

**SIGNATURE PAGE**

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION				
Company:	Consolidated Youth Services, Inc.			
Address:	4220 Stadium Blvd			
City:	Jonesboro	State:	AR	Zip Code: 72404
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Partnership	<input type="checkbox"/> Sole Proprietorship <input checked="" type="checkbox"/> Corporation	<input type="checkbox"/> Public Service Corp <input checked="" type="checkbox"/> Nonprofit	
Minority and Women-Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable <input type="checkbox"/> African American	<input type="checkbox"/> American Indian <input type="checkbox"/> Hispanic American	<input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American	<input type="checkbox"/> Service Disabled Veteran <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:	Bonnie Boon	Title:	Executive Director
Phone:	870-972-1110	Alternate Phone:	870-930-4905
Email:	cysinc@rittermail.com		

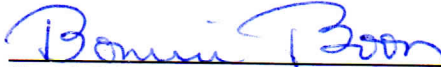
CONFIRMATION OF REDACTED COPY
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input checked="" type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.
<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: Bonnie Boon Date: 3/22/2019

## 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.

No Exceptions are requested

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**

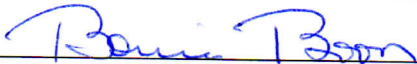
Vendor Name:	Consolidated Youth Services, Inc	Date:	3/22/2019
Authorized Signature:		Title:	Executive Director
Print/Type Name:	Bonnie Boon		

## 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.

No Exceptions are requested

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:	Consolidated Youth Services, Inc	Date:	03/22/2019
Authorized Signature:		Title:	Executive Director
Print/Type Name:	Bonnie Boon		

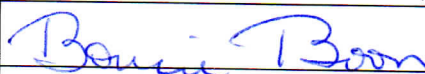


## SECTION 3,4,5 - VENDOR AGREEMENT AND COMPLIANCE

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

No Exceptions are requested

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**

<b>Vendor Name:</b>	Consolidated Youth Services, Inc	<b>Date:</b>	03/22/2019
<b>Authorized Signature:</b>		<b>Title:</b>	Executive Director
<b>Print/Type Name:</b>	Bonnie Boon		



## 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.

<b>Vendor Name:</b>	Consolidated Youth Services, Inc	<b>Date:</b>	03/22/2019
<b>Authorized Signature:</b>	<i>Bonnie Boon</i>	<b>Title:</b>	Executive Director
<b>Print/Type Name:</b>	Bonnie Boon		

Attachment G. has the Minimum Qualification Checklist that your RESPONSE will be checked against. You must submit all information requested so that information can be verified. Failure to submit the requested information may cause your response to be disqualified. **Do not complete and return this form with your response.** It is for information only.

Please find attached a summary of the proposed services to be provided under this proposal

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: March 12, 2019**  
**SUBJECT: RFQ 710-19-1025 QUALIFIED RESIDENTIAL TREATMENT 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 change to April 8, 2019. Time remains the same – 10:00 am

Revise 1.28 - Schedule of Events to read: Date and time for Opening Bids: April 8, 2019.

**CHANGE TO PAGE ONE OF THE SOLICITATION DOCUMENT**

Add contact information;  
Issuing Officer: Margurite Al-Uqdah  
Email Address: [margurite.al-uqdah@dhs.arkansas.gov](mailto:margurite.al-uqdah@dhs.arkansas.gov)  
Phone#: 501-682-8743

**REPLACE ATTACHMENT**

Replace Attachment G

**CHANGES TO REQUIREMENTS**

**Delete Section 2.2A and replace with the following:**

- A. Vendor must submit a Residential Child Welfare Agency license obtained from the Division of Child Care and Early Childhood Education (DCCECE).



**Delete Section 2.2B and replace with the following:**

B. Must be accredited by one (1) of the independent, not for profit organizations specified below **or** have an application in-progress for one or more such accreditations at time of bid. For verification purposes, the Vendor **must** submit:

- 1) Current Certificate of Accreditation from one of the organizations listed below **or**
- 2) A copy of the accreditation application **and** a copy of the application payment that was submitted to one of the entities below:
  - a. The Commission on Accreditation of Rehabilitation Facilities (CARF);
  - b. The Joint Commission on Accreditation of Healthcare Organizations (JCAHO); or
  - c. The Council on Accreditation (COA).

**Section 2.3 A**

Delete: The contractor must be a licensed residential treatment care provider and be accredited by any of the following independent not-for-profit organizations : The Commission on Accreditation of Healthcare Organizations (JCAHO), the Council on Accreditation (COA) or The Commission on Accreditation of Rehabilitation Facilities (CARF).

Add: The contractor must be a licensed residential treatment care provider and be accredited by any of the following independent not-for-profit organizations by October 1, 2019: The Commission on Accreditation of Healthcare Organizations (JCAHO), the Council on Accreditation (COA) or The Commission on Accreditation of Rehabilitation Facilities (CARF).

**Attachment C: Performance Standards**

C. Delivery of Treatment in a Safe and Secure Environment, add:

Service Criteria:

8. The contractor must be a licensed residential treatment care provider and be accredited by any of the following independent not-for-profit organizations by October 1, 2019: The Commission on Accreditation of Healthcare Organizations (JCAHO), the Council on Accreditation (COA) or The Commission on Accreditation of Rehabilitation Facilities (CARF).

Acceptable Performance:

Acceptable performance is defined as one hundred percent (100%) compliance with all Service Criteria and Acceptable Performance standards at all times throughout the contract term.

Contractor must maintain accreditation one hundred percent (100%) of the time after October 1, 2019 and for the duration of the contracted term.

Damages:

Failure to achieve and maintain licensure and accreditation as stated in Service Criteria and Acceptable performance my result in immediate contract termination.

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 [Marqurite.al-uqdah@dhs.arkansas.gov](mailto:Marqurite.al-uqdah@dhs.arkansas.gov) or 501-682-8743.

Bonnie Beon

Vendor Signature

3-22-2019

Date

Consolidated youth Services, Inc

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:** March 26, 2019

**SUBJECT:** 710-19-1025 Qualified Residential Treatment 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

**CHANGE EFFECTIVE DATE OF CONTRACT**

Revise

Sections 1.2A Type of Contract and Section 1.28 - Contract Start Date which reads that the effective date of contract is 6/1/2019.

