

***TECHNICAL RESPONSE PACKET***  
***710-24-0016***

## RESPONSE SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION			
Company:	Dana's House, Inc.		
Address:	108 South Jefferson		
City:	DeWitt	State: AR	Zip Code: 72042
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"/> Service Disabled Veteran <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Women-Owned <input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American		
AR Certification #: _____ * See Minority and Women-Owned Business Policy			
PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
<i>Provide contact information to be used for solicitation related matters.</i>			
Contact Person:	Elizabeth Skinner	Title:	Ex. Director
Phone:	870-946-8303	Alternate Phone:	
Email:	eskinner@danashouse.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 Solicitation Terms and Conditions for additional information.</i>			
ILLEGAL IMMIGRANT CONFIRMATION			
By signing and submitting a response to this <i>Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants and <b>shall not</b> employ or contract with illegal immigrants during the term of a contract awarded as a result of this solicitation.			
ISRAEL BOYCOTT RESTRICTION CONFIRMATION			
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel and <b>shall not</b> boycott Israel during the term of a contract awarded as a result of this solicitation.  <input checked="" type="checkbox"/> Prospective Contractor does not and <b>shall not</b> boycott Israel.			

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

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Solicitation* may cause the Prospective Contractor's response to be rejected.

Authorized Signature: M. Elizabeth Skinner Title: Exec. Dir.

Printed/Typed Name: M. Elizabeth Skinner Date: 2.20.24

## SECTIONS 1 – 4: VENDOR AGREEMENT AND COMPLIANCE

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

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

Authorized Signature: 

*Use Ink Only.*

Printed/Typed Name: M. Elizabeth Skinner Date: 2.20.24

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

**ADDENDUM 1**

**TO:** All Addressed Vendors  
**FROM:** Office of Procurement  
**DATE:** February 5, 2024  
**SUBJECT:** 710-24-0016 Emergency Shelter

The following change(s) to the above referenced RFP have been made as designated below:

- ☐ Change of specification(s)  
☐ Additional specification(s)  
☒ Change of bid opening date and time  
☐ Cancellation of bid  
☒ Other

- Bid submission date and time changed to: February 23, 2024, 1:00 pm Central Time.
- Bid opening date and time changed to: February 23, 2024, 2:00 pm Central Time.

- Section 1.10 (A & C) Clarification of RFP Solicitation – remove and replace with the following:

A. Contractor may submit written questions requesting clarification of information contained in this *Bid Solicitation*. Written questions should be submitted via email by 4:00 p.m., Central Time on or before February 7, 2024. Submit questions to the OP buyer as shown on page one (1) of this *Bid Solicitation*. It is the contractor's responsibility to guarantee receipt of the questions by the specific time and date. DHS accepts no responsibility for accurate or timely receipt of email submission.

C. Contractor's written questions will be consolidated and responded to by the State. The State's consolidated written response is anticipated to be posted to the OP website by the close of business on February 12, 2024.

- Section 1.32 Schedule of Events – remove and replace with the following:

ACTIVITY	DATE
Public Notice of RFP	January 22, 2024
Deadline for Receipt of Written Questions	February 7, 2024
Response to Written Questions, On or About	February 12, 2024
Proposal Due Date and Time	February 23, 2024, 1:00 pm CST
Opening Proposal Date and Time	February 23, 2024, 2:00pm CST
Intent to Award Announcement Posted, On or About	March 25, 2024
Contract Start Date (Subject to State Approval)	July 1, 2024



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The specifications by virtue of this addendum become a permanent addition to the above referenced RFP. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: David King, [DHS.OP.Solicitations@dhs.arkansas.gov](mailto:DHS.OP.Solicitations@dhs.arkansas.gov) at (501) 683-6456.

  
\_\_\_\_\_  
Vendor Signature

2.20.24  
\_\_\_\_\_  
Date

Dana's House, Inc.  
\_\_\_\_\_  
Company

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

**ADDENDUM 2**

**TO:** All Addressed Vendors  
**FROM:** Office of Procurement  
**DATE:** February 14, 2024  
**SUBJECT:** 710-24-0016 Emergency Shelter

The following change(s) to the above referenced RFP have been made as designated below:

☐ Change of specification(s)  
☐ Additional specification(s)  
☐ Change of bid opening date and time  
☐ Cancellation of bid  
☒ Other

**OTHER**

- Official Bid Price Sheet – remove and replace with the Revised Official Bid Price Sheet
- Section 2.3.E – remove and replace with the following:  
DCFS reserves the right to refer various target populations in immediate need of emergency shelter services including, without limitation, undocumented youth, and human trafficking victims. The Contractor shall provide emergency shelter services for these special placements and must work collaboratively with DHS to identify additional service requirements. Contractor shall coordinate with target population advocacy program(s) to provide advocacy services including, but not limited to, translation/interpretation services for youth.
- Section 3.2 Cost Score – remove and replace with the following:  
When pricing is opened for scoring, the maximum amount of cost points will be given to the proposal with the lowest unit price in Table 1 as shown on the Official Bid Price Sheet. (See Grand Total Score for maximum points possible for cost score.)

The specifications by virtue of this addendum become a permanent addition to the above referenced RFP. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: David King, [DHS.OP.Solicitations@dhs.arkansas.gov](mailto:DHS.OP.Solicitations@dhs.arkansas.gov) at (501) 683-6456.

  
Vendor Signature

2.20.24  
Date

Dana's Home, Inc.  
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: SUBCONTRACTOR NAME:

☐ Yes ☒ No

TAXPAYER ID NAME: Dana's House, Inc.

IS THIS FOR:  
Goods? ☐ Services? ☒ Both? ☐

YOUR LAST NAME: Skinner

FIRST NAME Elizabeth

M.I.:

ADDRESS: 108 S. Jefferson

STATE: AR

ZIP CODE: 72042

COUNTRY: United States

CITY: DeWitt

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

### FOR INDIVIDUALS \*

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

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

☒ None of the above applies

### FOR AN ENTITY (BUSINESS) \*

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

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

☒ None of the above applies

Contract 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 W. Skinner Title Exec. Dir. Date 2-20-24

Vendor Contact Person Elizabeth Skinner Title Executive Director Phone No. (870) 946-8303

*Agency use only*  
Agency Number 0710 Agency Name Department of Human Services Agency Contact Person \_\_\_\_\_ Contract or Grant No. \_\_\_\_\_





Document Number: DH-2015-007  
Document Name: Equal Opportunity Employment Policy  
Effective Date: January 1, 2015  
Document Status: Board Approved

## Policy or Procedure

1. Dana's House, Inc. is an equal opportunity employer. No person is unlawfully excluded from consideration for employment because of race, color, religious creed, national origin, ancestry, sex, age, veteran status, marital status or physical challenges.
2. The policy applies not only to recruitment and hiring practices, but also includes affirmative action in the area of placement, promotion, transfer, rate of pay and termination.
3. Executive, management and supervisory levels have the responsibility to further the implementation of this policy and ensure conformance by subordinates.
4. Any Dana's House, Inc. employee who engages in discrimination will be subject to suspension or termination.
5. Any supervisory or managerial employee who knows of such behavior and fails to take immediate and appropriate corrective action will also be subject to disciplinary action.
6. Any individual who is the target of discrimination is encouraged to discuss the matter with the Department Director.
7. Any individual who feels such a discussion would be or has been futile, unsatisfactory or counterproductive should contact the Administrator.
8. The Administrator will be designated to investigate the claim.
9. The accused individual may be suspended pending the outcome of the investigation.
10. Retaliation against claimants will not be tolerated.

Dana's House, Inc. is proud to be an equal opportunity employer. We are committed to providing equal employment opportunities to you and all other persons without regard to race, creed, color, religion, national origin, sex, marital status, citizenship status, age, veteran status or disability.

Furthermore, we will not tolerate any form of discrimination or harassment of our employees by co-workers, supervisors, customers, or vendors. This commitment extends to our policies on recruiting, advertising, hiring, placement, promotion, training, transfer, wages, benefits, termination and all other privileges, terms and conditions of employment.

## Supporting Forms, Documents, and Information

None

## 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*

Subcontractors Company Name	Street Address	City, State, ZIP

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



## SECTION 2.2 MINIMUM QUALIFICATIONS

Please select one (1) of the following:



Currently licensed as an Emergency Residential Childcare Facility by the Child Welfare Agency Review Board.

If the Prospective Contractor is currently licensed, the Prospective Contractor must provide with bid submission a copy of licensure.



**NOT** currently licensed as an Emergency Residential Childcare Facility by the Child Welfare Agency Review Board.

If the Prospective Contractor is not currently licensed, the Prospective Contractor must complete and sign the Statement of Attestation located on page 6 of this technical response packet.

## STATEMENT OF ATTESTATION

The Contractor **must** be licensed as an Emergency Residential Childcare Facility by the Child Welfare Agency Review Board by the contract start date of July 1, 2024, as set out in the Minimum Licensing Standards for Child Welfare Agencies. Failure to do so will result in contract termination. Services and payments shall not be provided under any resulting contract without licensure. Any license submitted after the bid opening but before July 1, 2024, **must** be submitted to the Program Manager of the SSU.

By signature below, the Prospective Contractor agrees to and shall fully comply with all requirements as described in this attestation.

Authorized Signature: 

(Use Ink Only)

Printed/Typed Name: M. Elizabeth Skinner Date: 2.20.24



## Department of Transformation and Shared Services

Governor Sarah Huckabee Sanders

Secretary Joseph Wood

Director Edward Armstrong

### CERTIFICATION FOR BOYCOTT AND ILLEGAL IMMIGRANT RESTRICTIONS

Pursuant to Arkansas law, a vendor must submit the below certifications prior to entering into a contract with a public entity for an amount as designated by the applicable laws.

1. **Israel Boycott Restriction:** For contracts valued at \$1,000 or greater.  
A public entity shall not enter into a contract with a company unless the contract includes a written certification that the person or company is not currently engaged in a boycott of Israel. If at any time after signing this certification the contractor decides to engage in a boycott of Israel, the contractor must notify the contracting public entity in writing.  
See Arkansas Code Annotated § 25-1-503.
2. **Illegal Immigrant Restriction:** For contracts exceeding \$25,000.  
No state agency may enter into or renew a public contract for services with a contractor who employs or contracts with an illegal immigrant. A contractor shall certify that it does not employ, or contract with, illegal immigrants.  
See Arkansas Code Annotated § 19-11-105.
3. **Energy, Fossil Fuel, Firearms, and Ammunition Industries Boycott Restriction:**  
For contracts valued at, or exceeding, \$75,000.  
A public entity shall not enter into a contract with a company unless the contract includes a written certification that the person or company is not currently engaged in, and agrees for the duration of the contract not to engage in, a boycott of an Energy, Fossil Fuel, Firearms, or Ammunition Industry. If a company does boycott any of these industries, see Arkansas Code Annotated § 25-1-1102.

By signing this form, the contractor agrees and certifies that it does not, and shall not for the remaining aggregate term of the contract, participate in the activities checked below:

- ☒ Do not boycott Israel.
- ☒ Do not employ illegal immigrants.
- ☒ Do not boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries.

Contract Number & Description	
Name of Public Entity	
Name of Vendor/Contractor	
AASIS Vendor Number	

  
Contractor Signature

  
Date

Office of State Procurement

501 Woodlane Street, Suite 220 \* Little Rock, AR 72201 \* 501.324.9316



OFFICE OF THE ARKANSAS SECRETARY OF STATE

November 6, 2023

Danas House, Inc.  
Danas House, Inc.  
P.O. Box 138  
De Witt, AR 72042

Re: Letter of Good Standing for Dana's House, Inc.

Dear Danas House, Inc.,

This letter is to confirm that Dana's House, Inc. Charitable Registration is in good standing with the Secretary of State Office. The charity's Annual Financial Report is due on or before 6/30/2024 .

Please contact a Charities Registration Specialist in our office at (501) 683-0094 or [charities@sos.arkansas.gov](mailto:charities@sos.arkansas.gov), if you have any questions.

Sincerely,

Charities Division

Arkansas Secretary of State

1401 W. Capitol, Suite 250 • Little Rock, Arkansas 72201  
(501) 683-0094 • [www.sos.arkansas.gov](http://www.sos.arkansas.gov) • [charities@sos.arkansas.gov](mailto:charities@sos.arkansas.gov)

Item Number 22



# THE ARKANSAS CHILD WELFARE AGENCY REVIEW BOARD



In cooperation with

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



Certifies that

**Dana's House, Inc.**  
Owner

**Dana's House**  
Agency

303 WEST CROSS STREET  
DEWITT, AR 72042

Is hereby issued Residential license #: 171

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

Emergency Residential Child Care Facility FOR CHILDREN AGES 0 TO 18  
Residential Child Care Facility FOR 30 CHILDREN AGES 5 TO 18

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

In Witness whereof

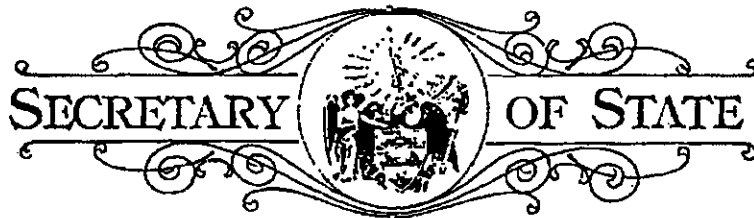


Chairman, Child Welfare Agency Review Board

Effective: 03/28/2006



# STATE OF ARKANSAS



W. J. "Bill" McCuen  
Secretary of State

## CERTIFICATE OF INCORPORATION OF DOMESTIC NON-PROFIT CORPORATION

*I, Bill McCuen, Secretary of State of the State of  
Arkansas, do hereby certify that*

\_\_\_\_\_ DANA'S HOUSE, INC. \_\_\_\_\_

*has filed in the office of the Secretary of State, a duly certified copy of its  
Articles of Association in compliance with the provisions of the law, with  
their petition for incorporation under the name or style of*

\_\_\_\_\_ DANA'S HOUSE, INC. \_\_\_\_\_

*they are therefore hereby declared a body politic and corporate, by the  
name and style aforesaid, with all the powers, privileges and immunities  
granted in the law thereto appertaining.*



*In Testimony Whereof, I have hereunto  
set my hand and affixed my official Seal.  
Done at office in the City of Little Rock,  
this 30th day of SEPTEMBER 19 92*

*Bill McCuen*

*Secretary of State*



### Disclosure of Litigation

As of the submission date of this Request for Proposal, Dana's House, Inc. is not involved in any litigation that could affect this project or contract. There have been no claims, disputes, or disallowances imposed by any funding agency against Dana's House. Dana's House has not been involved in any contract terminations initiated by either party.

Dana's House, Inc. has served the Department of Human Services since 2000 and 2001 by providing Residential Treatment and Emergency Shelter Services, respectively. Dana's House has continued to provide top-level care to our children throughout the years and will continue to provide the same services under any additional contracts.

Dana's House, Inc. does not provide services to any other State Departments or Commercial Organizations, outside of the current contract with the State of Arkansas.

Dana's House, Inc. only has one location, which is in the City of DeWitt in Arkansas County. Dana's House serves all the counties the State and accepts children from the entire State.

Dana's House works closely with DHS, the City of DeWitt, DeWitt School District and U of A Phillips College, as well as, many statewide organizations and other local charities to help support our services to clients.

## INFORMATION FOR EVALUATION

- Provide a response to each item/question in this section. Prospective Contractor 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 TECHNICAL APPROACH</b>	
<p>A. Provide an executive summary that includes the Prospective Contractor's technical approach to each section of the RFP including:</p> <ol style="list-style-type: none"> <li>1. License</li> <li>2. Referrals</li> <li>3. Intake</li> <li>4. Health and Safety</li> <li>5. Education</li> <li>6. Progress Reports</li> <li>7. Discharge</li> </ol> <p>Note: The executive summary must not exceed three pages.</p>	5 points
<b>E.2 BACKGROUND</b>	
<p>A. Include details of background of the respondent regarding:</p> <ul style="list-style-type: none"> <li>• Date established</li> <li>• Ownership (whether public, partnership, subsidiary, or specified other)</li> <li>• Total number of employees</li> <li>• Number of full time equivalent (FTE) employees engaged in similar contracts</li> <li>• Describe your facility (i.e., church, school, home, newly remodeled building, etc.) and include photo(s).</li> <li>• Describe any additional services not noted in the proposal that the facility provides</li> <li>• List any additional sources of revenue beyond which would be generated by a contract with the State as a result of this RFP.</li> </ul>	5 points
<b>E.3 EXPERIENCE</b>	
A. Attachment I – Client History Form completed and signed.	5 points
<b>E.4 QUALIFICATIONS</b>	
A. Provide evidence of the qualifications and credentials of the respondent in terms of proven successful experience through similar projects of like size and scope	5 points
B. Provide the number, description, and responsibility of the Prospective Contractor for recent similar projects successfully completed.	5 points
C. Identify proposed key personnel and qualifications of individuals that may provide services under any resultant contract of this RFP.	5 points
<b>E.5 PROJECT MANAGEMENT, ORGANIZATION, AND STAFFING</b>	
A. Detail of intended project management and project control methods. Clearly explain the following:	
1. How the Prospective Contractor proposes to manage the project and control project activities	5 points
2. Report progress	5 points
3. Maintain required staffing	5 points
4. Coordinate and report with DHS and other involved parties	5 points

INFORMATION FOR EVALUATION

Executive Summary

Dana's House provides quality care in a residential care facility to serve the individual needs of dependent/neglected children.

