



## SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION					
Company:	Vera Lloyd Presbyterian Family Services				
Address:	1501 N. University Ave. Suite 345				
City:	Little Rock	State:	AR	Zip Code:	72207
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			
Provide contact information to be used for bid solicitation related matters.			
Contact Person:	Donna Mahurin	Title:	Chief Executive Officer
Phone:	501-666-8195	Alternate Phone:	501-258-9978
Email:	donna.mahurin@veralloyd.org		

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

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: Donna Mahurin Title: Chief Executive Officer  
Use Ink Only.

Printed/Typed Name: Donna Mahurin Date: March 3, 2020



 ORIGINAL

**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.

## 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:	Vera Lloyd Presbyterian Family Services	Date:	March 3, 2020
Authorized Signature:		Title:	Chief Executive Officer
Print/Type Name:	Donna Mahurin		



## 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**

<b>Vendor Name:</b>	Vera Lloyd Presbyterian Family Servies	<b>Date:</b>	March 3, 2020
<b>Authorized Signature:</b>		<b>Title:</b>	Chief Executive Officer
<b>Print/Type Name:</b>	Donna Mahurin		

## 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**

<b>Vendor Name:</b>	Vera Lloyd Presbyterian Family Services	<b>Date:</b>	March 3, 2020
<b>Authorized Signature:</b>		<b>Title:</b>	Chief Executive Officer
<b>Print/Type Name:</b>	Donna Mahurin		



## 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>	Vera Lloyd Presbyterian Family Services	<b>Date:</b>	March 4, 2020
<b>Authorized Signature:</b>	Hanna Mahurin	<b>Title:</b>	CEO
<b>Print/Type Name:</b>	Donna Mahurin		





**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



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


---

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

3/03/2020  
\_\_\_\_\_  
Date

Vera Lloyd Presbyterian 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

---

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
<p>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, <b>and</b> Transitional Youth Services (TYS) Coordinator <b>and designated DCFS Program Management staff</b> by the <del>5th</del> <b>eighth</b> day of the month (or next business day if the <del>5th-8th</del> <b>eighth</b> of the month falls on a weekend or holiday) following the preceding month.</p>	<p>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 <b>and designated DCFS Program Management staff</b> by the <del>5th</del> <b>eighth</b> day of the month (or next business day if the <del>5th</del> <b>eighth</b> of the month falls on a weekend or holiday) following the preceding month.</p>

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

3/03/2020  
 \_\_\_\_\_  
 Date

Vera Lloyd Presbyterian Family Services  
 \_\_\_\_\_  
 Company

Contract Number \_\_\_\_\_  
 Attachment Number \_\_\_\_\_  
 Action Number \_\_\_\_\_

**CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**

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

SUBCONTRACTOR: \_\_\_\_\_  
 Yes  No

TAXPAYER ID NAME: \_\_\_\_\_ IS THIS FOR: Goods?  Services?  Both?

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

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_ COUNTRY: \_\_\_\_\_

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

None of the above applies

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

None of the above applies

Contract Number \_\_\_\_\_  
Attachment Number \_\_\_\_\_  
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 Donna Makuriv Title CEO Date 3-3-2020

Vendor Contact Person Donna Makuriv Title CEO Phone No. 5016668195

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



# VERA LLOYD

## PRESBYTERIAN FAMILY SERVICES

### **EEOC Statement**

The following policy statement serves as Vera Lloyd's EEOC Policy as ratified by the Board of Directors:

Employment at Vera Lloyd Presbyterian Family Services will be based on merit, qualification and abilities, in order to provide equal employment and advancement opportunities to all individuals. Employment practices will not be influenced or affected by an applicant's or employee's race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law, except where required or permitted by law.

The Agency will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

An employee with questions or concerns about any type of discrimination in the workplace is encouraged to bring these issues to the attention of their immediate supervisor, then to the Site Director and then to the Chief Executive Officer. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.





## 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>	
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 see attached	5 points
<b>E.2 APPROACH TO SCOPE OF WORK</b>	
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 see attached	5 points
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 see attached	5 points
C. Please state the physical address of the bidder's proposed dwellings. Section 2.3A see attached	5 points
D. Submit a sample policy and procedures specific to the SIL. Section 2.3B see attached	5 points
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 see attached	5 points
F. Describe how you will make available to the client the following services: training, life skills, counseling, and community resources. Section 2.3B.5. see attached	5 points
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. see attached	5 points
H. Explain approach to Level 1 and/or Level 2 settings as applicable. Section 2.3C see attached	5 points
<b>E.3 ADDITIONAL CONTRACT REQUIREMENTS AND PROVISIONS</b>	
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. see attached	5 points
B. Describe how you plan to conduct the post-discharge surveys. Section 2.4D see attached	5 points
<b>E.4 STAFFING</b>	
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 see attached	5 points
B. Describe your efforts to ensure all identified personnel have the required background checks. Section 2.5 see attached	5 points



## **E. 1. MINIMUM QUALIFICATIONS**

A. Nathaniel Burton, Site Director for the Vera Lloyd Presbyterian Family Services campus, will be the Contract Administrator. He has a master's degree.

## **E. 2. APPROACH TO SCOPE OF WORK**

A. Vera Lloyd Presbyterian Family Services will obtain a Transitional Living Residential License from the Child Welfare Agency Review Board (CWARB) via the Department of Human Services' Division of Child Care and Early Childhood Education (DCCECE) Placement and Residential Licensing Unit (PRLU) and follow all associated Child Welfare Agency Review Board (CWARB) Minimum Licensing Standards applicable to a Transitional Living Residential License by May 15. Vera Lloyd has two homes on our campus in Monticello, ready for occupancy, which are well suited for Level 1 and Level 2 clients.

B. Vera Lloyd will provide Level 1 and Level 2 clients with housing and services to support them as they transition into adulthood. Level 1 clients will live in a shared house setting with communal kitchen and living spaces and separate bedrooms. Bathroom facilities will be shared. Laundry facilities are available in the home. The home is clean, safe and in good repair. The home is accessible to community resources. It is not in a high-crime neighborhood. The home meets all the requirements outlined, including safety features, an operable telephone and Wi-Fi.

Level 2 clients will live in a congregate care home with on-site staff to provide support to Level 2 youth. Experienced house parents will live in the Level 2 home, providing a family-like atmosphere for the clients. Bedrooms will be individual with shared bathroom facilities. Living, dining and kitchen spaces will be communal. Laundry facilities are located within the residence. The home meets all the requirements outlined, including being in a safe neighborhood, being accessible to community resources, having safety features, an operable telephone, and Wi-Fi.

C. 745 Old Warren Road, Monticello AR 71655

D. A positive youth development approach will be implemented by the Case Manager and other staff for both Level 1 and Level 2 clients. This approach will emphasize social capital and relationship competencies by engaging the youth with their family and the community. Youth will be fully involved partners in their own planning and decision-making. Having been in Drew County for 100 years, Vera Lloyd has deep community connections and resources in southeast Arkansas, as well as the entire state.

Sample Policies:

- Clients are expected to abide by all federal, state and local laws, including curfew laws.
- Clients are encouraged to use their own mode of transportation. If the client does not have a vehicle, Vera Lloyd staff will assist client in finding alternate forms of transportation. Staff will provide transportation, if requests are made in advance and approved. In addition, group transportation (van runs) may be provided several times a time on a regularly scheduled basis.

- Clients are expected to conduct themselves according to acceptable standards and accept individual responsibility for their actions, as an important aspect of community living. Consideration of others is the basic principle that will be followed by all clients. Each client possesses individual rights, which will be to respect other clients and their approved guests/family members. These rights carry a reciprocal responsibility in that each client will respect these same rights for all others in return.
- Level 1 clients are expected to be responsible for their own Medication Management with assistance from their Case Manager. Depending on the needs of Level 2 clients, the on-site staff may participate in their Medication Management by adhering to the following guidelines:
  - a. Right Client – Properly identify the client
  - b. Right Time – Administer medication at the prescribed time. This can usually be within 30 minutes earlier or later than the designated time unless otherwise specified by the provider or the pharmacist.
  - c. Right Medicine – Administer the correct medication. Check three times prior to administration
  - d. Right Dose – Administer the right amount of medication.
  - e. Right Route – Use the prescribed method of medication administration such as swallowing, drops in the ear, cream to the affected area, etc.
  - f. Right Documentation – Promptly and accurately document the medication administration. The client cannot leave the office until the medication book is signed by staff and the client. All columns must be filled out.
  - g. Medication is double locked when not be administered.
  - h. Refills for medications are the responsibility of the Case Manager
- Vera Lloyd has an Emergency Response Preparedness Manual, which includes the following: Emergency Communication Procedures; Fire Response Procedures; Natural Gas Leak Procedures; Major Water Leak Procedures; Power Failure Procedures; Tornado Procedures; Housing Unit Evacuation Procedures; Emergency Campus Evacuation Procedures; Intruder/Unauthorized Individual(s) and Medical Emergency Response Procedures. Vera Lloyd has a CPI certified instructor on staff who trains all new staff during their pre-service training and re-trains all existing staff on an annual basis. Vera Lloyd utilizes CPI's nonviolent crisis intervention program. All Level 1 and Level 2 clients will have 24-hour ability to contact their Case Manager or another staff designee.
- Program Rules include:
  1. No firearms, dangerous weapons or illegal substances permitted on the campus.
  2. Observe smoke-free campus
  3. Verbal or physical abuse, fighting, threats or aggressive behavior, in any form, to anyone will not be tolerated.
  4. No candles or open flames in the homes.
  5. Any pets for Level 1 clients must be approved by the Case Manager and have all vaccinations required by law.

6. Level 1 clients should provide notification to staff when they plan to be off campus overnight or for an extended length of time. Level 2 clients are required to request permission for any overnight stays.
- Clients are expected to follow all the rules, meet with their Case Manager as directed; work or attend school; access community resources; attend counseling or other classes as per their service plan; keep their room clean, sanitary and in good condition
  - Services may be terminated for non-compliance with program rules and expectations and criminal activity or destruction of property/violence. Depending on the severity of the infraction, clients may be given a warning to modify their behavior or actions. Clients will be notified in writing by the Case Manager when they are not in compliance with program rules and guidelines and given a reasonable opportunity to comply with a Corrective Action Plan. The exception is violent or criminal behavior, which calls for immediate termination.
  - All clients will receive a copy of a handbook, including rules and guidelines to be signed by the client and the Case Manager.