It will now read to say contract effective date is 7/1/2019.

**CHANGE SPECIFICATIONS**

**2.1 QUALIFIED RESIDENTIAL TREATMENT PROGRAM (QRTP) MINIMUM QUALIFICATIONS**

Insert at the end of item "D.": Vendors who do not have registered or licensed nursing personnel at time of bid submission must submit all licenses before July 1, 2019, in order to be awarded a contract.

**REVISE ATTACHMENT**

Revise Attachment G



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.

Bonnie Bon  
Vendor Signature

3-27-19  
Date

Consolidated youth Services, Inc  
Company

## CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

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

SUBCONTRACTOR:  Yes  No

SUBCONTRACTOR NAME:

TAXPAYER ID NAME: Consolidated Youth Services, Inc.

IS THIS FOR:  Goods?  Services?  Both?

YOUR LAST NAME: Boon

FIRST NAME: Bonnie

M.I.:

ADDRESS: 4220 Stadium Blvd

STATE: AR

ZIP CODE: 72404

COUNTRY: USA

CITY: Jonesboro

***AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:***

### FOR INDIVIDUALS \*

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

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

None of the above applies

### FOR AN ENTITY (BUSINESS) \*

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

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

None of the above applies

## Contract 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 3/22/2019

Vendor Contact Person Bonnie Boon Title Executive Director Phone No. 870-972-1110

<i>Agency use only</i>			
Agency Number _____	Agency Name _____	Agency Contact Person _____	Contact Phone No. _____ or Grant No. _____



<b>CYS, Inc. – PERSONNEL MANUAL</b>	<b>PAGE 1 OF 2</b>
<b>Chapter: EMPLOYMENT PRACTICES</b>	<b>Effective Date: 12/04/2002</b>
<b>Subject: COMPLIANCE WITH STATE AND FEDERAL REGULATIONS</b>	<b>Last revised: 02/12/2018</b>

**EMPLOYMENT POLICY-** It is the policy of Consolidated Youth Services to provide a positive work environment that is culturally diverse and free of discrimination or any unfair labor practices by implementing employment decisions and personnel actions in compliance with all applicable state and federal laws including but not limited to: The Civil Rights Act of 1964, Fair Labor Standards Act, Family Medical Leave Act, Cobra, Drug Free Workplace Act, Americans with Disabilities Act, Rehabilitation Act of 1973, and Age Discrimination in Employment Act.

**PROCEDURES:**

**Equal Employment Opportunity-** Consolidated Youth Services is an equal opportunity employer. It is the policy of CYS to provide all employees and applicants for employment with equal employment opportunities. CYS provides current employees with training, compensation, promotion, and all other benefits of employment without regard to race, color, sex, religion, national origin, age, marital or veteran status, disability or any other legally protected status. CYS shall have one Equal Opportunity Officer who shall report directly to the Board of Directors on equal opportunity matters. Employees with questions or concerns about any type of discrimination or harassment in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or Sharonda Watson, who is the designated Equal Opportunity Officer (EEO). Employees can raise concerns and make reports without fear of reprisal. Any employee found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination. When the EEO has completed attempts to resolve the complaint, a report shall be prepared setting out a summary of the complaint, the preliminary inquiry and the disposition of the complaint, indicating the basis for that disposition. Copies of the report shall be given to the Board of Directors and the complainant.

**Board Review of EEO Compliance:** Each year when CYS has 100 employees or more, CYS provides a report to the Equal Employment Opportunity Commission regarding its workforce demographics. This report or a similar report is provided to the Board of Directors. Board members review the CYS employee demographics to assure the agency is providing employment and promotional opportunities to a diverse workforce. If any problems are discovered related to equal employment opportunities these are addressed by the Board and corrected.

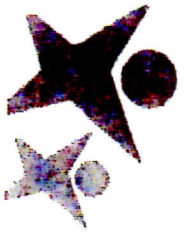
**Rehabilitation Act-** CYS conforms to Section 504 of the Rehabilitation Act of 1973 which states "No otherwise qualified handicapped individual shall solely by reason of his handicap, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any programs activity receiving federal financial assistance."

**Americans with Disabilities Act-** CYS conforms to all employment requirements of the American with Disabilities Act that prohibits discrimination against any individual with a disability if the person is otherwise qualified to perform the essential functions of the job with or without reasonable accommodation. Disabled individuals may submit requests for reasonable accommodations to the Human Resource Generalist. CYS will provide otherwise qualified applicants and employees with reasonable accommodations except when to do so would impose undue hardship for the agency.

# CONTENTS

- A. COPY OF RESIDENTIAL LICENSE INCLUDING SEXUAL REHABILITATION PROGRAM LICENSE
  
- B. SIGNED ACCREDITATION APPLICATION/AGREEMENT & PROOF OF ACCREDITATION FEE PAYMENT
  
- C. TRAUMA INFORMED CARE PROGRAM DESCRIPTION INCLUDING ADMINISTRATIVE & TREATMENT STAFF LIST
  
- D. NURSING AND CLINICAL STAFF LICENSES – ALL ARE AVAILABLE ON-CALL 24/7

# THE ARKANSAS CHILD WELFARE AGENCY REVIEW BOARD



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

Certifies that

**Consolidated Youth Services, Inc.**

OWNER

**Consolidated Youth Services**

AGENCY

4220 STADIUM BLVD.

JONESBORO, AR 72401

Is hereby issued Residential license #: 167

FOR THE PURPOSE OF OPERATING, IN THE STATE OF ARKANSAS, THE FOLLOWING:  
SEXUAL REHABILITATIVE PROGRAM FOR 22 CHILDREN AGES 8 TO 18  
EMERGENCY RESIDENTIAL CHILD CARE FACILITY FOR CHILDREN AGES 8 TO 18  
RESIDENTIAL CHILD CARE FACILITY FOR 31 CHILDREN AGES 8 TO 18

THIS IS A REGULAR LICENSE WITH AN EFFECTIVE DATE OF 06/23/2009 AND WILL REMAIN IN EFFECT UNLESS  
THERE IS A STATUS CHANGE.

