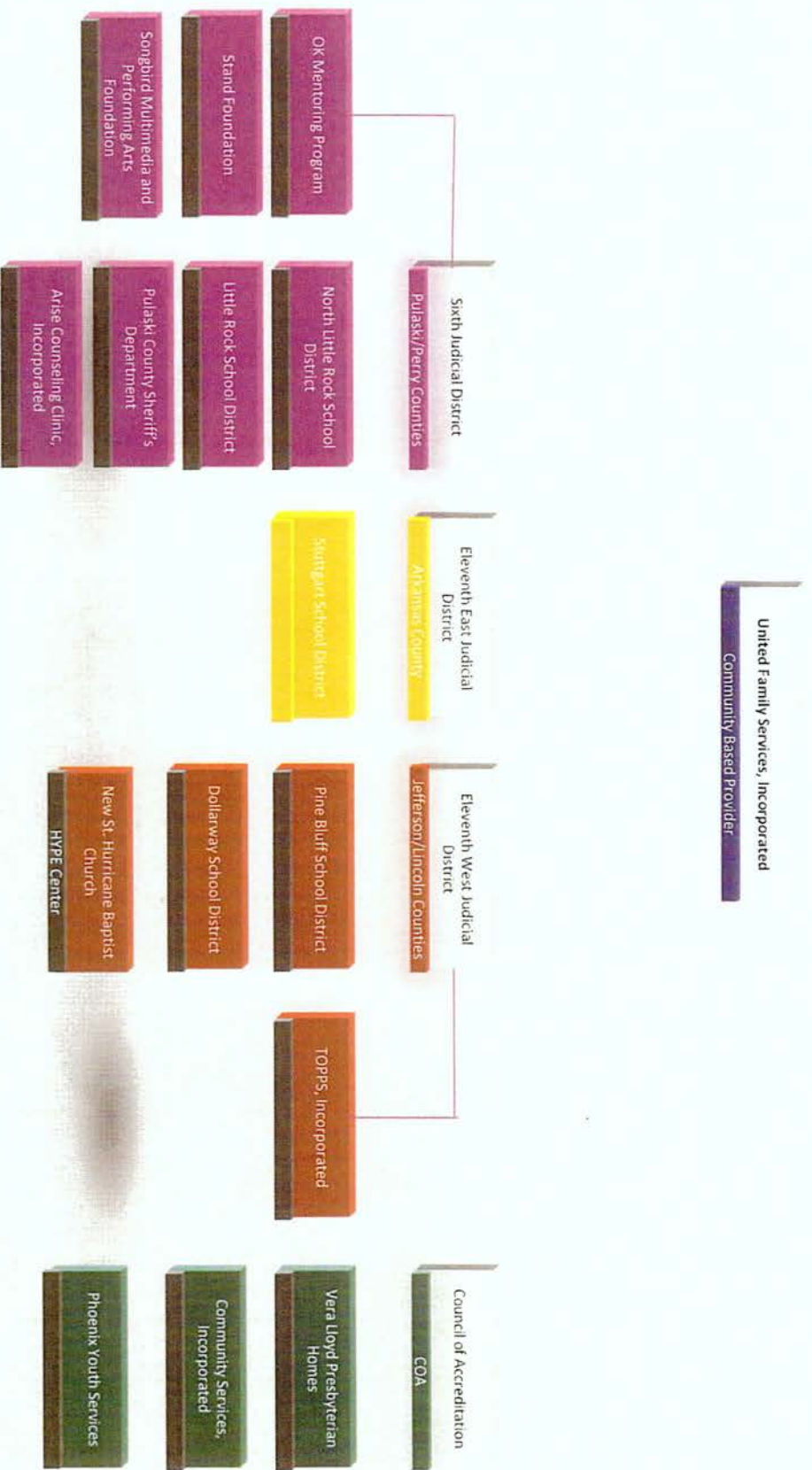
Other Organizations/Non-Profits

For nearly thirty (30) years, United Family Services has worked to connect with other agencies who work diligently to serve shared communities. Stand Foundation, OK Mentoring Program, Songbird Multimedia and Performing Arts Foundation, Arise Counseling Clinic, Incorporated, and TOPPS, Incorporated have been steady and reliable partners throughout the years. The following lists some of the services that we have been able to offer our clients and families through partnerships with the above listed agencies:

- Leadership academies that allow the exploration of career opportunities with celebrities from difficult backgrounds such as television Judge Matthis
- Mentoring Programs that take group to speak with former gang members
- Connections to Federal food programs and summer programs
- Translation services and language classes
- Housing with counseling, and job placement programs

United Family Services plans to continue working with collateral agencies in order to offer the most expansive services to juveniles and their families.

