

**RESPONSE SIGNATURE PAGE**



**STATE OF ARKANSAS**  
 DEPARTMENT OF HUMAN SERVICES  
 OFFICE OF PROCUREMENT  
 700 Main Street  
 Little Rock, Arkansas 72201

**SIGNATURE PAGE**

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION					
Company:	Pinnacle Family Services LLC				
Address:	3125 Poplarwood Court Suite 300				
City:	Raleigh	State:	NC	Zip Code:	27604
Business Designation:	<input type="checkbox"/> Individual <input checked="" type="checkbox"/> Partnership	<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Corporation	<input type="checkbox"/> Public Service Corp <input type="checkbox"/> Nonprofit		
Minority and Women-Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable	<input type="checkbox"/> American Indian	<input type="checkbox"/> Asian American	<input type="checkbox"/> Service Disabled Veteran	
	<input type="checkbox"/> African American	<input type="checkbox"/> Hispanic American	<input type="checkbox"/> Pacific Islander American	<input type="checkbox"/> Women-Owned	
AR Certification #: _____ * See Minority and Women-Owned Business Policy					

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
<i>Provide contact information to be used for bid solicitation related matters.</i>			
Contact Person:	DeVault Clevenger	Title:	Clinical Director
Phone:	910 215-7766	Alternate Phone:	910-673-3535 ext 241
Email:	devault.clevenger@pinnaclefamilyservices.org		

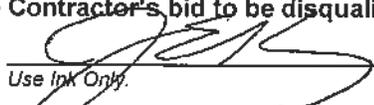
CONFIRMATION OF REDACTED COPY
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed.
<input checked="" type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.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

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

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

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

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

Authorized Signature:  Title: Executive Director

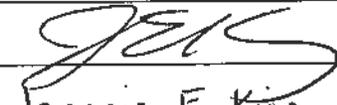
Printed/Typed Name: Jeannie E King Date: 11/2/18

**ALL AGREEMENT AND  
COMPLIANCE PAGES**

## SECTION 1 - VENDOR AGREEMENT AND COMPLIANCE

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

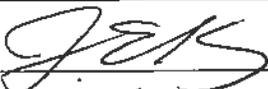
By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

Vendor Name:	Pinnacle Family Services LLC	Date:	11/2/18
Authorized Signature:		Title:	Executive Director
Print/Type Name:	Jeannie E King		

## 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 response 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:	Pinnacle Family Services LLC	Date:	11/2/18
Authorized Signature:		Title:	Executive Director
Print/Type Name:	Jeannie E King		

**SECTIONS 3, 4, 5 - VENDOR AGREEMENT AND COMPLIANCE**

- *Exceptions to Requirements shall cause the vendor's response 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:	Pinnacle Family Services LLC	Date:	11/2/18
Authorized Signature:		Title:	Executive Director
Print/Type Name:	Jeannie E. King		

**PROPOSED SUBCONTRACTORS  
FORM**

**PROPOSED SUBCONTRACTORS FORM**

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

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

*Type or Print the following information*

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

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

**OTHER DOCUMENTS AND  
INFORMATION AS MAY BE  
EXPRESSLY REQUIRED IN THIS  
RFQ**

**DIVISION OF CHILDREN AND FAMILY SERVICES (DCFS)  
INTENSIVE IN-HOME SERVICES  
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 4**

- Columbia
- Lafayette
- Little River
- Miller
- Ouachita
- Union

**AREA 5**

- Baxter
- Boone
- Marion
- Newton

**AREA 7**

- Bradley
- Cleveland
- Lincoln

**AREA 8**

- Fulton
- Izard
- Lawrence
- Mississippi
- Randolph
- Sharp

**Area 9**

- Cleburne
- Crittenden
- Cross
- Independence
- Jackson
- Poinsett
- Stone
- White
- Woodruff

**Area 10**

- Arkansas
- Ashley
- Chicot
- Desha
- Drew
- Lee
- Monroe
- Phillips
- St. Francis

SIGNED ADDENDA, if applicable

**NOT APPLICABLE**

**RESPONSE TO THE  
INFORMATION FOR  
EVALUATION SECTION OF THE  
RESPONSE PACKET**

# Pinnacle Family Services

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

## A.

**Curricula Vitae and Job Descriptions:** Sample job descriptions of the key personnel are attached in a separate folder. DeVault Clevenger, Pinnacle Family Services Director of Clinical Operations, would implement Intensive In Home Services utilizing the evidenced based model of Family Centered Treatment® (FCT) in Arkansas if given this opportunity. DeVault Clevenger is a Licensed LCSW in North Carolina and would serve in the capacity of Clinical Supervisor until all positions were hired. His curricula vitae is attached for review.

**Narrative of Prior Experience:** Pinnacle Family Services (PFS) is a behavioral health agency operating in North Carolina and Florida. The company's corporate office is located in Raleigh, NC and is nationally accredited through CARF. Beginning operations in 1994 as North Carolina Mentor, the agency provided services for at risk youth and their families. In December 2015, PFS acquired North Carolina Mentor operations and the leadership, staff and contracts transitioned to the new business.