Dana's House is in the Southern District of Arkansas County, Arkansas and accepts children not only from Arkansas County but also throughout the State of Arkansas. Specifically, Dana's House is in DeWitt, Arkansas, and has an eighteen-bed capacity. We are licensed to house males and females ages thirteen to eighteen. Dana's House is in operation twenty-four hours a day, seven days a week.

Dana's House is currently under contract with the Department of Human Services. We currently have twelve (12) residential treatment beds and six (6) specialized emergency beds.

Since November of 2000 we have provided services to 600 plus children placed in our care by the Department. We have met all performance objectives for this term and have continually assessed our quality of services.

We purchased a new facility in October 2005, which we moved into in April 2006. The location of this property is 303 West Cross Street in DeWitt. Our building has been transformed to accommodate more children and staff.

Dana's House is committed to the philosophy that children are entitled to an environment that is safe, wholesome, and conducive to emotional growth and stability. Dana's House provides not only the necessary services of food and shelter, but also strives to enhance the emotional well-being of each child placed in our care. We have continuous twenty-four-hour care provided by trained staff. We strive to provide all services and care in a "home-like" environment. All children are provided with the necessary clothing, hygiene, and school supplies. All meals are preplanned to meet the nutritional needs of the children and are provided at routine, scheduled times.

To make placements at Dana's House as successful as possible, open and frequent communication with caseworkers is encouraged. Weekly progress notes are forwarded for each child in our care. We stay in close contact with all parties involved with our resident's welfare. This helps to prolong placement by rectifying negative client behavior and praising positive behavior whenever possible.

All children are transported to and from nearby local schools by the public-school bus daily. After school, residents at Dana's House receive tutoring from state certified teachers. Tutoring occurs three days a week for 1 ½ hours each session. Tutoring takes place at Dana's House, where residents are given assistance with homework and test preparation. In the event, we encounter children who are suspended from school, Dana's House has a working agreement with local certified teachers to provide in-home tutoring as needed.

After tutoring it is time for dinner. Dinner is served in a family style setting and open communication is encouraged. After dinner children are given free time to prepare for the next day, complete chores, and relax. Lights out is at 10:00 for teens. This time may be earlier for other residents depending on their age.

On weekends, Dana's House offers a variety of recreational activities including arts and crafts, physical education, and various local and out of town field trips. Residents are also given leisure time to spend as they like.

All children in need of counseling services are served by our Licensed Therapist, Megan McLain, LMSW. She is committed to providing all needed counseling for the children at Dana's House. The children participate in group and individual therapy with Mrs. McLain.

Based on results of PACE evaluations provided by the Department, Dana's House schedules and transports children to health care providers within the county. These may include dentists, counselors, primary care physicians, eye doctors, ear doctors, specialists, etc.

Dana's House provides weekly supervised visitation for family members/friends approved by DHS. These visitation sessions and their outcomes are recorded for use by DHS.

Through the Department of Human Services, Dana's House provides monthly Independent Living classes. In addition to these classes, children are trained in the areas of cooking, cleaning, budgeting, personal hygiene, health care, and social skills. Each child receives a weekly allowance based on chore completion and behavior. This promotes learning independent living and money management skills as well as positive behavior.

Referrals to Dana's House are accepted 24 hours a day, seven days a week by telephone or in person. The primary contact person is our Executive Director, but our administrative staff is available to take referrals Monday-Friday during normal business hours. Certain information is necessary at the time of the referral and most of the information is available on the "Emergency Shelter Admission Packet" list at [Emergency Shelter Admission Packet \(danashouse.org\)](http://EmergencyShelterAdmissionPacket(danashouse.org)). This information includes but is not limited to: name, age, sex, date of birth, social security number, Medicaid number, county of origin, name and phone number of the caseworker and referral source, a summary of presenting problems and placement history, list of medications, legal status, school grade level, verification that the child is not a sex offender, and date and time of expected arrival.

All residents being admitted to Dana's House must be in DHS custody.

Intake includes an explanation of the purpose and philosophy of Dana's House, Inc. and the services available, familiarization with the facility, introduction to the staff and other residents, presentation of a copy of the Resident's Contract and Expectations and a discussion of the rules regarding behavior, the earning of privileges through the level system and the policy on administering of prescription drugs. All information will be documented in the client file. Each incoming resident will receive, upon admission, an evaluation as to his performance level in school, nature of residence, and behavior.

Residents are only admitted upon the verbal or written consent of application of the parent, guardian, or custodian, or upon court order. Based on the intake study and the interview and the consideration of all pertinent information, the facility shall admit only a child whose needs it can meet.

Discharge of each resident from Dana's House is based on the individual needs and behaviors of the resident. We tailor each discharge plan to the individual needs of the resident being admitted and address this on their treatment plan. Planned discharge of residents need to be organized with DHS with as much notice as possible given to Dana's House to properly go through a therapeutic termination process. Department of Human Services is required to provide or arrange transportation to the next placement and sign all discharge paperwork including the release of all medications.

# THE ARKANSAS CHILD WELFARE AGENCY REVIEW BOARD



In cooperation with

The Arkansas Department of Human Services'

Division of Child Care and Early Childhood Education

Certifies that

**Dana's House, Inc.**

Owner

**Dana's House**

Agency

303 WEST CROSS STREET

DEWITT, AR 72042

Is hereby issued Residential license #: 171

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

Emergency Residential Child Care Facility FOR CHILDREN AGES 0 TO 18

Residential Child Care Facility FOR 30 CHILDREN AGES 5 TO 18

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

In Witness whereof

Chairman, Child Welfare Agency Review Board



Effective: 03/28/2006





# Referrals

Document Number: DH-2015-020  
Document Name: Incoming Client Referral and Admission Policy and Procedure  
Effective Date: January 1, 2015  
Document Status: Board Approved

## Policy or Procedure

Referrals to Dana's House are accepted 24 hours a day, seven days a week by telephone or in person. The primary contact person is the Social Services Director. Administrative Staff is available to take referrals Monday-Friday during normal business hours. All after hour's calls will be directed to the Social Services Director.

Information needed at the time of referral includes:

- Name, age, and sex
- DOB, Social Security number, and Medicaid number
- County of origin
- Type of placement needed
- Name, phone number, and fax number of referral source
- Name, phone number, and fax number of caseworker
- Summary of presenting problems and placement history
- List of current medications
- Legal status including any charges and name of probation officer if applicable
- Current grade in school and previous school contact information
- Verification child is not a sex offender
- Date and time of expected arrival at the facility if admitted

Appropriateness of referral will be determined by the Social Services Director. If space is available at the time a referral is received, and the child being referred is deemed appropriate for the Dana's House program, arrangements will be made to admit the child as quickly as possible. A bed may be held for a period of time in order to assist DHS with time to make appropriate arrangements for transportation. This will be at the discretion of the Social Services Director.

If no space is available when a referral is received, the child's name will be placed on a waiting list for up to 60 days. At that time DHS would need to make a referral again if they wanted continued placement on our waiting list.

All residents being admitted to Dana's House must be in DHS custody.

## Admission Procedure

Dana's House requires the following documentation when admitting a new resident:

- Admission Forms (4 pages)
- Receipt and Release of Prescriptions and Over the Counter Medications List
- Consent for Services and Authorization Form
- Placement Authorization Form
- List of Approved Contacts
- Visiting Resources Form
- Release of Liability Form
- School Contact Form
- Birth Certificate
- Social Security Card
- Medicaid Card (if available)
- Immunization Records
- School Records (minimum of school's name, address, and child's grade level)
- Case Plan or Case Plan Review
- Court Order
- DCFS Case Number
- PACE Evaluation
- Copy of CANS

These documents can be faxed prior to the new resident's arrival or brought along with the new resident at the time of admission. Residents shall be admitted only upon the written consent of DHS.

Resident orientation begins during the intake process. It includes an explanation of Dana's House and the services available, familiarization with the facility, introduction to the staff and other residents, presentation of a copy of the Resident's Contract and Level System, and a discussion of the rules regarding behavior, the earning of privileges, and the policy on administering prescription medications.

Each age appropriate residents admitted to Dana's House will have an initial social history assessment with the social services director within 10 days of the resident's admission. This assessment shall address a resident's physical, emotional, developmental and educational needs along with past and present behavioral concerns, family history, interests, strengths and areas of concern, etc. This information will be obtained through resident report, documentation from other facilities, and any information from the Department of Human Services. A treatment plan will also be developed during this session to guide the treatment process.

A single case record for each resident admitted to Dana's House shall be maintained. Entries in all records shall be signed and dated by the employee making the entry. Appropriate safeguards shall be established to protect the confidentiality of records and to minimize the possibility of theft, loss, or destruction. Safeguards shall include storing files in lockable areas or compartments. As part of our admission procedures, residents, participants, and other interested persons shall be notified that Dana's House programs and services are provided without regard to race, color, age sex, creed or national origin.

Intake



Document Number: DH-2022-027  
Document Name: Client Intake Policy and Intake Forms - Counseling  
Effective Date: January 1, 2022  
Document Status: Board Approved

## Policy or Procedure

The admission packet must be emailed back to confirm that the resident is going to be placed with Dana's House, Inc.

Follow the instructions below:

Please fill out completely the admission packet and reply to all to this email with the packet attached.

Once the transporting DHS worker is on their way to the facility, please have them call to let our staff know when to expect their arrival.

The facility number is 870-946-8303, This is answered 24 hours, 7 days a week.

Our address is:

108 South Jefferson, DeWitt, AR 72042 (Administration Office)

303 West Cross, DeWitt, AR 72042 (Residential Facility)

Our facility is located on the corner of these two streets, so either address will take you to the facility.

Be advised that staff cannot admit a child without their Medical Passport. If the Medical Passport is emailed with the admission packet, the transporting DHS worker will need to tell the staff that it has been sent in through email when they call ahead to confirm time of arrival. Again, our facility cannot accept a child without their medical passport as this could contribute to health and/or safety issues. This precaution and policy also apply to any medications that the child is taking at the time of admission. All medications must be presented in their labeled containers (we cannot accept medications in alternate containers or loose medications) when the child admits unless there is a valid prescription that can be filled once the child has been admitted. Children who are admitted without their medications will have to have them called in or brought to Dana's House within 34 hours of admitting or they will need to be discharged as we cannot guarantee their health and safety if they are not able to take their medications as prescribed.

The Mobile Phone/Device Policy and Clinical Statement should be reviewed with the child before they arrive.

## Supporting Forms, Documents, and Information

In-Take Forms - Counseling

Last Modified By: Jon Hornbeck  
Document Owner: Dana's House, Inc.

Last Modified On: 9/22/15  
Original Date: 9/22/15

Page: 1

# Health and Safety



Document Number: DH-2015-028  
Document Name: Client Medical and Dental Screening Policy  
Effective Date: January 1, 2015  
Document Status: Board Approved

## Policy or Procedure

Dana's House, Inc. residential program does not require a medical or dental screening prior to admission to its facility. When the child, family, or the referring agency indicated that such screening or treatment is necessary, staff will utilize community medical facilities within 72 hours to provide the necessary screening or treatment. The intake procedures will include questions related to the general health of the youth to access their medical and dental care. Such care will be provided upon request or as assessed. Medical needs will be reviewed and reported on a weekly basis to the Administration Office.

Information regarding current medical status and current medications is obtained throughout the Pre-Admission Screening. A basic information sheet is kept in a log on all current clients in case of emergency. If circumstances prevent obtaining background medical information with regard to time frames, this shall be documented in the client's file. If the client is in the custody of the Department of Human Services, the Medical Passport, prepared by the Department of Human Services, will be obtained, as well as the Medicaid card (or number if the card is not available). The Administrator will check the Medical Passport for compliance with requirements for medical care, dental care, and immunizations. Administration Office will assist Department of Human Services in making arrangements for necessary medical and dental care and immunizations.

### Medications -

All drugs shall be stored in a locked room. They shall be administered by the Medication Coordinator in accordance with medical instructions and documented. When the client no longer needs medication, the medication shall be destroyed by the Medication Coordinator and then documented. When the client is discharged, the medication will be returned to the Department of Human Services or will be destroyed. All prescribed drugs and medicines shall be obtained on an individual basis and shall be labeled with the following:

1. Name, address, phone number of pharmacy;
2. Prescription number;
3. Prescribing physician;
4. Client's name;
5. Full directions for use;
6. Date of original issue or renewal;
7. Name and potency of drug;
8. Any precautionary instructions;
9. Expiration date (when applicable).

All staff members shall be certified in First Aid, CPR, and CPI as a condition for employment. There must be at least one staff member present at all times who has satisfactorily completed current first aid training and who has on file at the facility certification of training.



A medical history shall be obtained within 72 hours after admission, including an authorized immunization record, which must be obtained for any resident remaining at Dana's House, Inc. for more than one week.

Communicable Diseases -

The suspicion or confirmed report of the presence of a communicable disease is to be reported immediately to the Administrator, who will then follow state guidelines in reporting the suspicion or presence of the disease either to the Department of Human Services, Child Care Licensing Specialist, and the local health department. Information needed to make the report includes: a) Name and location of reporting person; b) disease or suspected disease and date of onset; c) name, age, sex, address and phone number of client; d) name of client's physician.

## Supporting Forms, Documents, and Information

None

Document Number: DH-2015-038  
Document Name: Nutrition and Meal Policy  
Effective Date: January 1, 2015  
Document Status: Board Approved

## Policy or Procedure

Dana's House, Inc., provides each resident in our facility with planned meals which are well-balanced, appetizing, varied and sufficient for his/her nutritional needs.

Residents will be served the same meals, unless special diets are specified. Consideration shall be given to meet special dietary needs of residents such as those relating to diabetes, allergies, etc.

The facility shall keep on file copies of menus for the six preceding weeks of operation.

Daily menus shall be planned so that identical meals are not planned on the same day of consecutive weeks. Residents shall be given the opportunity to participate and give suggestions for meal planning. This will be coordinated by the Cook/Childcare worker staff as needed and provided to the Dietary Manager for approval.

Breakfast and lunch will consist of a fresh fruit, and all dinners will consist of a fresh fruit and optional salad being offered to residents.

Residents are provided three (3) meals, after-school and night time snacks. If a resident refuse to eat the lunch or dinner meal that is provided, they will be given the option of receiving a sandwich.

However, staff may take a resident to get something to eat, ONLY if, the following four (4) criteria are met:

- time is permissible;
- they are able to remain within the 1:7 ratios;
- staff is willing to transport;
- and in doing so, this does not conflict with any other scheduled appointment(s);

This is considered to be a privilege when allowed and not to be construed as mandatory for residents.

All residents shall be served an approved, adequate diet which conforms with the recommended dietary allowances of the Food and Nutrition Board, National Research Council, or to USDA Leaflet #425, "Food for Fitness - A Daily Guide"

## Supporting Forms, Documents, and Information

None



Document Number: DH-2015-048  
Document Name: Nutrition Program Wellness Policy  
Effective Date: 1/1/2017  
Document Status: Board Approved

## Policy or Procedure

Dana's House, Inc. (DH) is committed to the optimal development of every resident. We believe that for residents to have the opportunity to achieve personal, academic, developmental, and social success, we need to create positive, safe, and health-promoting learning environment at every level in every setting, throughout the year. Good nutrition and physical activity before, during, and after the day, are strongly related to positive resident outcomes. This policy outlines Dana's House, Inc. approach to ensuring environments and opportunities for all residents to practice healthy eating and physical activity behaviors during the day.