UNITED FAMILY SERVICES, INCORPORATED – PARTNERSHIP MATRIX





DAVID G. HENRY
CIRCUIT JUDGE

JORDAN MAYHUE
COURT REPORTER

MENDY HOSKYN
TRIAL ASSISTANT

OFFICE OF THE
CIRCUIT JUDGE

Eleventh Judicial District - East
P.O. Box 1166 • Arkansas County Court House
Stuttgart, Arkansas 72160
Phone: (870) 673-3181
Fax: (870) 673-1168

FONDA SCHERM
JUVENILE OFFICER
673-2418

STEVE WALKER
JUVENILE PROBATION OFFICER
673-2638

JIMMY CARR
Bailiff
673-6961

March 31, 2020

United Family Services
Attn: Ms. Lekita Thomas
P.O. Box 5408
Pine Bluff, Ark. 71611

To Whom It May Concern:

I am writing on behalf of the 11E District-Arkansas County. I would like to express the continued need for services provided to our County by United Family Services.

These services provided to our County are Anger Management, Mentoring Classes, GPS Leg-Monitors, Parenting Classes, After-School programs, Drug Counseling, and after-care services. We use these services with most all of our "FINS" and Delinquency cases. It gives us more opportunity to try to get and keep our youth going in the right direction for a successful future.

United Family Services along with all of the people they employ work very closely with the Courts and provide helpful information to me during the Juvenile's court hearing.

We are requesting to keep these services for our County as not only we use them, but we are in great need of them. If I can be of any further information please feel to contact my office.

Sincerely,

Judge David Henry, Juv. Judge



STATE OF ARKANSAS

Office of the Circuit Judge

Sixth Division

ELEVENTH JUDICIAL DISTRICT WEST

EARNEST E. BROWN, JR.
CIRCUIT JUDGE
JACK JONES JUVENILE JUSTICE CENTER
301 E. SECOND AVE.
P.O. BOX 6116
PINE BLUFF, AR 71611
Phone: 870-541-5461
Fax: 870-541-5464
Website: www.jeffersoncircuitcourt6.org

March 27, 2020

RE: Confirmation of Optional Services

To Whom It May Concern:

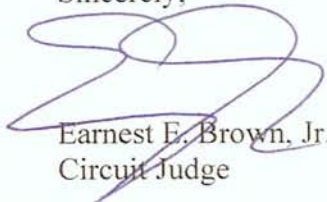
I am writing to confirm my support of United Family Services, Inc. bid for the Juvenile Justice Community-Based Re-Entry and Vocational and Career Support Services. As part of that support, I want to confirm that the following optional services that will be offered in the 11th West Judicial District:

- (1.) Electronic Monitoring
- (2.) Breaking the Cycle/HEAT Program for High Risk Males
- (3.) Girls Circle
- (4.) Boys Council
- (5.) Transportation

In addition, United Family Services, Inc. and Sixth Division Circuit Court will work on an agreed diversion program which includes support for the Sixth Division Teen Court Diversion Program in Jefferson and Lincoln Counties.

Thank you in advance for your time and consideration.

Sincerely,



Earnest E. Brown, Jr.
Circuit Judge

EEB:cw

CARLA G. WOOLEY
TRIAL COURT ADMINISTRATOR/
CERTIFIED COURT MANAGER
870-541-5461

JANIS C. HARBUCK
CERTIFIED COURT REPORTER
870-541-5461
COURTNEY BRENTLEY
COURT ORDERS CLERK/
LEGAL SECRETARY
870-541-5461

JUVENILE SERVICES:
INTAKE
PROBATION
JUAWANA JACKSON
CHIEF JUVENILE OFFICER
ERIC WALDEN, JR.
ASSISTANT CHIEF JUVENILE OFFICER
870-541-5455
FAX: 870-541-8504



STATE OF ARKANSAS

Office of the Circuit Judge

Sixth Division

ELEVENTH JUDICIAL DISTRICT WEST

EARNEST E. BROWN, JR.
CIRCUIT JUDGE
JACK JONES JUVENILE JUSTICE CENTER
301 E. SECOND AVE.
P.O. BOX 6116
PINE BLUFF, AR 71611
Phone: 870-541-5461
Fax: 870-541-5464
Website: www.jeffersoncircuitcourt6.org

March 27, 2020

RE: Support Letter for United Family Services, Inc.

To Whom It May Concern:

I am writing to wholeheartedly support the Request for Qualification (RFQ) bid submitted by United Family Services, Inc. for the Juvenile Justice Community-Based Re-Entry and Vocational and Career Support Services. United Family Services, Inc. provides services for prevention, intervention, parenting, and specialized re-entry services for juveniles and families in my judicial district. These services are delivered in a professional and timely manner.

The Court is keenly aware of United Family Services, Inc. long track record providing services to youth and families. For the past 12 years, I have seen first hand the impact the services provided by United Family Services, Inc. has had on the juveniles and families in Jefferson and Lincoln Counties.

In closing, the 11th Judicial West Sixth Division fully supports and will continue to work in collaboration with United Family Services, Inc. Thank you in advance for your time and consideration.