**E.** Vera Lloyd will have two Case Managers for the Supervised Independent Living Program. No Case Manager will have a caseload of more than seven clients. An alternate Case Manager/CORE trainer will also be available to assist when a Case Manager is not available.

**F.** Vera Lloyd is already providing access to training, life skills classes, budgeting and financial literacy, counseling and community resources to our existing clients through our Transition Services and Families in Transition programs. Providing these services to Level 1 and Level 2 clients will be a continuum of those services. Similar to SIL, Vera Lloyd's Families in Transition (FIT) program, offers supportive housing for homeless or near-homeless single families, and the community resource guide for that program can also be used in the SIL. Both Transition Services and FIT utilize a trauma-informed and client-centered approach to empower youth towards independence. Mental health and substance abuse counseling will be available to both Level 1 and Level 2 clients. Vera Lloyd currently uses the Daniel Kids Assessment tool and the Casey Life Skills Assessment for our Transition Services and FIT programs. These will be helpful for staff to assess the clients' strengths, interests, talents, goals and aspirations, in order to develop their individualized plan. At every turn clients will be engaged in their own planning and decision making, which will help them build confidence and learn from their mistakes.

Vera Lloyd is also fortunate to have on campus resources to assist clients in pursuing their passions, which according to the Jim Casey Youth Opportunity Initiative The Adolescent Brain, may lead to a sense of purpose in their lives. These services include guitar, piano and art lessons.

**G.** All Vera Lloyd staff are trained in the proper care, treatment, safety and supervision of the clients we serve. All staff working on the Vera Lloyd campus have been trained in the Trust Based Relational Intervention (TBRI) model of care, which is evidenced-based. This model of care will be used in the Supervised Independent Living Program.



Vera Lloyd is accredited by the Council on Accreditation (COA) and utilizes policies based on COA best practices. All staff for the SIL program have been through Vera Lloyd's extensive training program and have experience working with clients with trauma histories. Vera Lloyd will ensure all management and direct care staff complete Critical Ongoing Resource Family Education (CORE) Teen Training during the first year of the contract or of employment. We have designated our CPI certified instructor to be the in-house trainer for CORE.

**H.** Level 1 and Level 2 clients will receive information about community resources, life skills training, budgeting and financial literacy instruction, education and support in working toward long-term goals related to employment, housing and personal goals based on their assessments and desires. Vera Lloyd is currently working with the Arkansas Department of Career Education to offer additional on-campus services, such as driver's education and certificate programs to our existing clients, which will also be beneficial to the SIL clients. In addition, we have recently been in discussions with the Jim Casey Youth Opportunities Initiative Opportunity Passport staff and visited one of their sites.

Level 1 clients will meet face to face with the Case Manager at least twice a week during their first month of participation with at least one other form of communication once per week during the first month of participation to acclimate the youth to the program and their new home.

Level 2 clients will meet face to face with the Case Manager every business day during the first month of participation in the program, with at least one other form of communication on non-business days during the youth's first month of participation in the program to acclimate the youth to the program and their new home.

For Level 1 clients after the first month of the youth's participation in the program, the Case Manager will determine if it is appropriate to decrease contact with the youth. If so, the Case Manager will meet face to face at least once a week with the youth and have at least one other form of communication once a week to monitor progress and make suggestions and recommendation's on their goals. Additional face-to-face meetings will be conducted, based on the client's needs.

For Level 2 after the first month of participation, the Case Manager will work with DCFS staff to determine the frequency of face-to-face contact needed, based on the client's individual strengths and needs.

Vera Lloyd staff are accustomed to working with youth in the areas of grocery shopping, meal planning, nutrition and budgeting, as part of our Transition Services program. During the first month of placement, staff will assist Level 1 youth in preparing and cooking one meal each week to assess their cooking skills and abilities to follow recipes and utilize appliances.

For Level 2 youth during the first month of placement, staff will assist the youth in preparing and cooking one meal each week to assess youth's basic cooking skills, ability to follow a recipe and utilize kitchen appliances.

For both Level 1 and Level 2 youth, staff will ensure the residence is reasonably clean and orderly, providing instruction as needed on basic housekeeping skills.

For both Level 1 and Level 2 clients, staff will ensure youth have their transportation needs met. See Sample Policies D.

For both Level 1 and Level 2 staff will assist the youth in opening a checking and savings account, if the youth does not currently have these accounts. Staff will ensure that youth understand that money deposited into the savings account is to be saved until the youth leaves the program. In addition, for youth who are employed, staff will ensure the youth deposits ten percent (10%) of each paycheck in his/her savings account (in addition to the \$50 that will be set aside monthly from the payment the contractor receives).

For both Level 1 and Level 2 staff will help youth to safely and appropriately navigate contact with biological family members and other life supports. If necessary, staff will provide education on boundaries and healthy relationships.

For Level 1 staff allow youth to use the internet and social media, without monitoring, unless a safety issue arises.

Level 2 youth are allowed to use the internet and social media, with staff having access to social media account information to monitor at least once per week, with more monitoring by staff, if needed.

For Level 1 youth visitors are allowed during the day and evening with no pre-approval, unless a safety concern arises. Overnight guests or visitors are allowed with pre-approval, as long as they are occasional. Any proposed roommates must be approved by DCFS and contractor.

For Level 2 all guests or visitors require pre-approval, with no overnight guests allowed.

### **E. 3. ADDITIONAL CONTRACT REQUIREMENTS AND PROVISIONS**

**A.** Vera Lloyd desires to maintain confidentiality of client records, while providing appropriate access to records for clients and authorized individuals. Vera Lloyd operates within all applicable state and federal laws, licensing and accreditation standards as amended. We have specific rules and procedures for client record access outlined in our policies. Vera Lloyd's HIPAA Policy provides guidelines for safeguarding of Protected Health Information (PHI) and to limit unauthorized disclosures of PHI contained in a client's file, while at the same time ensuring such PHI is easily accessible to authorized staff, when necessary in providing care to the client. Vera Lloyd's Document Retention and Destruction Policy dictates that we keep client records for counseling services for seven (7) years and youth case files for five (5) years after discharge. Vera Lloyd will maintain all pertinent financial and accounting records and evidence pertaining to the contract in accordance with generally accepted principles of accounting and as specified by the State of Arkansas Law. Financial and accounting records shall be made available, upon request, to the State of Arkansas's designee(s) at any time during the contract period and any extension thereof, and for five (5) years from expiration date and final payment on the contract or extension thereof.

The Contract Administrator will submit quarterly progress evaluations to the identified DCFS Program Manager, as well as an annual summary document noting youth outcomes. Our

previous experience tracking outcomes with our FIT clients, utilizing the Arizona Self-Sufficiency Matrix will be beneficial in helping staff track outcomes of SIL clients.

**B.** As part of Vera Lloyd's aftercare services for our Transition Services program, Vera Lloyd staff track our former youth for 6 months, 1 year and 2 years after discharge. We have found the key to reaching out to these youth is the relationship the staff builds with the youth over the course of their time at Vera Lloyd. The Case Manager will be building a relationship with SIL clients, which will allow them to be in consistent contact with former clients. The relationship the Case Manager and the client have will ensure the Case Manager is able to reach out to the former client and encourage them, with the benefit of the incentive, to complete the survey.

#### **E.4 Staffing**

**A.** The Contract Administrator will be the Vera Lloyd Campus Site Manager Nathaniel Burton, who has nearly 20 years of combined experience with the agency, including roles as Program Director, House Supervisor and House Parent.

Kris Burghart will serve as Case Manager. Prior to coordinating the Transition Services Program at Vera Lloyd, Kris served as a House Parent for two years. Before coming to Vera Lloyd, Kris served as a teacher for 28 years. Kris has a master's in Education Administration. Kris is in the process of completing the Daniel Memorial Institute Independent Living Specialist Certification, which will be vital in helping him work with SIL clients.

Heather Burghart will serve as Case Manager. Prior to serving as FIT Coordinator for Vera Lloyd, Heather served as a House Parent for two years. Before coming to Vera Lloyd, Heather worked with special needs children for 22 years. Heather has a bachelor's degree from an accredited university.

Deverick Franklin will serve as the CORE trainer and as back-up Case Manager. Deverick currently serves as Lead Supervisor for Vera Lloyd, with 15 years of experience working with young adults with trauma histories and an associate's degree.

Marcus and Tamnisha Evans will serve as the House Parents (on-site staff) for the Level 2 clients. They currently serve as House Parents for Vera Lloyd and have 4 years of experience working with youth with a history of trauma. Tamnisha has a bachelor's degree and Marcus has a high school diploma.

Keliah Johnson and Jonathan Rush will serve as alternate house parents (on-site staff) for the Level 2 clients. Jonathan has been working for Vera Lloyd as an alternate house parent for more than two years and Keliah has been working as an alternate house parent for 1.5 years. Keliah and Jonathan have high school diplomas.

Kenyetta Daniels is Vera Lloyd's administrative assistant and will provide administrative support to the SIL program. She has served as an alternate house parent for Vera Lloyd prior to serving as administrative assistant. Kenyetta has been employed at Vera Lloyd for 5 years and has a bachelor's degree.

Resumes and Credentials are attached

**B.** All identified personnel have had all the required background checks. Vera Lloyd will ensure that any new staff, volunteers, mentors, student interns, etc. have completed all required background checks.





## **E. 1. MINIMUM QUALIFICATIONS**

A. Nathaniel Burton, Site Director for the Vera Lloyd Presbyterian Family Services campus, will be the Contract Administrator. He has a master's degree.

## **E. 2. APPROACH TO SCOPE OF WORK**

A. Vera Lloyd Presbyterian Family Services will obtain a Transitional Living Residential License from the Child Welfare Agency Review Board (CWARB) via the Department of Human Services' Division of Child Care and Early Childhood Education (DCCECE) Placement and Residential Licensing Unit (PRLU) and follow all associated Child Welfare Agency Review Board (CWARB) Minimum Licensing Standards applicable to a Transitional Living Residential License by May 15. Vera Lloyd has two homes on our campus in Monticello, ready for occupancy, which are well suited for Level 1 and Level 2 clients.