Our leadership team has more than 100 years of collective experience providing services for youth and families at risk. Our experienced staff and caring foster parents are dedicated to helping youth of all ages and their families lead healthy, stable lives. We offer a continuum of community-based services including Intensive In-Home Services (FCT) and Therapeutic Foster Care (TFC). The models implemented within our service array are designed to help children and families build stronger foundations and brighter futures, no matter their background or barriers. Our programs are specifically designed to help youth with emotional, behavioral and/or medically complex challenges. We specialize in serving children who have experienced trauma, loss, abuse or neglect and we

work to develop personalized services to help them heal and move forward with their lives.

**Mission:** Our mission at Pinnacle Family Services is to build relationships that enhance lives and support healthy families.

**Evidenced Based and Best Practices:**

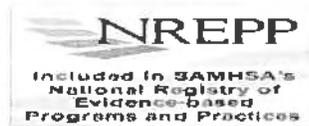


Pinnacle Family Services is a leading provider of Family Centered Treatment® (FCT) in North Carolina. FCT is a best practice, tested and evidence-based model of home-based treatment that was developed by practitioners over a 20-year period. FCT has been gradually formalized into a model of home-based treatment that has practice-based evidence and evidence-based practice shown to lower rates of out of home placements. It has been refined based on research, experience, and evidence of effectiveness derived from practice.

A distinctive aspect of FCT is that it has been developed as a by-product of frontline practitioners' effective practice. FCT is extremely cost effective and stabilizes traumatized youth and families. FCT ranges to serve families and youth with mental health diagnosis as well as histories of delinquent behavior. In addition, FCT is one of few home based treatment models with extensive experience with the profile of youth who move between the child welfare and juvenile justice systems or are known to both concurrently otherwise known as "crossover youth." FCT can also be utilized with a variety of specialty need populations where the family system has been impacted and is in need of support or change.

PFS is licensed by the FCT Foundation to provide FCT and PFS is one of only six providers licensed to provide FCT in North Carolina. More information can be found about FCT at the Foundation's website:

<http://www.familycenteredtreatment.com/>



- Family Centered Treatment (FCT) is now included in SAMHSA's National Registry of Evidence-based Programs and Practices (NREPP)

<http://nrepp.samhsa.gov/ViewIntervention.aspx?id=363>

- FCT is recognized as an EBP by The California Evidence Based Clearinghouse

[http://www.cebc4ew.org/program/family\\_centered\\_treatment/](http://www.cebc4ew.org/program/family_centered_treatment/)



- North Carolina Practice Improvement Collaborative endorsement of FCT

<http://ncpic.net/endorsed-practices/>

### **Prior Experience – Contract Managers for verification:**

Kate Peterson – Alliance Behavioral Health – [kpeterson@alliancebhc.org](mailto:kpeterson@alliancebhc.org)  
(800) 510-9132

Victoria Whitt – Sandhills Center - [victoriw@sandhillscenter.org](mailto:victoriw@sandhillscenter.org)  
(910) 673-9111

Beth Lackey – Partners Behavioral Health – [BLackey@partnersbhm.org](mailto:BLackey@partnersbhm.org)  
(877) 864-1454

## DeVault Clevenger, MA, LCSW

58 South Shamrock Drive  
Foxfire Village, NC 27281

(910) 975-2462 Cell  
(910) 673-3535 Business

### Education

Master of Arts, Marriage and Family Counseling, Southwestern Baptist Theological Seminary, Fort Worth, Texas 1989.

Bachelor of Arts, Human Services, Carson-Newman College, Jefferson City, Tennessee, 1981.

### Work Experience

#### **Pinnacle Family Services, Raleigh, NC, December 2015 to present:**

- Director of Clinical Operations (Clinical Director), December 2016 to present.

Serve as the Clinical Director for the company. Provide oversight, direction and consultation for Clinical Specialists and Directors of Program Operations. Developer of Pinnacle Family Services' Fostering Solutions Therapeutic Foster Care Treatment Model. Oversees Business Development and Governmental Relations for the company.

#### **North Carolina MENTOR, Raleigh, NC, October 2006 to November 2015:**

- Director of CABHA (Critical Access Behavioral Healthcare Agency) Services, December 2011 to present.

Serve as the Clinical Director for the company. Provide oversight, direction and supervision of the company's Clinical Consultants and Program Supervisors, QI/QA Director/ Training Director, Training Specialists and Marketing staff. Co-Developer of the North Carolina Family Vistas Intensive In Home Treatment Model. Co-Developer of the company Family Vistas Therapeutic Foster Care Treatment Model. The Mentor Network sold the NC business in November 2015 and all staff became employees of Pinnacle Family Services in December 2016. I was instrumental with our management team during this transition.

- State Clinical Director, April 2010- December 2011.

Responsible for: Supervision of all non-medical direct care staff in the provider agency; design of the treatment protocols employed within the agency; ensuring appropriate assessments for all consumers served; implementation of best practice

and emerging practice protocols; reviews of service quality; and design of all staff training.

- Assistant Director for Child Periodic Services, April 2008-April 2010.

Provide state leadership for the Child Periodic Services across 10 regional programs. Services included Outpatient Therapy, Community Support, Day Treatment, Intensive In Home, and Developmental Disability Services.

