



**STATE OF ARKANSAS**  
OFFICE OF PROCUREMENT  
ARKANSAS DEPARTMENT OF HUMAN SERVICES  
700 Main Street  
Little Rock, Arkansas 72203

***RESPONSE PACKET***  
***710-20-0024***

**CAUTION TO VENDOR**

Vendor's failure to submit required items and/or information as specified in the *Bid Solicitation Document* **shall** result in disqualification.

## SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION					
Company:	COMPACT Family Services				
Address:	2325 Malvern Ave				
City:	Hot Springs	State:	AR	Zip Code:	71901
Business Designation:	<input type="checkbox"/> Individual	<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Public Service Corp		
	<input type="checkbox"/> Partnership	<input type="checkbox"/> Corporation	<input checked="" type="checkbox"/> Nonprofit		
Minority and Women-Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable	<input type="checkbox"/> American Indian	<input type="checkbox"/> Asian American	<input type="checkbox"/> Service Disabled Veteran	
	<input type="checkbox"/> African American	<input type="checkbox"/> Hispanic American	<input type="checkbox"/> Pacific Islander American	<input type="checkbox"/> Women-Owned	
AR Certification #: _____		* See <i>Minority and Women-Owned Business Policy</i>			

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
<i>Provide contact information to be used for bid solicitation related matters.</i>			
Contact Person:	Jay Mooney	Title:	Executive Director
Phone:	501-262-1660	Alternate Phone:	417-849-1987
Email:	jmooney@compact.family		

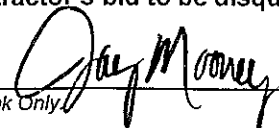
CONFIRMATION OF REDACTED COPY
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input checked="" type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.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

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

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

**An official authorized to bind the Prospective Contractor to a resultant contract must sign below.**

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* will cause the Prospective Contractor's bid to be disqualified:

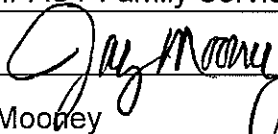
Authorized Signature:  Title: Executive Director  
Use Ink Only

Printed/Typed Name: Jay Mooney Date: 3/2/2020

## SECTION 1 - VENDOR AGREEMENT AND COMPLIANCE

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

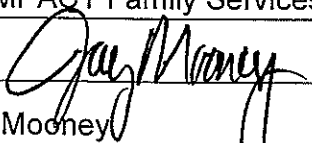
By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

Vendor Name:	COMPACT Family Services	Date:	3/2/2020
Authorized Signature:		Title:	Executive Director
Print/Type Name:	Jay Mooney		

## SECTION 2 - VENDOR AGREEMENT AND COMPLIANCE

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

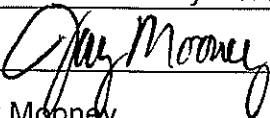
By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

Vendor Name:	COMPACT Family Services	Date:	3/2/2020
Authorized Signature:		Title:	Executive Director
Print/Type Name:	Jay Mooney		

## SECTION 3,4,5 - VENDOR AGREEMENT AND COMPLIANCE

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

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

Vendor Name:	COMPACT Family Services	Date:	3/2/2020
Authorized Signature:		Title:	Executive Director
Print/Type Name:	Jay Mooney		

## PROPOSED SUBCONTRACTORS FORM

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

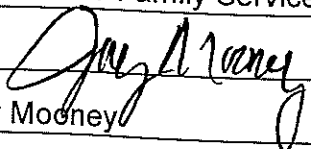
**PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.**

Type or Print the following information

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

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

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

Vendor Name:	COMPACT Family Services	Date:	3/2/2026
Authorized Signature:		Title:	Executive Director
Print/Type Name:	Jay Mooney		

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

**ADDENDUM 1**

**DATE:** February 13, 2020  
**SUBJECT:** 710-20-0024 Supervised Independent Living Program

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

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

**BID OPENING DATE AND TIME**

Bid opening date and time remains the same


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Adding Subcontractor Form. Please include this form in your response packet.

The specifications by virtue of this addendum become a permanent addition to the above referenced Invitation for Bid.

**FAILURE TO RETURN THIS SIGNED ADDENDUM MAY RESULT IN REJECTION OF YOUR BID.**

If you have questions, please contact the buyer [Margurite.al-uqdah@dhs.arkansas.gov](mailto:Margurite.al-uqdah@dhs.arkansas.gov) or 501-682-8743.

  
Vendor Signature

3/2/2020  
Date

COMPACT Family Services  
Company

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

**ADDENDUM 2**

**DATE:** February 26, 2020

**SUBJECT:** 710-20-0024 SUPERVISED INDEPENDENT LIVING PROGRAM

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

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

**BID OPENING DATE AND TIME**

Bid opening date and time has changed to March 4, 2020, 10:30 am CST  
Submission date and time has changed to March 4, 2020, 10:00 am CST

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Adding revised Official Bid Price Sheet

Revisions to the following sections:

2.3 SCOPE OF WORK

A. Regardless of SIL setting: (page 13 of 28 of RFP)

- No firearms, dangerous weapons, or illegal substances shall be permitted in any living unit. ~~Smoking and the use of other tobacco products shall be discouraged but not prohibited unless the youth is pregnant or parenting.~~ The contractor will be required to ensure to the best of its ability that no minors, as defined in Act 580 of the 92<sup>nd</sup> Arkansas General Assembly, Regular Session, who participate in the Supervised Independent Living Program purchase, use, or possess tobacco products, vapor products, alternative nicotine products, e-liquid products and cigarette papers. Smoking cessation information and activities shall be made available to any youth who identifies as a smoker or user of other tobacco products.




C. Contractor' Case Managers shall: (page 17 of 28 of the RFP)

Level 1 Supervised Independent Living	Level 2 Supervised Independent Living
Provide a monthly summary of activities conducted with the youth, to include information about any particular successes/highlights and/or concerns during that month, to the youth's Family Service Worker (FSW), FSW Supervisor, and Transitional Youth Services (TYS) Coordinator and designated DCFS Program Management staff by the <del>fifth</del> eighth day of the month (or next business day if the <del>fifth</del> eighth of the month falls on a weekend or holiday) following the preceding month.	Provide a monthly summary of activities conducted with the youth, to include information about any particular successes/highlights and/or concerns during that month, to the youth's Family Service Worker (FSW), FSW Supervisor, <del>and</del> Transitional Youth Services (TYS) Coordinator and designated DCFS Program Management staff by the <del>fifth</del> eighth day of the month (or next business day if the <del>fifth</del> eighth of the month falls on a weekend or holiday) following the preceding month.

The specifications by virtue of this addendum become a permanent addition to the above referenced Invitation for Bid.

FAILURE TO RETURN THIS SIGNED ADDENDUM MAY RESULT IN REJECTION OF YOUR BID.

If you have questions, please contact the buyer [Margurite.al-uqdah@dhs.arkansas.gov](mailto:Margurite.al-uqdah@dhs.arkansas.gov) or 501-682-8743.

  
Vendor Signature

3/2/2020  
Date

COMPACT Family Services  
Company

Attachment Number \_\_\_\_\_ **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**  
 Action Number \_\_\_\_\_  
 Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.  
 SUBCONTRACTOR: \_\_\_\_\_  
 Yes  No

IS THIS FOR:  
 Goods?  Services?  Both?   
 TAXPAYER ID NAME: Assemblies of God Family Services  
 YOUR LAST NAME: Mooney FIRST NAME: Jay M.I.:  
 ADDRESS: 2325 Malvern Ave STATE: AR ZIP CODE: 71901 COUNTRY: USA  
 CITY: Hot Springs

**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:**

**F O R I N D I V I D U A L S \***

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	Relation
	Current	Former		From MM/YY	To MM/YY		
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

None of the above applies

**F O R A N E N T I T Y ( B U S I N E S S ) \***

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

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%)
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

None of the above applies

Attachment Number \_\_\_\_\_

Action Number \_\_\_\_\_

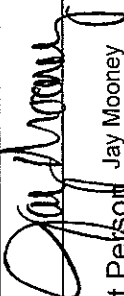
### Contract and Grant Disclosure and Certification Form

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

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

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.
2. I will include the following language as a part of any agreement with a subcontractor:  
*Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.*
3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

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

Signature  Title Executive Director Date 3/2/2020  
 Vendor Contact Person Jay Mooney Title Executive Director Phone No. (501) 262-1660

Agency use only

Agency \_\_\_\_\_ Agency \_\_\_\_\_ Contract \_\_\_\_\_

Number 0710 Name Department of Human Services Contact Person \_\_\_\_\_ Phone No. \_\_\_\_\_ or Grant No. \_\_\_\_\_



# **COMPACT Family Services**

## **Equal Employment Opportunity (EEO) Policy**

Assemblies of God Family Services Agency, d/b/a COMPACT Family Services is an equal opportunity employer, dedicated to a policy of nondiscrimination in employment on the basis of age, sex, color, race, national origin, disability or genetic information, as required by law.

This policy applies to all terms and conditions of employment. COMPACT prohibits any form of workplace harassment based on age, sex, color, race, national origin, disability, or genetic information.

3/10/2015

## INFORMATION FOR EVALUATION

- Provide a response to each item/question in this section. Vendor may expand the space under each item/question to provide a complete response.
- Do not include additional information if not pertinent to the itemized request.