B. Vera Lloyd will provide Level 1 and Level 2 clients with housing and services to support them as they transition into adulthood. Level 1 clients will live in a shared house setting with communal kitchen and living spaces and separate bedrooms. Bathroom facilities will be shared. Laundry facilities are available in the home. The home is clean, safe and in good repair. The home is accessible to community resources. It is not in a high-crime neighborhood. The home meets all the requirements outlined, including safety features, an operable telephone and Wi-Fi.

Level 2 clients will live in a congregate care home with on-site staff to provide support to Level 2 youth. Experienced house parents will live in the Level 2 home, providing a family-like atmosphere for the clients. Bedrooms will be individual with shared bathroom facilities. Living, dining and kitchen spaces will be communal. Laundry facilities are located within the residence. The home meets all the requirements outlined, including being in a safe neighborhood, being accessible to community resources, having safety features, an operable telephone, and Wi-Fi.

C. 745 Old Warren Road, Monticello AR 71655

D. A positive youth development approach will be implemented by the Case Manager and other staff for both Level 1 and Level 2 clients. This approach will emphasize social capital and relationship competencies by engaging the youth with their family and the community. Youth will be fully involved partners in their own planning and decision-making. Having been in Drew County for 100 years, Vera Lloyd has deep community connections and resources in southeast Arkansas, as well as the entire state.

Sample Policies:

- Clients are expected to abide by all federal, state and local laws, including curfew laws.
- Clients are encouraged to use their own mode of transportation. If the client does not have a vehicle, Vera Lloyd staff will assist client in finding alternate forms of transportation. Staff will provide transportation, if requests are made in advance and approved. In addition, group transportation (van runs) may be provided several times a time on a regularly scheduled basis.

- Clients are expected to conduct themselves according to acceptable standards and accept individual responsibility for their actions, as an important aspect of community living. Consideration of others is the basic principle that will be followed by all clients. Each client possesses individual rights, which will be to respect other clients and their approved guests/family members. These rights carry a reciprocal responsibility in that each client will respect these same rights for all others in return.
- Level 1 clients are expected to be responsible for their own Medication Management with assistance from their Case Manager. Depending on the needs of Level 2 clients, the on-site staff may participate in their Medication Management by adhering to the following guidelines:
  - a. Right Client – Properly identify the client
  - b. Right Time – Administer medication at the prescribed time. This can usually be within 30 minutes earlier or later than the designated time unless otherwise specified by the provider or the pharmacist.
  - c. Right Medicine – Administer the correct medication. Check three times prior to administration
  - d. Right Dose – Administer the right amount of medication.
  - e. Right Route – Use the prescribed method of medication administration such as swallowing, drops in the ear, cream to the affected area, etc.
  - f. Right Documentation – Promptly and accurately document the medication administration. The client cannot leave the office until the medication book is signed by staff and the client. All columns must be filled out.
  - g. Medication is double locked when not be administered.
  - h. Refills for medications are the responsibility of the Case Manager
- Vera Lloyd has an Emergency Response Preparedness Manual, which includes the following: Emergency Communication Procedures; Fire Response Procedures; Natural Gas Leak Procedures; Major Water Leak Procedures; Power Failure Procedures; Tornado Procedures; Housing Unit Evacuation Procedures; Emergency Campus Evacuation Procedures; Intruder/Unauthorized Individual(s) and Medical Emergency Response Procedures. Vera Lloyd has a CPI certified instructor on staff who trains all new staff during their pre-service training and re-trains all existing staff on an annual basis. Vera Lloyd utilizes CPI's nonviolent crisis intervention program. All Level 1 and Level 2 clients will have 24-hour ability to contact their Case Manager or another staff designee.
- Program Rules include:
  1. No firearms, dangerous weapons or illegal substances permitted on the campus.
  2. Observe smoke-free campus
  3. Verbal or physical abuse, fighting, threats or aggressive behavior, in any form, to anyone will not be tolerated.
  4. No candles or open flames in the homes.
  5. Any pets for Level 1 clients must be approved by the Case Manager and have all vaccinations required by law.

6. Level 1 clients should provide notification to staff when they plan to be off campus overnight or for an extended length of time. Level 2 clients are required to request permission for any overnight stays.
- Clients are expected to follow all the rules, meet with their Case Manager as directed; work or attend school; access community resources; attend counseling or other classes as per their service plan; keep their room clean, sanitary and in good condition
  - Services may be terminated for non-compliance with program rules and expectations and criminal activity or destruction of property/violence. Depending on the severity of the infraction, clients may be given a warning to modify their behavior or actions. Clients will be notified in writing by the Case Manager when they are not in compliance with program rules and guidelines and given a reasonable opportunity to comply with a Corrective Action Plan. The exception is violent or criminal behavior, which calls for immediate termination.
  - All clients will receive a copy of a handbook, including rules and guidelines to be signed by the client and the Case Manager.

**E.** Vera Lloyd will have two Case Managers for the Supervised Independent Living Program. No Case Manager will have a caseload of more than seven clients. An alternate Case Manager/CORE trainer will also be available to assist when a Case Manager is not available.

**F.** Vera Lloyd is already providing access to training, life skills classes, budgeting and financial literacy, counseling and community resources to our existing clients through our Transition Services and Families in Transition programs. Providing these services to Level 1 and Level 2 clients will be a continuum of those services. Similar to SIL, Vera Lloyd's Families in Transition (FIT) program, offers supportive housing for homeless or near-homeless single families, and the community resource guide for that program can also be used in the SIL. Both Transition Services and FIT utilize a trauma-informed and client-centered approach to empower youth towards independence. Mental health and substance abuse counseling will be available to both Level 1 and Level 2 clients. Vera Lloyd currently uses the Daniel Kids Assessment tool and the Casey Life Skills Assessment for our Transition Services and FIT programs. These will be helpful for staff to assess the clients' strengths, interests, talents, goals and aspirations, in order to develop their individualized plan. At every turn clients will be engaged in their own planning and decision making, which will help them build confidence and learn from their mistakes.

Vera Lloyd is also fortunate to have on campus resources to assist clients in pursuing their passions, which according to the Jim Casey Youth Opportunity Initiative The Adolescent Brain, may lead to a sense of purpose in their lives. These services include guitar, piano and art lessons.

**G.** All Vera Lloyd staff are trained in the proper care, treatment, safety and supervision of the clients we serve. All staff working on the Vera Lloyd campus have been trained in the Trust Based Relational Intervention (TBRI) model of care, which is evidenced-based. This model of care will be used in the Supervised Independent Living Program.

Vera Lloyd is accredited by the Council on Accreditation (COA) and utilizes policies based on COA best practices. All staff for the SIL program have been through Vera Lloyd's extensive training program and have experience working with clients with trauma histories. Vera Lloyd will ensure all management and direct care staff complete Critical Ongoing Resource Family Education (CORE) Teen Training during the first year of the contract or of employment. We have designated our CPI certified instructor to be the in-house trainer for CORE.

**H.** Level 1 and Level 2 clients will receive information about community resources, life skills training, budgeting and financial literacy instruction, education and support in working toward long-term goals related to employment, housing and personal goals based on their assessments and desires. Vera Lloyd is currently working with the Arkansas Department of Career Education to offer additional on-campus services, such as driver's education and certificate programs to our existing clients, which will also be beneficial to the SIL clients. In addition, we have recently been in discussions with the Jim Casey Youth Opportunities Initiative Opportunity Passport staff and visited one of their sites.

Level 1 clients will meet face to face with the Case Manager at least twice a week during their first month of participation with at least one other form of communication once per week during the first month of participation to acclimate the youth to the program and their new home.

Level 2 clients will meet face to face with the Case Manager every business day during the first month of participation in the program, with at least one other form of communication on non-business days during the youth's first month of participation in the program to acclimate the youth to the program and their new home.

For Level 1 clients after the first month of the youth's participation in the program, the Case Manager will determine if it is appropriate to decrease contact with the youth. If so, the Case Manager will meet face to face at least once a week with the youth and have at least one other form of communication once a week to monitor progress and make suggestions and recommendations on their goals. Additional face-to-face meetings will be conducted, based on the client's needs.

For Level 2 after the first month of participation, the Case Manager will work with DCFS staff to determine the frequency of face-to-face contact needed, based on the client's individual strengths and needs.

Vera Lloyd staff are accustomed to working with youth in the areas of grocery shopping, meal planning, nutrition and budgeting, as part of our Transition Services program. During the first month of placement, staff will assist Level 1 youth in preparing and cooking one meal each week to assess their cooking skills and abilities to follow recipes and utilize appliances.

For Level 2 youth during the first month of placement, staff will assist the youth in preparing and cooking one meal each week to assess youth's basic cooking skills, ability to follow a recipe and utilize kitchen appliances.

For both Level 1 and Level 2 youth, staff will ensure the residence is reasonably clean and orderly, providing instruction as needed on basic housekeeping skills.

For both Level 1 and Level 2 clients, staff will ensure youth have their transportation needs met. See Sample Policies D.

For both Level 1 and Level 2 staff will assist the youth in opening a checking and savings account, if the youth does not currently have these accounts. Staff will ensure that youth understand that money deposited into the savings account is to be saved until the youth leaves the program. In addition, for youth who are employed, staff will ensure the youth deposits ten percent (10%) of each paycheck in his/her savings account (in addition to the \$50 that will be set aside monthly from the payment the contractor receives).

For both Level 1 and Level 2 staff will help youth to safely and appropriately navigate contact with biological family members and other life supports. If necessary, staff will provide education on boundaries and healthy relationships.

For Level 1 staff allow youth to use the internet and social media, without monitoring, unless a safety issue arises.

Level 2 youth are allowed to use the internet and social media, with staff having access to social media account information to monitor at least once per week, with more monitoring by staff, if needed.

For Level 1 youth visitors are allowed during the day and evening with no pre-approval, unless a safety concern arises. Overnight guests or visitors are allowed with pre-approval, as long as they are occasional. Any proposed roommates must be approved by DCFS and contractor.