- Program Manager, October 2006-April 2008.

Provide overall organization direction and assure activities to support the mission, values and vision of the company. Oversee business and financial operations. Provide leadership during merger and transition to new company. Continue to provide a continuum of behavioral health services. Supervise clinical and program staff. Ensure the maintenance of clinical and personnel documentation. Lead the BHC division in the CARF national accreditation process with a successful 3-year accreditation awarded (2008-2011).

**Vice President, Behavioral Healthcare of the Carolinas, LLC, West End, NC, August 2001-October 2006.**

Along with co-owner, developed a for profit behavioral healthcare agency that grew to serve over 400 consumers and their families with 250 employees. Company provided the following services: mental health and substance abuse counseling (individual, family and group), Community Based Services/Community Support (One on one/After School Programming/In Home Parent Training), Day Treatment, Early Childhood Intervention, CAP MR/DD Services, Case Management, and Intensive In Home. Company provided specialized summer program for consumers and training on System of Care and Advocacy. Responsible for pre-hire training of staff on state and federal guidelines related to MH/DD/SAS, SOC philosophy, Applied Behavioral Analysis, Diagnoses, Behavioral Interventions, and Strength Based Assessment. Along with co-owner, established a non-profit that managed flex fund program for the community. Sold company to national behavioral health network, The Mentor Network, and agreed to manage the BHC Division following the sale.

**Sandhills Center for MH/DD/SAS, West End, NC, November 1997-July 2001:**

- Assistant Area Director, Child and Family Services, Sandhills Center for MH/DD/SAS, West End, NC, February 1999-July 2001.

Responsible for the oversight (administrative, clinical financial) of the Child and Family Services Section at the area program across a five-county catchment area. Section programs included: Outpatient Therapy, case management, day

treatment, substance abuse counseling and prevention, substance abuse residential, Willie M, sex offender assessment and treatment, FACES grant MAJORS grant, contract services (group home, therapeutic foster homes, CBI, HRI-P).

- Sandhills FACES Project Director, November 1997-February 1999.

Responsible for implementing a federal grant aimed at developing System of Care principles and philosophy in both the mental health system and the broader service setting for SED children and their families. The goal of Sandhills FACES was to implement a replicable system of care with an improved multi-agency, family centered approach that was community based and culturally competent.

Tasks included: building and/or enhancing local collaborative; providing leadership and technical assistance to current system of care participants; overseeing financial management of the project; coordinating the development of the Child and Family Team process and the training of the process to Sandhills staff and other interested parties; supervising the Sandhills FACES Date Director, case manager, SACII, and SOC Training Coordinator; serving on the Sandhills Center C/Y Management Work Group and other Sandhills Center committees as needed.

**Cardinal Clinic, Southern Pines, NC, October 1995 to November 1997.**

- CBI/HRI Program Manager.

Responsible for developing a one on one program for Medicaid eligible children and youth/adults; providing services to consumers in the home, school and community setting in a multi-county area; developing standards/Quality Improvement System; managing nine administrative staff for CBI/HRI Program and Outpatient Clinic and seventy-five part-time direct service technicians.

Responsible for developing a therapeutic parent program for a multi-county area.

Responsible for administrating a school-based day treatment program through a collaborative effort with Moore County Schools and Sandhills Center for Mental Health.

- Adjunct Outpatient Therapist, Fayetteville and Southern Pines, NC, November 1994 (while still under Rumbaugh Clinic) to November 1997.

Responsible for providing outpatient therapy to children and adults. This work was adjunctive to employment at Cardinal Clinic.

**In Home Clinical Supervisor, Rumbaugh Clinic (Fort Bragg Federal Demonstration Project), Fayetteville, NC, September 1992 to September 1995.**

Responsible for supervision of direct clinical staff who provided services (individual/family therapy, case management, and recreational activities) for children and families in order to prevent an out of home placement for the child. Tasks included: providing clinical supervision to five In Home therapists, providing emergency back up to staff and families, coordinating Quality Improvement program for section, providing direct services to consumers and families as needed.

**In Home Therapist/Therapeutic Parent Program Manager, Sandhills Center for MH/DD/SAS, Pinehurst, NC, March 1990 to September 1992.**

Responsible for providing In Home therapy and case management services to children and families with where the child was at risk for out of home placement. Services were crisis oriented, intensive and short-term.

Served as primary direct services and administrative contact between the Moore County Department of Social Services and the children placed in therapeutic foster homes contracted by Sandhills Center Therapeutic Parent Program. Provided weekly therapy to each child, weekly consultation to parents and consultation to Department of Social Services.

**Social Worker/Group Leader, Baptist Children's Home of North Carolina, Thomasville, NC, July 1989 to February 1990.**

Developed a Positive Peer Culture therapeutic model in a pre-adolescent residential setting within a multi-disciplinary team, led group peer meetings, developed individual resident and group treatment strategies, facilitated a parent support, responsible for case management, worked with children/families developing goals for family reunification.