Sincerely,

Earnest E. Brown, Jr.
Circuit Judge

EEB:cw

CARLA G. WOOLEY
TRIAL COURT ADMINISTRATOR/
CERTIFIED COURT MANAGER
870-541-5461

JANIS C. HARBUCK
CERTIFIED COURT REPORTER
870-541-5461
COURTNEY BRENTLEY
COURT ORDERS CLERK/
LEGAL SECRETARY
870-541-5461

JUVENILE SERVICES:
INTAKE
PROBATION
JUAWANA JACKSON
CHIEF JUVENILE OFFICER
ERIC WALDEN, JR.
ASSISTANT CHIEF JUVENILE OFFICER
870-541-5455
FAX: 870-541-8504



Sixth Judicial District - State of Arkansas

WILEY A. BRANTON, JR.
CIRCUIT JUDGE
PULASKI AND PERRY COUNTIES

EIGHTH DIVISION

3001 WEST ROOSEVELT ROAD - 2ND FLOOR
LITTLE ROCK, ARKANSAS 72204
(501) 340-6666
FAX (501) 340-6928

March 25, 2020

To Whom It May Concern:

This letter serves as an approval of the following services that are designated as optional in accordance with the Division of Youth Services' Request for Qualifications.

The Eighth Division Circuit Court agrees to the following optional services and will work with United Family Services to adjust plans if or when deemed necessary:

Drug Testing, Electronic Monitoring, Girls Council, Gun Violence Prevention, Anger Management, Parenting, Habilitation, Empowerment, Accountability Therapy, Life Skills, Emergency Shelter Placements, Trauma Focus Cognitive Behavioral Therapy, and Transportation.

We agree that these services will be beneficial to the community's juveniles and their families.

Sincerely,

A handwritten signature in black ink, appearing to read "W.A. Branton, Jr.", followed by a long horizontal line.

Wiley A. Branton, Jr.
Eighth Division Circuit Judge



Sixth Judicial District - State of Arkansas

WILEY A. BRANTON, JR.
CIRCUIT JUDGE
PULASKI AND PERRY COUNTIES

EIGHTH DIVISION

3001 WEST ROOSEVELT ROAD - 2ND FLOOR
LITTLE ROCK, ARKANSAS 72204
(501) 340-6666
FAX (501) 340-6928

March 25, 2020

To Whom It May Concern:

This letter is being sent in support of United Family Services, the provider of community based services in the Eighth Division Circuit Court, which include Pulaski and Perry Counties.

United Family Services has been providing quality professional services to our community for twenty years. They work diligently with juveniles and their families by providing an array of services. Juveniles have benefitted from programs such as Trauma Focused Behavioral Health Counseling, Substance Abuse Counseling, and Gun Violence Prevention. There is a continued need for these types of services in the Eighth Division Circuit Court and United Family Services continues to meet these needs.

We support United Family Services' proposal for renewal of the Division of Youth Services' grant for community based services.

Sincerely,

A handwritten signature in black ink, appearing to read "Wiley A. Branton, Jr.", written over a horizontal line.

Wiley A. Branton, Jr.
Eighth Division Circuit Judge



Sixth Judicial District Circuit Court

JOYCE WILLIAMS WARREN
CIRCUIT JUDGE
PULASKI AND PERRY COUNTIES

TENTH DIVISION

3001 WEST ROOSEVELT ROAD - 2ND FLOOR
LITTLE ROCK, ARKANSAS 72204
(501) 340-6725

March 31, 2020

RE: Letter of Support for United Family Services' Renewal Request for the
Division of Youth Services' Grant for Community Based Services

To Whom It Concerns:

I am writing this letter in support of United Family Services' renewal request for the Division of Youth Services' grant for Community Based Services.

United Family Services provides community-based services in the Sixth Judicial District and has offered quality professional services in this District for 20 years.

United Family Services works diligently with juveniles and their families to deliver an array of services, including Trauma-Focused Behavioral Health Counseling, Substance Abuse Counseling, and Casework services. United Family Services continues to meet the needs of these families.

I support the renewal of this Grant.

Sincerely,

A handwritten signature in cursive script that reads "Joyce Williams Warren".

Joyce Williams Warren
Circuit Judge



Sixth Judicial District Circuit Court

JOYCE WILLIAMS WARREN
CIRCUIT JUDGE
PULASKI AND PERRY COUNTIES

JUVENILE DIVISION

3001 WEST ROOSEVELT ROAD • 2ND FLOOR
LITTLE ROCK, ARKANSAS 72204
(501) 341-6725

March 31, 2020

RE: Approval Letter for Services provided by United Family Services
Designated as Optional Services Pursuant to the Division of Youth Services'
Request for Qualifications

To Whom It Concerns:

I am writing this Approval Letter for Services provided by United Family Services (UFS) designated as Optional Services pursuant to the Division of Youth Services' request for Qualifications.

Tenth Division Circuit Court agrees to the following optional services provided by United Family Services and will work with United Family Services to make adjustments when deemed necessary:

Drug Testing	Life Skills
Electronic Monitoring	Transportation
Girls Council	Parenting
Gun Violence Prevention	Anger Management
Habilitation, Empowerment, Accountability Therapy	
Trauma Focus Cognitive Behavioral Therapy	
Emergency Shelter Placements	

I agree that these services are beneficial to the juveniles and their families who receive services from United Family Services.

Sincerely,

A handwritten signature in cursive script that reads "Joyce Williams Warren".