For Level 2 all guests or visitors require pre-approval, with no overnight guests allowed.

### **E. 3. ADDITIONAL CONTRACT REQUIREMENTS AND PROVISIONS**

**A.** Vera Lloyd desires to maintain confidentiality of client records, while providing appropriate access to records for clients and authorized individuals. Vera Lloyd operates within all applicable state and federal laws, licensing and accreditation standards as amended. We have specific rules and procedures for client record access outlined in our policies. Vera Lloyd's HIPAA Policy provides guidelines for safeguarding of Protected Health Information (PHI) and to limit unauthorized disclosures of PHI contained in a client's file, while at the same time ensuring such PHI is easily accessible to authorized staff, when necessary in providing care to the client. Vera Lloyd's Document Retention and Destruction Policy dictates that we keep client records for counseling services for seven (7) years and youth case files for five (5) years after discharge. Vera Lloyd will maintain all pertinent financial and accounting records and evidence pertaining to the contract in accordance with generally accepted principles of accounting and as specified by the State of Arkansas Law. Financial and accounting records shall be made available, upon request, to the State of Arkansas's designee(s) at any time during the contract period and any extension thereof, and for five (5) years from expiration date and final payment on the contract or extension thereof.

The Contract Administrator will submit quarterly progress evaluations to the identified DCFS Program Manager, as well as an annual summary document noting youth outcomes. Our

previous experience tracking outcomes with our FIT clients, utilizing the Arizona Self-Sufficiency Matrix will be beneficial in helping staff track outcomes of SIL clients.

**B.** As part of Vera Lloyd's aftercare services for our Transition Services program, Vera Lloyd staff track our former youth for 6 months, 1 year and 2 years after discharge. We have found the key to reaching out to these youth is the relationship the staff builds with the youth over the course of their time at Vera Lloyd. The Case Manager will be building a relationship with SIL clients, which will allow them to be in consistent contact with former clients. The relationship the Case Manager and the client have will ensure the Case Manager is able to reach out to the former client and encourage them, with the benefit of the incentive, to complete the survey.

#### **E.4 Staffing**

**A.** The Contract Administrator will be the Vera Lloyd Campus Site Manager Nathaniel Burton, who has nearly 20 years of combined experience with the agency, including roles as Program Director, House Supervisor and House Parent.

Kris Burghart will serve as Case Manager. Prior to coordinating the Transition Services Program at Vera Lloyd, Kris served as a House Parent for two years. Before coming to Vera Lloyd, Kris served as a teacher for 28 years. Kris has a master's in Education Administration. Kris is in the process of completing the Daniel Memorial Institute Independent Living Specialist Certification, which will be vital in helping him work with SIL clients.

Heather Burghart will serve as Case Manager. Prior to serving as FIT Coordinator for Vera Lloyd, Heather served as a House Parent for two years. Before coming to Vera Lloyd, Heather worked with special needs children for 22 years. Heather has a bachelor's degree from an accredited university.

Deverick Franklin will serve as the CORE trainer and as back-up Case Manager. Deverick currently serves as Lead Supervisor for Vera Lloyd, with 15 years of experience working with young adults with trauma histories and an associate's degree.

Marcus and Tamnisha Evans will serve as the House Parents (on-site staff) for the Level 2 clients. They currently serve as House Parents for Vera Lloyd and have 4 years of experience working with youth with a history of trauma. Tamnisha has a bachelor's degree and Marcus has a high school diploma.

Keliah Johnson and Jonathan Rush will serve as alternate house parents (on-site staff) for the Level 2 clients. Jonathan has been working for Vera Lloyd as an alternate house parent for more than two years and Keliah has been working as an alternate house parent for 1.5 years. Keliah and Jonathan have high school diplomas.

Kenyetta Daniels is Vera Lloyd's administrative assistant and will provide administrative support to the SIL program. She has served as an alternate house parent for Vera Lloyd prior to serving as administrative assistant. Kenyetta has been employed at Vera Lloyd for 5 years and has a bachelor's degree.

Resumes and Credentials are attached

**B.** All identified personnel have had all the required background checks. Vera Lloyd will ensure that any new staff, volunteers, mentors, student interns, etc. have completed all required background checks.





## **E. 1. MINIMUM QUALIFICATIONS**

A. Nathaniel Burton, Site Director for the Vera Lloyd Presbyterian Family Services campus, will be the Contract Administrator. He has a master's degree.

## **E. 2. APPROACH TO SCOPE OF WORK**

A. Vera Lloyd Presbyterian Family Services will obtain a Transitional Living Residential License from the Child Welfare Agency Review Board (CWARB) via the Department of Human Services' Division of Child Care and Early Childhood Education (DCCECE) Placement and Residential Licensing Unit (PRLU) and follow all associated Child Welfare Agency Review Board (CWARB) Minimum Licensing Standards applicable to a Transitional Living Residential License by May 15. Vera Lloyd has two homes on our campus in Monticello, ready for occupancy, which are well suited for Level 1 and Level 2 clients.

B. Vera Lloyd will provide Level 1 and Level 2 clients with housing and services to support them as they transition into adulthood. Level 1 clients will live in a shared house setting with communal kitchen and living spaces and separate bedrooms. Bathroom facilities will be shared. Laundry facilities are available in the home. The home is clean, safe and in good repair. The home is accessible to community resources. It is not in a high-crime neighborhood. The home meets all the requirements outlined, including safety features, an operable telephone and Wi-Fi.

Level 2 clients will live in a congregate care home with on-site staff to provide support to Level 2 youth. Experienced house parents will live in the Level 2 home, providing a family-like atmosphere for the clients. Bedrooms will be individual with shared bathroom facilities. Living, dining and kitchen spaces will be communal. Laundry facilities are located within the residence. The home meets all the requirements outlined, including being in a safe neighborhood, being accessible to community resources, having safety features, an operable telephone, and Wi-Fi.

C. 745 Old Warren Road, Monticello AR 71655

D. A positive youth development approach will be implemented by the Case Manager and other staff for both Level 1 and Level 2 clients. This approach will emphasize social capital and relationship competencies by engaging the youth with their family and the community. Youth will be fully involved partners in their own planning and decision-making. Having been in Drew County for 100 years, Vera Lloyd has deep community connections and resources in southeast Arkansas, as well as the entire state.

Sample Policies:

- Clients are expected to abide by all federal, state and local laws, including curfew laws.
- Clients are encouraged to use their own mode of transportation. If the client does not have a vehicle, Vera Lloyd staff will assist client in finding alternate forms of transportation. Staff will provide transportation, if requests are made in advance and approved. In addition, group transportation (van runs) may be provided several times a time on a regularly scheduled basis.

- Clients are expected to conduct themselves according to acceptable standards and accept individual responsibility for their actions, as an important aspect of community living. Consideration of others is the basic principle that will be followed by all clients. Each client possesses individual rights, which will be to respect other clients and their approved guests/family members. These rights carry a reciprocal responsibility in that each client will respect these same rights for all others in return.
- Level 1 clients are expected to be responsible for their own Medication Management with assistance from their Case Manager. Depending on the needs of Level 2 clients, the on-site staff may participate in their Medication Management by adhering to the following guidelines:
  - a. Right Client – Properly identify the client
  - b. Right Time – Administer medication at the prescribed time. This can usually be within 30 minutes earlier or later than the designated time unless otherwise specified by the provider or the pharmacist.
  - c. Right Medicine – Administer the correct medication. Check three times prior to administration
  - d. Right Dose – Administer the right amount of medication.
  - e. Right Route – Use the prescribed method of medication administration such as swallowing, drops in the ear, cream to the affected area, etc.
  - f. Right Documentation – Promptly and accurately document the medication administration. The client cannot leave the office until the medication book is signed by staff and the client. All columns must be filled out.
  - g. Medication is double locked when not be administered.
  - h. Refills for medications are the responsibility of the Case Manager
- Vera Lloyd has an Emergency Response Preparedness Manual, which includes the following: Emergency Communication Procedures; Fire Response Procedures; Natural Gas Leak Procedures; Major Water Leak Procedures; Power Failure Procedures; Tornado Procedures; Housing Unit Evacuation Procedures; Emergency Campus Evacuation Procedures; Intruder/Unauthorized Individual(s) and Medical Emergency Response Procedures. Vera Lloyd has a CPI certified instructor on staff who trains all new staff during their pre-service training and re-trains all existing staff on an annual basis. Vera Lloyd utilizes CPI's nonviolent crisis intervention program. All Level 1 and Level 2 clients will have 24-hour ability to contact their Case Manager or another staff designee.
- Program Rules include:
  1. No firearms, dangerous weapons or illegal substances permitted on the campus.
  2. Observe smoke-free campus
  3. Verbal or physical abuse, fighting, threats or aggressive behavior, in any form, to anyone will not be tolerated.
  4. No candles or open flames in the homes.
  5. Any pets for Level 1 clients must be approved by the Case Manager and have all vaccinations required by law.

6. Level 1 clients should provide notification to staff when they plan to be off campus overnight or for an extended length of time. Level 2 clients are required to request permission for any overnight stays.
- Clients are expected to follow all the rules, meet with their Case Manager as directed; work or attend school; access community resources; attend counseling or other classes as per their service plan; keep their room clean, sanitary and in good condition
  - Services may be terminated for non-compliance with program rules and expectations and criminal activity or destruction of property/violence. Depending on the severity of the infraction, clients may be given a warning to modify their behavior or actions. Clients will be notified in writing by the Case Manager when they are not in compliance with program rules and guidelines and given a reasonable opportunity to comply with a Corrective Action Plan. The exception is violent or criminal behavior, which calls for immediate termination.
  - All clients will receive a copy of a handbook, including rules and guidelines to be signed by the client and the Case Manager.

**E.** Vera Lloyd will have two Case Managers for the Supervised Independent Living Program. No Case Manager will have a caseload of more than seven clients. An alternate Case Manager/CORE trainer will also be available to assist when a Case Manager is not available.