**Urban Allies Alliance Coordinator, Tarrant Baptist Association, Fort Worth, Texas, October 1988 to July 1989.**

Enlisted, organized, and trained church members to be involved in Urban Allies (A Baptist ministry program designed to involve churches from affluent areas with churches in economically depressed areas). Coordinated special short-term ministry projects including work days for the elderly, children's clubs, and food/clothing drives, organized a children's counseling group, directed a benevolence program servicing 100 families per week.

**Mental Health Worker, Psychiatric Institute, Fort Worth, Texas, May 1988 to July 1989.**

Mental Health Worker on a children's psychiatric hospital unit; supervised patient activities, charted patient activities and behaviors; directed recreational rehabilitative activities.

**Social Worker, Tennessee Department of Human Services, Newport, Tennessee, June 1981 to July 1986.**

- Foster Care Social Worker, June 1981 to January 1985.

Responsible for foster care placements, managed family reunification work, and adoptive placements.

- Therapeutic Foster Care Social Worker, January 1985 to July 1986.

Developed Therapeutic Foster Care Program in a 15 county area; recruited and trained therapeutic foster families; led training in child management techniques for foster families, natural parents, and day care directors; provided case management to children, natural parents; provided co-consultation and co-counseling to children individually and in groups.

## **Professional Development/Community Involvement**

- Charter member of Moore Resiliency Collaborative, 2018
- The Center of Start Services, Central NC Professional Learning Community, March-September 2018
- A mentor for a youth through Moore Buddies Mentoring, 2018.
- Member of NC State Juvenile Justice Re-entry Task Force Family Engagement Workgroup, 2017-present
- RPC (Resource Parent Curriculum) Rostered Trainer through the Duke Center for Child and Family Health, 2017.
- Youth Central (an after-school nonprofit for Hispanic children in Moore County) Board Member, 2016-present.
- Completed Wheels of Change Training for Family Centered Treatment (an evidenced based model) in 2016.
- 2013 Trauma Informed Approaches Learning Communities, National Council for Behavioral Health. Team Leader for NC Mentor, 2013
- MINT (Motivational Interviewing Network of Trainers), December 2011--to present.
- MITI (Motivational Interviewing Treatment Integrity) Coding System Training, November 2011.
- Moore Health Board, President, 1999-2000.
- National Alliance for the Mentally Ill, professional member, 2000-2001.
- North Carolina Family Based Services Association, various offices held, 1991-1998.

- National Association for Family Based Services, member, 1993-1996.
- North Carolina Family Based Ethics Committee, committee chair, 1994-1995.
- Licensed Clinical Social Worker, North Carolina Licensure Board for Social Workers, awarded 1993, renewal due June 2018.

## **Workshops/Training/Classes Conducted**

- FFTA Webinar Children: Trauma and IDD, co-presenter with NC Start (Anne LaForce)
- FFTA 2017 National Conference Presenter, Chicago, July 2017.
- RPC (Resource Parent Curriculum) A trauma training for foster parents. 2017-present.
- Children and Trauma training conducted with various parent groups, DJJs, schools and DSSs across North Carolina, 2017-present.
- North Carolina MENTOR New Team Leader University, West End, NC, 2011-2013.
- North Carolina MENTOR Core Model Training, West End, NC, 2009-2011.
- Therapeutic Mentoring Services: Teaching Skills to Navigate in the World, Massachusetts, April 1, 2010.
- Behavioral Healthcare of the Carolinas Staff Training Curriculum, West End, NC, 2001-2006.
- Various presentations related to System of Care Development (including class presentations at Sandhills Community College), 1998 to 2000.
- “Family Centered Supervision”, 1995 to 1999, UNC-CH Family Forum Training presented at various sites in North Carolina.
- “Developing Ethical Guidelines for Family Based Providers”
  - 1998 Iowa Family Based Association, Amana Colonies, Iowa.
  - 1997 NCFBSA State Conference, New Bern, NC.
  - 1997 Methodist Home for Children, Fayetteville, NC.
  - 1995 South Carolina Family Based Association, Columbia, SC.
  - 1995 Rumbaugh Clinic, Fayetteville, NC.
  - 1994 National Association for Family Based Services Conference, Boston, Massachusetts.
- “Yes, Virginia Every Family Does Have Strengths”, 1998, NCFBSA State Conference, Asheville, NC.
- “Functional Family Therapy: Reframing, Relabeling and Other Therapeutic Footwork”, 1994, Rumbaugh Clinic, Fayetteville, NC.
- “Children: Better Communication Through Understanding”, 1994, Sandhills Community College, Eight-week continuing education course, Pinehurst, NC.
- “Stress and Children”, 1992, Hoke County School Parent Night, Raeford, NC.
- “ABC Model: Behavior Management”, 1991, Sandhills Training for Therapeutic Parents, Pinehurst, NC.

## **Published Works/Model Development**

“Toward the Development of Ethical Guidelines for Family Preservation” by David A. Dosser, Jr., Richard J. Shaffer, Michaux M. Shaffer, DeVault Clevenger, and Dustin K. Jefferies, *Family Preservation Journal*, Winter, 1996.

*Family Vistas Intensive In Home Clinical Treatment Model* developed by DeVault Clevenger and Jane Sorrentino for The Mentor Network, 2009.