Joyce Williams Warren
Circuit Judge



45 Broadway, 29th Floor
New York, NY 10006

Phone: (212) 797-3000
Fax: (212) 797-1428

March 26, 2020

Dear Sir/Madam:

I am pleased to write to you in support of United Family Services, Inc., located at 616 S. Linden Street, Pine Bluff, AR 71601. I am certain that you will be as proud to work with this organization as we were in accrediting them.

United Family Services, Inc. is currently accredited through January 31, 2022 by the Council on Accreditation (COA) under its Private Organization Accreditation. COA has been an independent, nonprofit international accreditor for a full continuum of community-based behavioral health care and social service organizations for over 40 years. Today, over 1,600 organizations—public and private—are either COA accredited or are in the process of seeking accreditation. These organizations serve over 7 million of our most vulnerable individuals each year!

COA Private Organization Accreditation is an objective and reliable verification that organizations such as United Family Services, Inc. qualify for your confidence and support. The COA accreditation process involves a detailed review and analysis of both an organization's administrative operations—including financial practices—and its service delivery practices. All are "measured" against international standards of best practice. These standards emphasize services that are accessible, appropriate, based in the community, coordinated, child- and family- focused, culturally competent, individualized, outcomes-oriented, provided by a skilled and supported workforce, respectful of individual rights, strengths-based, supported by evidence, supportive of partnership, and that treat all people with dignity, involve family and provider collaboration, and address child outcomes.

An endorsement of COA and the value of its accreditation process is reflected in COA's role as the only national accreditor designated by the U.S. Department of Defense to develop accreditation standards and processes for human service programs provided to military personnel and their families.

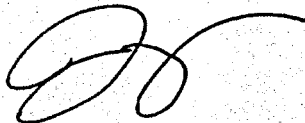
During its Private Organization Accreditation process, COA reviews and accredits the entire organization, not just specific programs. Therefore, you can have confidence in the credibility, integrity and achievement of United Family Services, Inc. as a whole.

To achieve COA accreditation, United Family Services, Inc. first provided written evidence of compliance with our standards. Thereafter, a group of specially trained volunteer Peer Reviewers confirmed adherence to these standards during a series of on-site interviews with trustees, staff and clients.

Based on their findings, our volunteer-based Accreditation Commission voted that United Family Services, Inc. had successfully met the criteria for accreditation. At this time, we have no reason to believe that United Family Services, Inc. has made any significant changes to their policies and/or procedures that would justify our reconsidering their accreditation status.

We will be pleased to provide you with any additional information that you may require as you review United Family Services, Inc.'s request. Please feel free to contact me either by email at JLevison@coanet.org or by telephone at 212.797.3000, extension 280 if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jody Levison-Johnson', with a stylized flourish extending to the right.

Jody Levison-Johnson

President and Chief Executive Officer



Empowering Black Men and Boys to Improve Their Communities

Letter of Recommendation

March 26, 2020

To Whom It May Concern:

I'm sending this letter of support for United Family Services Inc., as a provider of community based services in Pulaski/Perry County. United Family Services., has a long history of providing quality professional services. The juveniles and families in our county has benefited greatly from their presence and commitment to their clients.

Their agency has done an excellent job of helping youth and families through a range of professional services, from Aftercare; parenting classes; gps monitoring; court services; anger management; case management; mental health and substance abuse counseling. They have had a dynamic impact on the children and families they have served. There is an urgent need for them to continue their services to troubled and delinquent youth in the state of Arkansas.

I am delighted to support United Family Services Inc., proposal for renewal of the Division of Youth Services grant for Juvenile Judicial District, 6th, 11th East and West.

I look forward to continuing our collaborative efforts with United Family Services Inc., to develop tools to help the families in my community.

Sincerely,

A handwritten signature in blue ink that reads 'Willie Davis'. The signature is written in a cursive, slightly slanted style.

Sgt. Willie Davis

Our Kids Program Coordinator



**Songbird Multimedia and Performing Arts Foundation, Inc.
3425 Baseline Road Little Rock, Arkansas 72209**

March 26, 2020

This letter serves as a formal letter of approval by the Board of Directors of Songbird Multimedia and Performing Arts to submit a letter of support for United Family Services. Our organization has worked in partnership with United Family Services since 2004 to refer at-risk youth in need of intervention to these compassionate counselors who provide mental health and family services to assist them in readjusting their lives and navigating through the judicial systems. We've seen first hand how United Family Services representatives provide much needed intensive treatment and case management fo at-risk youth through conferences, home visits, assessments, drug treatment, family counseling programs, and therapy.

As you review their proposal, please know that United Family Services makes a difference in the lives of families.

Sincerely,

A handwritten signature in dark ink, appearing to read "Denise Bell". The signature is fluid and cursive, with the first name and last name clearly distinguishable.

**Denise Bell, Board President
Songbird Multimedia and Performing Arts Foundation**



2700 Poplar Street • P.O. Box 687 • North Little Rock, Arkansas 72115-0687
(501) 771-8000 www.nlrpd.org

March 30, 2020

North Little Rock School District

To Whom It May Concern;

United Family Services has partnered this year and in past years in providing mental health and support services to the students of North Little Rock School District through a Memorandum of Understanding. They provide services to their clients onsite at NLR school campuses. We appreciate their professional support and involvement and look forward to continuing this service with them in the coming years.