### Meals:

Dana's House, Inc. is committed to serving healthy meals to children, with plenty of fruits, vegetables, whole grains, and fat-free milk; moderate in sodium, low in saturated fats and zero grams trans-fat per serving (CN label or manufacturer's specifications); and to meet the nutritional needs of our residents within their calorie requirements. Dana's House, Inc. is committed to offering meals through the National School Lunch Program (NSLP):

- Meals are accessible to all residents.
- DH offers reimbursable meals that meet USDA nutrition standards.
- Drinking water is available to all residents throughout the day, including mealtimes.
- Residents will be allowed 20 minutes to eat breakfast and at least 20 minutes to each lunch, counting from the time they have received their meal and are seated.
- All dietary staff will meet or exceed hiring and annual continuing education requirements in the USDA profession standards for child nutrition professionals.

### Nutrition Promotion:

Dana's House, Inc. will promote healthy food and beverage choices for all residents throughout the facility, as well as encourage participation in the meal program.

### Nutrition Education:

Dana's House, Inc. aims to teach, model, encourage and support healthy eating by residents. Nutrition education is designed to provide residents with the knowledge and skills necessary to promote and protect their health.

- Nutrition education will include enjoyable, developmentally-appropriate, culturally-relevant, and participatory activities, such as cooking demonstrations or lessons, promotions, taste-testing, farm visits and gardens.
- DH teaches residents nutrition education using up-to-date nutrition information consistent with the Dietary Guidelines for Americans. DH will include in its health education the following information:
  - Food guidance from my plate;
  - Balancing food intake and physical activity;
  - Food safety;
  - Influencing, supporting, or advocating for other's
  - healthy dietary behavior;

**Physical Education:**

Dana's House, Inc. will provide residents with physical activity opportunity for physical education. The physical activities will promote the benefits of a physically active lifestyle and will help residents develop skills to engage in lifelong healthy habits.

- All DH residents will participate in physical activities that meets or exceeds state standards.

**Physical Activity:**

Adolescents should participate in 60 minutes of physical activity every day. DH will offer residents a variety of physical activity opportunities, such as bowling, swimming, basketball, football, walking, etc.

**Policy Monitoring/Implementation:**

- Dana's House, Inc. will convene a facility health wellness committee that meets at least four times per year to establish goals for and oversee the facility health and safety policies and programs, including development, implementation, and periodic review and update of wellness.
- The wellness committee will represent all residents;
- The wellness committee will update and modify the wellness policy based on the facility's needs, changes and making sure that wellness goals are met; along with new Federal and state guidance or as standards are issued. The wellness policy will be assessed and updated as indicated at least every three years.

## Supporting Forms, Documents, and Information

None



Document Number: DH-2015-029  
Document Name: Fire, Tornado and Disaster Policy  
Effective Date: January 1, 2015  
Document Status: Board Approved

## Policy or Procedure

### Fire -

There will be adequate fire detectors in the facility as required by guidelines of the Fire Marshall. There will be adequate fire extinguishers in the required location in the house as designated by the Fire Marshall. Employees shall review annually where the fire extinguishers are and how to use an extinguisher. All units are to be inspected every 12 months per Fire Marshall at which time in service will be done for all employees. In the event a new employee is hired, she/he will be given an in service per the staff. Each unit should be replaced each 6 years, if unused. In the event units are used, Dana's House, Inc. will have the Fire Marshall inspect said units and follow his/her recommendations. Employees should check units to ensure pin is in place and charged once a month. Dana's House, Inc. has made arrangements with the Fire Department and the DeWitt Public Schools to provide us with emergency shelter and water.

### Evacuation Plans -

Cases where evacuation would be necessary: 1) Uncontrolled fire in neighboring buildings or grounds; 2) Uncontrolled fire in our building; 3) Building unsafe due to structural damage, etc...

### Fire Evacuation Procedure -

The person who discovers the fire will first make a determination as to whether or not to fight the fire with the fire extinguisher. Staff will call 911. Other workers will gather all children and anyone else and quickly and with as little confusion as possible leave from the designated exit, where an initial documented head count will be made after arriving at designated areas. The staff will be responsible for doing the final building check for children and staff and will report to the designated area: a) Starting at the room closest to the front of the building, close all doors, bathroom doors, etc... after checking to make sure everyone is out if them; b) check all rooms, supply rooms, closets, and bathrooms to make sure everyone is out of the building; c) leave out the rear entrance, depending on the location of the hazard; d) all workers should come around to the front and join the other workers and clients so everyone can be counted.

At this time, the staff who is responsible will make a final roll call at the designated area. This plan will be posted in every room in the house. Evacuation of the house will be practiced at least every month.

All new staff are expected to familiarize themselves with the layout of the house, and plan escape from the home depending on the location and the type of fire (electrical, gas, etc...). An unannounced fire drill shall be planned and executed six (6) times a calendar year. Residents are not informed of this drill. The drill shall be practiced at least twice a year on each shift. An announced drill will alternate with those of the above drill. Again, at least one will be held on each shift with a different shift conducting each month.

For a drill, log the time of the report. Depending on the location and type of fire, pace yourself. Assign your priorities - tell clients to leave and immediately begin to evacuate. Clients are to take a pair of shoes and coat if the weather is unfavorable. Emphasize the need for calm and orderly movement (your behavior is an important model). Do not allow clients to stop or go back in for any possessions, not matter how cherished or valuable. When the fire is extinguished, bring residents back in and discuss what went wrong/right. Never allow a client to go after other clients in the house. They could be injured or killed. Get

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clients involved by assigning them to the outside group checking for injuries, head counts, etc...

## Supporting Forms, Documents, and Information

### Fire Drill Evaluation Form

Date Conducted:

Time of Drill:

Conducted By:

Evacuation Time:

Did clients stop work and leave rapidly without confusion? ( ) NO ( ) YES

Did the clients walk? ( ) NO ( ) YES

Did anyone go for any personal items? ( ) NO ( ) YES

Did clients use the shortest routes? ( ) NO ( ) YES

Did everyone meet in the designated area? ( ) NO ( ) YES

Did staff members stand at the exit until everyone had been evacuated? ( ) NO ( ) YES

Did everyone participate during the drill? ( ) NO ( ) YES

Did clients talk during the drill? ( ) NO ( ) YES

Did staff call the roll? ( ) NO ( ) YES

Did clients have a positive reaction toward the drill? ( ) NO ( ) YES

Which staff members assigned the final building check?

Which staff member assigned to call the 911?

Comments:

Submitted By:

### Tornado and Disaster Plan

In case of an alarm, the following steps must be initiated by Dana's House, Inc. staff:

Assemble all staff and clients to the main hall of the building, emphasize calm. Have all staff and clients sit on the floor with their heads placed between their knees, be sure to supply adequate cover to protect them from debris. Clients and staff must remain in these protective areas until an "all clear" signal is given. Tornado and Disaster Drill must be conducted at least 6 times per year on each shift.

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## **Tornado or Disaster Drill Form**

Conducted By:

Date:

Drill Time:

Were all of the staff and clients assembled? ( ) NO ( ) YES

Was adequate covered located? ( ) NO ( ) YES

Did all clients sit down on the floor for protection? ( ) NO ( ) YES

Did all clients and staff remain in these protected areas until an "all clear" signal was given? ( ) NO  
( ) YES

Comments:

Submitted By:

# Education

## Educational Plan

1. Continue tutoring after school.
2. Visit classroom of students – sit in class as needed.
3. Visit teachers and counselors as needed.
4. Check grades daily in school system.
5. Attend all parent teacher conferences for students.
6. Do paperwork needed for school activities and projects.
7. Help students register for school/schedules.
8. Help students attending PCC.
9. Stay in contact with teachers concerning student's classroom work and behavior.
10. Check daily school assignments.
11. Check on getting extra textbooks for students at Dana's House library.
12. Get extra help for kids individually as needed.
13. Set up a good studying and learning environment in new learning center.
14. Access new resident school records, school enrollment and school orientation.
15. Prepare Monthly grades report for the Board of Directors.
16. Oversee Tutoring Incentive Program.



# Progress Reports



## PROGRESS NOTE

Client Name: \_\_\_\_\_ ID# \_\_\_\_\_ Date \_\_\_\_\_

# in Session \_\_\_\_\_ Modality \_\_\_\_\_ Time In/Out \_\_\_\_\_ to \_\_\_\_\_ Total Duration \_\_\_\_\_ Session # \_\_\_\_\_

Location of Visit ☐ Dana's House ☐ DeWitt School ☐ Other: \_\_\_\_\_

<b>Goals/Objectives Addressed from Treatment Plan:</b>	
<b>Reason for Visit:</b>	
<b>Therapeutic Intervention Provided:</b>	
<b>Response to Intervention:</b>	
<b>Progress Toward Goals:</b>	<input type="checkbox"/> A lot of progress <input type="checkbox"/> Some Progress <input type="checkbox"/> Little Progress <input type="checkbox"/> No Progress
<b>Plan(s) for Next Visit:</b>	

\_\_\_\_\_  
Counselor Signature/Credentials

\_\_\_\_\_  
Date

\_\_\_\_\_  
Counselor Typed or Printed Name

Discharge

Document Number: DH-2015-022  
Document Name: Emergency Bed Discharge Policy and Procedure  
Effective Date: January 1, 2015  
Document Status: Board Approved

## Policy or Procedure

The maximum length for a client is 90 days in a six-month period. Generally, discharge from Dana's House, Inc., occurs when the Department of Human Services determines the service goals have been met. Discharge procedures will begin immediately in those instances where it is learned, after admission that the child has a history of violent behavior and is currently demonstrating a potential for violent behavior so as to pose a threat to the safety of clients and staff. Upon commission of behavior so violent that it is appropriate to file charges against the child, the Social Services Director will notify the appropriate law enforcement agency to immediately remove the child from the program.

Excessive violations of the client contact will result in discharge immediately or within 48 hours as outlined in the program discharge policy and procedure. In such instances of excessive violations, the Social Services Director will arrange for the child's removal from the program; if immediate alternate placement is not available, the Department of Human Services will be expected to remove the client within 48 hours. If a goal of the service plan is to reunite the family, the child will be allowed to return home from one to three overnight trial visits before being discharged.

If the client is to enter an alternative living program, such as a group home, he/she will go on a pre-placement visit before making a permanent move. Children are made aware at admission that Dana's House, Inc. is only a temporary placement, and preparation for a more permanent move begins almost immediately. The decision that a child no longer needs or can benefit by placement within the facility shall be reached through a joint conference including the child, the Department of Human Services, and the legally responsible party with the executive carrying out the final responsibility. If the Department of Human Services has or will participate in the child's future placement, it should be involved in the discharge process.

It is part of Dana's House, Inc., responsibility to help the child and his/her parents or legal guardian prepare for discharge of placement in the home, whether the move is to return the child to home, to a foster family, adoptive family, or another institution. If the parents, the legal guardian, or the child needs or wants further help after discharge from Dana's House, Inc., Dana's House, Inc., and the Department of Human Services shall be responsible for either meeting the request for service directly or making a referral to another appropriate source. Aftercare services may be provided through an appropriate service provider. There shall also exist follow-up to provide for the safety and welfare of the client after discharge. When a child is to be discharged, the agency which referred the client shall be involved. Reasons for discharge shall be documented and appropriate referrals and follow-ups shall be made and documented.

## Supporting Forms, Documents, and Information

None

Document Number: DH-2015-032  
Document Name: Client Discharge Policy  
Effective Date: January 1, 2015  
Document Status: Board Approved

## Policy or Procedure

Discharge of each resident from Dana's House is based on the individual needs and behaviors of the resident. Some residents need placement for only a few days, others may need placement until they age out of foster care. As such, we tailor each discharge plan to the individual needs of the resident being admitted and address this on their treatment plan.

Planned Discharges of residents need to be organized with Department of Human Services with as much notice as possible given to Dana's House to properly go through a therapeutic termination process. When possible Department of Human Services is to give Dana's House at least one week's notice. As this is not always possible, planned discharges may also occur with as little as a few hours' notice.

Dana's house will make every effort to maintain a resident's placement when possible. We will work with Department of Human Services and other agencies to provide the most appropriate level of care for each resident. At times, though, we understand a resident may simply need a different level of care than we can provide. Those times may call for an unplanned discharge of a resident.

Unplanned discharges occur for a variety of reasons. Events that may lead to discharge include possession of drugs or alcohol in the facility, physical aggression, suicidal or homicidal statements, excessive run-away behaviors, continued non-compliance with rules, or excessive disruption to the program. Again, we will take each individual resident's current needs and behavioral history into account when making a decision regarding an unplanned discharge. Safety of other residents living at Dana's House will also be considered.

### **School Suspension or Expulsion**

If a client should be suspended from school three (3) or more times per semester, it may, in the discretion of the Social Services Director, constitute dismissal from the program.

If a client should be expelled from school for any reason, the client will automatically be discharged from the program. Dana's House does not offer alternative educational options for clients that have been expelled.

For all discharges from Dana's House, Department of Human Services is required to provide or arrange transportation to the next placement and sign all discharge paperwork including the release of all medications.

## Supporting Forms, Documents, and Information

None



# Background

Dana's House, Inc., was incorporated on September 30, 1992, and is qualified as a non-profit tax-exempt corporation under Section 501 (c) of the Internal Revenue Code of 1986. We purchased the first facility in February 1998, consisting of a four-bedroom, red brick house located in central DeWitt near Southside Elementary School. On May 21, 2000, we became licensed with the State of Arkansas, Department of Human Services, as a residential care facility. Since November 2000, we have operated as a foster care provider for both males and females from birth through the age of 18. In 2001, we received a residential treatment contract, in 2002 an emergency services contract.

Since opening our facility, Dana's House has been a home for children of all ages who have been taken from their homes due to neglect or abuse and placed in the care of The Department of Human Services by the court. Dana's House has provided a much-needed service in Arkansas County and the surrounding area due to the shortage of foster families and lack of nearby facilities to accommodate the children, their families, DHS employees, and the courts. With Dana's House in operation, area children have been able to maintain their community connections by being placed locally, rather than a significant distance from familiar environments, thereby promoting stability in their lives. Dana's House has also given courts in the area an alternative placement and our home has been able to expedite admission in emergency situations.

Dana's House can provide accessibility to necessary and helpful services. We are located near local public schools, physicians, DeWitt City Hospital, Stuttgart Memorial Hospital, and the county courts. Because we have been working with the employees of the local DHS offices, we are able to engage in an exchange of ideas and recommendations to improve our quality and efficiency in working with the children and their families. While providing a home in an area of need, we are also available for, and welcome, children from all other counties in the State of Arkansas.

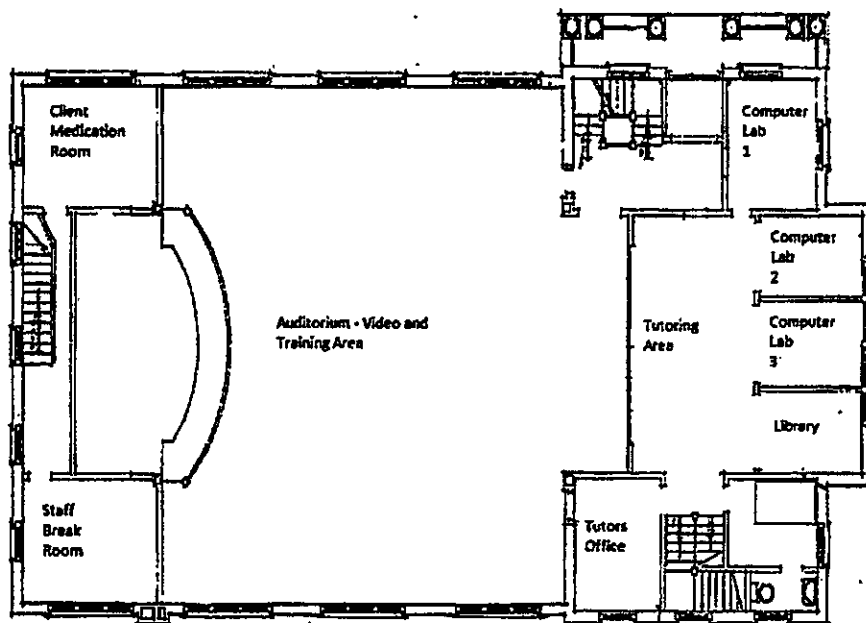
We have proven ourselves as an effective and efficient provider of services, and we continually seek better ways to do this as we grow. We currently have a contract for twelve (12) beds for residential treatment and six (6) are specialized emergency shelter beds. These beds are used for foster care and are reimbursed by the foster care unit. Dana's House is monitored frequently by the State of Arkansas and as of today's date we have been commended for the outstanding service provided to the children in our home. In conjunction with receiving the current contract compensation, we have had consistent and continual community support through monetary donations and fundraising efforts, as well as gifts of items such as clothing, and food. We also have an active thrift store manned by volunteers that brings in about \$17,000 a year that is used on outings for the residents. In addition to the contract payments, we receive, businesses, churches, and other organizations, as well as private donors, have enabled Dana's House to thrive.