**F.** Vera Lloyd is already providing access to training, life skills classes, budgeting and financial literacy, counseling and community resources to our existing clients through our Transition Services and Families in Transition programs. Providing these services to Level 1 and Level 2 clients will be a continuum of those services. Similar to SIL, Vera Lloyd's Families in Transition (FIT) program, offers supportive housing for homeless or near-homeless single families, and the community resource guide for that program can also be used in the SIL. Both Transition Services and FIT utilize a trauma-informed and client-centered approach to empower youth towards independence. Mental health and substance abuse counseling will be available to both Level 1 and Level 2 clients. Vera Lloyd currently uses the Daniel Kids Assessment tool and the Casey Life Skills Assessment for our Transition Services and FIT programs. These will be helpful for staff to assess the clients' strengths, interests, talents, goals and aspirations, in order to develop their individualized plan. At every turn clients will be engaged in their own planning and decision making, which will help them build confidence and learn from their mistakes.

Vera Lloyd is also fortunate to have on campus resources to assist clients in pursuing their passions, which according to the Jim Casey Youth Opportunity Initiative The Adolescent Brain, may lead to a sense of purpose in their lives. These services include guitar, piano and art lessons.

**G.** All Vera Lloyd staff are trained in the proper care, treatment, safety and supervision of the clients we serve. All staff working on the Vera Lloyd campus have been trained in the Trust Based Relational Intervention (TBRI) model of care, which is evidenced-based. This model of care will be used in the Supervised Independent Living Program.

Vera Lloyd is accredited by the Council on Accreditation (COA) and utilizes policies based on COA best practices. All staff for the SIL program have been through Vera Lloyd's extensive training program and have experience working with clients with trauma histories. Vera Lloyd will ensure all management and direct care staff complete Critical Ongoing Resource Family Education (CORE) Teen Training during the first year of the contract or of employment. We have designated our CPI certified instructor to be the in-house trainer for CORE.

**H.** Level 1 and Level 2 clients will receive information about community resources, life skills training, budgeting and financial literacy instruction, education and support in working toward long-term goals related to employment, housing and personal goals based on their assessments and desires. Vera Lloyd is currently working with the Arkansas Department of Career Education to offer additional on-campus services, such as driver's education and certificate programs to our existing clients, which will also be beneficial to the SIL clients. In addition, we have recently been in discussions with the Jim Casey Youth Opportunities Initiative Opportunity Passport staff and visited one of their sites.

Level 1 clients will meet face to face with the Case Manager at least twice a week during their first month of participation with at least one other form of communication once per week during the first month of participation to acclimate the youth to the program and their new home.

Level 2 clients will meet face to face with the Case Manager every business day during the first month of participation in the program, with at least one other form of communication on non-business days during the youth's first month of participation in the program to acclimate the youth to the program and their new home.

For Level 1 clients after the first month of the youth's participation in the program, the Case Manager will determine if it is appropriate to decrease contact with the youth. If so, the Case Manager will meet face to face at least once a week with the youth and have at least one other form of communication once a week to monitor progress and make suggestions and recommendation's on their goals. Additional face-to-face meetings will be conducted, based on the client's needs.

For Level 2 after the first month of participation, the Case Manager will work with DCFS staff to determine the frequency of face-to-face contact needed, based on the client's individual strengths and needs.

Vera Lloyd staff are accustomed to working with youth in the areas of grocery shopping, meal planning, nutrition and budgeting, as part of our Transition Services program. During the first month of placement, staff will assist Level 1 youth in preparing and cooking one meal each week to assess their cooking skills and abilities to follow recipes and utilize appliances.

For Level 2 youth during the first month of placement, staff will assist the youth in preparing and cooking one meal each week to assess youth's basic cooking skills, ability to follow a recipe and utilize kitchen appliances.

For both Level 1 and Level 2 youth, staff will ensure the residence is reasonably clean and orderly, providing instruction as needed on basic housekeeping skills.

For both Level 1 and Level 2 clients, staff will ensure youth have their transportation needs met. See Sample Policies D.

For both Level 1 and Level 2 staff will assist the youth in opening a checking and savings account, if the youth does not currently have these accounts. Staff will ensure that youth understand that money deposited into the savings account is to be saved until the youth leaves the program. In addition, for youth who are employed, staff will ensure the youth deposits ten percent (10%) of each paycheck in his/her savings account (in addition to the \$50 that will be set aside monthly from the payment the contractor receives).

For both Level 1 and Level 2 staff will help youth to safely and appropriately navigate contact with biological family members and other life supports. If necessary, staff will provide education on boundaries and healthy relationships.

For Level 1 staff allow youth to use the internet and social media, without monitoring, unless a safety issue arises.

Level 2 youth are allowed to use the internet and social media, with staff having access to social media account information to monitor at least once per week, with more monitoring by staff, if needed.

For Level 1 youth visitors are allowed during the day and evening with no pre-approval, unless a safety concern arises. Overnight guests or visitors are allowed with pre-approval, as long as they are occasional. Any proposed roommates must be approved by DCFS and contractor.

For Level 2 all guests or visitors require pre-approval, with no overnight guests allowed.

### **E. 3. ADDITIONAL CONTRACT REQUIREMENTS AND PROVISIONS**

**A.** Vera Lloyd desires to maintain confidentiality of client records, while providing appropriate access to records for clients and authorized individuals. Vera Lloyd operates within all applicable state and federal laws, licensing and accreditation standards as amended. We have specific rules and procedures for client record access outlined in our policies. Vera Lloyd's HIPAA Policy provides guidelines for safeguarding of Protected Health Information (PHI) and to limit unauthorized disclosures of PHI contained in a client's file, while at the same time ensuring such PHI is easily accessible to authorized staff, when necessary in providing care to the client. Vera Lloyd's Document Retention and Destruction Policy dictates that we keep client records for counseling services for seven (7) years and youth case files for five (5) years after discharge. Vera Lloyd will maintain all pertinent financial and accounting records and evidence pertaining to the contract in accordance with generally accepted principles of accounting and as specified by the State of Arkansas Law. Financial and accounting records shall be made available, upon request, to the State of Arkansas's designee(s) at any time during the contract period and any extension thereof, and for five (5) years from expiration date and final payment on the contract or extension thereof.

The Contract Administrator will submit quarterly progress evaluations to the identified DCFS Program Manager, as well as an annual summary document noting youth outcomes. Our

previous experience tracking outcomes with our FIT clients, utilizing the Arizona Self-Sufficiency Matrix will be beneficial in helping staff track outcomes of SIL clients.

**B.** As part of Vera Lloyd's aftercare services for our Transition Services program, Vera Lloyd staff track our former youth for 6 months, 1 year and 2 years after discharge. We have found the key to reaching out to these youth is the relationship the staff builds with the youth over the course of their time at Vera Lloyd. The Case Manager will be building a relationship with SIL clients, which will allow them to be in consistent contact with former clients. The relationship the Case Manager and the client have will ensure the Case Manager is able to reach out to the former client and encourage them, with the benefit of the incentive, to complete the survey.

#### **E.4 Staffing**

**A.** The Contract Administrator will be the Vera Lloyd Campus Site Manager Nathaniel Burton, who has nearly 20 years of combined experience with the agency, including roles as Program Director, House Supervisor and House Parent.

Kris Burghart will serve as Case Manager. Prior to coordinating the Transition Services Program at Vera Lloyd, Kris served as a House Parent for two years. Before coming to Vera Lloyd, Kris served as a teacher for 28 years. Kris has a master's in Education Administration. Kris is in the process of completing the Daniel Memorial Institute Independent Living Specialist Certification, which will be vital in helping him work with SIL clients.

Heather Burghart will serve as Case Manager. Prior to serving as FIT Coordinator for Vera Lloyd, Heather served as a House Parent for two years. Before coming to Vera Lloyd, Heather worked with special needs children for 22 years. Heather has a bachelor's degree from an accredited university.

Deverick Franklin will serve as the CORE trainer and as back-up Case Manager. Deverick currently serves as Lead Supervisor for Vera Lloyd, with 15 years of experience working with young adults with trauma histories and an associate's degree.

Marcus and Tamnisha Evans will serve as the House Parents (on-site staff) for the Level 2 clients. They currently serve as House Parents for Vera Lloyd and have 4 years of experience working with youth with a history of trauma. Tamnisha has a bachelor's degree and Marcus has a high school diploma.

Keliah Johnson and Jonathan Rush will serve as alternate house parents (on-site staff) for the Level 2 clients. Jonathan has been working for Vera Lloyd as an alternate house parent for more than two years and Keliah has been working as an alternate house parent for 1.5 years. Keliah and Jonathan have high school diplomas.

Kenyetta Daniels is Vera Lloyd's administrative assistant and will provide administrative support to the SIL program. She has served as an alternate house parent for Vera Lloyd prior to serving as administrative assistant. Kenyetta has been employed at Vera Lloyd for 5 years and has a bachelor's degree.

Resumes and Credentials are attached

**B.** All identified personnel have had all the required background checks. Vera Lloyd will ensure that any new staff, volunteers, mentors, student interns, etc. have completed all required background checks.





## **E. 1. MINIMUM QUALIFICATIONS**

A. Nathaniel Burton, Site Director for the Vera Lloyd Presbyterian Family Services campus, will be the Contract Administrator. He has a master's degree.

## **E. 2. APPROACH TO SCOPE OF WORK**

A. Vera Lloyd Presbyterian Family Services will obtain a Transitional Living Residential License from the Child Welfare Agency Review Board (CWARB) via the Department of Human Services' Division of Child Care and Early Childhood Education (DCCECE) Placement and Residential Licensing Unit (PRLU) and follow all associated Child Welfare Agency Review Board (CWARB) Minimum Licensing Standards applicable to a Transitional Living Residential License by May 15. Vera Lloyd has two homes on our campus in Monticello, ready for occupancy, which are well suited for Level 1 and Level 2 clients.

B. Vera Lloyd will provide Level 1 and Level 2 clients with housing and services to support them as they transition into adulthood. Level 1 clients will live in a shared house setting with communal kitchen and living spaces and separate bedrooms. Bathroom facilities will be shared. Laundry facilities are available in the home. The home is clean, safe and in good repair. The home is accessible to community resources. It is not in a high-crime neighborhood. The home meets all the requirements outlined, including safety features, an operable telephone and Wi-Fi.