	Maximum RAW Score Available
<b>E.1 MINIMUM QUALIFICATIONS</b>	
<p>A. Contract Administrator is required to have at least a bachelor's degree. A master's degree is preferred. Please indicate your Contract Administrator's degree level. Section 2.2B</p> <p>Brian Page has a master's degree in social work and holds a clinical license. See attached degree and license.</p>	5 points
<b>E.2 APPROACH TO SCOPE OF WORK</b>	
<p>A Describe your company's processes and procedures for securing the two (2) levels of SIL Settings for clients in Level 1 and/or Level 2. Section 2.3A</p> <p>COMPACT built a Transitional Living Center in 2010 which has multiple independent furnished living efficiency apartments equipped with a kitchenette (with cooktop), bathroom, two closets, dining and living areas, and a bed. This facility, currently licensed for 10 residents, also has an apartment available for on-site staff who provide support and supervision as needed. The Transitional Living Center will be available for both Level 1 and Level 2 placements.</p> <p>COMPACT may have the capability of providing additional residential facilities, for Level 2 placements, if more than 10 beds would be needed for this area. The second site would offer a shared kitchen, living space, and bathrooms and would offer individual bedrooms. Placements would be billed at the Level 2 rate of \$76.31.</p>	5 points
<p>B. Describe bidder's proposed setting types (e.g., apartment, shared housing, or congregate care residential setting) meeting the requirements outlined in Section 2.3A</p> <p>Efficiency apartments within COMPACT's Transitional Living Center available for Level 1 and 2 residents.</p> <p>COMPACT may have the capability of providing additional congregate care residential facilities, for Level 2 placements, if more than 10 beds would be needed for this area.</p>	5 points
<p>C. Please state the physical address of the bidder's proposed dwellings. Section 2.3A</p> <p>2333 Malvern Ave, Hot Springs, AR 71901</p>	5 points
<p>D. Submit a sample policy and procedures specific to the SIL. Section 2.3B</p> <p>See attached.</p>	5 points
<p>E. Describe how you will ensure that a caseworker will not have more than seven (7) youth on his/her Caseload. Section 2.3B.3</p> <p>COMPACT currently employs multiple case managers. Case managers working with the SIL program will be assigned no more than 7 youth on their case load. Additional case managers will be hired or assigned as needed.</p>	5 points

<p>F. Describe how you will make available to the client the following services: training, life skills, counseling, and community resources. Section 2.3B.5.</p> <p>Case managers, DCFS (ILP), and house managers will work together to conduct trainings for SIL residents to provide trainings, life skills, and community resources. These services will be made available based on the young adults individualized case plan.</p> <p>Arkansas Counseling and Psychodiagnostics has office space on our campus to provide counseling within walking distance of the apartments.</p>	<p>5 points</p>
<p>G. Explain how you will ensure employees and volunteers will provide the proper care, treatment, safety and supervision of the clients they supervise. Section 2.3B10.</p> <p>COMPACT will ensure all staff working with this population are trained in the CORE Teen Training. Additional staff training will include Trust Based Relational Intervention (TBRI), trainings in supervision requirements, CPR, Handle with Care, and mandated reporter training. These training models are requirement for all staff and volunteers who work on the COMPACT campus.</p>	<p>5 points</p>
<p>H. Explain approach to Level 1 and/or Level 2 settings as applicable. Section 2.3C</p> <p>Level 1- Case management services will be available to each client and they will join with DCFS to provide training in the areas of community resource, life skills, money management, food management, self-care, housekeeping, transportation, emergency safety skills, community resources, interpersonal skills, legal skills, housing, educational planning, job seeking, job maintenance. On-site Case Managers will maintain regular weekly visits with the client according to DCFS expectations and their individual case plan. Laundry is on-site. COMPACT will provide transportation to community resources, to include grocery store (Walmart Neighborhood Market, Walmart Supercenter, Kroger) and library (Garland County Library). House Managers will assist and coach residents to prepare and cook a meal each week and to easily understand simple recipes and how to operate the kitchenette appliances. Case and House Managers will work together in coaching residents on how to utilize these community resources. Daily room inspections will be conducted until the client shows competence in maintaining their living space. Case and House Managers will also provide instruction on how to use public transportation. Youth will also be assisted in understanding banking, opening and maintaining bank accounts and maintaining proper savings. Youth will be couched on appropriate contact with biological family as well as appropriate use of internet and social media. Youth will also be allowed to have visitors and guests during the day while visors or guest for overnight will be subject to pre-approval. Youth will also be given a copy of DCFS PUB-49: Be Your Own Advocate. Case Manager will provide a monthly summary of the youth's activities, areas of growth and concerns to the designated FSW, TYS coordinator by the fifth of the month while actively participating in any meetings or phone calls requested by DCFS. Case and House Manager will also be available to the youth 24/7. Case or House Manager will assist youth in completing the NYTD survey.</p> <p>Level 2- Case management services will be available to each client and they will join with DCFS to provide training in the areas of community resource, life skills, money management, food management, self-care, housekeeping, transportation, emergency safety skills, community resources, interpersonal skills, legal skills, housing, educational planning, job seeking, job maintenance. On-site case managers will maintain regular face-to-face daily meetings with the youth according to DCFS expectations and their individual case plan. Laundry is on-site. If there is a need for assistance with laundry, Case Manager will arrange for support as needed. House Managers are able to assist with medication dispensing as needed or directed by the case plan. A few meals are provided by COMPACT food services; however, most meals will be the responsibility of the resident. COMPACT will provide transportation to community resources, to include grocery store (Walmart Neighborhood Market, Walmart Supercenter, Kroger) and library (Garland County Library). House Managers will assist and coach residents to prepare and cook a meal each week and to easily understand simple recipes and how to operate the kitchenette appliances. Case and House Managers will work together in coaching residents on how to utilize these community resources. Daily room inspections will be conducted until the client shows competence in maintaining their living space. Case and House Managers will also provide instruction on how to use public transportation. If youth is unable to use public transportation on his own, Case and House Manager will be able to transport. Youth will also be assisted in understanding banking, opening and maintaining bank accounts and maintaining proper savings. Youth will be couched on appropriate contact with biological family as well as appropriate use of internet and social media. Any visitors or guests will be preapproved. And no overnight visits will be allowed. Youth will also be given a copy of</p>	<p>5 points</p>

<p>DCFS PUB-49: Be Your Own Advocate. Case Manager will provide a monthly summary of the youth's activities, areas of growth and concerns to the designated FSW, TYS coordinator by the fifth of the month while actively participating in any meetings or phone calls requested by DCFS. Case and House Manager will also be available to the youth 24/7. Case or House Manager will assist youth in completing the NYTD survey.</p>	
<p><b>E.3 ADDITIONAL CONTRACT REQUIREMENTS AND PROVISIONS</b></p>	
<p>A. Describe your policies and procedures related to client records and record retention, including your plan to document quarterly progress evaluations and annual summary documents noting youth outcome and submit to DCFS. Section 2.4C, 4.5.</p> <p><b>Quarterly Staffing</b> Once per quarter, the Therapist, HSO, House Manager, and Case Manager will conduct a quarterly review of the resident's progress towards their service plan goals and adherence to SIL policies and procedures. Any disciplinary actions will be discussed during this meeting as well.</p> <p><b>Service Plan</b> Upon admission, the service plan will be developed by the SIL House Manager with the assistance of the Case Manager. The life skills assessment will be given and the service plan will be reviewed with each resident every 90 days to discuss progress towards goals and additional needs to be addressed. The service plan will include:</p> <ul style="list-style-type: none"> <li>• Date of Admission</li> <li>• Specific Needs</li> <li>• Plan for Meeting Needs</li> <li>• Special Treatment Issues (i.e. psychotropic meds, sexual misconduct, and neurological disorders) shall be identified, with a statement of how the special needs shall be met</li> <li>• A plan to ensure the education needs are met according to applicable state law</li> <li>• A safety plan for residents with physical limitations, medical conditions, behaviors of self-harm or harm to others, and a plan to identify the behavior problem and the safeguards to be implemented. (as applicable)</li> <li>• The service plan will also include a goal of independence and all persons responsible for services to be provided</li> <li>• A complete budget (completed with resident)</li> <li>• Written rules of conduct will be included</li> <li>• Signed agreement to abide by all federal, state, and local laws including curfew ordinances</li> <li>• Date of next review of the service plan</li> </ul> <p>A copy of the service plan will be made available for DHS and/or parent/guardian with permission within 10 days of completion.</p> <p>COMPACT's record retention policy meets legal requirements and has been vetted by legal counsel and COMPACT's Board of Directors. Additionally, our confidentiality policy meets legal requirements and standards. Retention and confidentiality of client records and information is essential and maintained.</p> <p>See attached for COMPACT's record retention policy.</p>	<p>5 points</p>
<p>B. Describe how you plan to conduct the post-discharge surveys. Section 2.4D</p> <p>COMPACT will maintain accurate contact information for the discharged youth so that accurate surveys may be conducted. Case Managers will be responsible for acquiring this information from discharged youths. If necessary, COMPACT will pay former residents to complete survey, up to \$25, and bill DCFS.</p>	<p>5 points</p>
<p><b>E.4 STAFFING</b></p>	
<p>A. Identify key personnel (e.g., contract administrator, case managers) that will work under this contract. Provide resumes that describe and detail the credentials, experience and qualifications for each individual relating to the requirements of this RFP. Section 2.5A</p> <p>Brian Page- Administrator</p>	<p>5 points</p>

<p>LaDana Pate- Residential Director Goran Kojchev- Assistant Residential Director Rob Swartz- Case Manager See attached resumes.</p>	
<p>B. Describe your efforts to ensure all identified personnel have the required background checks. Section 2.5 COMPACT Family Services submits background check requests directly to DHS before any employee is officially offered employment. Each potential employee is not hired until we receive a "hirable" statement from DHS. Complete state, federal and maltreatment background checks are maintained on all personnel as required by Arkansas state law.</p>	<p>5 points</p>



**DIVISION OF CHILDREN AND FAMILY SERVICES**  
**SUPERVISED INDEPENDENT LIVING PROGRAM**  
**AREAS/ COUNTIES**

- Please Check each county in which you are willing to provide the service.
- Do not include additional information if not pertinent to the itemized request.
- Please return with your response packet.