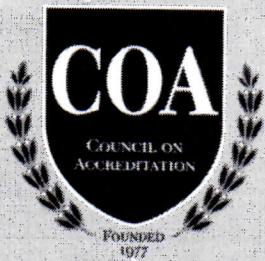
In Witness whereof

DATE: 1/23/2018

Chairman, Child Welfare Agency Review Board







**Richard Klarberg**  
President & Chief Executive Officer

**Phillip H. Redmond Jr.**  
Chair, Board of Trustees

**Sponsoring Organizations**

Alliance for Strong Families  
and Communities

Association of Children's  
Residential Centers

Catholic Charities USA

Children's Home Society of America

Child Welfare League of America

Family Focused  
Treatment Association

Lutheran Services in America

National Council For Adoption

National Foundation for  
Credit Counseling

National Network for Youth

National Organization of State  
Associations for Children

Network of Jewish Human  
Service Agencies

Volunteers of America

**Council on Accreditation**

45 Broadway, 29th Floor,  
New York, NY 10006

212.797.3000

Fax 212.797.1428

[www.COAnet.org](http://www.COAnet.org)  
[www.COAblog.org](http://www.COAblog.org)

## ACCREDITATION AGREEMENT

This Accreditation Agreement ("the Agreement") between the Council on Accreditation (COA), having its principal office at 45 Broadway, 29<sup>th</sup> Floor, New York, NY, and Consolidated Youth Services, Inc. (Organization), having its principal office at 4220 Stadium Boulevard, Jonesboro, AR, sets forth the terms of the accreditation process, including the rights and responsibilities of both parties.

### Accreditation Fee

Organization's fee to pursue accreditation is **\$14,440**. This fee is based on Organization's annual gross revenue and support as documented in Organization's most recent annual audit and excludes all revenues and support that have been identified as pass through funds as well as those revenues associated with programs that are accredited by a COA approved accreditor (if applicable).

The accreditation fee is non-refundable. Fifty percent (50%) of the accreditation fee is due at the time of signing the Agreement with the balance due sixty (60) days from the time the Agreement is signed by Organization.

The accreditation fee does not include costs or expenses that are incurred in connection with the Site Visit, Remedial Site Visit costs, Site Visit costs associated with a formal delay, costs of other accreditation-related reviews, cancellation costs, and the annual maintenance of accreditation charges.

### Site Visit Costs

Organization agrees to pay a flat rate of \$2,200 per Peer Reviewer for a two (2) day Site Visit, plus \$475 per day times the number of Peer Reviewers for each additional day of the Site Visit ("flat rate"). The flat rate covers all costs and expenses of the Site Visit, including, but not limited to, travel, hotel, meals and incidentals. The flat rate will be billed immediately following the Site Visit and is subject to an annual increase. A minimum of two (2) Peer Reviewers for two (2) days will be assigned to review Organization.

COA reserves the right to change the number of Peer Reviewers and to extend the duration of a Site Visit pursuant to its policies and procedures. Organization agrees to pay the flat rate charges associated with any increases to either the numbers of Peer Reviewers or duration of the Site Visit, as well as any annual increases to the flat rate.

No fee is charged for the Peer Reviewers' time or skill. COA Peer Reviewers are volunteers who donate considerable time and expertise before, during, and after the Site Visit as part of their professional responsibility.



### **Site Visit Rescheduling and Postponement**

When an organization cancels a scheduled Site Visit, COA incurs substantial costs in terms of staff time and actual out-of-pocket expenses. Accordingly, Organization will be assessed a \$500 fee if its request is granted to reschedule its Site Visit from three (3) to six (6) months from the date of the scheduled Site Visit. Organization will be assessed a \$1,000 fee if its request is granted to reschedule its Site Visit less than three (3) months from the date of the scheduled Site Visit. Organization will also be responsible for all costs associated with re-booking travel arrangements for the Peer Reviewers(s).

Requests for Site Visit rescheduling must be communicated to Organization's COA Accreditation Coordinator in writing with the stated reason(s) for postponement.

COA reserves the right to postpone and reschedule any Site Visit if COA determines that Organization failed to meet COA's requirements when preparing its Self-Study. Organization agrees to pay COA a \$1,000 fee if COA postpones Organization's Site Visit for this reason. Organization also agrees to pay all applicable Peer Reviewer travel costs incurred as a result of the postponement and rescheduling.

### **Withdrawal from the Accreditation Process**

If Organization withdraws from the COA accreditation process, it is responsible for paying all remaining balances at the time of the withdrawal.

### **Site Visit Notification of Licensing Authorities**

An organization that is mandated to achieve accreditation is responsible for notifying the applicable licensing authorities of its scheduled Site Visit dates and will grant the applicable licensing authorities the right to observe the Site Visit if it is so required. Organization has the continuing responsibility to notify the licensing authorities promptly of any material modifications to the scheduled accreditation Site Visit.

### **Site Visit Requirement**

Organization agrees to provide the COA peer review team a designated work area throughout the duration of the Site Visit. The work area should contain a computer, with internet capabilities, a telephone and, if possible, should be a closed office with a ceiling and door in order to ensure privacy and confidentiality.

### **Scope of the Accreditation Review**

The scope of the accreditation review includes demonstration of Organization's implementation of continuing performance with all of the applicable COA Standards for Private Organizations. The Standards for Private Organizations set forth COA's Administration and Management Standards, which apply to all organizations regardless of services provided, and specific Service Standards, which set forth additional requirements for each service provided by Organization.

Unless expressly agreed to by COA, a service must have been provided to consumers for a minimum of six (6) months at the time of the Site Visit to be included in the accreditation review process. Organization should reference COA's Standards for Private Organizations and the *Accreditation Policies and Procedures Manual, Private Organizations*, Section V regarding the determination process for inclusion of services ("accreditable services") within the scope of COA's accreditation review.

COA's accreditation policies and procedures require that all "accreditable services" for which COA has applicable standards be included in Organization's accreditation review, except as specifically exempted pursuant to COA's exemption policy and procedure (*Accreditation Policies and Procedures Manual, Private Organizations* (Section V)). Organization understands that any "accreditable service(s)" it intends to exempt from COA's accreditation review must be approved in writing by COA as qualifying for exemption under COA's accreditation policies and procedures.