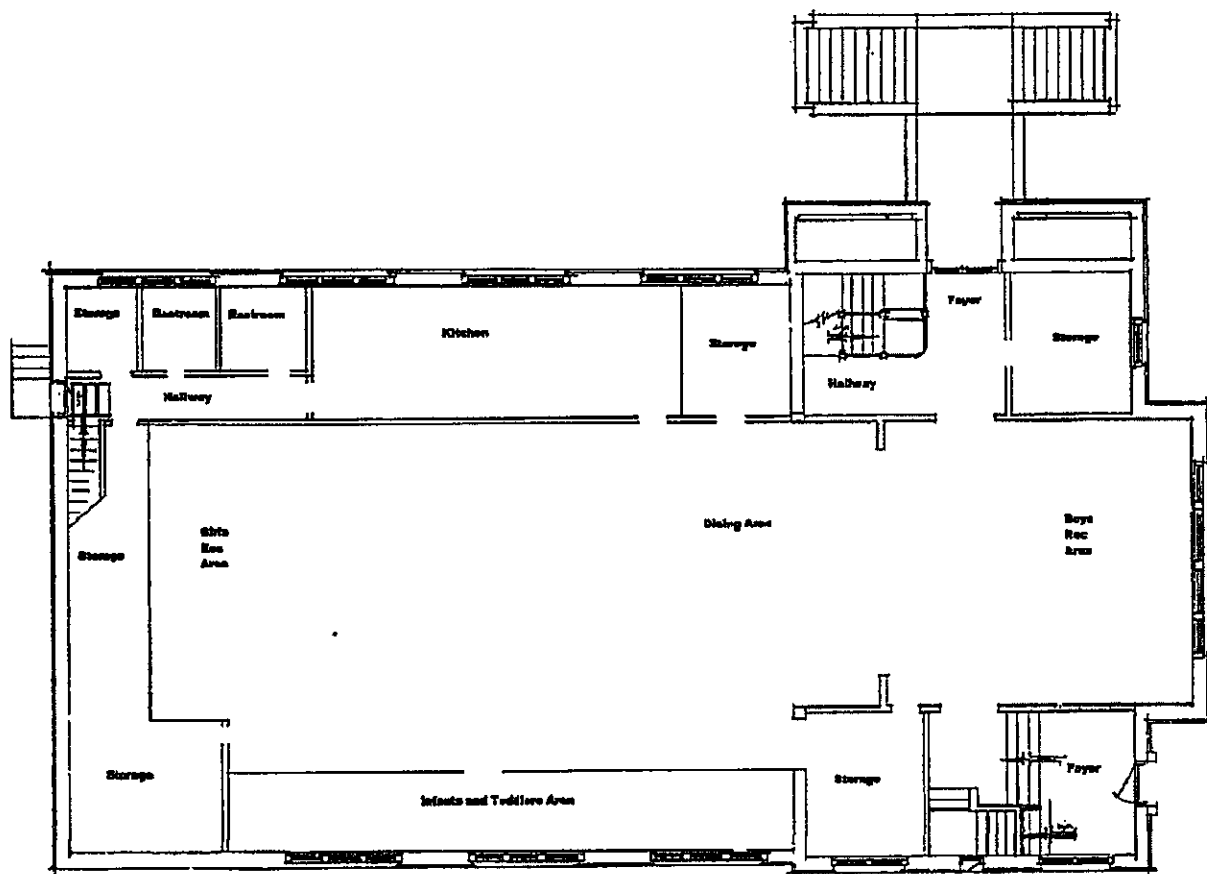
In our Administration, we currently employ a full-time Administrator, Tammy Pfaffenberger. We also have Megan McLain as our Licensed Therapist, Peyton Cotten as Administrative Assistant, Susan Watkins as the Medication Coordinator, and Elizabeth Skinner as Executive Director. Apart from Administration, we employ eight full-time employees (40 hours per week); seven part-time (24 hours per week) and three fill-in employees (as needed), enabling us to care for up to eighteen children at a time.

We purchased a new facility in October 2005, which we moved into in April 2006. The location of this property is 303 West Cross Street in DeWitt. Our building has been transformed to accommodate more children. With three campus buildings, including the Administration Office, the Residence Hall, and the Main Building, which house our Recreational Center, Dining Hall, Kitchen, Learning Center, Video Training Center, and Therapy Center, we have plenty of room to provide all the necessary services for our children.

## Buildings and Grounds

Dana's House, Inc. is located at 303 W. Cross Street in DeWitt, Arkansas. There will be sufficient outdoor recreation space and age-appropriate equipment to meet the needs of the children being cared for. A privacy fence will be built around the area for the children. Dana's House will be inspected and approved annually by the local Fire Department and State Health Department. A written approval by each department shall be on file at the facility. Dana's House, Inc. has met and complied with all local and state building codes and zoning ordinances. A statement of compliance has been obtained and is on file. Dana's House, Inc. shall have a current contract with a pest control company. The building shall be kept in a good state of repairs and maintained in a safe and clean condition. Building plans have been submitted to the Division of Children and Family Services staff for their review. All building requirements shall be met to enable Dana's House, Inc. to accommodate up to 30 children. Dana's House will maintain a sound plan of liability insurance, as evidence of responsibility.

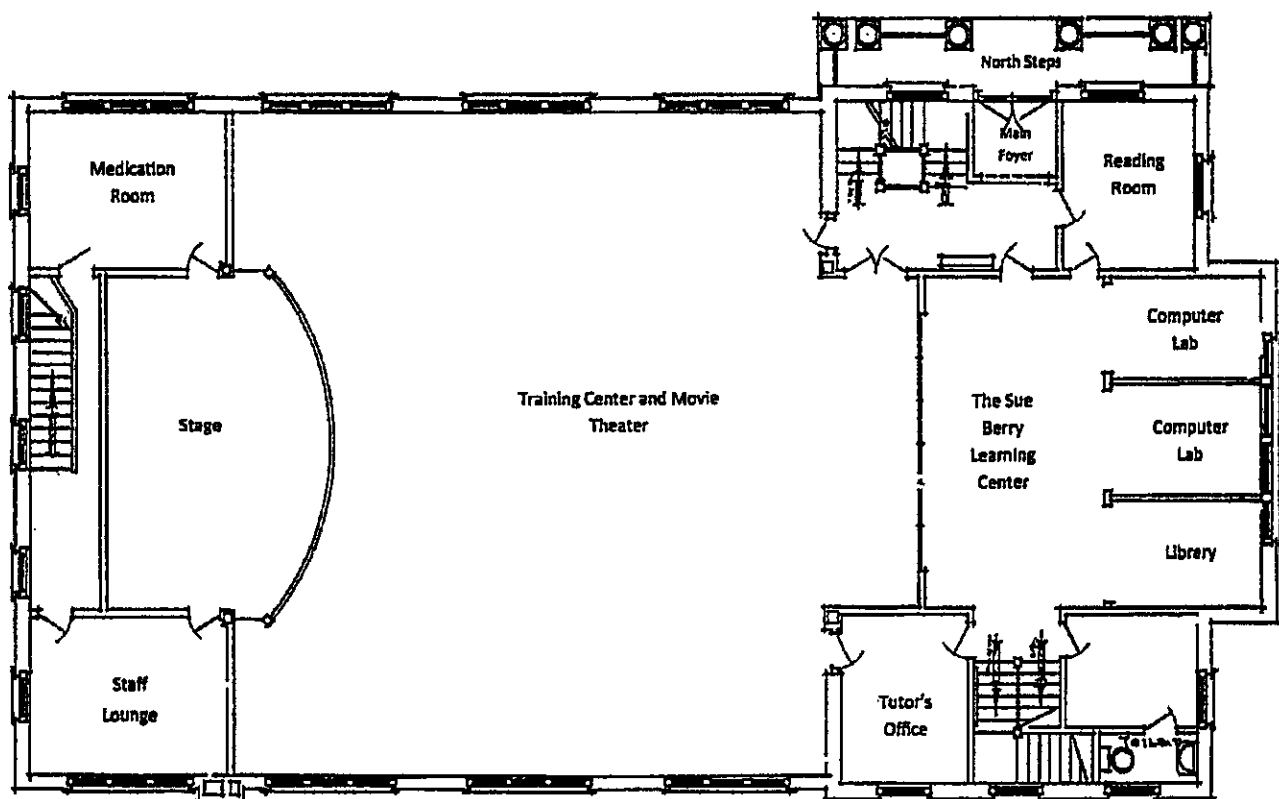


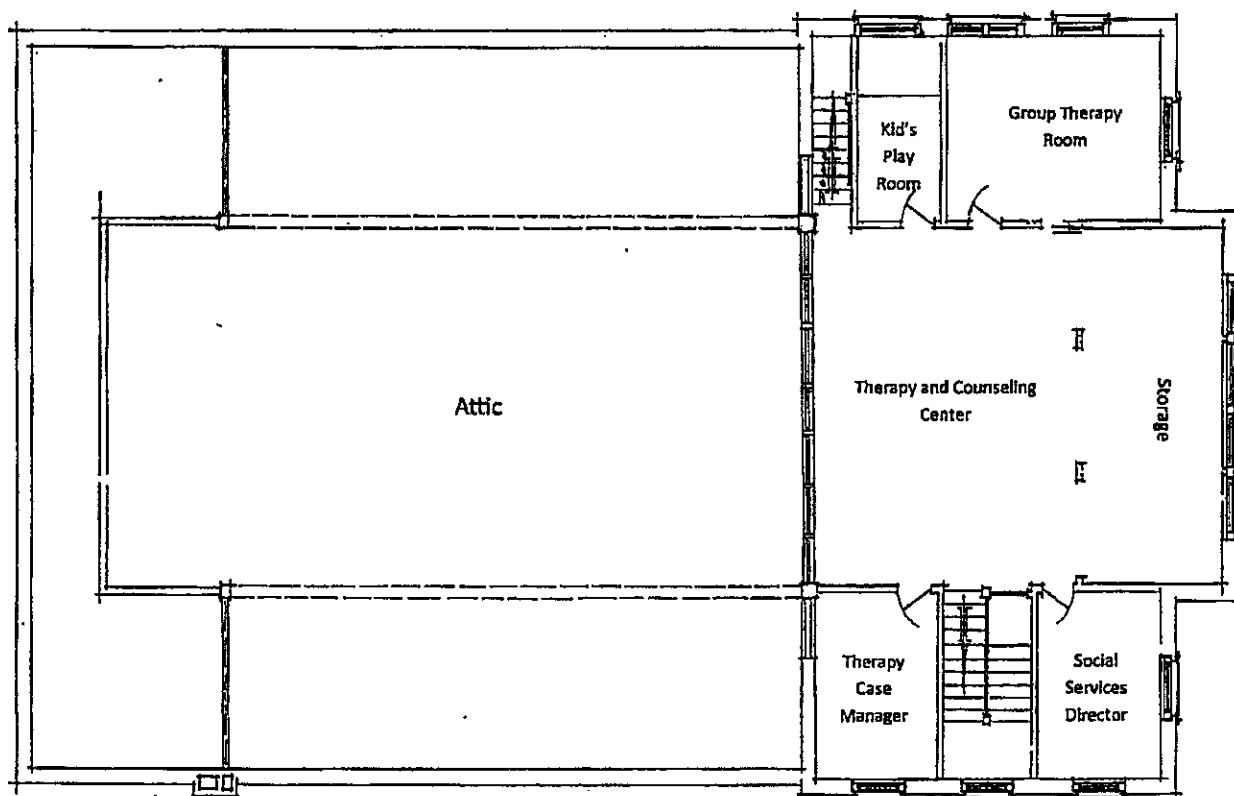


Main Building - First Floor - Floorplan



Main Building—Second Floor—Floorplan





**Main Building—Third Floor—Floorplan**

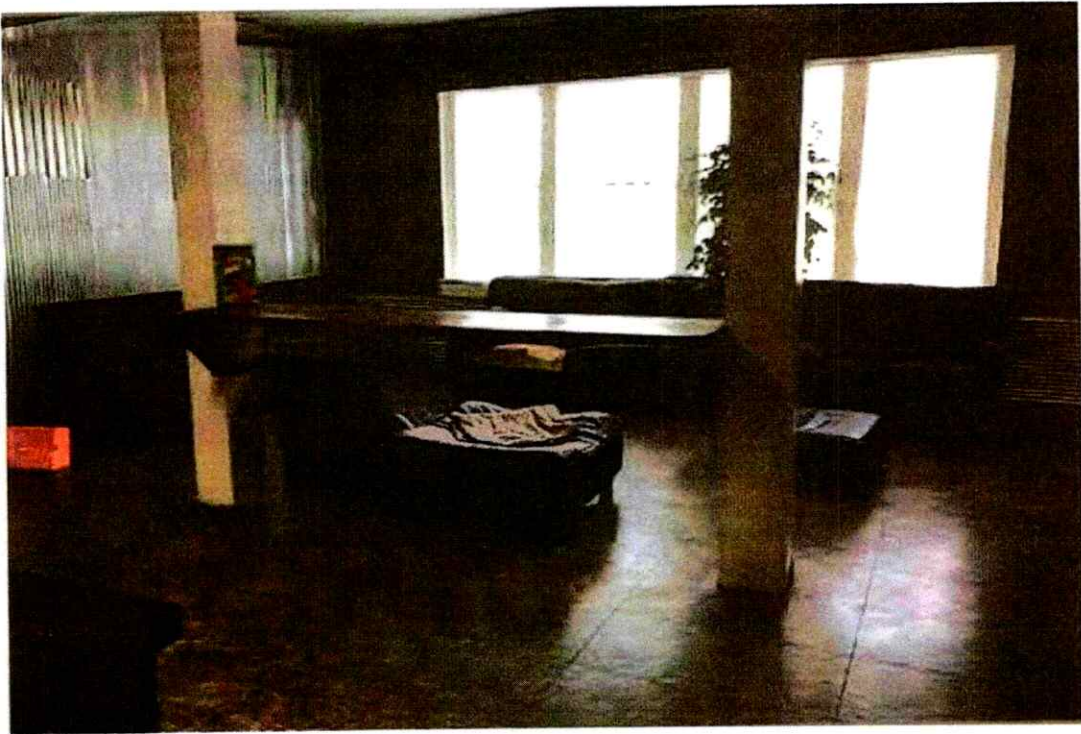
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Following are photographs of our facility located in DeWitt, Arkansas. We are currently undergoing renovations in several areas, including the Residence, and the Main Building Recreation Area.

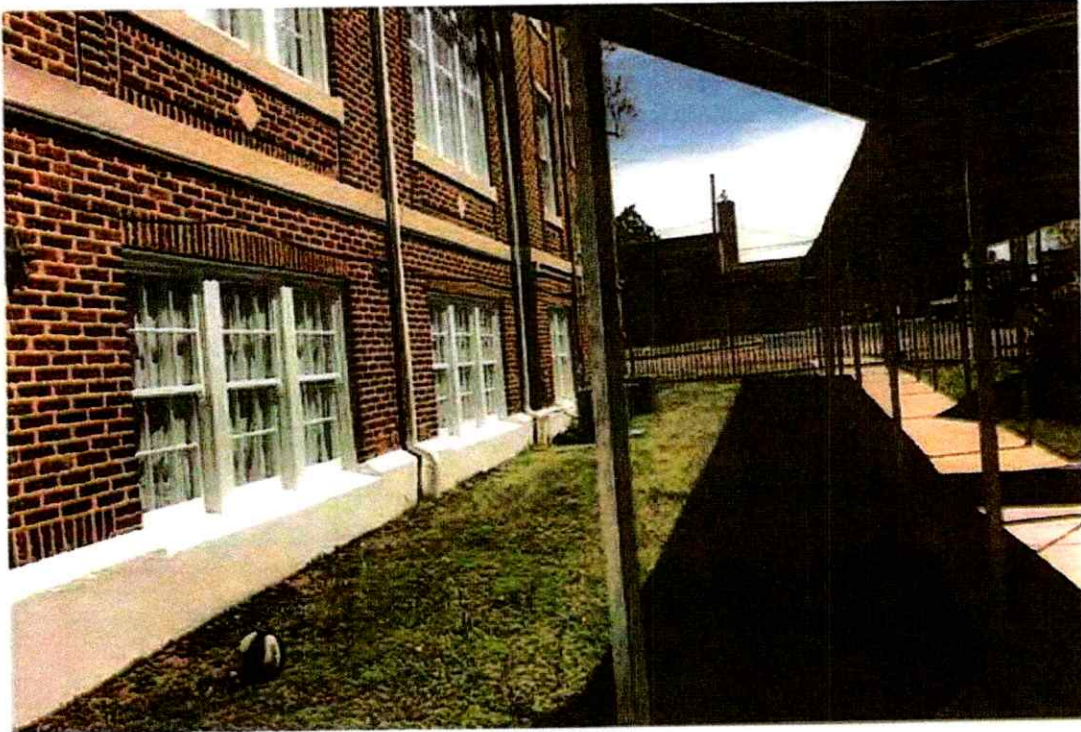
We are adding storage and bed units to our Residence, along with painting and bathroom renovations in several rooms.