**AREA 1**

- Benton  
 Washington

**AREA 2**

- Crawford  
 Sebastian

**AREA 3**

- Garland  
 Saline

**AREA 4**

- Columbia  
 Miller

**Area 5**

- Faulkner  
 Pope

**Area 6**

- Pulaski

**Area 7**

- Jefferson  
 Lonoke

**Area 8**

- Craighead  
 Greene

**Area 9**

- White

**Area 10**

- Drew

# THE ARKANSAS CHILD WELFARE AGENCY REVIEW BOARD



In cooperation with

**The Arkansas Department of Human Services'  
Division of Child Care and Early Childhood Education**



Certifies that

**Assemblies of God Family Services Agency d/b/a:**  
OWNER

**COMPACT Family Services**  
AGENCY

2325 MALVERN AVENUE  
HOT SPRINGS, AR 71901

Is hereby issued Residential license #: 148

FOR THE PURPOSE OF OPERATING, IN THE STATE OF ARKANSAS, THE FOLLOWING:

TRANSITIONAL LIVING FOR 10 CHILDREN AGES 18 TO 21  
RESIDENTIAL CHILD CARE FACILITY FOR 78 CHILDREN AGES 5 TO 18

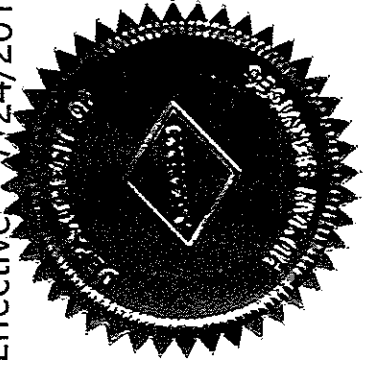
THIS IS A REGULAR LICENSE WITH AN EFFECTIVE DATE OF 03/28/2006 AND WILL REMAIN IN EFFECT UNLESS THERE IS A STATUS CHANGE.

In Witness whereof



Chairman, Child Welfare Agency Review Board

Effective: 7/24/2019





# Sample Policy and Procedures for SIL

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## COMPACT Family Services

### Program Policy and Procedures

- No alcohol or illegal drugs will be permitted on campus. All prescribed medications must be kept in the private living quarters of the occupant in the designate med box and always made accessible to the SIL Staff.
- No firearms or weapons are permitted on campus.
- No person under the influence of drugs/alcohol is permitted on the campus at any time.
- No smoking is allowed. This includes tobacco and/or any other substances.
- Sibling visits in the SIL resident's own apartment will be approved on a case by case basis after prior notification with the SIL House Manager. In addition, SIL residents may, with a cottage HP approval and supervision, visit with the residents of a campus cottage.
- Nothing may be stored or placed on the stairs, in the stairwell, in the Great Room, or Laundry Room. This includes bikes or trash.
- Items are not to be hung on walls unless approved by the SIL House Manager.
- Provided furnishings are not to be removed from the apartment. All furnishings and household items are property of COMPACT. Monies from saved rent may be withheld to replace damaged and/or missing items.
- When exiting the living space, make sure all lights and electronics are turned off and lock the door.
- Pets are not allowed.
- No resident can have unapproved guests in their apartment.
- Off campus visitors are only allowed on campus with prior approval of the SIL House Manager. Guests are limited to two at a time with prior approval and supervision for game night, movies, etc. Prior approval must occur during office the hours of Monday through Friday 8:00 AM-5:00 PM.

### Curfew

At SIL, curfew equates to being in your apartment and quiet. Curfew is 10:00 PM during the school year on Sunday through Thursday nights. Friday and Saturday nights, curfew is midnight (12:00 AM). Residents must remain in their rooms until 5:00 AM. All visitors must be off campus by 10:00 PM each night.

If a resident has a job commitment that will require a later curfew, the SIL Staff must be notified. Resident must turn in a copy of the work schedule that reflects work hours later than campus curfew.

## **Dress Code**

Residents will be required to abide by the COMPACT Campus Dress Code while on campus.

- Residents may dress comfortably but modestly. Tight, form-fitting clothes are not allowed.
- Borrowing or lending with staff is not allowed.
- With DHS approval, limited body piercing will be allowed.
- Boy's dress code specifics:
  - A shirt must be worn at all times when on campus in a public setting
  - No exposed underwear
  - Boys must wear a shirt to and from the pool
  - Shorts must be at a modest length
- Girl's dress code specifics:
  - Shirts and dresses are to be tasteful and conservative. (ex. No strapless or spaghetti strap shirts will be permitted on campus without a coverup.)
  - Swimsuits need to be modest. Trips back and forth to the pool need to include a cover-up worn until entering the water. One-piece swimsuits or shirts to cover a 2-piece swimsuit are required.
  - Shorts need to be at a modest length (fingertip length when hands are at sides)

## **Education/Employment Requirements**

Residents of the SIL program must be enrolled in school and/or employed. Jobs must be of an appropriate nature and not demeaning to the culture of COMPACT. If employment is required by a resident but not yet obtained, the resident must be able to prove to staff that they are making efforts to find employment. At least three applications must be turned in per week. In the event a resident cannot maintain the conditions for work/volunteer hours listed below, a written warning as well as termination from the program may be considered.

- If a resident is in high school, they must work/volunteer a minimum of 5-10 hrs per week.
- If a resident is a full-time college student, they must work a minimum of 10-20 hrs per week.
- If a resident is a part-time college student, they must work a minimum of 20+ hrs per week.
- If a resident is not attending school, they must work full time (32+ hrs per week).
- If a resident is in between jobs, they must volunteer a minimum of 20+ hrs per week and provide proof that they are actively trying to obtain employment.

## **Great Room**

The great room is a provided area for SIL Residents to commune together and relax. It is a privilege and the following guidelines must be observed while in the Great Room:

- Residents need to maintain a controlled noise level out of respect for other residents and staff residing in the SIL building.
- The Great Room will close at curfew. Campus quiet time begins at 10:00 PM and should be observed when leaving the Great Room.
- All movies, television, and music need to uphold the standards of COMPACT. Any movie with a rating higher than PG must be pre-approved by the SIL House Manager before it is shown in the Great Room.
- It is the resident's responsibility to clean up the Great Room after use. Make sure all trash is taken out, floors have been swept and vacuumed (when necessary) and all lights and air conditioning units have been turned off. Residents are expected to remove personal belongings when leaving the Great Room.

### **Internet**

All residents are permitted to have their personal devices consisting of: cell phones, laptops, iPods, kindles, TV, etc., and may use these devices to access the Internet. All Internet usage must be of an appropriate nature and uphold COMPACT standards. No illegal or illicit movies or music is permitted. Any use of pornography or illicit media is grounds for termination from the program. Any access code provided to SIL residents is not to be shared with other COMPACT residents.

### **Laundry**

Residents may have access to the laundry facilities located in the SIL Building. The laundry area is to be kept clean, organized, and locked at all times. Laundry must be completed within a timely manner to accommodate other residents. Laundry that is left unattended for 48 hours will be removed from the laundry room. Please check dryer lint filters before EVERY load to ensure they are clean. Any issues with the laundry facilities need to be reported to the SIL Staff immediately.

### **Rent**

SIL residents enrolled in high school or a GED program are not required to pay rent until graduation from high school or obtaining their GED. At that time, residents will begin paying rent equal to the first year of residency.

First year residents of SIL will pay \$50.00 rent per month due on the first of each month. The rent will be divided as follows: \$10.00 will help with utilities and \$40.00 will count as room and board.

Second year residents and beyond will pay \$100.00 rent per month due upon the first of each month. The rent will be divided as follows: \$20.00 will help with utilities and \$80.00 will count as room and board.

Failure to pay rent in full by the 5<sup>th</sup> of the month will result in a \$5.00 fee that will accrue daily until rent is paid in full. Fines and fees will not be returned to the resident upon discharge. Residents may work off fines/fees around campus. One hour of work equals \$5 of fine/fee removal. Room and board collected, minus any fees or fines for missing or damaged property, will be returned to the resident upon move out of the SIL Program at the

discretion of the Residential Director.