Sincerely,

Jan Kucala

Jan Kucala, LPC, LADAC

Clinical Counselor for NLRSD

"World Class Schools for World Class Students"

All Equal Opportunity Employer

Evette Hill

Mon 3/30/2020 11:48 AM

To:

Jan Kucala <kucalaj@nlrsd.org>;

...

Thank you for your support and assistance. Continue to be safe during COVID-19.

Evette Hill, Assistant Director

United Family Services, Inc.

900 West Markham

Little Rock, AR 72201

Phone: 501-376-0111, Fax: 501-376-2619

Email: Ehill@ufs6.com

Mark as unread

Jan Kucala <kucalaj@nlrsd.org>

Mon 3/30/2020 10:28 AM

Inbox

1 attachment

[UFS agreeme~.docx](#)

175 KB [Open in browser](#)

Hope this is ok.

Arise Counseling Clinic
Antimoore Jackson, PhD, LCSW, LADAC, SAP
1323 S. Pulaski Street
Little Rock, Arkansas 72202
501) 952-5275, e-mail: a1usco@aol.com

March 26, 2020

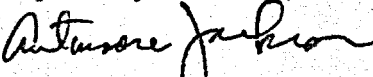
Whom it may concern:

This letter is in absolute support of United Family Services in its effort to renew current community-based contracted services for youth and families in the state of Arkansas. I first became familiar with United Family Services over 20 years ago in my capacity as a licensed clinical social worker for the past 38 years.

United Family Services is well known for its strong agency leadership and outstanding comprehensive services such as individual and family counseling, substance abuse treatment, case management, parenting classes, anger management counseling, teaching independent living/life skills to youth, and other unique programming such as GPS monitoring of juvenile offenders.

These services are so critical to the well-being of youth and families in the state of Arkansas and I know of no other agency more qualified or uniquely capable to provide these service activities. Therefore, I highly recommend and support United Family Services in its effort to renew its contract and continue these valuable services. Please feel free to contact me at 501-952-5275 for questions or additional information.

Respectfully submitted,


Antimoore Jackson

LETTER OF RECOMMENDATION

March 24, 2020

To Whom It May Concern:

Please accept this letter of support for United Family Services as a provider of community based services in South Arkansas. United Family Services has a history of providing quality professional services. The juveniles and families in our district has benefited greatly from their presence and outstanding commitment to their clients.

Their agency has done an excellent job of helping youth and their families through a range of professional services, from substance abuse counseling; Aftercare; parenting classes; gps monitoring; court services; anger management; case management; mental health counseling; and gun violence prevention/intervention. They have had a dynamic impact on the children and families they served. There is an urgent need for them to continue their services to troubled and delinquent youth in the state of Arkansas.

I would be happy to provide additional information, if needed to elaborate on outstanding services, commitment and dedication of United Family Services and their staff.

We are delighted to support United Family Services, proposal for renewal of the Division of Youth Services grant for Juvenile Judicial District, 6th, 11th East and West.

Sincerely,

A handwritten signature in black ink, appearing to read 'E. Whitten', with a large, sweeping flourish extending to the right.

Lt. Earnest Whitten



Stand Foundation Incorporated
712 Pine Street
North Little Rock, Arkansas 72114

March 24, 2020

To Whom It May Concern,

Stand Foundation Incorporated supports United Family Services in its bid to continue providing community based services in Pulaski County. For years, United Family Services has been serving the youth and their families with programs such as Trauma Focused Cognitive Based Therapy, Casework, Girls Council, Boys Council, and Parenting.

United Family Services and the Stand Foundation have partnered on several occasions to bring improvements to our community. We support United Family Services as our partner in their bid to continue services with the Division of Youth Services.

Sincerely,

La Juan Redford

Program Administrator
Stand Foundation Incorporated
Telephone: 501-444-2940



PINE BLUFF

SCHOOL DISTRICT



Pine Bluff School District

512 South Pine Street

Pine Bluff, Arkansas 71601

Pine Bluff School District has partnered with United Family Services to provide students with necessary services. We have worked together to assist FINS students and to intervene with juveniles and their families. This is a letter of support for United Family Services to continue providing community based services to youth and families.

I support the bid for United Family Services to provide programs in Jefferson County and hope that their application is approved.

The programs that they offer are excellent alternatives for FINS youth.

Sincerely,

Cheryl Hatley

District Hearing Officer

Coordinator of Student Services/Athletic Director

Pine Bluff School District

"Today Is a New Day and a



DOLLARWAY HIGH SCHOOL

2602 W. Fluker Avenue

Pine Bluff, AR 71601

Phone: (870) 534-3878

Fax: (870) 535-1215

Yolanda Prim, Principal

Willie Gulley, Dean of Students

Freddie Harris, Counselor

To Whom It May Concern,

I am writing to express my support for United Family Services to continue to provide community based services in Jefferson County.