Our Recreation Hall is getting some new paint, as well as additional furniture in the boys and girls separate areas.

MAIN BUILDING - RECREATION HALL - BOYS AREA



MAIN BUILDING AND ADMINISTRATION OFFICE COURTYARD - CHILDREN PLAY AREA

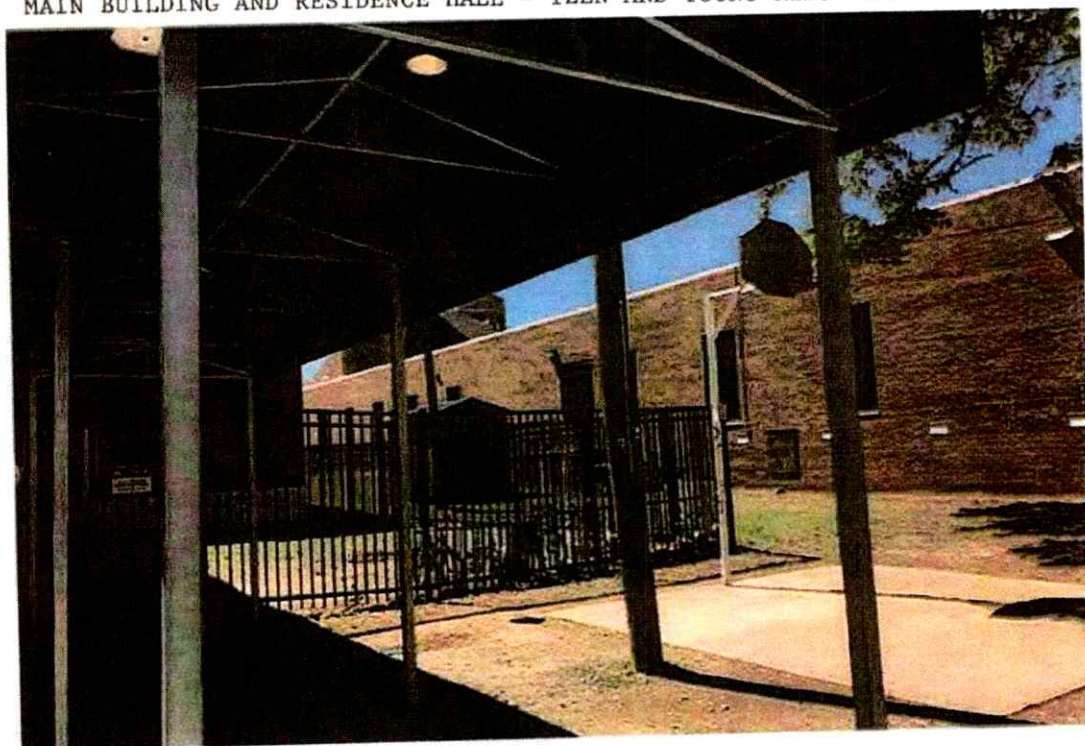




MAIN BUILDING - RECREATION HALL - INFANT AND LITTLE KIDS AREA

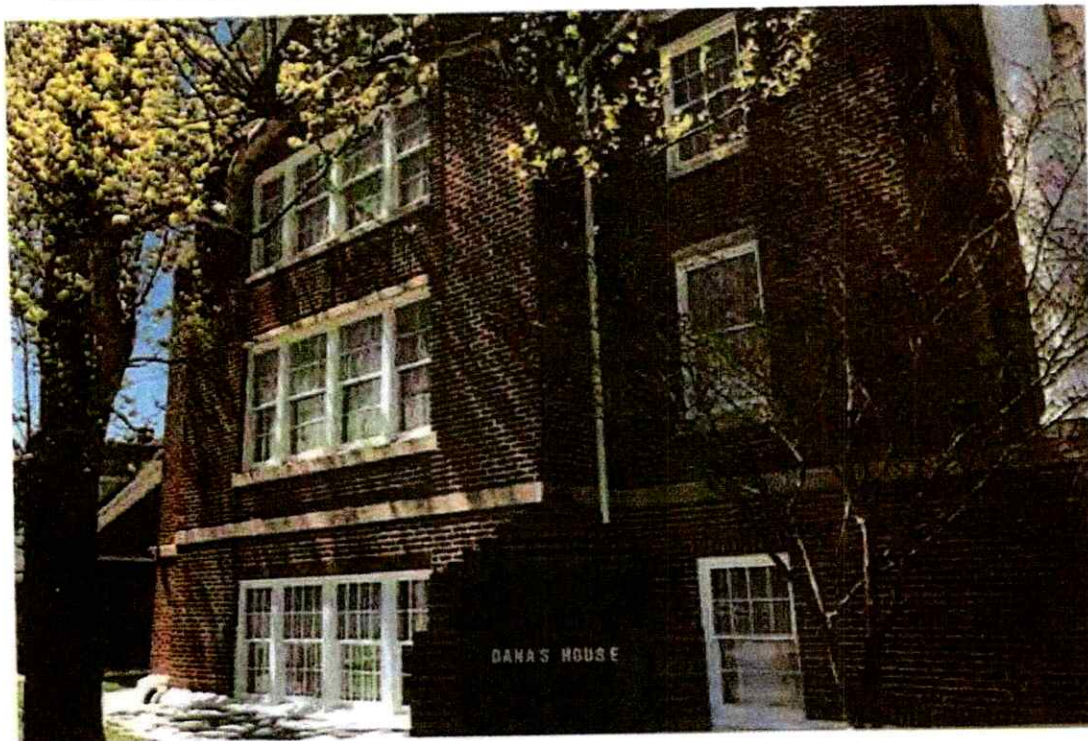


MAIN BUILDING AND RESIDENCE HALL - TEEN AND YOUNG KIDS PLAY AREA





MAIN BUILDING - JEFFERSON STREET ENTRANCE

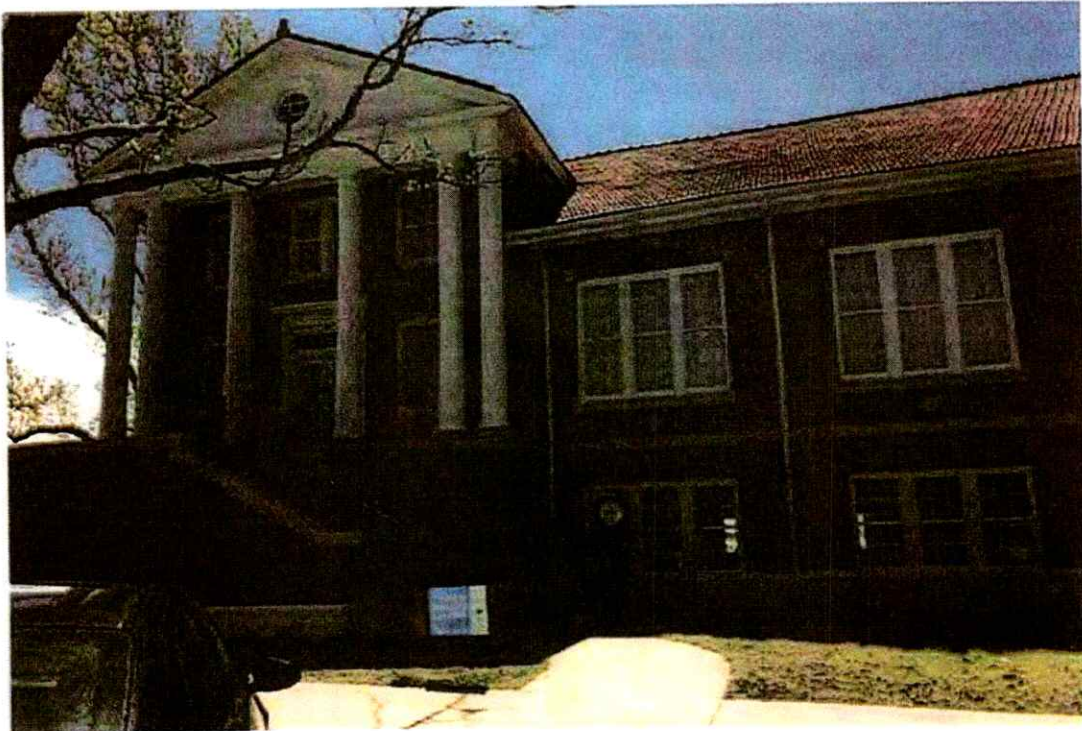


MAIN BUILDING AND ADMINISTRATION OFFICE COURTYARD - PLAY AREA

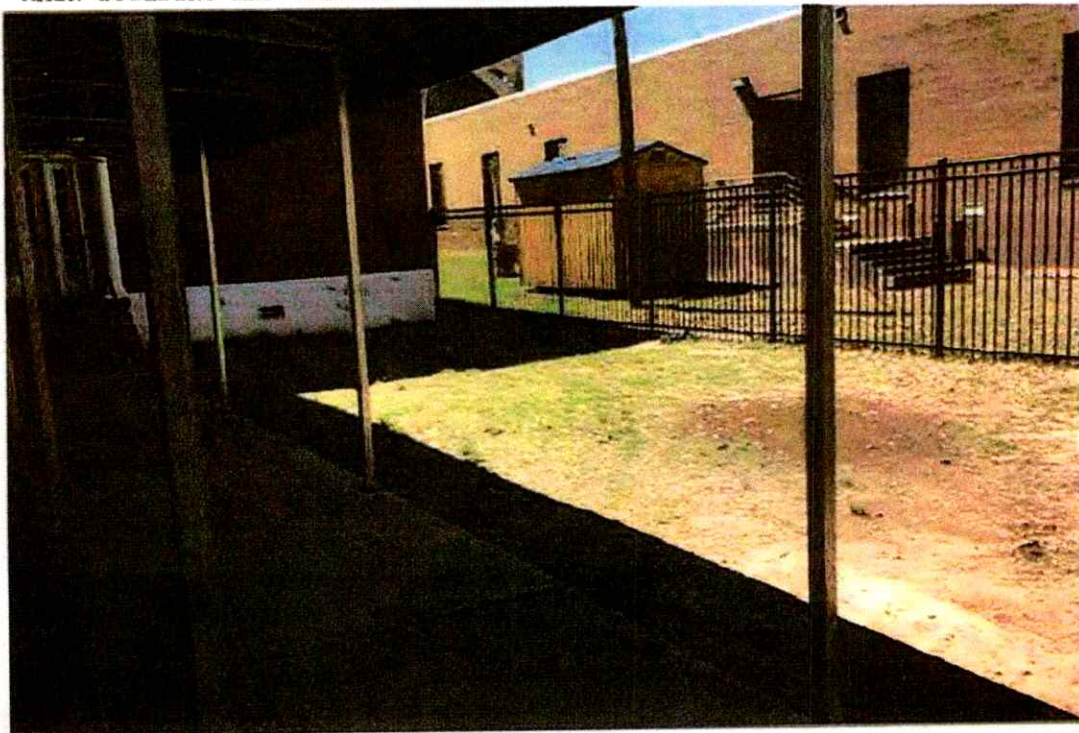




MAIN BUILDING - FRONT ENTRANCE - CROSS STREET



MAIN BUILDING AND RESIDENCE COURTYARD - PLAY AREA - STAFF ENTRANCE





RESIDENCE REAR VIEW - SECURITY FENCE AREA - STORAGE AND STAND BY POWER SYSTEM



MAIN BUILDING - RECREATION HALL - MAIN KITCHEN





MAIN BUILDING AND ADMINISTRATION OFFICE FRONT - GUEST ENTRANCE AND SECURITY GATE



MAIN BUILDING - RECREATION HALL - GIRL'S AREA

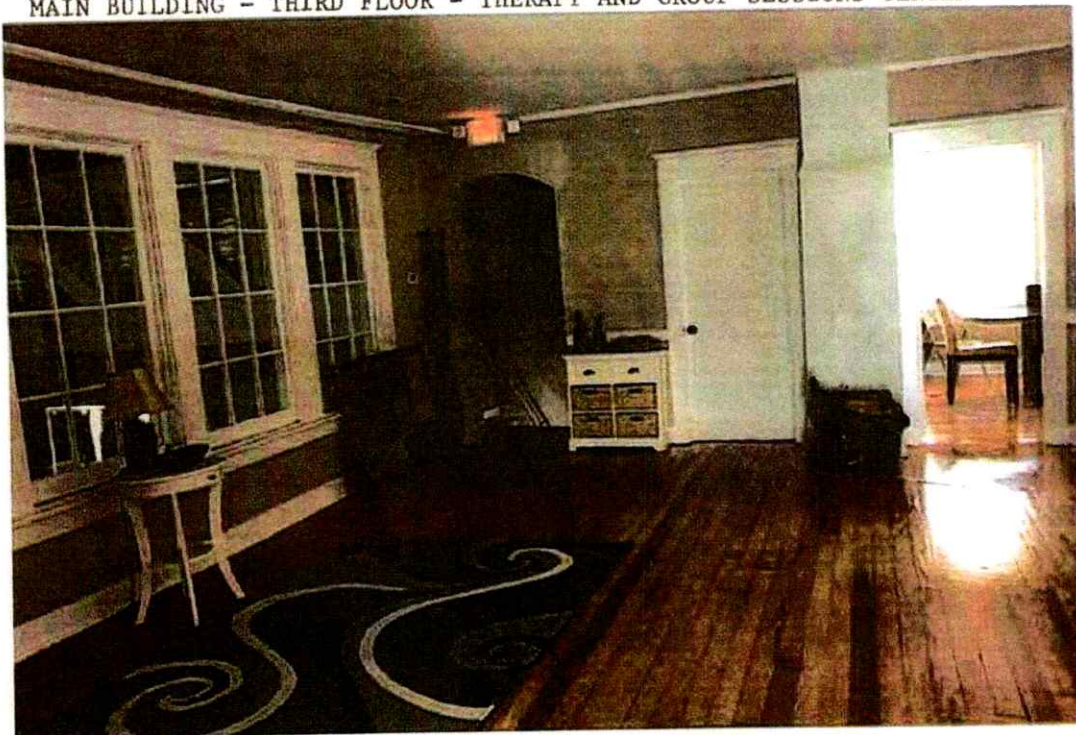


ADMINISTRATION OFFICE MAIN ENTRANCE

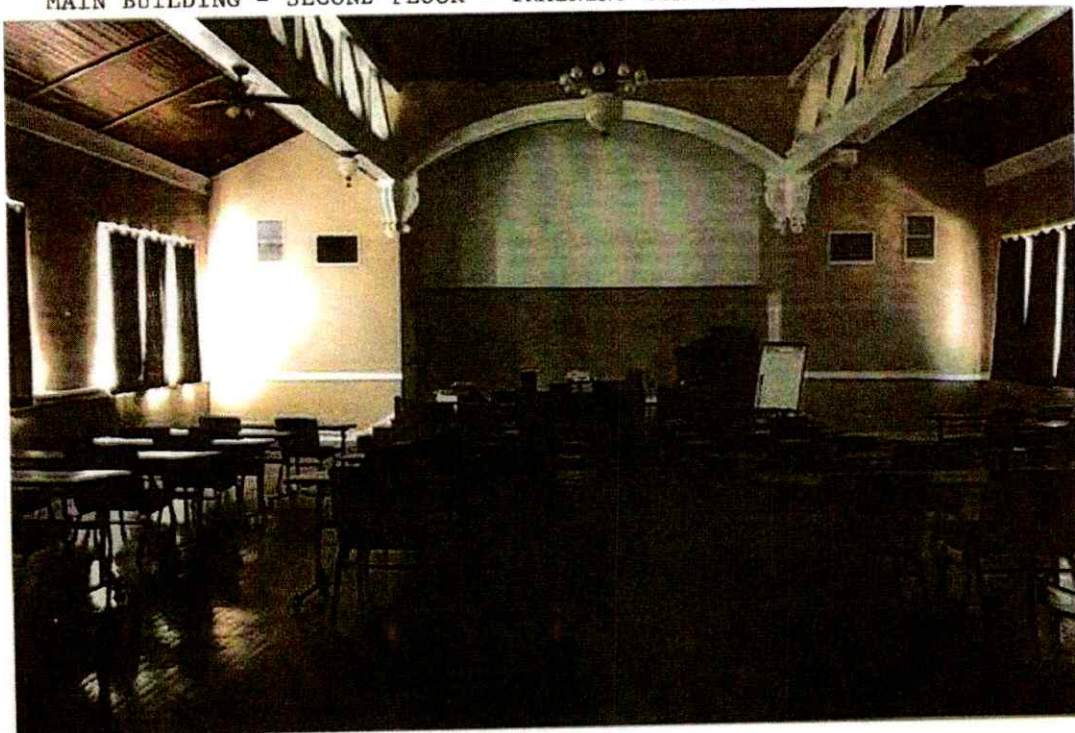




MAIN BUILDING - THIRD FLOOR - THERAPY AND GROUP SESSIONS CENTER



MAIN BUILDING - SECOND FLOOR - TRAINING CENTER AND MOVIE THEATER

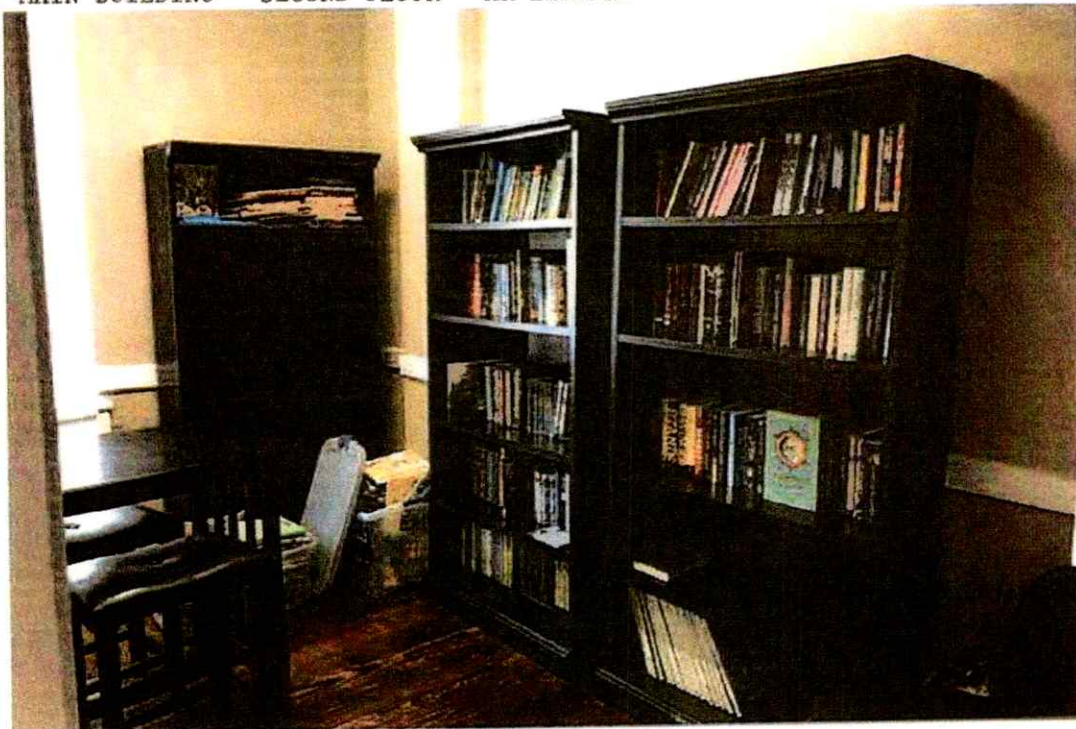




MAIN BUILDING - SECOND FLOOR - COMPUTER LABS AND LEARNING CENTER



MAIN BUILDING - SECOND FLOOR - AR LIBRARY

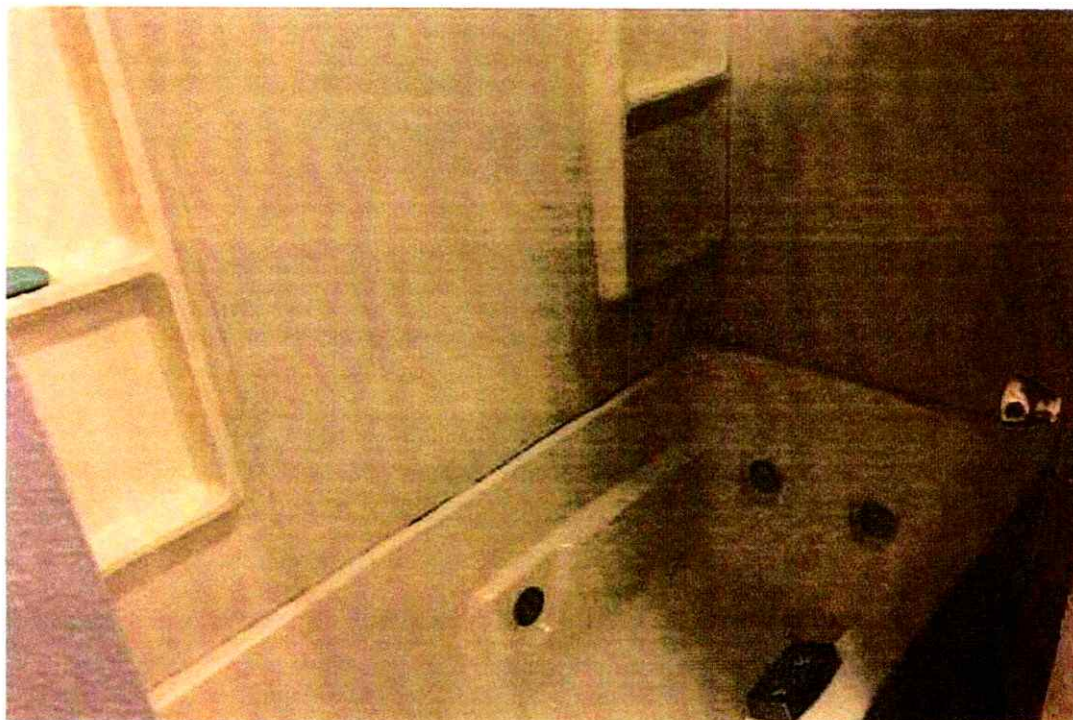




RESIDENCE BUILDING - SECOND FLOOR - BOY'S BEDROOM



RESIDENCE BUILDING - SECOND FLOOR - BOY'S BATHROOM

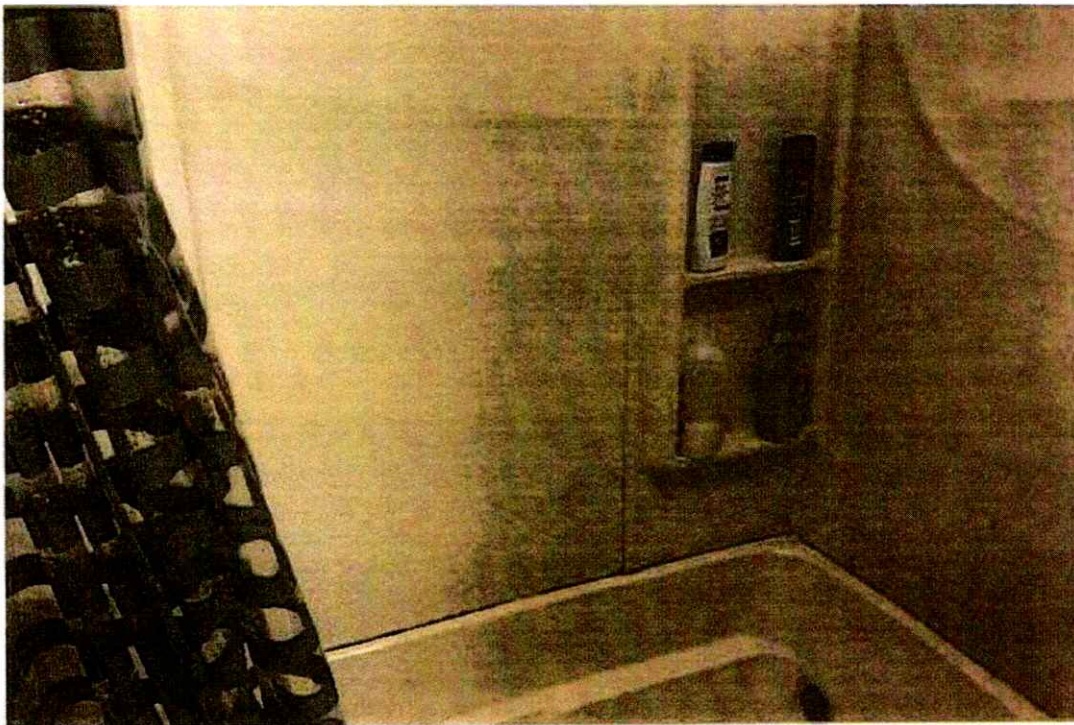




RESIDENCE BUILDING - SECOND FLOOR - MAIN HALLWAY - BOY'S FLOOR



RESIDENCE BUILDING - SECOND FLOOR - BOY'S BATHROOM





RESIDENCE BUILDING - FIRST FLOOR LAUNDRY ROOM

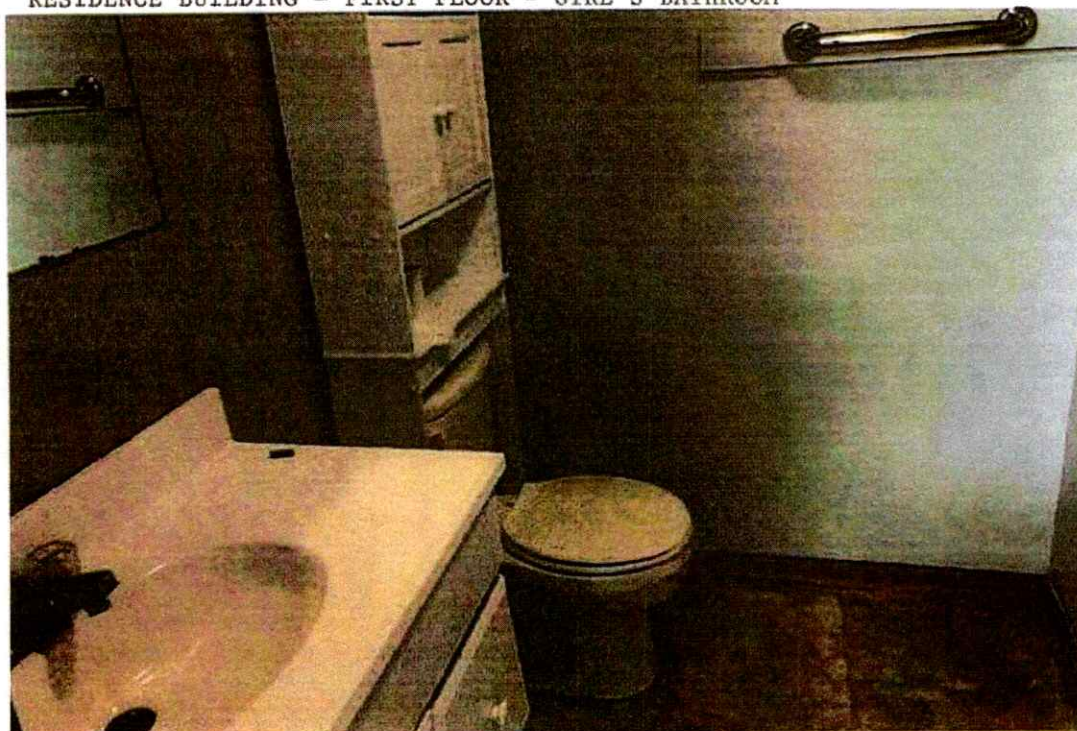


RESIDENCE BUILDING - FIRST FLOOR - GIRL'S BEDROOM





RESIDENCE BUILDING - FIRST FLOOR - GIRL'S BATHROOM



RESIDENCE BUILDING - FIRST FLOOR - MAIN HALLWAY AND BUILDING ENTRANCE





# Experience

**Attachment I**

***Client History Form***  
***RFP # 710-24-0016***

## Client History Form

**Instructions:** This form is intended to help the State gain a full understanding of each Respondent's experience providing emergency shelter services. This form **must** be accurately completed and signed by the same signatory who signed the Response Signature Page (please see final page below).

The State reserves the right to verify the accuracy of responses by contacting any of the listed clients; therefore, all applicable clients **must** be listed. For purposes of this form, the "client" is not an individual, but the entity which held the contract. By way of explanation, in the Contract resulting from this RFP, Arkansas's DHS will be the client. For each listed client, Respondents **must** include the client entity's name, address, and phone number. Additionally, Respondents are encouraged to provide an individual's contact information for a person at the client entity who is knowledgeable of the named project. If the State contacts the clients listed, the State reserves the right to either contact the listed individual and/or another person at the client entity. Omission of a relevant client will constitute a failure of form completion.

The boxes below each prompt will expand if necessary. If there are no contracts which meet the definition, Respondent **must** state "none."