### **Room Inspections**

There will be weekly inspections of each resident's room. These will be signed by the House Manager and the resident. Fines and/or additional work hours will be assigned when room conditions are not passing. The inspection is evaluated by a point system where three or more negative marks on the form will result in a fine. Any fines incurred will not be returned to the resident upon move out. A five-day grace period will be given upon the day of the fine. Failure to pay the fine in full will result in an additional \$5.00 fee. In the event a resident consistently fails to maintain a moderately clean space, the resident will receive a written warning/corrective contract.

To maintain appropriate accountability and safety on the campus, room searches will be performed on an unannounced random basis and/or at the discretion of the Administration with or without the resident present and/or their knowledge. Any illegal items, firearms, drugs, alcohol etc., will be confiscated. All rooms searches will be documented and will always be performed by two staff members on duty.

### **School**

High school student expectations:

- Be at the bus stop on time in the mornings
- Attend all classes while on school campus
- Complete all required assignments
- Continue open communication with SIL Staff about any issues that may arise associated with school requirements

Failure to meet any of the above requirements more than 2x will result in a write up.

### **Visitations On/Off Campus**

Residents will be allowed to have friends visit them in their apartments pending they are preapproved per the SIL Staff. These approved visitors must be off campus by 10:00 PM. No opposite gender/intimate relationship guests will be permitted in resident's room at any time. No one under the age of 18 may transport another SIL resident.

Residents will be allowed to have overnight visits off campus with friends pending advance approval from the SIL House Manager. Residents must complete an Overnight Approval form and submit it to the SIL House Manager 72 hours in advance of the requested date for approval. Residents will not be permitted to have overnight guests in the SIL Apartments, except regarding siblings who currently live on the COMPACT Campus.

No COMPACT resident will be permitted in SIL apartments at any time. Special arrangements can be made in advance with the SIL House Manager and Cottage House Parent when a sibling or family member would like to visit. Visits to cottages of the same gender are only permitted with prior approval from both the SIL House Manager and Cottage House Parent.

SIL residents are permitted to visit staff apartments located on campus when an invitation has

been extended by the House Parent with prior approval from House Managers and only to cottages of the same gender.

### **Grievance Procedure**

In the event a resident of SIL feels he or she is being treated unfairly, a grievance can be filed according to the following procedure:

- Grievance forms can be found in the SIL laundry room.
- Once the form is filled out in private, it can be placed in the locked grievance box in the SIL laundry room.
- The SIL House Manager will check the locked grievance box once per week. When a grievance is found, the box will be taken to the Residential Director who will be only staff who can open the box.
- The Residential Director, in conjunction with the Lead Case Manager, will deal with the issue in an appropriate and timely manner.

### **Maintenance**

If maintenance is needed and/or a resident's apartment has been damaged, the resident is to report the damage or issue immediately to the SIL Staff. SIL Staff will report the issue/damage to the Maintenance Director. Fees will be charged for any damages if deemed vandalism or negligence. Maintenance will provide a 24-hr notice prior to entering a resident's apartment for non-emergency repairs. Circumstances where maintenance can enter an apartment without permission include, but is not limited to, state and fire inspections, cottage inspections, random room sweeps, etc.

### **Medication/Medical Appointments/Therapy**

Residents will take over the responsibility to oversee their own medication administration. The resident will be required to maintain a Medication Log (MAR) to be sure that meds are taken accurately. During weekly room checks, the House Manager will review the MAR. All medications must be stored in the resident's private apartment in a safe and secure place. The resident will keep the medicine in the assigned med box and located in an area designated by SIL staff.

It is the responsibility of residents to take their medications as prescribed. When a resident or Lead Case Manager feels there is a need for a medication change the resident will communicate this to the doctor. All medical emergencies need to be reported to the SIL Staff or call 911 when a life-threatening emergency arises. A nurse is available on campus for minor emergencies and can be contacted during office hours by appointment.

Residents will be responsible for scheduling and attending their medical appointments, as well as maintaining medical needs determined by COMPACT (med checks, dental appointments, etc.). Residents will be required to maintain therapy sessions through COMPACT, when applicable. The therapy office will work with residents' work and school schedules when possible to schedule therapy sessions.

No illegal drug/substance use or distribution is allowed, and violations may result in immediate discharge. To maintain appropriate accountability and safety on the campus, random drug screens will be performed at the discretion of the Administration. Refusal of

a drug screen will be counted as a failed test. Any failed drug screens will result in appropriate disciplinary measures.

### **Tenant Rights and Responsibilities**

The Arkansas Landlord/Tenant Handbook (2014) was created and developed by the Arkansas Realtors Association. A copy of this handbook can be found online at:

<https://arkansasrealtors.com/wp-content/uploads/2015/08/2014-Landlord-Tenant-Handbook-FINAL.pdf>. Common tenant responsibilities include:

- Paying your rent on time.
- Taking good care of the property and keeping it clean (It is the agency's property and you are paying for the use of it. When you move out of the property, it must be in the same condition as it was when you moved in, except for normal wear and tear.)
- Informing the staff of needed repairs as soon as you discover that a repair is necessary.
- Being considerate of other tenants and neighbors. (They have the same rights that you do.)
- Taking all precautions necessary to insure the safety of persons and personal property in and around the property.

### **Warnings/Probation**

The SIL Program is a program of grace and mercy; however, there shall be warnings in the structure. A warning shall be given in two ways:

#### **Verbal Warnings**

A verbal warning is the first warning a resident shall receive in correction. This shall be given in a disclosed and respectful way in order not to embarrass or demean the resident in any way. Verbal warnings should be given in such a way that will be positive and reinforce the values of the SIL Policy Standards. A record of the warning shall be filed in the resident's case file.

#### **Written Warnings**

Formal written warnings will be issued to residents when behaviors or actions deem them necessary. This shall also be in a positive and reinforcing way in hopes that the resident shall heed the warning and seriousness of the nature. A written warning and may result in probationary status, negative consequences, or discharge from the program. Three written warnings will result in dismissal from the SIL Program. Written warnings will be filed in the resident's case file.





# Record Retention and Disposal Policy

## COMPACT Family Services

### 1) Policy:

This Policy represents COMPACT's policy regarding the retention and disposal of records and the retention and disposal of electronic documents.

### 2) Suspension of Record Disposal in The Event of Litigation or Claim:

In the event COMPACT is served with any subpoena or request for documents, or any employee becomes aware of a governmental investigation or audit concerning COMPACT, or the commencement of any litigation against or concerning COMPACT, or the notification of an intent to file a legal action, the employee shall inform the administrator and any further disposal of documents shall be suspended until such time as administrator, with the advice of counsel, determines otherwise. The administrator shall take such steps as is necessary to promptly inform all staff of any suspension in the further disposal of all documents.

### 3) Applicability:

This Policy applies to all physical records generated in the course of COMPACT's operations, including both original documents and reproductions. It also applies to electronic documents.

## RECORD RETENTION SCHEDULE:

### Index of Clients

Regardless of retention period requirements, COMPACT shall create and permanently retain an index of all residential clients, which shall include the client's name, date of birth, entry and exit date, and social security number.

### Adoption Record Maintenance

The agency shall maintain a permanent file on any adoption finalized, which shall be accessed according to Arkansas law and/or Missouri law if Missouri was the state of adoption. If COMPACT establishes or contracts with a Mutual Consent Voluntary Adoption Registry, it shall be maintained according to Arkansas law.

### Non-Adoptive Family Records

Retain a confidential case record for each family that applied to adopt a child and for whatever reason did not adopt. The record shall include the same documents kept for adoptive family records. The records shall be retained for a period of five years after the case file is closed.

### Residential Care Clients

Records of a residential care client shall be retained for a period of six years after the earlier of the death of the client, or the date the client is discharged.

### Contracts with State Agencies

Retain all records relating to a contract with the State of Arkansas and any of its subdivisions for five years after the contract ends or is terminated. If the contract terms require a longer retention period, the contract terms shall govern.

### Historical File

Newspaper clippings, photographs, etc.

Permanent

<u>Other Business Records of the Corporation</u>	
Determination letter for income tax exemption:	Permanent
Accounts payable ledgers and schedules:	10 years
Accounts receivable ledgers and schedules:	10 years
Audit reports of accountants:	Permanent
Bank Statements:	10 years
Cash books:	10 years
Checks (canceled, with exception below):	10 years
Checks (canceled, for important payments; i.e. taxes, purchase of property, special contracts, etc.):	Permanent
Contracts and leases (expired):	10 years
Correspondence (legal and important matters):	Permanent
Depreciation schedules:	Permanent
Donation records of endowment funds	Permanent
Donation records, other:	10 years
Duplicate deposit slips:	10 years
Employment applications:	3 years
Employee personnel records (after termination):	7 years
Expense analyses and expense distribution schedules (including allowance and reimbursement of employees, etc. for travel and other expenses:	10 years
Financial statements (end of year):	Permanent
General ledgers and end-of-year statements:	Permanent
Insurance policies (expired):	Permanent
Insurance records, accident reports, claims, payments, policies, etc:	Permanent
Internal reports, misc. not related to clients	3 years
Invoices from vendors:	10 years
Minutes books of Board of Directors, including By-Laws and Articles of Incorporation:	Permanent
Deeds, mortgages, bills of sale, and real estate sale documents:	Permanent
Payroll records:	10 years
Purchase orders:	3 years
Tax returns and worksheets, and other documents relating to determination of tax liability:	Permanent
Time sheets and cards:	years
Voucher register and schedules:	10 years
Volunteer records:	3 years
Withholding tax statements:	10 years