Level 2 clients will live in a congregate care home with on-site staff to provide support to Level 2 youth. Experienced house parents will live in the Level 2 home, providing a family-like atmosphere for the clients. Bedrooms will be individual with shared bathroom facilities. Living, dining and kitchen spaces will be communal. Laundry facilities are located within the residence. The home meets all the requirements outlined, including being in a safe neighborhood, being accessible to community resources, having safety features, an operable telephone, and Wi-Fi.

C. 745 Old Warren Road, Monticello AR 71655

D. A positive youth development approach will be implemented by the Case Manager and other staff for both Level 1 and Level 2 clients. This approach will emphasize social capital and relationship competencies by engaging the youth with their family and the community. Youth will be fully involved partners in their own planning and decision-making. Having been in Drew County for 100 years, Vera Lloyd has deep community connections and resources in southeast Arkansas, as well as the entire state.

### **Sample Policies:**

- Clients are expected to abide by all federal, state and local laws, including curfew laws.
- Clients are encouraged to use their own mode of transportation. If the client does not have a vehicle, Vera Lloyd staff will assist client in finding alternate forms of transportation. Staff will provide transportation, if requests are made in advance and approved. In addition, group transportation (van runs) may be provided several times a time on a regularly scheduled basis.

- Clients are expected to conduct themselves according to acceptable standards and accept individual responsibility for their actions, as an important aspect of community living. Consideration of others is the basic principle what will be followed by all clients, Each client possesses individual rights, which will be to respect other clients and their approved guests/family members. These rights carry a reciprocal responsibility in that each client will respect these same rights for all others in return.
- Level 1 clients are expected to be responsible for their own Medication Management with assistance from their Case Manager. Depending on the needs of Level 2 clients, the on-site staff may participate in their Medication Management by adhering to the following guidelines:
  - a. Right Client – Properly identify the client
  - b. Right Time – Administer medication at the prescribed time. This can usually be within 30 minutes earlier or later than the designated time unless otherwise specified by the provider or the pharmacist.
  - c. Right Medicine – Administer the correct medication. Check three times prior to administration
  - d. Right Dose – Administer the right amount of medication.
  - e. Right Route – Use the prescribed method of medication administration such as swallowing, drops in the ear, cream to the affected area, etc.
  - f. Right Documentation – Promptly and accurately document the medication administration. The client cannot leave the office until the medication book is signed by staff and the client. All columns must be filled out.
  - g. Medication is double locked when not be administered.
  - h. Refills for medications are the responsibility of the Case Manager
- Vera Lloyd has an Emergency Response Preparedness Manual, which includes the following: Emergency Communication Procedures; Fire Response Procedures; Natural Gas Leak Procedures; Major Water Leak Procedures; Power Failure Procedures; Tornado Procedures; Housing Unit Evacuation Procedures; Emergency Campus Evacuation Procedures; Intruder/Unauthorized Individual(s) and Medical Emergency Response Procedures. Vera Lloyd has a CPI certified instructor on staff who trains all new staff during their pre-service training and re-trains all existing staff on an annual basis. Vera Lloyd utilizes CPI's nonviolent crisis intervention program. All Level 1 and Level 2 clients will have 24-hour ability to contact their Case Manager or another staff designee.
- Program Rules include:
  1. No firearms, dangerous weapons or illegal substances permitted on the campus.
  2. Observe smoke-free campus
  3. Verbal or physical abuse, fighting, threats or aggressive behavior, in any form, to anyone will not be tolerated.
  4. No candles or open flames in the homes.
  5. Any pets for Level 1 clients must be approved by the Case Manager and have all vaccinations required by law.

6. Level 1 clients should provide notification to staff when they plan to be off campus overnight or for an extended length of time. Level 2 clients are required to request permission for any overnight stays.
- Clients are expected to follow all the rules, meet with their Case Manager as directed; work or attend school; access community resources; attend counseling or other classes as per their service plan; keep their room clean, sanitary and in good condition
  - Services may be terminated for non-compliance with program rules and expectations and criminal activity or destruction of property/violence. Depending on the severity of the infraction, clients may be given a warning to modify their behavior or actions. Clients will be notified in writing by the Case Manager when they are not in compliance with program rules and guidelines and given a reasonable opportunity to comply with a Corrective Action Plan. The exception is violent or criminal behavior, which calls for immediate termination.
  - All clients will receive a copy of a handbook, including rules and guidelines to be signed by the client and the Case Manager.

**E.** Vera Lloyd will have two Case Managers for the Supervised Independent Living Program. No Case Manager will have a caseload of more than seven clients. An alternate Case Manager/CORE trainer will also be available to assist when a Case Manager is not available.

**F.** Vera Lloyd is already providing access to training, life skills classes, budgeting and financial literacy, counseling and community resources to our existing clients through our Transition Services and Families in Transition programs. Providing these services to Level 1 and Level 2 clients will be a continuum of those services. Similar to SIL, Vera Lloyd's Families in Transition (FIT) program, offers supportive housing for homeless or near-homeless single families, and the community resource guide for that program can also be used in the SIL. Both Transition Services and FIT utilize a trauma-informed and client-centered approach to empower youth towards independence. Mental health and substance abuse counseling will be available to both Level 1 and Level 2 clients. Vera Lloyd currently uses the Daniel Kids Assessment tool and the Casey Life Skills Assessment for our Transition Services and FIT programs. These will be helpful for staff to assess the clients' strengths, interests, talents, goals and aspirations, in order to develop their individualized plan. At every turn clients will be engaged in their own planning and decision making, which will help them build confidence and learn from their mistakes.

Vera Lloyd is also fortunate to have on campus resources to assist clients in pursuing their passions, which according to the Jim Casey Youth Opportunity Initiative [The Adolescent Brain](#), may lead to a sense of purpose in their lives. These services include guitar, piano and art lessons.

**G.** All Vera Lloyd staff are trained in the proper care, treatment, safety and supervision of the clients we serve. All staff working on the Vera Lloyd campus have been trained in the Trust Based Relational Intervention (TBRI) model of care, which is evidenced-based. This model of care will be used in the Supervised Independent Living Program.

Vera Lloyd is accredited by the Council on Accreditation (COA) and utilizes policies based on COA best practices. All staff for the SIL program have been through Vera Lloyd's extensive training program and have experience working with clients with trauma histories. Vera Lloyd will ensure all management and direct care staff complete Critical Ongoing Resource Family Education (CORE) Teen Training during the first year of the contract or of employment. We have designated our CPI certified instructor to be the in-house trainer for CORE.

**H.** Level 1 and Level 2 clients will receive information about community resources, life skills training, budgeting and financial literacy instruction, education and support in working toward long-term goals related to employment, housing and personal goals based on their assessments and desires. Vera Lloyd is currently working with the Arkansas Department of Career Education to offer additional on-campus services, such as driver's education and certificate programs to our existing clients, which will also be beneficial to the SIL clients. In addition, we have recently been in discussions with the Jim Casey Youth Opportunities Initiative Opportunity Passport staff and visited one of their sites.

Level 1 clients will meet face to face with the Case Manager at least twice a week during their first month of participation with at least one other form of communication once per week during the first month of participation to acclimate the youth to the program and their new home.

Level 2 clients will meet face to face with the Case Manager every business day during the first month of participation in the program, with at least one other form of communication on non-business days during the youth's first month of participation in the program to acclimate the youth to the program and their new home.

For Level 1 clients after the first month of the youth's participation in the program, the Case Manager will determine if it is appropriate to decrease contact with the youth. If so, the Case Manager will meet face to face at least once a week with the youth and have at least one other form of communication once a week to monitor progress and make suggestions and recommendations on their goals. Additional face-to-face meetings will be conducted, based on the client's needs.

For Level 2 after the first month of participation, the Case Manager will work with DCFS staff to determine the frequency of face-to-face contact needed, based on the client's individual strengths and needs.

Vera Lloyd staff are accustomed to working with youth in the areas of grocery shopping, meal planning, nutrition and budgeting, as part of our Transition Services program. During the first month of placement, staff will assist Level 1 youth in preparing and cooking one meal each week to assess their cooking skills and abilities to follow recipes and utilize appliances.

For Level 2 youth during the first month of placement, staff will assist the youth in preparing and cooking one meal each week to assess youth's basic cooking skills, ability to follow a recipe and utilize kitchen appliances.

For both Level 1 and Level 2 youth, staff will ensure the residence is reasonably clean and orderly, providing instruction as needed on basic housekeeping skills.

For both Level 1 and Level 2 clients, staff will ensure youth have their transportation needs met. See Sample Policies D.

For both Level 1 and Level 2 staff will assist the youth in opening a checking and savings account, if the youth does not currently have these accounts. Staff will ensure that youth understand that money deposited into the savings account is to be saved until the youth leaves the program. In addition, for youth who are employed, staff will ensure the youth deposits ten percent (10%) of each paycheck in his/her savings account (in addition to the \$50 that will be set aside monthly from the payment the contractor receives).

For both Level 1 and Level 2 staff will help youth to safely and appropriately navigate contact with biological family members and other life supports. If necessary, staff will provide education on boundaries and healthy relationships.

For Level 1 staff allow youth to use the internet and social media, without monitoring, unless a safety issue arises.

Level 2 youth are allowed to use the internet and social media, with staff having access to social media account information to monitor at least once per week, with more monitoring by staff, if needed.

For Level 1 youth visitors are allowed during the day and evening with no pre-approval, unless a safety concern arises. Overnight guests or visitors are allowed with pre-approval, as long as they are occasional. Any proposed roommates must be approved by DCFS and contractor.

For Level 2 all guests or visitors require pre-approval, with no overnight guests allowed.

### **E. 3. ADDITIONAL CONTRACT REQUIREMENTS AND PROVISIONS**

**A.** Vera Lloyd desires to maintain confidentiality of client records, while providing appropriate access to records for clients and authorized individuals. Vera Lloyd operates within all applicable state and federal laws, licensing and accreditation standards as amended. We have specific rules and procedures for client record access outlined in our policies. Vera Lloyd's HIPAA Policy provides guidelines for safeguarding of Protected Health Information (PHI) and to limit unauthorized disclosures of PHI contained in a client's file, while at the same time ensuring such PHI is easily accessible to authorized staff, when necessary in providing care to the client. Vera Lloyd's Document Retention and Destruction Policy dictates that we keep client records for counseling services for seven (7) years and youth case files for five (5) years after discharge. Vera Lloyd will maintain all pertinent financial and accounting records and evidence pertaining to the contract in accordance with generally accepted principles of accounting and as specified by the State of Arkansas Law. Financial and accounting records shall be made available, upon request, to the State of Arkansas's designee(s) at any time during the contract period and any extension thereof, and for five (5) years from expiration date and final payment on the contract or extension thereof.