### **Duty to Cooperate and Provide Truthful Information**

Organization agrees to provide COA all information it requests in order to facilitate the assessment and accreditation review planning process, and Organization agrees to make available to COA and the peer review team all information and materials necessary. Organization will make its governance, management and service delivery staff and its consumers available for interviews with the peer review team during the Site Visit as is necessary to complete the accreditation review process. Organization agrees to be forthright and truthful in the provision and discussion of all information and materials that are requested or that are relevant to a valid accreditation decision. Misrepresentation of information, including, but not limited to, the failure to provide or disclose information to COA may result in COA suspending the accreditation review process and/or modifying Organization's accredited status.

COA agrees to hold in confidence all information regarding Organization obtained during the accreditation review and maintenance of accreditation processes pursuant to COA's confidentiality policies and procedures as published in the *Accreditation Policies and Procedures Manual, Private Organizations*, Section XVI.

Note: All Peer Reviewers sign a confidentiality agreement and receive confidentiality training from COA prior to their involvement in the accreditation review process. An organization that chooses to have a COA Peer Reviewer sign an additional confidentiality agreement must have this agreement approved by COA at least one (1) month prior to the Site Visit.

### **Submission of Self-Study**

Organization agrees to submit its Self-Study to COA in accordance with a mutually agreed upon accreditation timetable. Organization agrees to pay COA a \$1,000 fee if it submits its Self-Study after the date agreed to in the timetable or if Organization otherwise fails to adhere to COA's Self-Study submission requirements as published in the COA *Accreditation Guidelines for Private, Public, Canadian and Network Organizations* and the *Accreditation Policies and Procedures Manual*, Section VI when such failure results in the Accreditation Commission's inability to review Organization before Organization's accreditation expiration date.

### **Merger and/or Acquisition**

If during the accreditation review process, Organization undergoes or contracts to undergo a merger, and/or acquires another organization or the assets of another organization or is acquired by another organization as published in the *Accreditation Policies and Procedures Manual, Private Organizations*, Section XV, Organization agrees to notify COA's Director of Client Relations and, if applicable, COA will execute a new Agreement to pay any additional fee and/or costs and expenses associated with a merger in order to continue with the accreditation review process.



## **Decision-Making Process**

Organization understands and agrees that COA's acceptance of this Agreement and Organization's accreditation, training and Site Visit fees does not obligate COA to reach an affirmative decision regarding Organization's accreditation. Organization further understands and agrees that in the event of an unfavorable accreditation decision, neither COA nor its officers, directors, staff, Peer Reviewers, Accreditation Commissioners or other persons involved in the accreditation review process shall be liable to Organization or Organization's officers, directors or staff for Organization's failure to achieve accreditation, even if such unfavorable decision is temporary (e.g., a deferral, denial, or revocation decision that is reversed on appeal, or placement on probationary or suspended accreditation status).

## **Maintenance of Accreditation**

Maintenance of Accreditation (MOA) responsibilities for accredited organizations include: completion of an annual report; self-reporting of changes or events; cooperation with post-Final Accreditation Report requirements; accreditation cycle monitoring processes; and/or third party complaint reviews, as specified by COA.

Accredited organizations are required to submit an MOA Report for each of the three years of their four year accreditation cycle. The annual MOA Report demonstrates an organization's commitment to the pursuit of organizational excellence and quality service delivery for persons served and affirms the organization's ongoing implementation of COA's standards. Through this process, COA and the organizations it accredits are able to evaluate significant organizational changes, events and critical occurrences within the context of the organization's continuous performance improvement activities.

There is an annual MOA fee of \$400 that is billed to all accredited organizations for each of the three years in its four year accreditation cycle. Payment of the maintenance of accreditation fee and submission of the MOA Report is a requirement for continued COA accreditation.

The MOA fee is non-refundable.

## **Authorization for the Use, Dissemination and/or Publication of Non-Identifying Organization Information**

Organization understands that COA, in conjunction with a social science evaluation or other research activity entered into by COA ("Research Study" or "Research Studies"), may contract to provide to a university or other qualified researcher ("Research Partner") for study, analysis, and/or publication the following:

- a. data collection information that Organization provides to COA as part of its application and through the accreditation review process;
- b. Organization's accreditation scores ("de-identified data") and de-identified data from Organization's Pre-Commission Review (PCR) Report, Final Accreditation Report (FAR) and from the Accreditation Commission decision-making process; and,
- c. data collection information that Organization provides to COA following the achievement of accreditation (maintenance of accreditation).

("a," "b," and "c" referred to collectively as "Accreditation Data")

Organization consents to the use, dissemination, and/or publication of its Accreditation Data by COA and/or COA's Research Partner(s) in connection with a Research Study, provided that all Accreditation Data are used, disseminated, and published without identifying Organization and that all Research Studies are approved by COA's

President and CEO. Organization's consent as set forth in this paragraph is evidenced by Organization's execution of this Agreement and is further limited to Research Studies. COA's *Accreditation Policies and Procedures Manual, Private Organizations*, Section XVI, addresses COA's procedures to otherwise disclose Organization's accreditation status information without the need for additional organizational consent.

### **Rights and Responsibilities**

Organization recognizes that COA relies on the participation of the field to assist in continuously improving its accreditation standards and process. To that end, Organization acknowledges that it has a responsibility to provide feedback through surveys that measure the effectiveness of the process and standards, communicate to relevant COA staff its perceptions regarding the accreditation experience, and, when appropriate, encourage qualified members of its staff to become volunteer Peer Reviewers and participate in the development and review of COA's standards and accreditation process. For detailed information regarding an organization's rights and responsibilities, please refer to COA's *Accreditation Policies and Procedures Manual, Private Organizations*.

### **COA Online Accreditation Process**

Organization agrees to submit all accreditation related documents and information via its assigned MyCOA web portal account as detailed in the *Guidelines to COA Accreditation* and COA's *Accreditation Policies and Procedures Manual, Private Organizations*, Section XVII.

### **Execution of Accreditation Agreement**

The undersigned agree to be bound by the terms and conditions set forth in this Agreement and COA's *Accreditation Policies and Procedures Manual, Private Organizations* as published and revised periodically.