# BRIAN J. PAGE, LCSW

COMPACT Family Services  
Arkansas Director & Administrator  
2325 Malvern Ave  
Hot Springs, AR 71901

Cell: (417) 299-2951  
Office: (501) 262-1660  
bpage@agfsa.org

## EDUCATION

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- |             |  |                        |
|-------------|--|------------------------|
| <b>1999</b> | <b>MISSOURI STATE UNIVERSITY</b><br>Master of Social Work with specialization in Family Health | <b>SPRINGFIELD, MO</b> |
| <b>1998</b> | <b>EVANGEL UNIVERSITY</b><br>Bachelor of Social Work   | <b>SPRINGFIELD, MO</b> |

## PROFESSIONAL LICENSURE

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<b>2007 to PRESENT</b>	<b>LICENSED CLINICAL SOCIAL WORKER</b>	<b>STATE OF MO</b>
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## PROFESSIONAL EXPERIENCE

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- |                            |   |                        |
|----------------------------|---|------------------------|
| <b>JUL 2017 to PRESENT</b> | <b>COMPACT FAMILY SERVICES</b><br>ARKANSAS DIRECTOR & ADMINISTRATOR (40+ HRS per week)  | <b>HOT SPRINGS, AR</b> |
|                            | <ul style="list-style-type: none"><li>• Provide general oversight to all Arkansas COMPACT programs</li><li>• Determine and execute techniques for recruiting, interviewing, hiring and assessment of staff</li><li>• Facilitate weekly Leadership Team meeting and supervise program directors</li><li>• Act as liaison between COMPACT Family Services (Arkansas) and state, church, business representatives/officials</li><li>• Oversee state contracts, residential programs, and campus/community activities</li><li>• Serve on agencies Executive Team and work directly with the Executive Director in fulfilling his initiatives</li></ul>  |                        |
| <b>MAY 2011 to PRESENT</b> | <b>MISSOURI ARMY NATIONAL GUARD</b><br>BEHAVIORAL SCIENCES OFFICER – Current Position (Reserve Guard Member)  | <b>SPRINGFIELD, MO</b> |
|                            | <ul style="list-style-type: none"><li>• Serve the medical detachment in providing behavioral health services<ul style="list-style-type: none"><li>○ Assess behavioral health concerns of National Guard Soldiers</li><li>○ Assess drug and alcohol concerns and make recommendations for treatment and retention</li><li>○ Assist with annual Soldier medical reviews</li></ul></li><li>• Served as the 206<sup>th</sup> Area Support Medical Company Commander – April 2017 to April 2019<ul style="list-style-type: none"><li>○ Plan future operations and ensure unit can perform their wartime mission</li><li>○ Accountable for over 3.5 million in military/medical equipment and weapons</li></ul></li></ul> |                        |

- Responsible for the health, welfare, training, and morale of 120+ soldiers
- Evaluate soldier performance and counsel soldiers on disciplinary issues

**NOV 2013 to July 2017      MISSOURI ARMY NATIONAL GUARD      SPRINGFIELD, MO**  
**PSYCHOLOGICAL HEALTH COORDINATOR (40+ HRS per week)**

- Conduct clinical assessments, crisis intervention, and critical incident management of soldiers, family members, and units throughout the entire state
- Network and develop community resources to ensure enhanced access of services to soldiers
- Provide behavioral health consultations to commanders and unit personnel
- Facilitate relationship, resiliency, and suicide prevention training events throughout the state
- Independently plan, organize and coordinate all travel and training events

**JAN 2016 to DEC 2016      UNITED STATES ARMY - DEPLOYED      KUWAIT**  
**BEHAVIORAL SCIENCES OFFICER (Active Duty Soldier – HRS = 24/7)**

- Provided clinical counseling and conducted crisis interventions
- Facilitated 78 training events addressing resiliency, relationship, and assertiveness skills
- Supervised, counseled, and evaluated the unit's Mental Health Technicians
- Designed and implemented a training program to enhance long-distance relationships
- Conducted command consultations with senior leaders regarding their 2000+ soldiers
- Ensured 30+ Companies complied with Community Health Promotion Council programs

**APR 2012 to DEC 2013      CENTRAL ASSEMBLY OF GOD      SPRINGFIELD, MO**  
**CELEBRATE RECOVERY DIRECTOR (12 Step Recovery Program – 8 HRS per week)**

- Provided oversight to all aspects of the recovery program
- Coordinated weekly large group meetings
- Conducted quarterly leadership meetings and leader training events
- Managed annual budget

**MAY 2013 to OCT 2013      MISSOURI NATIONAL GUARD      JEFFERSON CITY, MO**  
**INVESTIGATING OFFICER (Temporary ADOS position – 40+ HRS per week)**

- Served as an Investigating Officer of formal Line of Duty (LOD) investigations
- Reviewed LOD substantiating documents and assessed the validity of the service member's claim
- Created LOD investigation reports for perusal by the approving authorities

**AUG 2004 to MAY 2013      CENTRAL BIBLE COLLEGE      SPRINGFIELD, MO**  
**COUNSELOR (40+ HRS per week)**

- Assessed for clinical needs and provided individual, marriage and pre-marital counseling
- Conducted relationship seminars for singles, engaged and married couples
- Facilitated support group for students with prior drug & alcohol issues
- Served as the Commuter Sponsor – managed commuter council activities and budget
- Chair of Wellness Committee during CBC/Evangel Consolidation planning

- 2007 to 2010 Operation Us Trainer (Community trainer of relationship education workshops)

## **ADDITIONAL EXPERIENCE**

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### **SPECIALIZED TRAINING**

- ASIST Master Trainer (Applied Suicide Intervention Skills Training) & safeTALK Instructor
- Master Resiliency Trainer (Resiliency Skills Program)
- Training in TEM (Traumatic Event Management)
- PICK Instructor (Premarital Interpersonal Choices & Knowledge for Singles)
- PREP Instructor (Prevention & Relationship Enhancement Program for Couples)
- Within Our Reach Instructor (Relationship Enhancement Program for Couples)
- Training in Prolonged Exposure and Progressive Counting (Trauma-Informed Treatment)

# Transcript

To all to whom these presents shall come, Greeting

Be it known that

Brian Jesse Hage

having honorably fulfilled all the requirements imposed by the authorities of this Institution, the President and Board of Directors of Evangel College, upon the recommendation of the Faculty, do therefore confer the degree of

Bachelor of Social Work

*Social Work*

with all the Honors, Rights, and Privileges to that degree appertaining.

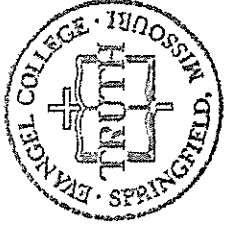
Given at Springfield, in the State of Missouri, on this first day of May, 1998.

*John W. Mills, Jr.*

Chairman of the Board of Directors

*Bernard A. Cona*

Secretary of the Board of Directors



*Z. H. Spencer*  
President of the College  
*Alamy H. Smith, Jr.*  
Dean of the College

**Springfield Missouri State University**

*upon the nomination of the faculty and by the authority of the Board of Governors has conferred upon*

**Brian Jesse Hage**

*the degree of*

**Master of Social Work**

Given under the Seal of the University at Springfield, in the State of Missouri, on the fourteenth day of May, in the year Nineteen Hundred and ninety-nine.

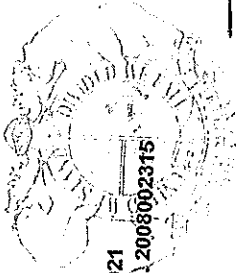


*Almond L. Smith*  
President, Board of Governors

*John H. Keiser*  
President of the University

# State of Missouri

Missouri Department of Commerce and Insurance  
Division of Professional Registration  
State Committee for Social Workers  
Clinical Social Worker (LCSW)



VALID THROUGH SEPTEMBER 30, 2021  
ORIGINAL CERTIFICATE/LICENSE NO. 2008002315

BRIAN JESSE PAGE  
210 LITTLE HOLLOW TRAIL  
HOT SPRINGS NATIONAL PARK AR 71913  
USA

  
EXECUTIVE DIRECTOR

  
DIVISION DIRECTOR



# LaDana Pate

Glenwood, AR • 501-617-1412 • [donniedana@outlook.com](mailto:donniedana@outlook.com)

## Residential Director

2.5 year experience Residential Director, 2 years' experience Program Manager, with a 6 year tenure as a preschool teacher and 4 years as U of A Trainer. 12 years of experience working within government and state regulations. Passion for advocating for abused or neglected children and researching new ways to work with various special needs of children.