The Contract Administrator will submit quarterly progress evaluations to the identified DCFS Program Manager, as well as an annual summary document noting youth outcomes. Our

previous experience tracking outcomes with our FIT clients, utilizing the Arizona Self-Sufficiency Matrix will be beneficial in helping staff track outcomes of SIL clients.

**B.** As part of Vera Lloyd's aftercare services for our Transition Services program, Vera Lloyd staff track our former youth for 6 months, 1 year and 2 years after discharge. We have found the key to reaching out to these youth is the relationship the staff builds with the youth over the course of their time at Vera Lloyd. The Case Manager will be building a relationship with SIL clients, which will allow them to be in consistent contact with former clients. The relationship the Case Manager and the client have will ensure the Case Manager is able to reach out to the former client and encourage them, with the benefit of the incentive, to complete the survey.

#### **E.4 Staffing**

**A.** The Contract Administrator will be the Vera Lloyd Campus Site Manager Nathaniel Burton, who has nearly 20 years of combined experience with the agency, including roles as Program Director, House Supervisor and House Parent.

Kris Burghart will serve as Case Manager. Prior to coordinating the Transition Services Program at Vera Lloyd, Kris served as a House Parent for two years. Before coming to Vera Lloyd, Kris served as a teacher for 28 years. Kris has a master's in Education Administration. Kris is in the process of completing the Daniel Memorial Institute Independent Living Specialist Certification, which will be vital in helping him work with SIL clients.

Heather Burghart will serve as Case Manager. Prior to serving as FIT Coordinator for Vera Lloyd, Heather served as a House Parent for two years. Before coming to Vera Lloyd, Heather worked with special needs children for 22 years. Heather has a bachelor's degree from an accredited university.

Deverick Franklin will serve as the CORE trainer and as back-up Case Manager. Deverick currently serves as Lead Supervisor for Vera Lloyd, with 15 years of experience working with young adults with trauma histories and an associate's degree.

Marcus and Tamnisha Evans will serve as the House Parents (on-site staff) for the Level 2 clients. They currently serve as House Parents for Vera Lloyd and have 4 years of experience working with youth with a history of trauma. Tamnisha has a bachelor's degree and Marcus has a high school diploma.

Keliah Johnson and Jonathan Rush will serve as alternate house parents (on-site staff) for the Level 2 clients. Jonathan has been working for Vera Lloyd as an alternate house parent for more than two years and Keliah has been working as an alternate house parent for 1.5 years. Keliah and Jonathan have high school diplomas.

Kenyetta Daniels is Vera Lloyd's administrative assistant and will provide administrative support to the SIL program. She has served as an alternate house parent for Vera Lloyd prior to serving as administrative assistant. Kenyetta has been employed at Vera Lloyd for 5 years and has a bachelor's degree.

Resumes and Credentials are attached

**B.** All identified personnel have had all the required background checks. Vera Lloyd will ensure that any new staff, volunteers, mentors, student interns, etc. have completed all required background checks.





# UNIVERSITY OF ARKANSAS

## at Monticello

The Board of Trustees of the University of Arkansas,  
in recognition of the fulfillment of all requirements, does therefore  
confer upon

**Kenpeta R. Daniels**

the award of

**Bachelor of Science  
Criminal Justice**

with all the rights and privileges appertaining to that certificate  
given at Monticello, Arkansas

May 9, 2014



*John von Borstel*  
Chairman of the Board of Trustees

*James H. Baker*

President

*H. Jack Lanoster*  
Chancellor

# Arkansas Christian College

To all to whom these presents shall come, Greeting:

Be it known that

Rathaniel Burton

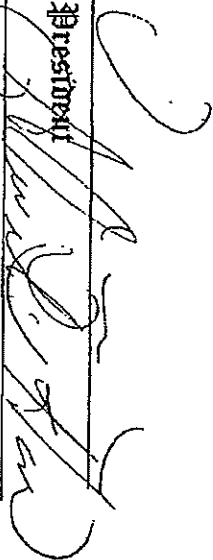
having knowingly fulfilled all the requirements imposed by the authorities of this Institution, and having Christian maturity, upon recommendation of the Executive Board and Faculty, do hereby confer this

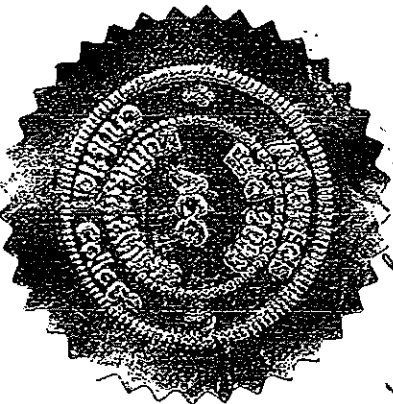
## Masters of Theology Studies

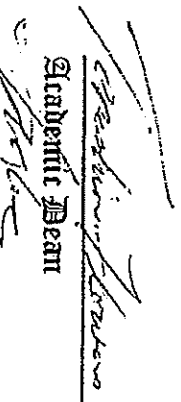
With all the honors, Rights and Privileges in that confers pertaining.

Given at Warren in the State of Arkansas on this 12<sup>th</sup> day of June, in the year of our Lord 2013.

In Testimony whereof the Seal of this School and the Signature of the Officials are hereto affixed.

  
President  
Vice President



  
Academic Dean  
Board Officials

**ARIZONA STATE COLLEGE**  
**WESLEYAN DEPARTMENT**

Be it known that

**Rose Marie Moore**

having completed the course of study as prescribed by the Faculty and Board of Trustees, and having complied with all other requirements of the University, is awarded the Degree of

**Bachelor of Science**

In Testimony Whereof the Board of Trustees, upon recommendation of the Faculty, has granted this diploma, bearing the seal of the University.  
Dated at the University in Russellville, Arkansas,

December 12, 1998.

.....  
Registrar

.....  
Vice President for Academic Affairs



.....  
Chairman, Board of Trustees

.....  
President

# Arkansas College of Technology



National Education Center

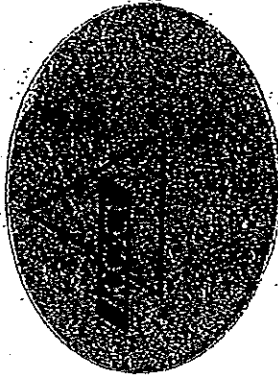
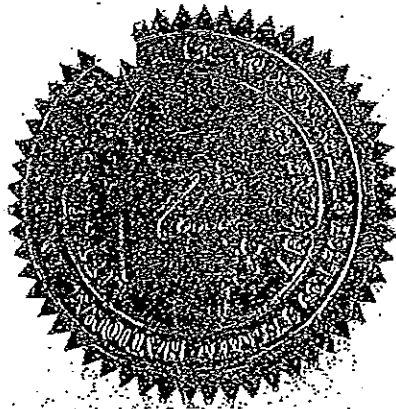
*The Board of Directors of Arkansas College of Technology by virtue of the authority vested in them by the State of Arkansas and upon recommendation of the faculty, hereby confer the*

Associate of Applied Science Degree  
Business Technology

to

Beverick Patrick Franklin

*with all honors, rights and privileges thereunto,  
given at Little Rock, Arkansas, July 14, 1994.*



*Byron Thompson*  
DIRECTOR

Colorado Springs, Colorado

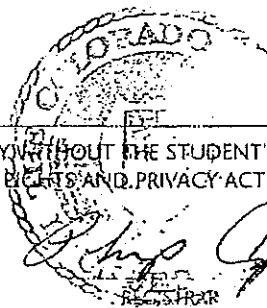
Burghart, Kris Andrew

Id Number: 806091

(Continued)

	Credit	Grade		Credit	Grade
<u>Summer Readings Course 1986</u>					
Creative Writing: Fiction	0.50	B+			
Creative Writing: Fiction	0.50	B+			
<u>Summer 1986</u>					
Ed. Psyc 321 Educational Psychology	1.00	A-			
<u>Second Semester 1986-1987</u>					
Ed. Psyc 401 Graduate Teaching	3.00	A			
Engl 401 Independent Reading: Children's & Adolescent Literature	1.00	A			
Engl 310 Medieval English Literature in Translation	1.00	A-			
Drama 211 Speech Arts	1.00	A-			
Educ 200 Educational Uses of the Microcomputer	0.25	A			
Engl 302 History of the English Language	1.00	B+			
Withdrew from College 5-28-87					
Beginning August 31, 1988 each Colorado College unit is equivalent to 4 semester hours or 6 quarter hours.					
<u>Summer 1989</u>					
H S: 341 Arts & Humanities Institute: Neighbors & Strangers - Canada, Mexico & the United States	2.00	P			
Total Units toward MAT	2.00				
<u>Summer 1991</u>					
H S: 341 Arts & Humanities Institute: Not Just for Kids: Children's & Adolescent Literature, Art & Film	2.00	A-			
Total Units toward MAT	4.00				

THIS INFORMATION IS NOT TO BE RELEASED TO A THIRD PARTY WITHOUT THE STUDENT'S WRITTEN CONSENT IN COMPLIANCE WITH THE FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT OF 1974.



OFFICIAL TRANSCRIPT WHEN PRINTED ON BLUE PAPER, AND BEARING THE COLLEGE SEAL.