*Family Vistas Therapeutic Foster Care Clinical Treatment Model* developed by DeVault Clevenger and Jane Sorrentino for the Mentor Network, 2011.

*Fostering Solutions*, a trauma informed and relationship-based treatment model for foster children for Pinnacle Family Services, 2016.

# Pinnacle Family Services

## Job Description

**Job title:** Clinical Consultant

**Service Line:** Behavioral Health Services (BHS)

**Division/Department:** TBD

**Reports to:** TBD within our organization

Full-time  
 Part-time

Exempt  
 Nonexempt  Salary Plus OT

### Essential Duties and Responsibilities:

Manages the day to day operations and clinical work of behavioral health services (BHS) providing services within a community or assigned geographic area. Ensure quality of services delivered and compliance with regulatory requirements.

*To perform this job successfully, an individual must be able to satisfactorily perform each essential function listed below.*

- Responsible for Intensive In Home Services in a multi-county area to include supervision of Clinical Supervisor who supervise Family Intervention Specialists.
- Responsible for clinical oversight of the Intensive In Home Services
- Responsible for FCT fidelity to the model
- Responsible for the financial performance of individual programs; completes purchasing of program supplies; and reviews and submits billing compliance documentation.
- Implements program core growth strategy to maintain or increase census, maximizes utilization and occupancy percentages and assists with new business development as appropriate.
- Maintains and fosters relations with case managers and referral agents; lobbies on behalf of individuals receiving services as appropriate.
- Maintains and fosters relations with individuals receiving services, families and guardians; implements individual's satisfaction enhancement plans as appropriate.
- Oversees program quality enhancement and develops individual program plans; coordinates company standards, licensing requirements and individuals supported needs; reviews and submits incident reports.
- Implements program incident management protocols; ensures timely incident reporting and implementation of corrective action.
- Oversees program implementation of health and safety programs for individuals receiving services and employees.
- Maintains program compliance with company and regulatory standards for clean, neat, safe environments.
- Provides leadership including direct supervision of assigned staff utilizing situational leadership; implements company employee practices; implements program safety and workers' compensation programs; recommends and assists with involuntary terminations and written warnings; provides employee orientation and training.
- Maintains licensing and compliance for program services and supports; assures timely and accurate program documentation; implements company compliance plan; reviews correction orders; and implements compliance plans.
- Performs other related duties and activities as required.

**Education and/or Work Experience Requirements:**

*The requirements listed below are representative of the knowledge, skill, and/or abilities required to perform the job.*

***Education and Experience:***

Must maintain current licensure with the state in mental health field (LCSW, LPC, LAC) and possess a minimum of two years' experience delivering evidenced based practices and overseeing a clinical model with evidence-based practices.

***Certificates, Licenses, and Registrations:***

Licensure as required by state (LCSW, LPC, LAC).

The Clinical Consultant will go through the FCT certification process (within 9 months of hire) which includes Wheels of Change, Fidelity Check offs and after certification a re-certification process every two years.

Additionally, the Clinical Consultant will go through the FCT Supervisor Training and Check Off process.

***Other Skills and Abilities:***

Medication Management Certification per state requirements.

Mandatory Reporter Certification per state requirements.

Other training and/or certification per state requirements and/or service line.

**Physical Requirements:**

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Must be able to lift and carry up to 50 lbs
- Must be able to talk, listen and speak clearly on telephone

**Print Employee Name:**

**Employee signature:**

**Date:**

**Print Supervisor Name:**

**Employee signature:**

**Date:**

# Pinnacle Family Services

## Job Description

**Job title: Clinical Supervisor (FCT and Intensive In Home Services)**

**Service Line: Behavioral Health Services (BHS)**

**Division/Department: TBD**

**Reports to: Clinical Consultant**

■ Full-time

■ Exempt

**Essential Duties and Responsibilities:** Provide training, coordination, scheduling, oversight, supervision, and management of all training for new and tenured Family Intervention Specialist and assist with all Regional Training and Development projects.

*To perform this job successfully, an individual must be able to satisfactorily perform each essential function listed below.*

- Provide Clinical Oversight and Clinical Consultation through review of Person Centered Plans, Authorizations, Comprehensive Clinical Assessments (and other assessments), case presentations, review of FCT fidelity documents for all consumers with additional focuses for higher risk consumers (i.e. suicidality, MH/IDD dual diagnoses consumers, heavily involved DJJ consumers). Specialist has ongoing support from the Director of QA and Training, the Clinical Director, and the Medical Director to include case reviews, Grand Rounds, and suggested interventions (at present all of these supportive roles are in North Carolina).
- Provide the coordination, scheduling, oversight, and management for the onboarding and training of Family Intervention Specialists per the comprehensive training requirements list and check off process, as well as any additional trainings required by Pinnacle Family Services (PFS) or governing bodies.
- Develop the annual schedule for the regional trainings with consult from the Clinical Consultant and /or QA/Training Dept. and lead regional training team meetings and trainings.
- Provide oversight, guidance, and management of the training/orientation of new Family Centered Clinicians in the Wheels of Change® course; daily tracking the on line course implementation and coordinating and checking off the competency based Family Centered Treatment (FCT) certification.
- Attend all team meetings and provide consult on the case staffing process (MIGS, case staffings for non-FCT cases and case introductions), as well as participation in Grand Rounds as needed.
- Provide direct assistance and supervision to staff on the implementation of the clinical model (FCT), including participation in clinical assessments, field observations, individual training, feedback, etc.; per direction of the Supervisor.
- Assist in the development of staff to attain the dosage requirements (frequency, intensity and duration of contact) required for Pinnacle service categories; per direction of Clinical Consultant.
- Consult and coordinate with Clinical Consultant to collaboratively develop staff. (Avoids triangulation by consistent use of *Effective Feedback, Conflict Resolution*).
- Demonstrate competence in required corporate level trainings necessary for FCT Specialists; i.e. Incident Reporting, etc.
- Qualitative review of client record documentation for region and associated tracking at least weekly—including PCPs, authorization requests, notes, EHR reports, and file/fidelity audits; as assigned by Supervisor.
- Maintain compliance with all company policies and procedures