## EXPERIENCE

### Residential Director

Brian Page, Compact Family Services 501-262-1660

5/2015-present

- Creating programs sufficient for Residential group home
- Supervising Case Managers, and Houseparents
- Supervise foster child placement
- Manage House Parents, Case managers, Family Consultants
- Train potential House Parents and staff

### Director

DC Adams First Presbyterian Children's Community: 870-741-0765

7/2013-8/2014

- Supervised 23 staff with approximately 135 children ages from 6 weeks to 12 years
- Filed government vouchers and USDA food program monthly
- Planned and prepared upcoming events for the daycare; Christmas programs, graduations, etc.
- Managed budgets for the whole of the daycare center, for food, resources, salaries, trainings

### Teacher

Ferri Grisham - Hot Springs Childcare: 501-625-7320

8/2011-5/2012

- Managed a classroom with 20 children, with several special needs children
- Prepared lesson plans on subjects such as: personal/social, math, science, language, social studies, physical, arts
- Observed, assessed, and documented individual behaviors of children
- Prepared and implemented parent/teacher conferences

### Early Head Start Director

Andrea Holiman - Malvern Early Head Start: 501-332-5426

1/2011-7/2011

- Supervised teachers in licensing/EHS/Better Beginning/ITERS rules for Infant toddler rooms
- Handled all paperwork for the center (shot records, assessments, screenings, etc.)
- Worked with parents in parent meetings, enrollments, guidance, community services, and monthly conferences

### Teacher

Mary Thomas - St. Michaels Preschool: 501-545-9218

6/2007-5/2010

- Managed a classroom with 20 children, with several special needs children
- Prepare lesson plans on subjects such as: personal/social, math, science, language, social studies, physical, arts
- Observed, assessed, and documented individual behaviors of children

## EDUCATION

### Master of Arts; Bible and Theology

5/2020 Southwestern Assembly of God, Waxahachie TX

Master of Arts in Education; Special Education, 6/2011

Ashford University, Clinton, IA

Bachelor of Arts in Education, 7/2009

Ashford University, Clinton, IA

Associates Degree in Early Childhood Education, 12/2006

National Park Community College, Hot Springs, AR

Technical Certificate in Early Childhood Education, 5/2006

National Park Community College, Hot Springs, AR

### Master of Arts in Psychology, 1/2016

University of the Rockies, Denver, CO

## Community Volunteer

Day School & children Church Teacher  
Adults, children and Teens) - Glenwood First  
Assembly of God 15 years

Children Church leader - Amity Assembly of  
God and Glenwood First Assembly of God 16  
years

Volunteer, Food pantry Glenwood First  
Assembly of God 2 years

## Professional References:

Melody Davis

Harrison, AR 72601

870-688-9853

[mdavis@hps.k12.ar.us](mailto:mdavis@hps.k12.ar.us)

<mailto:dcadamsfpc@hotmail.com>

Sister Mary Thomas O'Keefe

1125 Malvern Ave.

Hot Springs, AR 71901

501-545-9218

[smarythomas@hotmail.com](mailto:smarythomas@hotmail.com)

Cindy Kirk

101 college drive

Hot Springs, AR 71913

501-760-4353

501-538-6095

[ckirk@npcc.edu](mailto:ckirk@npcc.edu)

Mary Jane Cody

Hot Springs, AR 71901

501-791-8551

[mcdody@uaex.edu](mailto:mcdody@uaex.edu)

# Ashford University

Upon the recommendation of the faculty and by virtue  
of the authority vested in the Board of Trustees,  
Ashford University hereby confers upon

Laura Harbrough

the degree

Master of Arts

Education

with all the Rights and Privileges thereto appertaining.  
In testimony whereof, this degree is granted at Windsor in the State of Iowa,  
on the Twenty-Seventh day of June, in the year Two Thousand and Eleven.

Elizabeth T. Lee  
President and Chief Executive Officer



*[Signature]*  
Chairman of the Board of Trustees

# Ashford University

Upon the recommendation of the faculty and by virtue of the authority vested in the Board of Trustees, Ashford University hereby confers upon

**Warena Adlissie Varbrough**

the degree

**Bachelor of Arts**

**Social Science**

with all the Rights and Privileges thereto appertaining.  
In testimony whereof, this degree is granted at Winston in the State of Iowa, on the Twentieth day of July, in the year Two Thousand and Nine.

*John McAuliffe*  
President and Chief Executive Officer



*W. H. Lewis*  
Chairman of the Board of Trustees

# National Park Community College

Hot Springs, Arkansas



By the authority of the State of Arkansas, vested in the Board of Trustees,  
and upon recommendation of the Faculty, National Park Community College  
has conferred upon

*LaDana Adlissie Yarbrough*

the degree of

*Associate of Applied Science in Early Childhood Education*

in recognition of the fulfillment of all requirements for this degree.

December 15, 2006

*J. Hale*

Chairperson, Board of Trustees

*Sally Cardy*

President

# National Park Community College

Hot Springs, Arkansas

By the authority of the State of Arkansas, vested in the Board of Trustees,  
and upon recommendation of the Faculty, National Park Community College  
has conferred upon

*Lana Adlissie Yarbrough*

the degree of

*Technical Certificate in Early Childhood Education*

in recognition of the fulfillment of all requirements for this degree.

May 20, 2006

*J. Hale*  
\_\_\_\_\_  
Chairperson, Board of Trustees

*Sally Carder*  
\_\_\_\_\_  
President

## **GORAN KOJCHEV**

*2325 Malvern Ave.*

*Hot Springs, AR 71901*

*978-873-7452*

*Email: gkojchev@compact.family*

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### **ACADEMIC BACKGROUND**

#### ***Doctor of Ministry***

***August 2018 – Present***

*Southeastern University – Lakeland, Florida*

#### ***Master of Arts in Counseling***

***September 2011 – January 2015***

*Gordon-Conwell Theological Seminary - South Hamilton, Massachusetts*

- Dual Track – Mental Health & Marriage and Family; GPA: 4.00

#### ***Master of Arts in New Testament***

***September 2008 – January 2015***

*Gordon-Conwell Theological Seminary; GPA: 4.00*

#### ***Bachelor of Theology***

***October 2005 – May 2008***

*Evangelical Theological Seminary - Osijek, Croatia*

- Concentration in Discipleship and New Testament

#### ***Medical School***

*Ss. Cyril and Methodius University, College of Medicine*

*Campus: D.S.M.U. Dr. Jovan Kalauzi - Bitola, Macedonia*

- Studies in medicine; GPA: 4.00 (degree was not conferred).

### **WORK EXPERIENCE**

#### ***Assistant Residential Director***

***August 2019 - present***

*Assemblies of God Family Services Agency (COMPACT) – Hot Springs, Arkansas*

- Overseeing the day-to-day operations at the Social Services Department at the Hillcrest Children's Home in Hot Springs, AR, together with the Residential Director, LaDana Pate.
- Duties include overseeing the case managers, direct care staff (house parents and relief house parents), and residents in order to provide care to foster children, pregnant teens and teen mothers, and large sibling groups in the care of COMPACT Family Services.
- Training direct care staff and case managers, supervising child admissions and placements as well as working directly with the state of Arkansas in placements, and collaboration with the COMPACT team on creating programs and manuals.

**Associate Pastor (Discipleship, Counseling and Recovery Ministries)**  
*Calvary Christian Church - Lynnfield, Massachusetts*      **June 2015 – July 2019**

- Overseeing CCC's Discipleship ministry (Altar, POF follow-ups, water baptisms). Teaching classes, conducting funerals, doing daily visitations and on-calls, Overseeing Celebrate Recovery. Also, providing biblical-based pastoral care and counseling to individuals, couples and families. Taught trainings on domestic violence, abuse, sexual assault, suicide prevention, trauma and PTSD, etc.

**Counseling Ministry Intern (Volunteer)**      **December 2014 – June 2015**  
*Calvary Christian Church - Lynnfield, Massachusetts*

- Developed a class/training on domestic violence, abuse and sexual assault; coordinated a marriage conference *A Mending Spirit: The Power of Forgiveness in Marriage* in February 2015, worked with Stephen's Ministry (a group that offers counseling and care to those going through difficult life circumstances), and making visits to members of the congregation and the church shut-ins.

**Hospice Intern**      **May 2013 – November 2014**  
*Life Choice Hospice - North Andover, Massachusetts*

- Offered bedside assistance, care, counseling and bereavement support to patients and their families.

**Residence Life Coordinator – Student Life Services**      **Sep. 2010 – May 2014**  
*Gordon-Conwell Theological Seminary*

- Served as a liaison between dorm students, the Office of Dean of Students and other supportive services while overseeing the life and well-being of a dorm with students from 11 different cultural backgrounds.

**Registration Office Student Worker**      **August 2009 – August 2014**  
*Gordon-Conwell Theological Seminary*

- Maintained administrative work, assisted students daily, entered biographical data and immunization records in the CAMS database, fulfilled transcript requests, verified enrollment and graduation requirements, and provided support for New Student Orientation, Baccalaureate and Commencement exercises.

**Library Circulation Desk Aide**      **August 2008 – July 2009**  
*Gordon-Conwell Theological Seminary*

**ORGANIZATIONAL ACTIVITIES / PROFESSIONAL DEVELOPMENT**

**Trauma and PTSD Seminar**

- Seminar Presentation delivered at Good Shepherd Presbyterian Church, Rock Island, IL (May 25&26, 2018).

**Lynnfield Substance Abuse Prevention Coalition Member (May 2017 - Present)**

- Town of Lynnfield, Massachusetts. Work being done in raising awareness of the opioid epidemic in the local communities, preparing student and parent surveys and assessment in local middle and high schools, creating a resource guide for the entire Lynnfield community etc.



### **Suicide Prevention Seminar**

- Seminar presentation delivered at Neighborhood Church of Greenwich Village, NYC, NY (May 26, 2017).