1. Please list three (3) clients where you served as the **Prime Contractor** for emergency shelter services in the past four (4) years. Client information as described above must be included.

State of Arkansas - Department of Human Services (75 counties)  
700 Main St., Little Rock, Arkansas 72204  
(501) 682-1001

Megon Dade  
megon.dade@dhs.arkansas.gov

2. Please list three (3) clients where the **Proposed Subcontractor** served as the prime contractor for emergency shelter services in the past four (4) years. Client information as described above must be included.

NONE

Authorized Signature: M. [Signature] Title: Exec. Dir.  
(Use Ink Only)

Printed/Typed Name: M. Elizabeth Skinner Date: 2-20-24

# Qualifications



Dana's House is currently under contract with the Department of Human Services. We currently have twelve (12) residential treatment beds and six (6) specialized emergency beds. Since November of 2000 we have provided services to hundreds of children placed in our care by the Department. We have met all performance objectives for this term and have continually assessed our quality of services.

Dana's House is monitored frequently by the State of Arkansas and as of today's date we have been commended for the outstanding service provided to the children in our home.

Additionally, the Arkansas County community has been a tremendous financial support. In conjunction with receiving the current contract compensation, we have had consistent and continual community support through monetary donations, as well as gifts of items such as clothing, food, and even vans to transport the children.

In our Administration, we currently employ a full-time Administrator, Tammy Pfaffenberger. We also have Megan McLain as our Licensed Therapist, Peyton Cotten as Administrative Assistant, Susan Watkins as the Medication Coordinator, and Elizabeth Skinner as Executive Director. Apart from Administration, we employ eight full-time employees (40 hours per week); seven part-time (24 hours per week) and three fill-in employees (as needed), enabling us to care for up to eighteen children at a time.

IN THE CIRCUIT COURT OF ARKANSAS COUNTY, ARKANSAS  
SOUTHERN DISTRICT

SEP 30 3 18 PM '92

IN THE MATTER OF THE INCORPORATION  
OF DANA'S HOUSE, INC.

SEC. IV-92-22

ARTICLES OF INCORPORATION BY: D. Dodson

The undersigned, all of whom are residents of the State of Arkansas, do hereby voluntarily associate themselves together for the purpose of forming a non-profit corporation without capital stock under the provisions of Act 176 of 1963 and all Acts amendatory thereof codified in Arkansas Code Annotated, §§4-28-201 et seq

ARTICLE 1

The name of the corporation shall be Dana's House, Inc.

ARTICLE 2

The period of duration of the corporation shall be perpetual.

ARTICLE 3

To purposes for which the corporation is organized, generally, and by way of illustration and not by limitation, shall be to organize, operate and maintain an emergency shelter for abused and neglected children, providing emergency shelter care, an alternative living environment, preventative and socialization services, vocational training, family services, crisis intervention and therapy, and without limitation as to the generality of the foregoing, to lease, and, by gift, or purchase, to own and operate real estate for such purpose; and to solicit donations and to accept money or personal property in aid of such

purpose and to maintain the same.

The corporation shall have such powers as are enumerated in A.C.A §14-28-209, and said code provision is hereby incorporated herein by reference thereto.