- Will be required to supervise staff, manage team, and/or be responsible for other supervisory level duties as directed by the Clinical Consultant.
- Provide direct services to families, including Comprehensive Clinical Assessments, as needed.
- Perform other duties as assigned by Clinical Consultant.

**Education and/or Work Experience Requirements:**

Master's Degree in Human Services (social work, counseling, psychology) or a related field (determined by contractor) or bachelor's degree in Human Services (social work, counseling, psychology) or a related field (determined by contractor) and at least one year experience working with children and families.

***Certificates, Licenses, and Registrations:***

The Family Intervention Specialist will go through the FCT certification process (within 9 months of hire) which includes Wheels of Change, Fidelity Check offs and after certification a re-certification process every two years. This position will be required to complete the FCT Supervisor training and check off process in addition to being FTC certified for direct service.

***Other Skills and Abilities:***

- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers
- Excellent computer proficiency (MS Office – Word, Excel and Outlook)
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices

**Physical Requirements:**

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Must be able to lift and carry up to 50 lbs
- Must be able to talk, listen and speak clearly on telephone

**AMERICAN WITH DISABILITY STATEMENT**

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job functions either unaided or with assistance of a reasonable accommodations to be determined on a case by case basis.

**Print Employee Name:**

**Employee signature:**

**Date:**

**Print Supervisor Name:**

**Employee signature:**

**Date:**

*Pinnacle Family  
Services*

## Family Intervention Specialist Job Description

### SUMMARY

The Family Intervention Specialist primary role is to provide quality Family Centered Treatment services to children, adolescents, and families served by the company and according to contracted scope of work. In addition, the Family Intervention Specialist serves as an active member of an interdisciplinary team supporting the organization's treatment program and philosophy and assuring the deliverance of quality treatment.

Intensive in-home services are for families whose children (ages 0-17) are at extreme risk of out-of-home placement or have been removed from the home and reunification is achievable with intensive evidence-based services. All services to a single family shall be delivered by one (1) worker, a family intervention specialist. Diversion services shall last an average of four (4) to six (6) months and reunification services shall last an average of six (6) to nine (9) months. At the end of services, the family should need no further intervention, except for families where long-term medication management/therapy or other long-term service is a necessity.

### ESSENTIAL JOB FUNCTIONS

*To perform this job successfully, an individual must be able to satisfactorily perform each essential function listed below. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- The family intervention specialists shall have weekly individual and team supervision by a master's level practitioner along with consultation by a licensed practitioner to ensure quality of services
- The family intervention specialist will typically provide to the families face to face services three (3) times a week, but frequency of contact shall be based on the needs of the family and will fluctuate during services.
- Service is regularly provided on the home and community and will require service provision at the convenience of the child and family which requires a flexible work schedule.
- Provides the service according to the assigned service definition and per the service definition requirements.

## *Pinnacle Family Services*

- Conducts Comprehensive Clinical Assessments to document history and identify preliminary issues for treatment by interviewing the child and family and other pertinent persons connected to the child and family.
- Completes all required Clinical Record documents in the Electronic Health Record and hard copy chart as applicable. Documents are completed timely according to company standards. Completes required FCT documents with the child and family and ensures documents are entered into the Electronic Health Record. Completes all documents required by contract.
- Provides individual and family therapy using the FCT and facilitating the child and family moving through four phases of treatment.
- Position requires 24/7/365 on call and first responder responsibilities. Provides crisis intervention services to assigned cases and is available for crisis calls per the company's procedures.
- Develops individualized Person-Centered Plan in coordination with Child and Family Team Process and maintains the plan per designated authorization processes in the therapist's area of service. Works collaboratively on behalf of the child and family with the identified Child and Family Team members to ensure effective communication and coordination of service provision.
- Participates as an active member of the specialist's assigned team within the company.
- Develops and coordinates discharge plan based on treatment, indicating all relevant aftercare needs and plans. Accesses community resources that would be beneficial to client aftercare needs. The family intervention specialist shall help the family ensure those services are in place prior to intensive in-home services ending.
- Conducts regularly scheduled face-to-face meetings with client and caretaker in order to monitor the child's progress and discuss treatment strategies and services. Attends regular staff meetings, clinical meeting and one-on-one sessions with direct supervisor to process current status of cases.
- Participates in Quality Assurance/Quality Improvement activities to include audits, corrections and designated improvement plans and projects.
- Markets the company's services within the community.
- Completes other duties as assigned.