### **Every Life Matters: Suicide Prevention Conference**

- Conference Keynote Speaker at Good Shepherd Presbyterian Church, Rock Island, IL (May 19&20, 2017).

### **Domestic Violence, Abuse and Sexual Assault and Suicide Prevention Trainings**

- Trainings conducted for Staff members and church lay leaders at Calvary Christian Church (January 17, 2016; February 19 and March 12, 2017).

### **THRIVE – Counseling Training for Administering Assessments for Marital and Premarital Counseling (Prepare/Enrich)**

- Southern New England Ministry Network (December, 2016).

### **Psi Chi – International Honor Society in Psychology**

- President - Gordon-Conwell Theo. Seminary Chapter (May 2012 – March 2014)
- Organized various activities for students, while providing professional development through seminars, social activities. Coordinator and organizer of the regional conference: *No Place for Abuse: Bridging the Gap in Situations of Domestic Violence, Abuse and Sexual Assault* (September 28, 2013).

### **Self-Study Subcommittee on Student Accreditation Standards (2013 –2014)**

- Committee member– Worked on provide data for the items related to students and student services for Gordon-Conwell's upcoming reaccreditation in Fall 2015. The subcommittee prepared different sections of the final report to the ATS and NEASC accrediting agencies.
- Was a Focus Group Facilitator of the Learning Environment/Assessment Survey Committee for Spring 2013.

### **Peace and Safety in the Christian Home (PASCH) – Brewster, Massachusetts**

- Was involved in helping people going through domestic violence and abuse as well as helping in organizing several events and serving as administrative support and assistant to the needs of the President of PASCH (2009-2011).

### **Faith and Light – Osijek, Croatia**

- Internship (Fall 2006 – Spring 2008): Helping individuals with mental and physical disabilities by primarily coaching them, as well as organizing events and Bible studies for them and their families, and working as administrative support to their office.

### **STEP (Student Evangelical Movement) Ministries – Osijek, Croatia**

- Internship (Fall 2005 – Spring 2006): Leading small groups and helping in Bible projects to reach out to students from other universities. Was actively involved in counseling students and individuals who were going through hard times at home and school or needed tutoring and mentoring.

### **Children's Forum of Macedonia – Skopje, Macedonia**

- President, founding organizer and Board member (2003 – 2007).
- Children's Forum was an organization that equipped leaders to promote, defend, and protect human and children rights as defined and mandated by the declarations of the UN and UNICEF, especially in the educational institutions, through projects, camps, seminars, lectures, and public awareness campaigns. Also, the organization worked in promoting reconciliation between the Eastern-Orthodox Macedonian and the predominantly Muslim Albanian students after the war in 2001.

### **ACADEMIC/TEACHING EXPERIENCE**

#### **Byington Scholar**

**Fall 2009 – May 2014**

*Gordon-Conwell Theological Seminary*

- Research and Teaching Assistant to:
  - Dr. Sean McDonough, Department of Biblical Studies (2011-May 2014). Assisted in the following classes: New Testament Survey, Interpreting the New Testament, Life of Jesus, Exegesis of Various New Testament Books (Gospel of John, Gospel of Luke, Acts, 1 Corinthians, Philippians, James, and Revelation).
  - Dr. Catherine Clark Kroeger, Department of Christian Thought (2009-2011). Assisted in the following classes: Human Sexuality, Ecclesiastical Latin 1 and 2, Greek Readings in the Apostolic Fathers, the Early Church, and Women in the Bible.

#### **Instructor and Teaching Assistant in Biblical Greek**

**Fall '06 – Spring '08**

*Evangelical Theological Seminary - Osijek, Croatia*

### **LANGUAGES**

- *Fluent in:* English, French, Macedonian, Croatian, Serbian, Bulgarian and Basic Spanish.
- *Research languages:* Biblical Greek, Biblical Hebrew, and Basic Latin.

### **ACADEMIC AND RESEARCH INTERESTS**

- *Primary:* Bible and New Testament, Pastoral Care and Counseling.
- *Secondary:* Psychopathology, Theology, Addictive Behavior, Ethics, Human Sexuality, Substance Abuse, Suicide, Domestic Violence and Abuse, Sexual Assault, Trauma and PTSD.

### **REFERENCES**

- Available Upon Request.

Robert C. Swartz  
2325 Malvern Avenue  
Hot Springs, AR 71901  
(501) 762-6953

**Experience and Skills:**

*Lead Case Manager.*

CompACT Family Services, Hot Springs, Arkansas.

Assist case managers and cottage parents with issues of conduct and overall well-being of residents. Serve in on-call rotation. Attend court hearings and staffings as needed. Serve as case manager for the Transitional Living Program.

*Teacher.*

West Side Baptist School & Church, El Dorado, AR

Taught Bible and History and was PACE lab coordinator, as well as part-time custodial work until the high school closed.

*Mental Health Worker.*

Oaklawn Psychiatric Hospital, Goshen, Indiana

Made clinical observations of patients. Assisted patients with the planning and implementing of their treatment plan. Redirected patients as needed.

*Activity Manager.*

Hamilton Grove Retirement Community, New Carlisle, Indiana

Planned and implemented activities for nursing home and adjacent retirement community. Recruited, trained and supervised volunteers. Prepared monthly newsletter. Supervised three activity staff members. Oversaw commissary, beauty shop, library and greenhouse.

*Caseworker.*

St. Joseph County Department of Public Welfare, South Bend, Indiana

Worked as a financial social worker. Evaluated the continuing eligibility of clients involved in the Aid to Families with Dependent Children. Gathered and verified information concerning clients. Liaison with other government and programs and made referrals to community agencies.

*Hospital Orderly:*

Served primarily as orderly on the orthopedic unit. Assisted patients in the ambulatory process after surgery. Placed patients in head, pelvic or leg traction. Also performed the duties of house orderly, answering calls from other units, assisting in surgery and responding to emergency calls to perform CPR.

**Education:**

M.A. in Counseling (LPC track)

Assemblies of God Theological Seminary, Springfield, MO

Cum laude

B.A. in Psychology

Bethel College, Mishawaka, IN

Summa cum laude

**Professional Training:** Passed National Counselor Examination, July 2000

Taylor Johnson Temperament Analysis Assessment Training

Prepare/Enrich Facilitator Training

Received Activity Director's License, 1985 (no longer active)



# Case Manager Job Description

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Office Title: \_\_\_\_\_

Location: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Signature of Supervisor \_\_\_\_\_

Date \_\_\_\_\_

Signature of Employee \_\_\_\_\_

Date \_\_\_\_\_

## Position Summary

Serve as primary representative and advocate for residents of COMPACT Family Services. Responsible for assessments, case planning, and casework services for residents. Meet regularly with each resident on assigned caseload and maintain appropriate documentation. Act as liaison between COMPACT and families, school officials, court and other child welfare organizations. Required Mandated Reporter for suspected abuse/neglect.

## Position Requirements

**Education/Training:** Bachelor's Degree in a Human Services field or a Bachelor's Degree in another field plus two years' work experience in a Human Services field. Shall attend 24 hours of job-related continuing education each year.

**Experience:** Previous casework experience helpful. Must have knowledge in use of Microsoft programs.

## Job Duties

1. Responsible for completing needs assessments, case planning, and casework services for residents.
2. Develop service plans for new residents by working with the houseparent, resident, and the therapist at admission and quarterly thereafter.
3. Develop a written plan of safe care/protection for any resident with special psychological needs, document steps taken to implement written plan of care, and review plan of care every 3 months.
4. Meet with each resident on a weekly basis to discuss areas of concern regarding their emotional, spiritual, and physical needs and other pertinent issues relative to their service plan.
5. Maintain charts for residents on their caseload. Ensure paperwork is completed in a timely manner.
6. Facilitate intake and discharge proceedings.
7. Provide requested documentation as needed using extendedReach (eR) or Microsoft Word.
8. Develop visitation plan(s) with residents' families, DCFS, host families, etc.
9. Collect mail for residents and deliver in a timely manner. Read, record, and assure an appropriate response is made for resident mail. Monitor all family correspondence to and from each resident.
10. Read progress notes daily during the work week. Aid/support houseparents when a resident is having problems. Keep Residential Director updated on any concerns you observe while monitoring progress notes.
11. Oversee resident's education, verify grades, attend parent-teacher conferences (if necessary), and connect with resources to help resident succeed in school.