For several years United Family Services has provided outstanding and much needed services in this district and surrounding areas. I support the application for United Family Services to provide programs in the 11th Judicial District and pledge to continue working with them to provide preventative services to our students.

The programs are great alternatives for both delinquent and FINS youth.

Sincerely,

A handwritten signature in cursive script that reads "Yolanda Prim". The signature is written in blue ink and is positioned above the printed name.

Yolanda Prim, Principal

Dollarway High School



Targeting Our People's Priorities With Service
1000 Townsend Park Dr. • Pine Bluff, Arkansas 71601
P. O. Box 2793 • Pine Bluff, Arkansas 71613-2793
(870) 850-6011
Fax: (870) 850-7377
topps@toppsinc.org

March 24, 2020

To Whom It May Concern,

Please accept this letter of support for United Family Services as a provider of community based services in Central and Southeast Arkansas. TOPPS and United Family Services have partnered to provide services for at risk youth. United Family Services has a history of providing quality services for juveniles and their families for the last thirty years.

UFS has worked to provide professional services such as substance abuse counseling, parenting classes, anger management classes, and life skills groups. There is a continued need for them to provide these types of services.

We support United Family Services' proposal for the renewal of their contract with the Division of Youth Services and will continue to work with them to serve the community.

Sincerely,

Annette Dove
Chief Executive Officer



NEW ST. HURRICANE

MISSIONARY BAPTIST CHURCH

"A Place Where You Can Grow"

**Pine Bluff, Arkansas 71601
March 25, 2020**

To Whom It May Concern,

United Family Services has been providing their preventative education classes at our Hurricane HYPE Center for two years. The HYPE Center was built to be of service to the Jefferson County community and United Family Services has been a good fit to the mission of our center. Every week UFS provides groups such as boy's council, girl's council, anger management, and adolescent improvement at the HYPE center. UFS ensures that youth and their families are able to attend by providing transport while New Saint Hurricane provides food. We have seen them make a difference as families come together to celebrate small and large successes.

New Saint Hurricane wholeheartedly supports United Family Services continued efforts to be Arkansas' Community Based Provider for Jefferson County. We will continue to partner with the agency to ensure that we can reach as many people as possible.

Sincerely,

**Derick Easter
Senior Pastor
New St. Hurricane Baptist Church**

Stuttgart School District
2501 South Main Street
Stuttgart, Arkansas 72160

To Whom It May Concern

From: James O'Neal, Director of Educational Pupil Services

Date: March 30, 2020

Subject: Letter of Support

I am writing this memo in support of the services provided to the students and families of this school district. United Family Services has been providing an after school program which is now in its second year on one of our campuses.

The staff of this agency has shown itself to be professional in our encounters. It has also shown care and concern for the students and their families. Open communication has been the norm. As such logistics, referrals and scheduling have been trouble-free. There has been a willingness to come to the school if one of their clients was experiencing a crisis or if their input was needed/wanted in a conference related to one of their clients.

We look forward to continuing to work with this agency. We appreciate their help.

If you have questions feel free to contact me at 870-673-8701, ext. 1008.

Thank you



VERA LLOYD

PRESBYTERIAN FAMILY SERVICES

Our mission is to share Christ's healing love with children, youth & families in crisis.

Date: 3/31/2020

United Family Services
Attn: Lakita Thomas
Address: P.O. Box 5408
Address: 616 South Linden Street
Pine Bluff, AR 71611

This letter serves as an organizational recommendation for United Family Services. We have had a contract with United Family Services for several years. We find this organization to be creditable and their program seems very strong and consistent. United Family Services staff responds very well to calls, text messaging, etc. We strongly support United Family Services efforts in continuing to provide services to Arkansas youth across the state.

Sincerely,

Nathaniel Burton

Site Director

Vera Lloyd Presbyterian Family Services Inc.

Monticello Campus:
745 Old Warren Road, Monticello, AR 71655-9713
Phone: 870-367-9035
Toll Free: 877-353-6420
Fax: 870-367-9038



Administrative Office:
1501 N University Ave., Ste. 345, Little Rock, AR 72207 5209
501-666-8195 Toll Free: 877-353-6430
Fax: 501-666-8198
www.veralloyd.org



April 2, 2020

To Whom It May Concern:

Phoenix Youth & Family Services, Inc. submits this letter in support of United Family Services, Inc. to continue as the Juvenile Justice Community Based Provider in their areas. Both agencies have a long history as collaborating partners. For over 20 years, United Family Services has provided Electronic Monitoring Services for this agency. Our mutual partnership that have allowed both agencies to enhance and improve our cadre of services. Their staff have the skills and expertise to deliver the highest level of quality interventions to an 'at-risk' population of youth and their families.

It is without hesitation, that I fully support United Family Services, Inc. proposal to the Division of Youth Services. I am confident this organization and its staff will continue to have a meaningful and sustainable impact on the community being served.