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Services*

**SUPERVISORY RESPONSIBILITIES**

None required.

**REQUIREMENTS**

*The requirements listed below are representative of the knowledge, skill, and/or abilities required to perform the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

***Education:***

Master's Degree in Human Services (social work, counseling, psychology) or a related field (determined by contractor) or bachelor's degree in Human Services (social work, counseling, psychology) or a related field (determined by contractor) and at least one year experience working with children and families.

***Experience:***

At least one year experience working with children and families.

***Training:***

For FCT all training will be completed required for FCT certification and other internal trainings as assigned. Trainings are assigned and monitored through an e-learning system. The Family Intervention Specialist will also have any trainings mandated by the contractor.

Pinnacle Family Services has a Zero Tolerance Training Policy and staff non-compliance with training requirements places a staff person at risk of losing their job.

For all therapy service lines, follow up training, clinical supervision, or ongoing continuing education requirements for fidelity to therapy (-ies), practice(s) or model(s) must be followed (a minimum of 10 hours annually).

***Certificates, Licenses, and Registrations:***

The Family Intervention Specialist will go through the FCT certification process (within 9 months of hire) which includes Wheels of Change, Fidelity Check offs and after certification a re-certification process every two years.

***Other Skills and Abilities:***

- Ability to engage with children and families

*Pinnacle Family  
Services*

- Ability to manage an array of community contacts and resources
- Ability to maintain self-control in volatile situations such as when verbally or physically confronted
- Technology skills required for Electronic Health Record, Word Processing Skills, Spreadsheet and Database Skills, E-Mail Management Skills, File Management and Windows Explorer Skills, Videoconferencing Skills, Computer-Related Storage Devices, Scanner Knowledge, Computer Security Knowledge.

***Language Skills:***

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.  
Ability to write reports, business correspondence, and procedure manuals.  
Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

***Mathematical Skills:***

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

***Reasoning Ability:***

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

*I acknowledge that I have received and reviewed this job description/addendum. I understand that the company can change or modify the terms of this description or my position as needed to meet the goals of PINNACLE FAMILY SERVICES.*

\_\_\_\_\_  
Employee Name (print)

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

\_\_\_\_\_  
Supervisor Name (print)

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

# Carson-Newman College

upon the recommendation of the Faculty and Trustees  
heretofore conferred on

**Edward W. Paul Grewer**

the degree of

**Bachelor of Arts**

with all the rights, privileges and honors thereto appertaining.  
In witness whereof, the seal of the college, together with the  
signatures of the duly authorized officers, are hereto affixed.  
Given at Jefferson City, in the State of Tennessee, this the  
eighth day of May, nineteen hundred and eighty-one.

*R. A. Doby*



*Carson Newman*  
President

# Southwestern Baptist Theological Seminary

Paul Smith, Sec'y

It is hereby declared that

**Edward Grewer**

having completed the course of study prescribed for the Degree of  
**Bachelor of Arts**

in the Seminary

and having been examined by the Faculty his graduation is certified  
to with honors with all the honors and privileges appertaining thereto.

In testimony whereof, his name and signature and the seal of the Seminary

Deputy of Religious Education

May 12, 1901

*K. L. Kelly*  
Deputy of Religious Education



*Edward Grewer*  
Student

# EQUAL OPPORTUNITY POLICY

**PINNACLE FAMILY SERVICES**  
**EMPLOYEE HANDBOOK**

## **ABOUT THIS HANDBOOK**

This handbook is intended to provide employees with a general understanding of Pinnacle Family Services' (the "Company") personnel policies and procedures. Employees should familiarize themselves with the contents of this handbook, for it will answer many common questions concerning employment with the Company. **This handbook is not an employment contract and is not intended to create contractual obligations of any kind. All employees are employed "at will."** This means that you are free to terminate your employment at any time, and the Company may do the same, with or without reason, and with or without notice.

In order to retain necessary flexibility in the administration of policies and procedures, the Company reserves the right to change, revise or eliminate any of the policies and/or benefits described in this handbook without notice and at its discretion.

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## **2. OUR WORKPLACE POLICIES**

### **2.1 Equal Employment Opportunity, Non-Discrimination and Harassment-Free Workplace Policy**

The Company is an Equal Opportunity Employer. The Company maintains and enforces a policy that prohibits discrimination against any employee or applicant for employment because of sex, sexual orientation, race, age, color, disability, marital status, national origin, religion, genetic information, status as a protected veteran, or other category protected by federal, state or local law. This policy extends to all aspects of the Company's practices, including but not limited to, recruiting, hiring, firing, promoting, transferring, compensation, benefits, training, work assignments, leaves of absence, and all other terms and conditions of employment.