12. Assist in planning and participate in celebrations on behalf of residents, including birthday parties, holiday parties, and other events.
13. Upon resident discharge, complete discharge summary, place a copy in the resident's file, and provide a copy to the resident's guardian, along with other important documents.
14. Assist, coach, and mentor direct care staff with issues of conduct and overall well-being of the residents. Implement Behavioral Modification Plans as needed for residents with frequent behavioral outbursts.
15. Provide crisis intervention as needed and assist on-duty staff with behavioral issues.
16. Serve on call on a rotating basis. During medical emergencies, may assist Health Services Office as necessary.
17. Attend and participate in weekly Social Services meetings and regularly scheduled CM meetings to facilitate necessary communication, schedules, and appointments.
18. Attend to and prepare recommendations for court personnel, DCFS staffings, and court hearings, as necessary.
19. Prepare for and lead Monthly Team Meetings with direct care staff, DCFS, and other relevant members of the case plan. Send monthly reports to DCFS.
20. Prepare for and participate in therapy Doctor Day.
21. Communicate biweekly with therapists or more frequently as needed to ensure continuity of care.
22. Evaluate and create life skills goals for residents ages 14 years and older.
23. Maintain appropriate boundaries between field professionals, residents, and personal issues.
24. Maintain resident confidentiality per HIPAA, State, and COMPACT standards and all applicable codes of ethics.
25. Meet with Cottage Team weekly to overview residents and discuss any issues and concerns. Maintain regular communication with Cottage Team including emails, calls, and/or texts.
26. Develop and implement long-term goals and objectives to achieve the preferred outcomes for assigned cottages.
27. Ensure that program activities operate within the policies and procedures of COMPACT and in compliance with Arkansas State Minimum Licensing Requirements.
28. Communicate with Lead CM and Residential Director to increase effectiveness and ensure efficiency in program delivery.
29. Serve as a role model for staff in positive tone, morale, professionalism, and policy adherence in interactions with residents, other employees, residents' family members and friends, DCFS workers, and others.
30. Perform other duties as assigned.

### **Personality Characteristics**

**Accuracy:** Work is correct and contains few errors.

**Conscientious:** Controlled by and does work according to a sense of what is right or wrong in his or her conduct or motives. Carefully and thoroughly completes assigned tasks. Take pride in work. Has understanding of the importance of his or her work.

**Cooperative:** Willingly works collaborates and joins forces with others for a common purpose. Team player and is able to follow the lead of others.

**Customer Service:** Renders assistance to customers for their benefit, as well as the benefit of the company, by answering questions, offering alternatives and solutions, providing needed products or services, and gratifying the customer's wants and desires, within reason.

**Decision Making Skills:** Evaluates efforts of tasks, duties, projects, people and/or resources. Demonstrates problem solving skills and uses good judgment to carefully make decisions. Thinks clearly and logically.

**Dependable:** Worthy of trust. Supervisors can place confidence in and rely on him or her support and help.

**Encourager:** Inspire others with courage and confidence.

**Flexibility:** Easily able to handle policies, procedures, and situations that become different, altered, modified or completely changed. Adjust to new conditions easily. Is able to conform and fit in.

**Follow-Through:** Watches the movements and course of own job duties and projects, as well as assignments delegated. Keeps up with tasks and understands subsequent events that happen.

**Friendly:** Has a likeness, fondness and affection for others. Agreeable and amiable in behavior and manner. Is considerate, courteous, respectable and well-mannered.

**Goal-Oriented:** Direct efforts toward specific, measurable, realistic, reasonable, yet hard results and ends.

**Honest:** Honorable in principles, intentions and actions. Has a good reputation. Have moral and ethical considerations that act as a restraining force.

**Initiative:** Ready and able to initiate action. Begin actions without having to be told to do so. Able to make, form, conceive, and be resourceful. Create services, policies, procedures and/or solutions He or she introduces new methods, changes or variations.

**Loyal:** Agrees with and is faithful to the company, supervisor, and coworkers; and zealous in his or her attachment. Coworkers and supervisor can depend confidently on him or her.

**Organized:** He or she is coordinated and arranges environment in a systematic manner to achieve objectives.

**Planning:** Has a good, predetermined, prepared methods of doing or proceeding with tasks, job duties and projects by formulating an order, outline, layout, strategy, steps, and policies formulated beforehand.

**Problem-Solver:** Finds the answer or explanation for questions or matters involving doubt, uncertainty, or difficulty. Interprets, resolves and clears up enigmas.

**Professional:** Professional character, spirit, practices and methods, as distinguished from an amateur.

**Stress Handler:** Able to handle physical, emotional or mental tensions, pressures, urgencies and important situations. Able to handle more than one important and urgent thing at a time.

**Time Manager:** Controls, uses and directs time well to succeed in accomplishing responsibilities.

**Verbal Communication:** Interchanges thoughts, information and feelings orally.

**Written Communication:** Interchanges thoughts, information and feeling in writing.



# TLC House Manager Job Description

COMPACT Family Services

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Office Title: \_\_\_\_\_

Location: \_\_\_\_\_

Supervisor: \_\_\_\_\_

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

## Position Summary

Responsible for the overall management of TLC residents and building, including but not limited to assessments, implementation of service planning, service delivery, and community partnerships. Meet regularly with each resident and maintain appropriate documentation. Required Mandated Reporter for suspected abuse/neglect.

## Position Requirements

**Education/Training:** Bachelor's Degree in a Human Services field or a Bachelor's Degree in another field plus two years' work experience in a Human Services field. Shall attend 30 hours of job-related continuing education each year.

**Experience:** Previous casework experience helpful. Must have knowledge in use of Microsoft programs.

## Job Duties

1. Responsible for completing needs assessments, case planning, and casework services for children and families.
2. Facilitate intake and discharge proceedings.
3. Conduct life skills assessment 30 days prior to a resident moving to TLC or upon receipt of an admissions application and quarterly thereafter for all TLC residents. Life skills inventories are to be reviewed and updated with the service plan.
4. Develop service plans for new residents by working with the resident, DCFS, and the therapist at admission and quarterly thereafter.
5. Meet with each resident on a weekly basis to discuss areas of concern regarding their emotional, spiritual, and physical needs and other pertinent issues relative to their service plan and life skills inventory. Document meeting in extendedReach (eR).
6. Maintain charts for residents.
7. Filing and documentation must be complete and up to date each week.
8. Be able to provide upon request all documentation information using eR or Microsoft Word.
9. Develop visitation plan(s) with residents' families, DCFS, host families, etc.
10. Report misconduct issues to the Lead CM. Work with the Lead CM and resident to achieve desired behavior.
11. Oversee resident's education for high school students and those attending college. Obtain documentation of grades each semester.

12. Plan and facilitate meetings and celebrations on behalf of residents, including birthday parties, holiday parties, and other events.
13. Provide crisis intervention as needed.
14. Work with Lead CM in discharge planning and complete required documentation.
15. Prepare and conduct monthly life skills classes focusing on the current needs of the residents and ensure residents are attending DCFS life skills classes.
16. Maintain weekly and monthly required documentation on each resident, including but not limited to budget forms, room checks, menus, etc.
17. Hold monthly fire drills and quarterly weather drills and document drills in eR.
18. Create and post a weekly transportation schedule for TLC residents by the Wednesday prior that includes but is not limited to transportation for school, work, appointments, errands, etc.
19. Collect mail for residents and deliver to central location in a timely manner. Be available to answer questions concerning mail they receive.
20. Lead monthly relationship and team building activities with residents.
21. Prepare for and lead Monthly Team Meetings with resident, Lead CM, DCFS, and other relevant members of the case plan. Send monthly reports to DCFS.
22. Update the community resource information quarterly and coordinate volunteer opportunities for TLC residents.
23. Communicate biweekly with therapists or more frequently as needed to ensure continuity of care.
24. Maintain TLC building cleanliness by assigning chores to residents and ensuring upkeep of the Great Room, Laundry Area, and grounds around the building.
25. Attend and participate in weekly Social Services meetings.
26. Establish both personal and professional supportive relationships within the community to further develop partnerships for the TLC program.
27. Maintain appropriate boundaries between field professionals, residents, and personal issues.
28. Maintain resident confidentiality per HIPAA, State, and COMPACT standards and all applicable codes of ethics.
29. Ensure that program activities operate within the policies and procedures of COMPACT and in compliance with Arkansas State Minimum Licensing Requirements.
30. Communicate with Lead CM to increase effectiveness and ensure efficiency in program delivery.
31. Serve as a role model for staff in positive tone, morale, professionalism, and policy adherence in interactions with residents, other employees, residents' family members and friends, DCFS workers, and others.
32. Complete yearly in-service training, including but not limited to, the topics of: positive youth development; service recipient/case manager relationship; service programs, purposes, and effective practices; public assistance programs and eligibility criteria; case advocacy; local resources; and community service delivery system.
33. Perform other duties as assigned.

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**Cooperative:** Willingly works collaborates and joins forces with others for a common purpose. Team player and is able to follow the lead of others.

**Customer Service:** Renders assistance to customers for their benefit, as well as the benefit of the company, by answering questions, offering alternatives and solutions, providing needed products or services, and gratifying the customer's wants and desires, within reason.

**Decision Making Skills:** Evaluates efforts of tasks, duties, projects, people and/or resources. Demonstrates problem solving skills and uses good judgment to carefully make decisions. Thinks clearly and logically.

**Dependable:** Worthy of trust. Supervisors can place confidence in and rely on him or her support and help.



**Encourager:** Inspire others with courage and confidence.

**Flexibility:** Easily able to handle policies, procedures, and situations that become different, altered, modified or completely changed. Adjust to new conditions easily. Is able to conform and fit in.

**Follow-Through:** Watches the movements and course of own job duties and projects, as well as assignments delegated. Keeps up with tasks and understands subsequent events that happen.

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**Problem-Solver:** Finds the answer or explanation for questions or matters involving doubt, uncertainty, or difficulty. Interprets, resolves and clears up enigmas.

**Professional:** Professional character, spirit, practices and methods, as distinguished from an amateur.

**Stress Handler:** Able to handle physical, emotional or mental tensions, pressures, urgencies and important situations. Able to handle more than one important and urgent thing at a time.

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