Sincerely,

Christie Lindsey
President/CEO



Susan Okroglic – President/CEO

Youth Services for
Conway, Faulkner, Franklin,
Johnson, Logan, Perry,
Pope, Scott, Searcy,
Van Buren & Yell Counties

www.csiyouth.com

April 1, 2020

100 S. Cherokee Street
P.O. Box 679
Morrilton, AR 72110
501-354-4589
Fax 501-354-5410

Satellite Office
1408 E. 8th Street
P.O. Box 1042
Danville, AR 72833
479-495-5177
Fax 479-495-5187

Satellite Office
1505 S. Oswego Avenue
Russellville, AR 72802
479-967-3370
Fax 479-967-2775

Satellite Office
106 Cherokee Lane
Clarksville, AR 72830
479-754-7296
Fax 479-754-8919

Satellite Office
818 N. Creek Drive
Conway, AR 72032
501-327-9788
Fax 501-327-9843

Satellite Office
451 Ingram Street
P.O. Box 1133
Clinton, AR 72031
501-745-2956
Fax 501-745-6918

Satellite Office
203 North 4th Street
P.O. Box 467
Ozark, AR 72949
479-667-5855
Fax 479-667-5855

Arkansas Department of Human Services
Attn: Office of Procurement
700 Main Street Slot W345
Little Rock, AR 72201

To Whom it may Concern:

I write on behalf of Community Service, Inc. (CSI) in support of United Family Service, Inc. (UFS) and their bid proposal for the Juvenile Justice Community-Based Re-Entry and Vocational and Career Support Services contract. We strongly support this application and UFS's focus on providing individualized rehabilitative services and sanctions for at-risk and adjudicated youth and their families. Over the past 26 years, UFS has provided services that have decreased institutionalization and out of home placements. We have developed community based treatment programs that allow young people to remain in their home keeping families intact. These activities are in alignment with the Division of Youth Service's Guiding Principles.

For many years, CSI has held a subcontract with UFS to provide services to youth in Perry County. We have enjoyed a collaborative relationship with their staff across all programs. Through this letter, we acknowledge our intent to continue the subcontract relationship should UFS so choose, and support of their programs. We look forward to working with Comprehensive Juvenile Services, Inc. in their efforts to provide an array of evidence-based, quality services to youth and their families, close to home.

Sincerely,

Susan Okroglic, DSW LCSW
President / CEO
Community Service, Inc.



Staffing Requirements

Section 2.5 (A)

Staffing Requirements/Experience – 2.5

The Executive Board of United Family Service has completed training from the National College of Juvenile and Family Law Judges and the Office of Juvenile Justice and Delinquency Prevention in providing services to delinquent and troubled youth. The Executive Director has several years of experience working directly with troubled youth as well as establishing and supervising programs. Our Board and Directors have over one hundred (100) years of combined experience that range from a Juvenile Judge, Department of Human Service's social workers, to Intake and Probation Officers.

Our agency has qualified and experienced case managers who specialized in providing services to high risk and delinquent youth. Our staff receives ongoing, regularly scheduled training in juvenile delinquency and prevention. We have several Master and Bachelor level staff whose experiences range from Youth Case Managers, Social Workers, Educators, Licensed Substance Abuse Counselors, Licensed Clinical Social Workers, and Psychiatrist.

United Family Services ensures that all staff have knowledge of resources specific to the counties that they provide services to. This guarantees specific, individualized services that best meets the needs of the clients and their families.