#### ARTICLE 4

Provisions, not inconsistent with law, which the incorporators elect to set forth in the Articles of Incorporation for the regulation of the internal affairs of the corporation, including any provisions for distribution of assets on dissolution or final liquidation include the following:

- a. The corporation shall admit as members any person applying for membership upon such terms and conditions as may be prescribed by the by-laws and by the Board of Directors. Each member shall be entitled to one (1) vote in the elections of the Board of Directors. On such other matters as may be subject to vote of the members, the voting right shall be as provided in the by-laws.
- b. The private property of the incorporators, members, directors, Board of Directors, officers and employees of the corporation shall not be subject to payment of the debts of the corporation to any extent whatsoever.
- c. Upon the dissolution of the corporation, the Board of Directors shall, after paying or making provision for the payment of all of the liabilities of the corporation, dispose of all of the assets of the corporation exclusively for the purpose of the corporation in such manner, or to such charitable, educational, religious, literary, or scientific purposes as shall at the time qualify as an exempt organization or organizations under section 501(c)(3) of the Internal Revenue Code of 1954, or the corresponding provisions of any future United States Internal Revenue Law, as the Board of Directors shall determine. Any such assets not so disposed of shall be disposed of by the circuit court of the county in which the principal office of the corporation is then located, exclusively for such purposes or to such organization or organizations, as said Court shall determine, which are organized and operated exclusively for such purposes.
- d. All other matters concerning the conduct of business of this corporation shall be provided for in the by-laws.

11707

ARTICLE 5

The address of the corporation's main office or principal place of business shall be:

Dana's House  
General Delivery  
St. Charles, AR 72140

The name of the corporation's agent at such address is Tommy Robertson.

ARTICLE 6

The number of director's, as well as the number of directors constituting the initial Board of Directors shall be four (4). The names and addresses of those who are to serve as the initial directors until the first meeting of the corporation or until their successors are elected and qualified are:

<u>Name</u>	<u>Address</u>
Gary Lyn Moss.....	1508 S. Lee, DeWitt, AR 72042
Charlene Moss.....	1508 S. Lee, DeWitt, AR 72042
Tommy Robertson .....	Rt. 2, Box 1500, Lindsey Lane, Pine Bluff, AR
Patricia Robertson.....	Rt. 2, Box 1500, Lindsey Lane, Pine Bluff, AR

The initial Board of Directors of the corporation shall have the direction of affairs of the corporation and shall meet within ten days after the issuance of the certificate of incorporation for the purposes of electing officers, adopting by-laws and taking such other actions as are necessary to perfect the organization of the corporation. Thereafter by-laws may be amended and the officers elected as provided in the by-laws. All directors shall be elected for a one-year term at the same time.

The Board of Directors shall be majority vote those present at any meeting where a quorum is present elect directors to fill a vacancy on the Board for the balance of the term of the director who has resigned, died or otherwise ceased to be a member of the Board of Directors.

ARTICLE 7

The name and address of the incorporator is:

Name

Address

Charlene Moss.....1508 S. Lee, DeWitt, AR 72042

In witness whereof the incorporator has hereunto set her hand and seal this 22<sup>nd</sup> day of Sept., 1992.

Charlene Moss  
CHARLENE MOSS

VERIFICATION

I, Charlene Moss, do hereby certify that the above and foregoing statements are true and correct to the best of my knowledge, information and belief.

WITNESS my hand this 22<sup>nd</sup> day of Sept., 1992.

Charlene Moss  
CHARLENE MOSS

STATE OF ARKANSAS    )  
                              )SS  
COUNTY OF ARKANSAS    )

SUBSCRIBED AND SWORN to before me, a Notary Public, this 22<sup>nd</sup> day of Sept., 1992.

Mary Magallon  
NOTARY PUBLIC

My commission expires:

8-1-2000

CIR1/2992M

# CURRENT STATE CONTRACT PROJECTS



## STATE OF ARKANSAS AMENDMENT TO PROFESSIONAL CONSULTANT SERVICES CONTRACT

CONTRACT #: 4800034298

AMENDMENT #: 01

**1. CONTRACTING PARTIES:**

AGENCY NUMBER & NAME	0710-DHS	Division of Children and Family Services	<input type="checkbox"/> Service Bureau
VENDOR NAME	Dana's House, Inc.		
TRACKING # 1		TRACKING # 2	

**2. NEW CONTRACT EXPIRATION DATE:** June 30, 2017

mm/dd/yyyy (If not extending contract to new date, please leave blank)

**3. PURPOSE OF AMENDMENT:**

Amend to extend and add funding; revise the budget attachment for Residential Treatment Services statewide.

**4. AMENDED DOLLAR AMOUNT:**

For each amendment involving a change in the contract dollar amount, enter the previous contract amounts. Enter this amendment's amounts, showing (+) for increase and (-) for decrease, in compensation and/or reimbursable expenses. Enter the new total compensation and/or reimbursable expenses for this contract. Note: Any increase in the rate of compensation must be accompanied by a copy of the original contract language authorizing such increase.



## STATE OF ARKANSAS AMENDMENT TO PROFESSIONAL CONSULTANT SERVICES CONTRACT

CONTRACT #: 4800029088

AMENDMENT #: 04

**1. CONTRACTING PARTIES:**

AGENCY NUMBER & NAME	0710-DHS	Division of Children and Family Services	<input type="checkbox"/> Service Bureau
VENDOR NAME	Dana's House, Inc.		
TRACKING # 1		TRACKING # 2	

**2. NEW CONTRACT EXPIRATION DATE:** June 30, 2017

mm/dd/yyyy (If not extending contract to new date, please leave blank)

**3. PURPOSE OF AMENDMENT:**

Amend to extend and add funding; revise budget and funding availability attachments for Emergency services statewide.

**4. AMENDED DOLLAR AMOUNT:**

For each amendment involving a change in the contract dollar amount, enter the previous contract amounts. Enter this amendment's amounts, showing (+) for increase and (-) for decrease, in compensation and/or reimbursable expenses. Enter the new total compensation and/or reimbursable expenses for this contract. Note: Any increase in the rate of compensation must be accompanied by a copy of the original contract language authorizing such increase.



## **JOB DESCRIPTION**

### **Executive Director**

1. Oversee Administrator and Employee Staff Issues.
2. Participate in Staff and Team Leader Meetings.
3. Oversee Property and Grounds.
4. Process Monthly DHS Billing and Mileage Invoices.
5. Maintain Account Payable Records and Issue Payments.
6. Maintain Accounts Receivable and Receive Payments.
7. Process and Prepare Payroll Checks and Tax Payments.
8. Process and Prepare Monthly, Quarterly, and Annual Payroll Reports.
9. Issue Yearly W-2 Forms.
10. Oversee records for Annual Audited Financial Statements.
11. Prepare and Oversee Budget and Expenses.
12. Prepare Financial Reports for the Board.
13. Oversee any Capital Projects.
14. Process Tax Receipts to Donors.
15. Maintain Website and IT Services.
16. Supervise Staff.
17. Oversee the long term strategy of the organization.
18. Provide leadership in developing programs, organizational and financial plan.
19. Represent the organization and its programs to the general public.

# **M. ELIZABETH SKINNER**

407 S. Main St., Stuttgart, AR 72160  
870 830-6326 • eskinner@skinnerlaw.co

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## **EXPERIENCE**

**10/2022 – CURRENT**

**DISTRICT COURT JUDGE, NORTHERN DISTRICT OF ARKANSAS COUNTY, ARKANSAS**

Appointed by the Governor to hear all misdemeanor cases in the local district court for the Northern District of Arkansas County, Arkansas, the City of Stuttgart, Arkansas and the Town of Almyra, Arkansas.

**01/2015 – 09/2022**

**CITY ATTORNEY, CITY OF STUTTGART, ARKANSAS**

Prosecuted all city cases and appeals; made charging decisions on affidavits; represented City Council; drafted ordinances, resolutions and letters for the City; drafted and reviewed contracts for the City, airport, and other departments; worked closely with the Mayor and City Clerk to ensure the City stayed in legal compliance with local, state and federal laws.

**02/2007 – 09/2022**

**DEPUTY PROSECUTOR, 11E JUDICIAL DISTRICT (ARKANSAS COUNTY)**

Prosecuted cases in Circuit and District Courts; negotiated cases to resolution; represented Quorum Court; drafted pleadings and reviewed ordinances; stayed abreast of all State laws regarding criminal law and county government.

**11/2006 – CURRENT**

**ATTORNEY, M. ELIZABETH SKINNER, ATTORNEY AT LAW**

Law firm owner. Work primarily in corporate law, real estate, agricultural law, contracts, estates and estate planning. Some family law.

**08/2003 – 11/2006**

**ATTORNEY, BERRY LAW FIRM**

Staff attorney. Worked as criminal defense attorney; drafted and reviewed contracts; corporate, real estate and estate law duties; and appellate work.

## **EDUCATION**

**MAY, 2003**

**JURIS DOCTOR, UNIVERSITY OF ARKANSAS SCHOOL OF LAW**

**MAY, 2000**  
**BACHELOR OF ARTS, HENDRIX COLLEGE**

**MAY, 1996**  
**HONORS DIPLOMA, DEWITT HIGH SCHOOL**

## **SKILLS**

- organization
- experienced court room attorney
- problem solver
- negotiation skills
- public speaking
- 2021 Grand Prairie Best Attorney of the Year,  
Readers Choice Awards

## **ACTIVITIES**

I am a member of the Stuttgart Chamber of Commerce where I chair the Education Committee, serve on the Wings Over the Prairie Rules Committee and serve as a volunteer for the Wings Over the Prairie Festival. I am also a Rotarian and Rotary co-chair of the scholarship committee and an active member of First Baptist Church of Stuttgart where I work with multiple departments including youth, music ministry presentation group and lead Bible Study.

# Hendrix College

Conway, Arkansas

Upon recommendation of the Faculty hereby confers upon

**Mary Elizabeth McLain**

the degree of

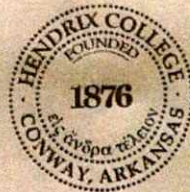
**Bachelor of Arts**

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

In Token Whereof, this diploma is granted duly certified by the  
signatures of the proper officers and by the seal of the College.

Given at Conway, Arkansas on this twenty-seventh day of May, A.D., two thousand.

  
Dean of the College



  
President



# University of Arkansas



To all to whom these presents may come

**Greeting**

Be it known that

**Mary Elizabeth McLain Skinner**

*having completed the prescribed course of study is by authority of the Board of Trustees of the University of Arkansas admitted to the Degree of*  
**Juris Doctor**

*and is declared entitled to all rights and privileges which pertain to that degree here or elsewhere. In testimony whereof and as evidence that all requirements for the degree have been fulfilled, this diploma is granted.*

*Dated at the University in the City of Fayetteville this eighteenth day of December in the year of our Lord two thousand two and of the University the one hundred and thirty-second year.*



*W. M. McLain*  
CHAIRMAN BOARD OF TRUSTEES

*B. Allen Dugg*  
PRESIDENT OF THE UNIVERSITY

*John A. L. Lee*  
CHANCELLOR

*Robert B. Mobley*  
DEAN, SCHOOL OF LAW



# HEARTSAVER

## Heartsaver® Pediatric First Aid CPR AED



American  
Heart  
Association.

**Elizabeth Skinner**

**has successfully completed the cognitive and skills evaluations  
in accordance with the curriculum of the American Heart Association  
Heartsaver Pediatric First Aid CPR AED Program.**

**Optional modules completed:**

Heartsaver Pediatric Total, Pediatric First Aid, Child/Infant CPR AED, Adult CPR AED

**Issue Date**

4/29/2023

**Renew By**

04/2025

**Training Center Name**

AHEC - UAMS - Pine Bluff

**Instructor Name**

Elaine Hornbeck

**Training Center ID**

AR05511

**Instructor ID**

10140280817

**Training Center City, State**

Pine Bluff, AR

**eCard Code**

236047197784

**Training Center Phone  
Number**

(870) 329-0810

**QR Code**



**Training Site Name**

To view or verify authenticity, students and employers should scan this QR code with their mobile device or go to [www.heart.org/cpr/mycards](http://www.heart.org/cpr/mycards).

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## **Job Description – Administrator**

The Administrator reports to the Executive Director for general administration.

The Administrator's responsibilities include the following:

1. Overall Facility Support
  2. Monthly DHS Billing
  3. DHS Regulations – Legal Issues, Licensing Requirements, DHS Site Visits, Contractual Obligations.
  4. Review and manage along with Social Services Director residents incident reports.
  5. Public Relations, Marketing, Phone Inquiries, Social Media Inquiries, Complaints, Legal Issues, and Public Speaking.
  6. Level Meetings
  7. Intake of residents and coordination of services in absence of the Social Services Director.
  8. Fundraising Events – Friends of Dana's House
  9. Grant Research, Writing, Administration, and Compliance.
  10. Personnel Training and Training Development.
  11. Program Research and Development.
  12. Recruitment and Supervision of Volunteers.
  13. Coordination of Christmas, Birthdays, and other Holidays.
  14. Monthly Report to the Board of Directors.
  15. Recruitment and Training of Mentors – Development of Mentor Program.
  16. Educational Coordination of Residents.
  17. Implementation and Development of Transitional Living Program and ILP Classes.
  18. CPI Training for Staff as needed.
  19. Other Duties as assigned.
-

# Tammy Pfaffenberger

1088 Hwy 130 West DeWitt, AR 72042 | 870-946-3338 | tammypphotography@gmail.com

## Objective

My objective is to be in a professional working environment where I can use the knowledge, value, and skills that I have gained while getting my degree in social work. I will use my knowledge of business and human needs to manage my work in an orderly and timely manner. I intend to use my knowledge, values, and skills to work with children and or families to help them recognize their strengths as I engage with them, by educating them in areas, where they may be vulnerable, and I will provide resources as they are needed.

## Education

- 1993 Diploma, DeWitt High School, DeWitt, AR
- 2009 Associates Degree in Business Administration, Phillips Community College at DeWitt, AR
- 2022 Bachelor's Degree in Social Work, the University of Arkansas at Monticello, AR

## Work History

- 1997 - 2002 Administrative Assistant and Licensed Agent, Ferguson Crop Insurance, LLC
  - Documented data in a timely manner, processed applications and entered data on the computer, accounts receivable, account payable, payroll, assisted producers in filling out reports, applications, etc. Answered the telephone, sent, and received messages via e-mail, fax, and answering machine, composed billing statements, and mailouts, and contacted producers.
- 2002 - 2007 Owner and Licensed Agent, Arkansas County Crop Insurance, LLC
  - Documented data in a timely manner, processed applications and entered data on the computer, accounts receivable, account payable, payroll, assisted producers in filling out reports, applications, etc. Answered the telephone, sent and received messages via e-mail, fax, and answering machine, composed billing statements, and mailouts, and contacted producers.
- 2007 - Current Owner and Professional Photographer, Tammy P. Photography
  - I make appointments, and shoot in the studio, outdoors & on location. I specialize in individual & family portraits, sporting events & outdoor activities, dances & proms, banquets & parties, preschool groups & senior

photos. I process and edit all images and then upload the images to my website, in a timely manner, for clients to view and place their orders.

- o 2020 – 2021      Part-time Receptionist at Arkansas County Pet Wellness Center in Stuttgart, AR
  - Document data in a timely manner, entered data on the computer, accounts receivable, account payable, answer the telephone, sent reminders of future appointments to clients and receive messages via e-mail, fax, and answering machine, made appointments, and contacted clients via text, e-mails and by phone.
  
- o 2021-2022      Intern at Saint Francis Ministries
  - I shadowed clinicians as they worked in the field with families. I assisted in implementing family interventions to help families meet their basic needs to achieve safety in their homes and reinforce the well-being of themselves and their children while building on their own strengths. I recorded minutes in team meetings and interacted in inspirations, mental health check-ins, ice breakers, and interventions during meetings. I recorded progress notes from family sessions. I traveled as needed to assist in family sessions, and attended court, and out-of-town meetings. I completed the Wheels of Change training and I worked with the Family-Centered Treatment model. I delivered interventions designed to help develop problem-solving skills with the parents and the children within the home.
  