**Consolidated Youth Services, Inc. (COA Organization ID #5047)**

**Bonnie Boon**

\_\_\_\_\_  
Name (Print)

*Bonnie Boon*

Bonnie Boon (Aug 23, 2018)

\_\_\_\_\_  
Signature, Chief Executive Officer or Authorized Signatory

**Aug 23, 2018**

\_\_\_\_\_  
Date

### **Council on Accreditation**

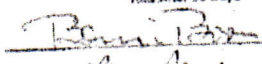
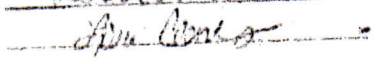
*Richard Klarberg*

Richard Klarberg (Sep 4, 2018)

\_\_\_\_\_  
Signature, President and Chief Executive Officer

**Sep 4, 2018**

\_\_\_\_\_  
Date

<b>Consolidated Youth Services, Inc.</b> Operating Account 4220 Stadium Blvd Jonesboro, AR 72404 870-972-1110		PEOPLES BANK 01-15-200	<b>49184</b>
PAY TO THE ORDER OF <u>Council on Accreditation</u>		R/2772018	
			<b>\$ 14,440.00</b>
<u>Fourteen Thousand Four Hundred Forty and 00/100</u>		DOLLARS	
Council on Accreditation Attn: Joseph Giacane 45 Broadway, 20th Floor New York, NY 10006		Void After 90 Days  	
MEMO	Org. ID 5047		
⑈049184⑈ ⑆082000109⑆ 8211542850⑈			

**Check# 49184**

**08/31/2018**

**\$14440.00**



# **CONSOLIDATED YOUTH SERVICES**

## **TRAUMA INFORMED CARE PROGRAM DESCRIPTION**

Consolidated Youth Services (CYS), a non-profit youth services agency, has over 40 years of experience in providing residential care services to adolescents. CYS provides services to troubled youth ages 12-18. Although we have served some younger youth, our target group for service has been teens. As an agency experienced in serving teens, we have long promoted a service program that incorporated the principals of trauma informed care long before these principals became known as “trauma informed care”. CYS has long promoted the philosophy of positive youth development in a safe and supportive treatment environment. We have established agency policy and procedures developed specifically to assure a safe treatment environment. CYS agency procedures provide assurances that services are provided in an environment of respect of youth and their families. Our treatment philosophy requires that youth and families are involved at all levels of treatment decisions.

CYS is licensed by the Child Welfare Board to provide Emergency Shelter, Residential Care, and Sexual Rehabilitation Services (copy of license attached). We are in the process of completing accreditation from the Council on Accreditation (COA). All CYS residential program will be accredited by COA under the Group Living Standards which are much more stringent than the Emergency Shelter Standards. CYS started the accreditation process in May of 2018. In August of 2018, CYS completed the accreditation agreement with COA and CYS paid the required accreditation fee of \$14,400 (copy of agreement and payment verification attached). The accreditation process requires completion of an in depth agency self-study. CYS submitted the preliminary self-study in January 2019 and the complete self-study in February 2019. The COA accreditation on-site visit is scheduled for April 15 thru April 17, 2019. CYS expects to complete the accreditation process at that time.

**AGENCY PHILOSOPHY & POLICY**-CYS policies regarding crisis intervention, staff training, case planning, and treatment all support a trauma informed care approach. Policies are in place to assure the youth are provided a safe and nurturing environment. Our policies and procedure insure youth and their care givers are involved in decision making, not only related to individual services, but also related to program operations. CYS utilizes a competency-based approach to services which avoids the use of labeling youth/families with problems and instead seeks to build on the strengths of the youth and family. The competency-based approach states that although youth may have developed responses to life events that may have created problems, if service providers help the youth to develop new social skills and to make different life choices this will result in better outcomes. By helping the youth/family to see that there were

many times when they made successful choices, we help them to repeat past successes rather than concentrate on failures.

**BEHAVIOR MANAGEMENT/SUPERVISION-** CYS policy related to behavior management requires all staff to complete 6 hours non-violent crisis intervention training, which utilizes the Crisis Prevention and Intervention (CPI) curriculum. All direct services staff are required to complete refresher training annually. CYS employs a fulltime Staff Development Manager who is certified by CPI to provide instruction and training in the CPI curriculum. The CYS Director of Operations has also been a certified CPI trainer for over 20 years. CYS policy prohibits physical restraint of residents. Staff are trained to intervene early to prevent situations from escalating to a level that requires physical intervention. Staff are only allowed to physically intervene to protect other residents or staff. In these instances, intervention is limited to escorting youth from the area or holding in a standing or sitting position. We do not use restraint and we do not utilize any type of physical isolation or room restriction of youth. Any time any physical intervention is used, case managers or administrative staff meet with the youth to review what happened and to discuss any concerns of the youth. Every time there is an instance of physical intervention, the Facility Director and the Director of Operations reviews and assesses what happened through youth and staff interviews, written reports, and/or review of the agency video surveillance. Administrative staff review what occurred prior to the event and what types of verbal or non-verbal interventions were tried. Each staff involved meets with administrative staff to discuss what happened and what was done correctly or what might have been done earlier or differently to defuse the situation to prevent the escalation of the situation. These CPI reviews are valuable for improving staff response to future situations. Likewise, the case manager or therapist meets with the youth involved to discuss the current situation and to discuss alternative responses the youth could employ in the future. Although many of the youth we serve have a history of aggression, we find that as youth come to understand that CYS promotes an environment that avoids physical intervention, they too tend to use less physical responses to situations. Because direct care workers are taught to use crisis prevention interventions, rather than physical restraint, CYS is able to provide a safer work environment for our employees. The majority of our direct care workers are females who intervene quite effectively with adolescents. These staff present a non-threatening, caring environment for youth who have often experienced abusive homes.

CYS has used a skills based program, *Right Choices*, for over 20 years as part of our daily living instruction. This evidence-based program is based on the premise that problems youth experience or present are often a result of the lack of appropriate skills to responded to social situations. Many youth lack good coping responses to negative situations and this then causes them additional problems. *Right Choices* teaches youth that when situations arise they have various response choices, some of which they may have never tried. *Right Choices* is a video based curriculum which can be used by direct care staff as part of evening group activities.