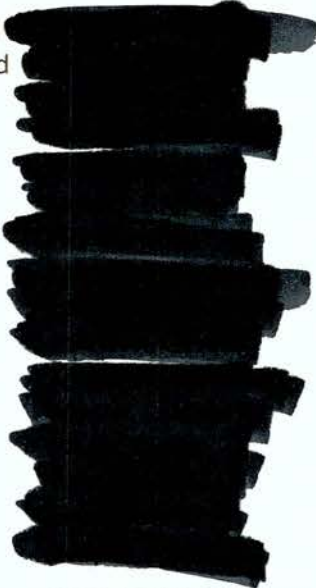



**UNITED FAMILY SERVICES, INC.
EMPLOYEE LIST**

EMPLOYEE NAME	TITLE	YEARS OF SERVICE	QUALIFICATIONS
[REDACTED]	CBP Counselor Secretary	1 month 2.10	B.A., Sociology H. S. Diploma
[REDACTED]	Aftercare Counselor	1.1	B.S., Biology B.S., Psychology, M.A., Clinical Mental Health Counseling, L.A.C., Boys Circle Facilitator, TF-CBT Certified
[REDACTED]	Therapist	2.9	B.S., Rehabilitation Science, QBHP, AIP Instructor, Certified Boys Council Facilitator, TF-CBT
[REDACTED]	CBP Counselor	2.3	Council Facilitator, TF-CBT
[REDACTED]	Aftercare Counselor	2.8	B.S., Criminal Justice, Girls Circle Facilitator
[REDACTED]	Part Time Secretary	6.6	H.S. Diploma
[REDACTED]	Caseworker	19.5	H.S. Diploma, Boys Circle Facilitator, QBHP
[REDACTED]	HR Manager Secretary	14.3 2.11	B.S., Business Administration, M.A., Addiction Studies H.S. Diploma
[REDACTED]	CBP Counselor	21.1	H.S. Diploma
[REDACTED]	Assistant Director	19.9	B.S., Child and Family Development, Certified Girls Circle Facilitator, QBHP
[REDACTED]	Substance Abuse Counselor	12.3	B.A., ADC, CAD, LBT, MRT, QBHP
[REDACTED]	CBP Counselor	1 month	B.S., Theatre
[REDACTED]	CBP Counselor	1 month	B.S., Human Science
[REDACTED]	Therapist	1.1	B.S., Psychology, M.A., Social Work, LMSW, TF-CBT Certified
[REDACTED]	Monitoring Counselor Team Leader	18.4	B.A., Criminal Justice, QBHP, CPI Instructor
[REDACTED]	Caseworker	9.5	B.A., Criminal Justice, QBHP, Certified Boys Circle Facilitator
[REDACTED]	Part Time Program Assistant	1.9	B.A., Communications
[REDACTED]	Secretary	3.10	H.S. Diploma
[REDACTED]	Secretary	20.10	B.S., Child and Family Development
[REDACTED]	Caseworker	10 months	B.S., Psychology, Certified Parenting Instructor, Certified Life Skills Instructor
[REDACTED]	Office Manager	19.8	B.A., Criminal Justice, QBHP, Certified Life Skills Instructor
[REDACTED]	Aftercare Counselor	1 month	B.A., Communications

**UNITED FAMILY SERVICES, INC.
EMPLOYEE LIST**

[REDACTED]	Aftercare Counselor Supervisor	1.5	B.S., Rehabilitation Science, Certified Girls Circle Faciliator B.A., Social Work, QBHP, M.A. Social Work; Certified Anger
[REDACTED]	Medical Records Librarian	3.8	Management Instructor, Certified Parenting Instructor B.S., Criminal Justice, M.A. Criminal Justice, QBHP, Certified Life
[REDACTED]	Aftercare Counselor	11.6	Skills Instructor
[REDACTED]	Director	5.3	B.S., Business Administration, M.A., Business Administration, Certified HEAT Instructor, QBHP, Certified Girls Circle Faciliator
[REDACTED]	Technical Administrator	4.2	B.A., General Studies w/concentration Computer Science
[REDACTED]	Chief Financial Officer	23.3	B.S., Accounting
[REDACTED]	Aftercare Counselor Supervisor	8	B.A., Human Science, QBHP, Certified Anger Management Instructor
[REDACTED]	Secretary	13.5	H.S. Diploma
[REDACTED]	Clinical Coordinator	15	B.S., Business Administration, M.A., Social Work, LCSW, TF-CBT
[REDACTED]	Aftercare Counselor	7 months	B.A., Business Management
[REDACTED]	Part Time Secretary	1.5	A.A., Secretarial Computerized Accounting
[REDACTED]	Office Manager	19.8	B.A., Business Administration
[REDACTED]	Aftercare Counselor	2	B.S., Rehabilitation Science, M.A., Human Behavior, Certified Girls Circle Faciliator, Certified Anger Management Instructor

RFQ SPECIFIED ROLES

SERVICE CRITERIA	UFS STAFF
1 Non-custodial Community Based Services to Support Diversion and FINS	
2 Optional Non-custodial Community Based Services to Support Diversion and FINS	
3 Billing	
4 Post-Residential Re-entry	

5 Administration



6 Interstate Compact on Juveniles



7 Conflict of Interest Mitigation



8 Incident Reporting

All Staff

9 Mandated Reporting

All Staff

10 Transition Planning



11 Arkansas Freedom of Information Act



- * Over 5 years of clerical, administrative, and customer service experience and 1 year in banking.
- * Extremely organized; efficient; quick learner; exceptional written and verbal communication skills; dedication to effective time management skills; attentive to detail; ability to prioritize, multi-task, and handle highly confidential matters; good problem solving skills
- * Advanced clerical and administrative skills including accurate keyboarding, editing, grammar, and proofreading
- * Proficient computer skills in using Microsoft Office and other software applications.
- * Over 3 years of foreign language. Familiar with Spanish
- * Advanced elements of correct English usage, grammar, spelling and vocabulary.
- * Positive public relations skills, dependable and flexible in performing duties.
- * Ability to operate standard office equipment.
- * Ability to communicate both orally and in writing.

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

Fidelity International Services - Little Rock, AR
May 2019 to Present

- * Responsible for informing clients of balances and other card service needs based on their account summary information.
- * Responsible for providing services to members of Red Cross, Child Support, Prepaid cards, and gift cards.
- * Maintaining internal banking needs based on banks or companies that use our company as a means of communication between company and client.

Behavioral Instructor

Methodist Family Health - Little Rock, AR
January 2019 to September 2019

- * Responsible for learning and teaching based on the teaching family model to youth within the Residential Treatment Facility and group home.
- * Responsible for updating patient charts as needed and keeping a log on patients periodically throughout shifts.
- * Providing emotional support and guidance to patients when in need and maintaining contact with families and DHS caseworkers.
- * Responsible for correcting inappropriate behavior and teaching correct behavior skills to patients.

Part Time Sales/Catering Associate

Catering to You
August 2013 to January 2019