It is the Company's policy to comply with the Americans with Disabilities Act and Amendments Act. If a qualified individual with a disability needs an accommodation to perform the essential functions of the job, the Company will work with that individual to identify and implement a reasonable accommodation, so long as it does not pose an undue hardship or pose a direct threat to the health or safety of other individuals in the workplace. If you need an accommodation, please contact Human Resources with your request. Please keep in mind that your request may require information from your Physician substantiating your disability and the need for an accommodation and information about what accommodation might enable you to perform the essential functions of the job. To the extent that the Company requests medical information in connection with any request for an accommodation, it is our intention to comply with the Genetic Information Non-Discrimination Act. If you request information from a medical provider to be provided to us, we ask that you include the following notice in your request to the provider: *The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by this law. To comply with this law, we are asking that you not provide any genetic information when responding to this request for medical information. "Genetic information" as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.*

The Company also maintains and enforces a policy that prohibits harassment of employees. The Company's employees are entitled to a workplace where we can achieve our full potential. Harassment detracts from that environment. When an employee is harassed because of sex, race, age, color, disability, marital status, national origin, religion, genetic information, status as a protected veteran, or other category protected by federal, state or local law, it is a violation of law and also of the Company's policy.

**The Company will not tolerate discrimination or harassment in the workplace.**

Unwelcome conduct based on sex, sexual orientation race, age, color, disability, marital status, national origin, religion, genetic information, status as a protected veteran, or other category protected by federal, state or local law, that interferes with an employee's job performance or creates an intimidating, hostile or offensive working environment is prohibited. Such conduct may include sexual propositions or innuendos, suggestive comments, teasing or jokes based on race, sex, disability, religion or other protected category, obscene or offensive language or gestures, display of obscene or offensive materials, or physical conduct. It is also unlawful and a violation of Company policy for a supervisor or anyone in a position of authority to base any employment decision on submission to or rejection of unwelcome sexual advances or requests for sexual favors, or on impermissible factors such as race, disability, religion or other protected category.

In addition, while many unprofessional behaviors may not rise to the level of harassment under the law, they can be as destructive as harassment. Such behavior may include rude, insulting or demeaning comments or behavior, intimidating or bullying comments, gestures or behavior, raised voices or threatening behavior. Such behavior is a violation of the Company's policy and will not be tolerated.

The Company's policy also requires that employees promptly report discrimination and harassment. If you have been the victim of discrimination or harassment, or have witnessed discrimination or harassment, you should immediately notify your supervisor, Human Resources or the CEO. In addition, the Company encourages you to tell a harasser to stop, and that his or her behavior is unwelcome and offensive. The Company forbids retaliation against employees because they have made a good faith report of discrimination or harassment, or participated in an investigation of a discrimination or harassment complaint.

The Company will conduct a prompt and appropriate investigation of each discrimination or harassment complaint. If discrimination or harassment has occurred, the Company will take steps to stop the discrimination or harassment, and will take disciplinary action against the person responsible, which may include immediate termination of employment.

## **2.2 Open Door Policy**

Employees are encouraged to pursue discussion of their work-related concerns with their supervisor(s) and/or Human Resources. If you observe conduct that you believe to be wrongful, you are to report the matter to Human Resources. If you believe that the Company is engaging in any practice which is in violation of a law rule or regulation, you must report the matter to Human Resources or the CEO. Allegations of harassment or discrimination must be reported in accordance with policy 2.1. The Company will investigate such matters and take prompt corrective action.

**E.O. 98-04-CONTRACT GRANT  
AND DISCLOSURE FORM**

## CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

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

SUBCONTRACTOR:  **Yes**  **No**      SUBCONTRACTOR NAME: Pinnacle Family Services LLC

TAXPAYER ID NAME: Pinnacle Family Services LLC      IS THIS FOR:  **Goods?**       **Services?**  **Both?**

YOUR LAST NAME: Clevenger      FIRST NAME: Ernest      M.I.: D

ADDRESS: 3125 Poplarwood Court Suite 300

CITY: Raleigh      STATE: NC      ZIP CODE: 27604      COUNTRY: USA

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

### FOR INDIVIDUALS \*

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

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

None of the above applies

### FOR AN ENTITY (BUSINESS) \*

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

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

None of the above applies

## Contract and Grant Disclosure and Certification Form

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

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

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.

2. I will include the following language as a part of any agreement with a subcontractor:

*Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.*

3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

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

Signature  Title Executive Director Date 11/02/2018

Vendor Contact Person DeVault Clevenger Title Clinical Director Phone No. 910 215 7766

*Agency use only*

Agency Number \_\_\_\_\_ Agency Name \_\_\_\_\_ Agency Contact Person \_\_\_\_\_ Contact Phone No. \_\_\_\_\_ Contract or Grant No. \_\_\_\_\_



# Southwestern Baptist Theological Seminary

Fort Worth, Texas

Let it be known that

**DeVault Clewenger**

having completed the course of study prescribed for the Degree of  
**Master of Arts**

in Marriage and Family Counseling

and having been nominated by the Faculty for graduation is admitted  
to said Degree with all the honors and privileges appertaining thereto.

In Testimony whereof we have affixed our signatures and the seal of the Seminary.

School of Religious Education

May 12, 1989

*Kerr Lilly*  
Chairman of the Board of Trustees

*John P. Newport*  
Vice President for Academic Affairs



*Russell*  
President of the Seminary

*Jack L. Jerry, Jr.*  
Dean of the School of Religious Education