Residents are able to serve as *Right Choices* group leaders. Direct care and case manager staff utilize *Right Choices* “Life Scripts” as a tool to help youth talk through various scenarios and to discover different response options to recent situations that the youth has been involved in. “Life Scripts” are used as a counseling tool to assist youth to develop new social skills.

CYS does not use behavior modification strategies to address youth behavior. Instead we use a competency-based approach. As part of the competency-based approach, direct care staff score youth weekly in four “Good Citizenship” areas including: Responsibility; Self Control; Respect of Staff; and Respect of Peers. The scores of the staff are averaged and youth receive an overall score in each area. Youth who have scored at least an overall 2.5 out of a possible 4 are eligible to attend special outings. The evaluation process is useful in helping the youth to see progress weekly and to see which areas need to improve. This process also provides direct care staff with a means of providing on-going information to treatment staff regarding the youth’s performance in daily living activities.

**STAFF:CLIENT RATIO-**CYS provides direct care staff supervision of residents at the ratio required by COA for accredited Group Living Services Program. The ratio required by COA is 1 staff for each 6 youth during waking hours and 1 staff for each 8 youth during sleeping hours. All CYS programs provide this level of staff:resident supervision.

**TRAINING-** A fulltime Staff Development Manager, Sharonda Watson, oversees the CYS training program. CYS requires 40 hours of training for staff at all levels. All staff are trained in CPI, First Aid, CPR, principals of trauma informed care, suicide prevention, recognizing abuse, emergency safety procedures, and ethics. Although licensing requires 30 hours of training for direct care staff, CYS views the training of direct care staff as the key to promoting a safe and nurturing environment. Direct care staff are required to complete 40 hours of training annually. All staff receive a full day of training before they are allowed to work directly with youth and an additional 16-20 hours training the first 60-90 days. On-gong training is offered throughout the year to assure all staff complete 40 hours of required training. The CYS Treatment Director, Adrian Perry, provides training to direct care and case management staff regarding the principals of trauma informed care programing. Adrian completed the regular and advanced training, Arkansas Building Effective Services for Trauma, sponsored by UAMS. Bachelor level case managers have received and continue to receive training annually regarding trauma informed care program principals. Training helps staff to understand how trauma may be related to one event such as death, divorce, or other loss of a parent or related to extended trauma such as numerous out of home placements, discrimination, or bullying. Staff training also includes helping staff to understand how trauma in their life may affect how they respond to the youth we serve.

**INTAKE-** CYS strives to make the intake process a positive and nurturing experience for youth. Agency workers at all levels are trained to welcome the youth to our agency and to treat youth



and their families with respect and concern for their well-being. We recognize that being placed in a new environment is a scary situation for any person; and intake workers spend time helping the youth to feel as safe as possible. Youth and their caregivers are provided a resident handbook which outlines the program expectations and services as well as the rights of youth in the program. Youth are introduced to staff and residents and staff try to assign another supportive youth to show the youth around and answer questions as a means of helping the new resident to feel comfortable in the new setting. One question staff are trained to ask a new residents is “what would you most like to know about this facility?” The response to this question helps us to recognize what issues may be of most concern to the youth. At the time of intake, case managers develop a plan of safe care. Case managers use ACES (Adverse Childhood Experiences) screening tool to help them to recognize what past trauma the youth has experienced and to consider how past trauma will impact the placement. Once the plan of safe care is developed, this is shared with the direct care supervisors and staff. This information is important to assure that direct care workers are aware of any safety or security issues related to the youth which helps to assure the safety of all residents and staff.

**MEDICAL/DENTAL-CYS** provides a health screening within 24 hours of admission for all youth. The health screening is completed by a Registered Nurse, Lisa Sangster, who is employed by CYS (copy of license attached). Case management staff provide the nurse with the results of the trauma screen and follow up with any recommendations from the nurse. In addition, to completing the health screening, the nurse also discusses with the youth health, safety issues such as preventing communicable diseases and how to request medical services while at CYS. If youth have not had a medical exam in the past year, case managers arrange for the youth to be seen by a local physician within a few days of admission. Youth are also provided dental exams and treatment based on their need. CYS has medical request forms available in all living areas so youth can complete a request for medical care. Intake workers also explain at intake, and the handbook explains, that when the youth needs immediate medical care, he/she should immediately notify the direct care staff on duty and they will assist in getting the youth medical care. The nurse is available 24/7 to answer any medical concerns and CYS has professional staff on call to assist direct care staff at night and on weekends. CYS has cooperative agreements with Midsouth Health to provide medication management and pharmacy services. We also have agreements with ARCare to provide Primary Care Physician services and an agreement with a local dentist for dental care. We have a long standing agreement with Northeast Arkansas Baptist Memorial Hospital to provide emergency medical care.

**CASE PLANNING-** CYS employs 5 bachelor level case managers who each have no more than 8-11 youth on their case load. CYS keeps the case manager’s caseload well below requirements to assure youth have easy access to case managers. Case managers keep youth and their caregivers involved in all decisions related to case planning and provide monthly progress reports that are reviewed with the youth prior to being sent. DCFS guardian ad litem are also



kept informed of decisions. Decisions related to education and treatment services are made with direct input from the youth and the custodian. Since the youth we serve are adolescents, CYS recognized that the youth are transitioning to adulthood and that this is a time when it is important for youth to have a sense of control in decisions that affect their life. Many of the youth come to us angry because they perceive adults as not allowing them to make any of their own decisions. Case managers are trained to help the youth begin to feel a sense of control of his/her life. Youth are kept informed of decisions that are being made by their families or custodians including DCFS. CYS case managers or program supervisors are careful to always be truthful with youth and to never make unrealistic promises. Case plans always identify youth strengths and case managers are trained to make case planning solution focused rather than problem focused.