The Colorado College Colorado Springs, Colorado

Burghart, Kris Andrew

Id Number: 806091 Entrance Date: 09-01-80

Date & Place of Birth: 05-03-1960, Colorado Springs, Colorado

Overall GPA: 3.20851

M.A.T. Exp Teacher Arts & Hum

	Credit	Grade		Credit	Grade
<u>Knox College</u>					
<u>Galesburg, Illinois</u>					
<u>Summer 1978 - Quarter Hours</u>					
Eng Expository Writing	2.50				
PS Prob of Amer Democracy	2.50				
<u>1st Term 1978-1979</u>					
Prec 101 Being Human	5.00				
Art 200 Drawing & Paint	5.00				
PS 201 Am Natl Govn	5.00				
<u>2nd Term 1978-1979</u>					
Prec 102 Hist of an Idea	5.00				
Eng 102 Expos Writ II	5.00				
<u>Western State College</u>					
<u>Gunnison, Colorado</u>					
<u>Fall 1979-1980-Semester Hours</u>					
Bo 135 Business Communications	3.00				
Ed 048 Introduction to Education	3.00				
En 115 Contemporary Literature I	3.00				
Hs 161 Hist Pre-Revolu Russia	3.00				
PE 032 Basketball-Men	1.00				
So 001 Principles of Sociology	3.00				
<u>Spring 1979-1980</u>					
Ar 005 Introduction to Art	3.00				
Pl 100 Phil Iss in Cont	3.00				
Feminism					
Hs 098 Amer Exper since 1865	3.00				
PE 061 Life Saving-Water Safety	1.00				
En 131 Sem-Values Fiction	3.00				
Pl 012 Philosophy Survey	3.00				
Total Quarter Hours	78.00				
Total Units Accepted	15.00				
Total Units for Degree	15.00				
<u>COLORADO COLLEGE</u>					
<u>First Semester 1980-1981</u>					
Hist 291 The Far East to 1800	1.00	B-			
Psyc 100 Introduction to Psychology: Bases of Behavior	1.00	C+			
Engl 395 American Literature: American Realism, 1870-1914	1.00	B-			
Engl 481 Advanced Studies: Sports in American Literature	1.00	B			
	19.00	UFD			
<u>Second Semester 1980-1981</u>					
Ed. Soc 380 Sociology of Education	1.00	B-			
Engl 390 The Literature of the American Southwest	1.00	B-			
Engl 394 American Literature: American Renaissance	1.00	B			
Anth 125 Origin & Evolution of Culture	1.00	P			
Engl 231 Drama	1.00	B			
	24.00	UFD			
<u>First Semester 1981-1982</u>					
Engl 325 Introduction to Shakespeare	1.00	B+			
Engl 326 Studies in Shakespeare: Comedies & Romances	1.00	B			
Engl 383 Poetry - 20th Century	1.00	B-			
Bio 105 The Flowering Plant	1.00	P			
	28.00	UFD			
<u>Second Semester 1981-1982</u>					
Engl 480 Senior Seminar	2.00	C+			
Bio 100 Studies in Biology: Human Health	1.00	A-			
Engl 485 Senior Project	1.00	C			
Bus 305 Commercial Law	1.00	P			
	33.00	UFD			
<u>Pikes Peak Community College</u>					
<u>Colorado Springs, Colorado</u>					
<u>Spring 1981-1982-Quarter Hours</u>					
Pos 221 International Rel	5.00				
Total Quarter Hours	5.00				
Total Units Accepted	1.00				
Total Units for Degree	34.00				
Bachelor of Arts Degree granted May 31, 1982 English					
<u>Second Semester 1985-1986</u>					
Ed. Educ 398 Teaching Reading in Secondary School	1.00	B			
Ed. Educ 399 Secondary School Teaching: English	1.00	A			

(Continued on next page)

THIS INFORMATION IS NOT TO BE RELEASED TO A THIRD PARTY WITHOUT THE STUDENT'S WRITTEN CONSENT IN COMPLIANCE WITH THE FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT OF 1974.

REGISTRAR

OFFICIAL TRANSCRIPT WHEN PRINTED ON BLUE PAPER AND BEARING THE COLLEGE SEAL



Date Issued: 04/22/2003



Record of: KRIS A. BURGHART  
Student Number: 195850 / 522-86-7834  
Birthdate: 05/03/1960

SENT TO:  
KRIS A BURGHART  
3790 STARFLOWER RD  
CASTLE ROCK, CO 80109-8453  
US

Prior Schools Attended

Credits/Degrees

COLORADO COLLEGE

BA

UNIVERSITY OF PHOENIX

Mo/Year	Course ID	Course Title	Grade	Cred Att	Cred Earn	Qual Pts
08/1995	EDD/500	INTRODUCTION TO MASTERS STUDIES	A	2.00	2.00	8.00
10/1995	EDD/520	CRITICAL ISSUES IN EDUCATION	I/A	3.00	0.00	0.00
04/1998	EDD/520	CRITICAL ISSUES IN EDUCATION	A	3.00	3.00	12.00
06/1998	EDA/538	EDUCATION FINANCE AND BUDGETING	A	3.00	3.00	12.00
07/1998	EDD/556	CURRICULUM DESIGN AND DEVELOPMENT	W	0.00	0.00	0.00
07/1998	EDD/556	CURRICULUM DESIGN AND DEVELOPMENT	I/A	3.00	2.00	10.98
1/1998	EDA/545	SCHOOL LAW FOR EDUCATORS	A	3.00	3.00	12.00
10/1998	EDA/550	HUMAN RESOURCES MANAGEMENT IN EDUCATION	A	3.00	3.00	12.00
12/1998	EDA/551	THE ROLE AND FUNCTIONS OF THE PRINCIPAL	I/A	3.00	1.00	10.98
05/1999	EDD/595	APPLIED EDUCATIONAL RESEARCH PROJECT SEMINAR	A	2.00	2.00	8.00
06/1999	EDA/592	PRACTICUM IN SCHOOL ADMINISTRATION	A	6.00	6.00	24.00
06/1999	QNT/597	APPLIED STATISTICS AND RESEARCH METHODS	A	4.00	4.00	14.54
07/1999	EDD/596	APPLIED EDUCATIONAL RESEARCH PROJECT	A	2.00	2.00	8.32
08/1999	EDA/594	INSTRUCTIONAL PROGRAM MANAGEMENT AND EVALUATION	A	3.00	3.00	10.98
03/2000	EDA/532	HUMAN RELATIONS AND ORGANIZATIONAL BEHAVIOR IN EDUCATION	A	3.00	3.00	10.98

	Cred Att	Cred Earn	Qual Pts
Total Cum Credits	40.00		
UOP Cum	3.85	43.00	153.98
MAED/ADM Program GPA			3.85

UNIVERSITY OF PHOENIX  
DEGREES, CERTIFICATES

MASTER OF ARTS IN EDUCATION COMPLETED 09/05/2000, CONFERRED 09/2000  
GRADUATED FROM A MAED COLORADO STATE APPROVED PROGRAM IN ADMINISTRATION

\*\*\*\*\* End of Transcript \*\*\*\*\*

AN OFFICIAL SIGNATURE IS WHITE WITH A BLUE BACKGROUND A RAISED SEAL IS NOT REQUIRED

This officially sealed and signed transcript is printed on blue 50mm x 70mm security paper with the name of the university printed diagonally across the face of the document. When the name of the institution appears on one line and the word "COPY" appears on the next line, a BLACK ON WHITE GFA COLOR COPY SHOULD NOT BE ACCEPTED.

Jandy R. Ellsala, Registrar



THE NAME OF THE UNIVERSITY APPEARS ACROSS THE FACE OF THIS DOCUMENT

A BLACK AND WHITE COPY IS NOT OFFICIAL

THE REGENTS OF THE  
UNIVERSITY OF COLORADO

HAVE CONFERRED ON  
HEATHER LEA THOMSON

THE DEGREE  
BACHELOR OF SCIENCE  
PHYSICAL THERAPY  
WITH DISTINCTION

WITH ALL THE RIGHTS AND PRIVILEGES THEREUNTO APPERTAINING.  
IN WITNESS THEREOF THIS DIPLOMA IS AWARDED BY THE REGENTS  
UPON THE RECOMMENDATION OF THE FACULTY.

GIVEN AT THE HEALTH SCIENCES CENTER ON THE TWENTY-SEVENTH  
DAY OF AUGUST, A.D. NINETEEN HUNDRED AND EIGHTY-THREE  
AND IN THE ONE HUNDRED SEVENTH YEAR OF THE UNIVERSITY.

*Peter Christie*

CHAIRMAN, BOARD OF REGENTS

*Donald A. Webb*  
PRESIDENT OF THE UNIVERSITY



*John W. Conover*

CHANCELLOR

*Michael Belanger*  
DEAN OF THE FACULTY

# Dermott High School



Member of the North Central Association  
Dermott, Arkansas

*The Board of Education of the Dermott High School, on the  
recommendation of the high school faculty, has conferred upon*

**Jonathan Wendell Bush**

*who has successfully completed the required work, the honor of  
graduation, and in recognition thereof hereby presents this*

Diploma

*Given at Dermott, in the State of Arkansas,*

*May 22, 2008*

*Jerry Murray*  
Principal of High School

*Charlie R. Branch*  
President, Board of Education  
*Alton Newton*  
Superintendent of Schools

# Monticello High School

Monticello, Arkansas

Kathleen Rushmore Johnson

having completed in a satisfactory manner the regular Course of Study  
as prescribed for the High School Department is entitled to receive this

## Diploma

by order of The Board of Education

May 13, 2011

Date of Award

*Robert H. Bandy*  
Principal

*Ruth E. Will A.*  
Vice-Principal



*Bob R. Harper*  
Superintendent

*Kenny Tomington*  
Principal

# UNIVERSITY OF ARKANSAS AT LITTLE ROCK

We all to whom these presents shall come

Greeting

Be it known that

**Craig Good Cannon**

having completed the studies and fulfilled the requirements of the faculty for  
the degree of

**Master of Business Administration**

has accordingly been admitted to that degree with all the rights, honors,  
and privileges thereto appertaining.

In witness whereof, the seals of the University and the signatures  
of duly authorized officers are affixed to this diploma.

Given at Little Rock, in the State of Arkansas, this fifth day of December  
in the year of our Lord two thousand and five.

*Paul Johnston*  
Chairman of the Board of Trustees  
University of Arkansas

*W. W. ...*  
President  
University of Arkansas

*Julius ...*  
Chancellor  
University of Arkansas at Little Rock