**RESIDENT CONTROL** - CYS strives to always treat the youth we serve with respect and support rather than from a position of control. We understand that it is not only important for the youth to be involved in decision related to case planning, but also the youth needs to feel involved in decisions that involve their CYS living environment. Program activities are provided to give youth a sense of control of such things as recreation, meals, etc. because these are the types of choices that out of home placements limits. CYS uses a monthly Resident Advisory meeting as a tool to help youth have a sense of control. The CYS Administrative Assistant meets monthly with a Resident Advisory Group to obtain information, comments, and suggestions regarding how CYS can better meet the needs of the youth. The Administrative Assistant prepares a report of the group meeting and the Executive Director provides the residents with a written administrative response to the information and suggestions. If at all possible, CYS tries to implement the youth recommendation, and if it is not possible, it is explained to the youth why the changes cannot be made. In addition, each month the residents complete an evaluation of all staff; including direct care, administration staff, and treatment staff. Residents score staff in areas of: Treats Residents with Respect; Shows Concern for Resident Safety; Gives Residents Positive Encouragement; and Is a Good Role Model for Residents. CYS has had this Resident Advisory Group and staff evaluation process in place for over 20 years. These evaluations provide valuable information to help administrative staff improve the program.

**SAFETY**- Residents' sense of safety is of greatest importance to CYS. The first procedure we use to provide for resident safety is the Plan of Safe Care described above. Information in the Plan of Safe Care includes information about what may trigger a problematic response from the youth. This helps staff to recognize the youth's reaction to a situation that they might not otherwise understand. The Plan of Safe care is just one tool we use to assure a nurturing environment. We have learned that although we may believe we are providing a safe environment, if the youth does not perceive that he/she is safe, then the youth's response will often be problematic. Suicide threats, runaway behavior, and resident conflicts are often a response to real or perceived unsafe conditions. Over 15 years ago, CYS implemented a process



where within 1 week of admission, the case manager meets with the youth to discuss his/her safety. The youth is asked if there is any staff or resident who makes the youth feel uncomfortable or unsafe. This opens up the opportunity for the youth to discuss any personal safety issues that we may need to address to promote a feeling of safety for the youth and to prevent problems. If the youth identifies a staff or resident who makes them feel uncomfortable or unsafe, the case manager discusses what can be done to help the situation. This could be something as simple as having a staff not stand too close to a youth or may involve room changes etc. After the first week, the safety questionnaire is repeated at least monthly while the youth remains in the program.

**RESIDENT HOUSING-** All facilities operated by Consolidated Youth Services will be accredited by COA as Group Living Services which meet the criteria for Qualified Residential Treatment Programs. Resident housing is provided in 4 separate buildings all of which house fewer than 25 youth. CYS has 3 facilities at 4220 Stadium which house boys and one facility at 4216 Stadium which currently houses girls. All four facilities are licensed by the Child Welfare Board to provide residential care and CYS is also licensed to provide sex offender specific treatment. All 4 facilities will be accredited by COA as Group Living Services standards which are much more stringent than Emergency Shelter Standards; therefore, all CYS programs will meet requirements of a Qualified Residential Treatment program. All group homes include a kitchen, living area, laundry area, recreation area, bathrooms, and bedrooms. We have various bedroom arrangements including, single rooms, double rooms, and separate rooms for sibling groups. The grounds of CYS includes a basketball court, 2 volleyball courts, and areas to play other outside sports such as kick ball, wiffle ball, etc. Off campus activities are provided to youth including bowling, laser tag, swimming, eating at local restaurants etc.

**EDUCATION-** CYS offers several education options for youth of the residential facilities. Some youth attend public school either in the traditional setting or in an alternative public school setting. CYS also provides an on-campus education program. The on-campus education program is approved by the Arkansas Department of Education Special Education Unit. CYS employs 3 teachers, all of whom meet special education certification requirements. Youth enrolled in the on-campus education program receive high school credits from Nettleton School. Last year five (5) youth in the on-campus program who were seniors graduated from Nettleton and all 5 participated in the Nettleton graduation ceremonies. CYS also provides an on-campus GED program for youth age 16 or older who want to complete a GED rather than a traditional high school diploma. So far this school year, 17 youth in our program have successfully passed the GED. The youth's parent or custodian is involved in the education planning process and the academic placement decision. If a youth has an IEP, CYS and Nettleton school Special Education teachers work together to assure that education and supportive services are provided in accordance with the IEP. CYS transports youth to vocational education classes which are part of the high school curriculum or post-secondary education. Some youth in our program have also



attended Arkansas State University either on campus or on-line. Youth in our program participate in extra-curricular activities at school including band, football, basketball, and various clubs.

**TREATMENT-** CYS employs four (4) master's level therapist/counselors (copies of current licenses attached). All treatment staff are trained in a trauma informed care approach to treatment. Treatment staff use a cognitive behavioral approach in individual, group, and family therapy. Adrian Perry is a licensed master's level social worker with over 15 years of experience at CYS. Adrian handles referrals and supervises the sex offender treatment program. CYS also employs Harold Biazo and Norman "Brad" Dickson who provide individual and group therapy and counseling. Harold is a Master's level licensed certified social worker and Brad is a master's Licensed Professional Counselor. Cindy Smith, Certified Substance Abuse Counselor, provides individual and group substance abuse treatment services. CYS works closely with Midsouth Health, the community mental health agency, to assure youth receive psychiatric services including medication management. The Midsouth Health psychiatrist, Dr. Khan, has provided these services for more than 12 years. Dr. Khan provides services at the CYS campus and we also take youth to the Midsouth clinic for services as needed. Although CYS employs its own therapists, if DCFS youth are already involved with a therapist and the DCFS worker recommends these services continue, we do not disrupt these services, but instead we work with the other therapist to assure continuation of treatment.

**FAMILY VISITATION-** CYS assists DCFS custody youth to stay connected to family members or other community support people when approved by DCFS. We provide youth with opportunities to receive and make telephone calls to approved persons at least twice a week. We encourage DCFS workers to stay in touch with the youth while they are at CYS and provide DCFS workers with regular progress reports. Family visitation areas are provided and regular supervised visitation is provided on campus on Wednesday evening and Sunday afternoon. Special visitation is also available by arrangement with the youth's CYS case manager. CYS provides youth with 2 stamps per week so they may send mail.

**EMPLOYMENT-** Youth age 16 or older who have completed their high school diploma/GED are encouraged to obtain part time employment whenever possible. CYS assists them to apply for jobs and we transport youth to and from the worksite. If youth are still enrolled in school they may obtain summer employment.

**PEER SUPPORT-** An important part of trauma informed care includes providing youth with positive peer support. From the time the youth first arrives at CYS, we work to help the youth feel accepted and supported by his/her peers. We do not use a formal peer mentoring program but we do pair youth up with other positive peers the day they arrive. We encourage the positive youth to serve as a role model and to show the new youth around and to sit with them during meals etc. Another way in which we build peer support is by providing for group incentives in

each building. The “Good Citizenship” scores described above help direct care and treatment staff to evaluate individual progress of youth. However, to encourage peer group support, CYS also provides for group incentives for each building. When the group meets the behavior goals for 10 days the whole group earns an incentive such as going to Steak & Shake or the local cupcake vendor for a special treat. We have found this has helped to get youth to be supportive and encouraging to other youth rather than being indifferent to the behavior of others.

**ALATEEN PEER GROUP SUPPORT-** CYS has partnered with Alateen for youth who have been affected by the drug or alcohol use of others. A huge number of youth in the residential program come from families that are involved in drug or alcohol use. Alateen provides the youth with a peer support group lead by members of the local Alanon group. The group is held weekly on the CYS campus. Attendance at the group is purely voluntary for the residents of CYS. Many of the youth choose to attend.

**INDEPENDENT LIVING PEER SUPPORT-** CYS has partnered with DCFS program staff to provide easy access to independent living training for our DCFS youth. CYS provides free meeting space for the monthly independent living groups provided by DCFS. DCFS youth who are already involved in independent living in the community attend the meetings along with the youth who are still at CYS and may soon become independent. The peer group meetings help the youth to understand both the advantages and the challenges of living independent.

**DISCHARGE PLANNING-** CYS treatment and case management staff work closely with the parent or custodian of the youth to provide for positive outcomes and placement. CYS always includes DCFS, and the parent or other caregiver in treatment and discharge planning. Therapists provide family/caregiver therapy sessions to aid in a smooth transition if the plan is for the youth to return to the family or previous caregiver. We provide family reintegration sessions for parents, adult siblings, or foster parents who are assuming care of the youth. CYS has assisted youth to re-unite with parents or former foster parents when that is a part of the case plan.

**FOLLOW UP CARE-** CYS treatment and case management staff are available to provide follow up support for DCFS youth. The type of support available depends on the needs of the youth and the request of the DCFS worker. In the past, CYS has assisted youth who are living independent by serving as the youth’s sponsor.



**Consolidated Youth Services, Inc.**  
**Administration and Treatment Staff List**

Employee	Position	Years of Service	EDUCATION LEVEL				List Type Degree (if Applicable) Licensure
			High School	Assoc	Bach	Master	
Boon, Bonnie S.	Executive Director	38			X		BA Sociology
Clements, Lori A	Director of Operations	30			X		BS Psychology
Chester, Melinda F	Financial Officer	14	X				Vocational Certificate
Smith, Candy J	Facility Director	25			X		BS Psychology
Prince, Bill R	HR Manager	30				X	Rehab Counseling
Sangster, Lisa R	Reg Nurse	0.5		X			Registered Nurse
Watson, Sharonda P	Staff Dev Manager	14			X		BA Business
Williams, Samuel R	Maintenance Manager	8		X			General
Bailey, Shelia D.	Admin. Assistant	12	X				Vocational Certificate
Furnish, Dorothy J	Admin. Assistant	9	X				Tech Certificate
Wallace, Teresa M	Admin. Assistant	12			X		BS Interdisciplinary
Friar, Kaneshia R	Clerical Worker	2	X				
Dye, Reba J	Admissions Director	34			X		Social Work/LSW
Perry, Adrian W	Treatment Director	16				X	MSW/LMSW
Smith, Cynthia L	A & D Counselor	4				X	Sociology/CADC
Biazo, Harold D.	Therapist	20				X	MSW/ LCSW
Dickson, Norman B.	Therapist	5				X	Counseling/LPC
Burns, Dawn M	Teacher	11			X		Lic Special Ed Specialist
Everhart, Sandy L.	Teacher	15			X		Certified Special Ed
Harvey, Rhonda A	Teacher-SE	24			X		Special Ed Specialist
Adams, Shannon T.	Case Manager	16			X		BA Business
DeJesus, Dacota K	Case Manager	4			X		BS Psychology
Gillespie, Rachel S.	Case Manager	10			X		BA Psychology
Konold, Reatha A.	Case Manager	20			X		BS Psychology
McDonald, Lanisha M	Case Manager	3			x		BA Interdisciplinary
Boyd, Tracy L	Service Coord	22			X		Social Work/LSW



3/25/2019

Arkansas State Board of Nursing

**View License Information**

Date Searched: 03-25-2019

**LISA RENEE SANGSTER**

**Primary State of Residence: Level 2 Registration Required**

License #: R067878

License Status: Active

License Type: Registered Nurse (RN)

Multistate? Yes

Date Issued: 03-01-2002

Expiration Date: 07-31-2020

Disciplinary Action N

Last Renewal: Level 1 Registration Required

Advanced Practice Issue Date: Level 3 Registration Required

Prescriptive Authority: Level 3 Registration Required

Collaborating Physician: Level 3 Registration Required





**Arkansas  
Social Work License Card**

License No.

5239-M

Expiration Date:

5/31/2020

Adrian W. Perry, LMSW

104 Sycamore St. P.O. Box 487

Marked Tree AR 72365

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

*Signa Hudson, LCSW*

Chairman



**Arkansas  
Social Work License Card**

License No.

1255-C

Expiration Date:

2/28/2021

Harold Biazo, LCSW

4203 Oak Hill Lane

Jonesboro AR 72401

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

*Signa Hudson, LCSW*

Chairman



**ARKANSAS  
SUBSTANCE ABUSE  
CERTIFICATION  
BOARD**

certifies that

**Cindy Smith**

is currently certified by the board as a  
**Alcohol and Drug Counselor**

Date of Issue: 12-1-17 Cert. No.: 1215 Exp. Date: 12-31-19

*Joan C. Smith*  
Board Administrator



**Arkansas Board of Examiners in Counseling  
Certifies**

**Norman Bradley Dickson**

Licensed Professional Counselor (LPC)

Specialization: None

License Number: P1203032

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

*John Carmack, PhD* Executive Director