- o 2022-2023      Saint Francis Ministries
  - I became a certified family intervention specialist, providing prevention services to families in their homes, by completing a self-guided online training course and making consistent progress toward achieving my certification.
  - I conducted family and individual sessions as needed in clients' own homes and other setting when convenient for the family, spending an average of 4 hours per week and a minimum of 2 weekly contacts with clients in compliance with expected Family Centered Treatment (FCT) dosage.
  - I provided services unique to each family that promoted the achievement of safety, permanency, and well-being for the children, including evidence based and trauma informed in-home services.
  - I conducted initial and on-going assessments that were strengths based and individualized to be incorporated in treatment plans.
  - I completed all documentation in a timely manner, including FCT fidelity documents.
  - I implemented interventions to ensure any gaps related to the family's basic needs were filled while helping the family also plan for long term sustainability.
  - I Provided youth and families with necessary transportation as needed



- I assisted families with access to psychiatric services and medication management.
- I helped families develop a support network in the natural environment.
- I deliver interventions designed to develop skills in both parents and children to problem solve.
- I promoted and supervised the youth and success in school while helping teach parents to advocate for their children's educational needs.
- I attended child/youth case related meetings.
- I attended court, prepared youth and families for court and communicated with the case manager and court staff, when necessary, in consultation with the family and DCFS.
- I included the family in individualized treatment plan that periodically updated to reflect the goals of the family and child and focuses on empowerment and increasing parent accountability.
- I worked with a diverse population while understanding and practicing universal precautions.
- I was able to make decisions under pressure, manage stress appropriately, and work alone effectively.

## Honors and Awards

- 2009 Made the chancellors list and graduated with honors at Phillips Community College
- 2010 Voted "Best Photographer" by Stuttgart Daily Leader's People's Choice
- 2012 Voted employer of the year
- 2017 Voted "Foster Family of the Year" for area 10 in Arkansas
- 2022 Made the Dean's list and Chancellor's list throughout my studies and graduated with honors at the University of Arkansas Monticello

## Activities

- 2008 – Current Arkansas County Fair Board Association
- 2008 - Current Pattillo Center School Board. I served as Treasurer for a term
- 2009 - 2014 DeWitt Baseball and Softball Association Board as Treasurer
- 2012 – 2015 Volunteered at Dana's house, Inc.
- 2014 – 2020 Opened our home to Fostering Children.
- 2019- current DeWitt Dragon Athletic Booster Club. I am currently serving as Vice President, ad designer, and ad manager
- 2020- current National Association of Social Workers (NASW) member
- 2020 – current Certified Mandated Reporter
- 2020 – 2021 Vice President of Student Social Work Association (SSWA) at UAM
- 2022 Phi Alpha Honor Society member, inducted into membership in Cheta Zeta at UAM

## REFERENCES

- Rachel Mitchell  
154 Dillion Lane  
DeWitt, AR 72042  
870-946-5058
- Carolyn Knowlton  
100 Refuge Rd  
Ethel, AR 72048  
870-282-3402  
870-946-5013
- Stancie Cartwright  
203 South Leslie Street  
Stuttgart, AR 72160  
870-659-0280

# 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

**Sammy Joann Blaffenberger**


the award of

**Bachelor of Social Work**

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

May 13, 2022



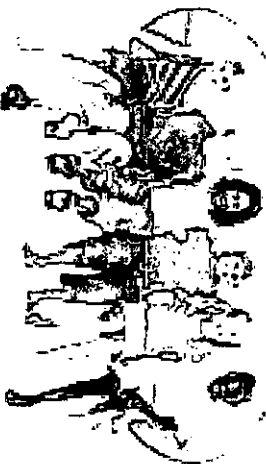
  
Chairman of the Board of Trustees

  
President

  
Chancellor

**Arkansas Commission on Child Abuse, Rape and Domestic Violence**

**Mandated Reporter**



**ONLINE TRAINING**

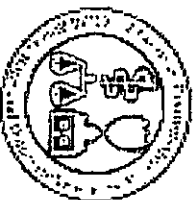
**CERTIFICATE of COMPLETION**

**PRESENTED TO**

**Tammy Pfaffenberger**

*issued*

**12/4/2023**



**2.0 Hours**



**Dana's House, Inc. and or Clear Counseling**  
**Job Description**  
**Updated 1/18/2023**

**Administrative Assistant – Part Time**

- Supervisor of Team Leaders and Client Staff
- Input on Probationary and Annual Evaluations of Team Leaders and Client Staff with Administrator
- Responsible for Staff Orientation Schedule
- Feedback and Coordination with Social Services and Clinical Director on Staff Training Schedule
- Staff Schedule Management
- Coordinating with Team Leaders on Supplies and Inventory Order and Medication Distribution
- Monthly Staff Meeting Coordination with Administrator
- Feedback for Training Attendance and Implementation of Trainings
- Oversee Client Care Staff Daily Responsibilities (**Chores and Inspections**)
- Coordinating with Dietary Manager and Kitchen Staff on Residents Needs and Issues
- Coordinating with Administrator on Team Leaders and Client Staff issues.

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

Date \_\_\_\_\_

# PEYTON COTTEN

## CONTACT

☎ 870-814-5658

✉ peytondanielle99@gmail.com

📍 DeWitt, Arkansas

## SKILLS

PROBLEM-SOLVING    MULTI-TASKING  
ATTENTION TO DETAIL    TYPING  
COMMUNICATION    TRANSCRIPTION  
CRITICAL THINKING    PROFESSIONALISM  
ADAPTIBILITY  
COMMITMENT

## EDUCATION

### DeWitt High School

GPA: 4.1

August 2014- May 2018

Honor Graduate of Class of 2018  
Member of National Beta Club  
Arkansas Girl's State Delegate

### Psychology

### Southern Arkansas University

GPA: 3.8

August 2018- April 2021

Member of SAU Women's Golf Team 2018-2020  
Member of National Society of Leadership and Success

Member of Student - Athlete Advisory Committee  
Student worker for Magale Library and SAU Counseling Center

Finished degree online due to COVID-19 Pandemic

### Masters in Clinical Mental Health Counseling

### Southern Arkansas University

GPA: 4.0

August 2021- May 2022

Completed 12 credit hours of graduate studies  
In the SAU Clinical Mental Health Counseling program.

## PROFILE

Current Administrative Assistant at Dana's House, Inc. in DeWitt, Arkansas. Possess the ability to adapt in a different work environments (remote or on-site). Hard working and most interested in a career that can make a meaningful impact.

## WORK EXPERIENCE

### Administrative Assistant

Dana's House, Inc.

December 2023 - Current

Supervisor -

Administrator, Tammy Pfaffenberger

- Supervisor of Team Leaders & Client Staff
- Input on Probationary and Annual Evaluations of Team Leaders and Client Staff with Administrator
- Responsible for Staff Orientation Schedule
- Feedback and Coordination with Social Services and Administrator on Staff Training Schedule
- Staff Schedule Management
- Coordinating with Team Leaders on Supplies and Inventory Order and Medication Distribution
- Monthly Staff Meeting Coordination with Administrator
- Feedback for Training Attendance and Implementation of Trainings
- Oversee Client Care Staff Daily Responsibilities (Chores and Inspections)
- Coordinating with Kitchen Staff on Residents Needs and Issues
- Coordinating with Administrator on Team Leaders and Client Staff issues.

### Data Entry Clerk

Pine Bluff Title Company

August 2020 - Current

- Inputted data from legal documents into a indexing system.
- Review and verify data for completeness, accuracy, and consistency, making necessary corrections or adjustments as needed.
- Maintain confidentiality and security of sensitive information throughout the data entry process.
- Organize and maintain files and records of entered data for future reference.

## REFERENCES

- Jackie Johnson - 870-946-6182 (past employer)
- Melissa Patterson - 870-946-5716 (co-worker/high school history teacher)
- Tammy Pfaffenberger - 870-946-8303 (current work supervisor)

## WORK EXPERIENCE CONT.

### Insurance Clerk/Medical Coder

East Arkansas Eyecare

Employed by Express Employment - Stuttgart

August 2023 - November 2023

Supervisor - Owner, Dr. William Fielder

- Review patient medical records to assign appropriate diagnostic and procedural codes using coding systems such as ICD-10 (International Classification of Diseases) and CPT (Current Procedural Terminology).
- Enter coded information into the business's billing software.
- Create and submit claims to insurance companies for reimbursement.
- Verify patient insurance coverage and process insurance claims accurately.
- Enter charges for medical services provided by the optometrist.
- Monitor and follow up on unpaid or denied claims with insurance companies.
- Resolve billing discrepancies and resubmit claims as needed.
- Answer patient inquiries related to billing and provide clarification on charges.
- Stay informed about healthcare regulations, including HIPAA (Health Insurance Portability and Accountability Act), and ensure compliance in all coding and billing activities.
- Generate and send patient invoices for any remaining balances after insurance payments.
- Correspond with external entities, such as clients, agents, or regulatory authorities.

### Restaurant Cook/Manager

Boyd Farmhouse Inn

May 2023- Current

- Manage all inventory necessities including all ordering and purchasing of food
- Communicate with executive manager of hotel to ensure all restaurant customers receive memorable and exciting dishes each service
- Input necessary pricing and meal information into POS System
- Price all restaurant and bar items according to food and labor cost as well as any additional expenses.
- Make decisions on what special dishes will be served each night
- Lead kitchen staff to ensure all dishes are served within an appropriate time limit
- Ensure all kitchen staff is adhering to food safety regulations
- Prepare all needed equipment and aspects on our menu and our daily special/daily dessert
- Follow recipes that include measuring, weighing and mixing ingredients
- Adhere to all food safety requirements
- Ensure all food is handled properly based on health department regulations
- Bake all desserts for dinner service as well as hotel front desk baked goods
- Manage all of the roles and responsibilities of all those employed in my area of hotel. Supervise all aspect of our restaurant facilities including the kitchen, dining room, and bar. Interview potential employees needed for our facilities. Manage all inventory necessities including all ordering and purchasing of food, alcohol and supplies. Communicate with executive manager of hotel to ensure all hotel and restaurant customers/guests receive outstanding service and an all-around enjoyable experience during their time in our facility. Manage our Point of Sales system and all financial reporting. Price all restaurant and bar items according to food and labor cost as well as any additional expenses. Make decisions on what special dishes will be served each night and provide recipes to cooks. Manage all scheduling of employees based on their personal schedules and our restaurant needs.

# Southern Arkansas University

Be it known that

Heyton Danielle Outten

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

with all the rights, privileges, and honors thereto appertaining.

In testimony thereof the signatures of the proper officials and the seal of Southern Arkansas University are affixed herunto.

Dated at Magnolia, Arkansas, this 17th day of April 2021.



Marty Harrington

Chairman of the Board of Trustees



Gregory

President of the University



**Arkansas Commission on Child Abuse, Rape and Domestic Violence**



**CERTIFICATE / COMPLETION**

PRESENTED TO

**Peyton Cotten**

*issued*

12/11/2023



**2.0 Hours**

## JOB DESCRIPTION

### Meds Coordinator/Child Care Worker

The Meds Coordinator reports to the Social Services Director for general administration and for daily activities.

Meds Coordinator responsibilities include the following:

1. Distribute meds to residents.
2. Train two child care workers from each shift to distribute meds to residents.
3. Makes sure all meds are refilled in a timely manner.
4. Prepare and monitor documentation of resident's med folders and notify administrator of any problems.
5. Leave notes on med board for team leader and weekend staff of any changes in meds during the week.
6. Contact doctors when questions arise about meds.
7. Duties of a child care worker.
8. Take calls regarding med issues and/or questions.
9. Stock and maintain over the counter meds.
10. Other duties as assigned.

## STAFF HOURS

Dana's House policy requires that a child care worker or other authorized employee be on duty at all times and dedicate all working hours to complete the above tasks. Dana's House maintains a 1:7 ratio between child care workers and residents.

## **Susan Watkins**

1055 Burgermaster Rd | 870-946-5025 | [susanwatkins73@icloud.com](mailto:susanwatkins73@icloud.com)

### **Professional Summary**

Dedicated nurse for over 27 years of healthcare experience. Medical clinic experience for over 24 years assisting nurses and physicians in day to day protocols.

### **Education**

Dewitt High School  
*High school Diploma*

Rice Belt Vo-tech  
*Licensed Practical Nurse Diploma*

### **Experience**

**Burleson Medical Clinic-LPN**

**April 1998-March 2023**

**Jenkins Memorial Center**

**January 1995-February 1998**

### **Skills**

- **Checking and monitoring vital signs**
- **Communication**
- **Patient safety**
- **Patient and family education**



**Arkansas**  
**State Board of Nursing**

**Licensed Practical Nurse**  
**SUSAN LEIGH WATKINS**

License No. 1035819

Initial Licensure: 10/1/3/1997

To verify current status check the ASBN registry search at [www.arsbn.org](http://www.arsbn.org)

7

  
Signature of licensee

**Immediately notify the Board of name and/or address change.  
Directions are on the ASBN website.**

Arkansas State Board of Nursing  
1123 So. University Ave., Suite 800  
Little Rock, AR 72204

Phone: 501.686.2700  
Fax: 501.686.2714

email: [info@arsbn.org](mailto:info@arsbn.org)  
website: [www.arsbn.org](http://www.arsbn.org)



Susan L Watkins  
1055 Burgermaster Rd

Dewitt, AR 72042



Colibri Healthcare, LLC | 26 N. Beach St. | Suite A  
Ormond Beach | Florida | 32174  
Toll-Free 1.888.857.6920  
Email: office@elitelearning.com

# Certificate of Completion

## Susan L Watkins

L035819

Has successfully completed 15 contact hour(s) of Arkansas 15-Hour License Renewal Package consisting of: Basic Psychiatric Concepts - 6 contact hours (20-916544); Cultural Humility for Healthcare Professionals - 3 contact hours (20-891598); Documentation in the Electronic Age for Nurses - 3 contact hours (20-890132); and Management of Anxiety and Depression for Healthcare Professionals - 3 contact hours (20-848691).

Completion Date: 03/21/2023

Deborah Martin DNP, MBA, RN, NE-BC, FACHE, Accredited Provider  
Program Director



Colibri Healthcare, LLC is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

In addition to states that accept ANCC, Colibri Healthcare, LLC is an approved provider of continuing education in nursing by: Alabama Board of Nursing, Provider #ABNP1418 (valid through February 5, 2025); Arkansas State Board of Nursing, Provider #50-4007; California Board of Registered Nursing, Provider #CEP17480 (valid through January 31, 2024), this document must be retained by the licensee for a period of four years after the course concludes; California Board of Vocational Nursing and Psychiatric Technicians (LVN Provider # V15058, PT Provider #15020; valid through December 31, 2023); District of Columbia Board of Nursing, Provider #50-4007; Florida Board of Nursing, Provider #50-4007; Georgia Board of Nursing, Provider #50-4007; Kentucky Board of Nursing, Provider #7-0076 (valid through December 31, 2023); Michigan Board of Nursing, Provider #50-4007; Mississippi Board of Nursing, Provider #50-4007; New Mexico Board of Nursing, Provider #50-4007; North Dakota Board of Nursing, Provider #50-4007; South Carolina Board of Nursing, Provider #50-4007; and West Virginia Board of Registered Nurses, Provider #50-4007. This CE program satisfies the Massachusetts States Board's regulatory requirements as defined in 244 CMR5.00: Continuing Education.

11:27

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Arkansas Commission on Child Abuse, Rape and Domestic Violence



ONLINE TRAINING

CERTIFICATE // COMPLETION

PRESENTED TO

**Susan Watkins**

Issued

12/07/2023



2.0 Hours

## **Job Description – Therapist**

The Therapist reports to the Executive Director for general administration. The Therapist's responsibilities include the following:

1. Manages a case load of therapy clients comprised of Dana's House residents and outside client referrals.
2. Plans, coordinates, and conducts Individual, group, and/or family therapy with residents of Dana's House with assistance of Administrator/Therapist.
3. Communicates with DHS and other parties involved on the appropriateness of a planned discharge.
4. Responds to and directs all crisis interventions with residents and staff. After hours crisis interventions will be managed by telephone and in person as required.
5. Review and manage incident reports with the Administrator/Therapist to ensure appropriate consequences for residents and proper completion of documentation.
6. Completes monthly reports including monthly billing reports, monthly summary reports, daily census/floor plan sheets, and monthly reports to the Executive Director that include activities completed during the month and/or proposals for new program implementation.
7. Completes therapeutic documentation as required including social history during initial session based on information from child, DHS, and other agencies; initial treatment plan with child during initial session; progress notes after each intervention with residents; treatment plan review every 30 days; and discharge summary within 10 days of discharge.
8. Prepares court reports as required by DHS or other agencies and attends court hearings with children as needed or with Administrator/Therapist assistance.
9. Make referrals and complete intakes for residents to psychiatrists as necessary and attend psychiatric appointments with residents with the assistance of the Administrator/Therapist. If a higher level of care is needed, make residential long-term referrals as necessary.
10. Oversee Medication Coordinator to ensure meds are given as prescribed and needs are being met.
11. Conducts home visits in cooperation with Administrator/Therapist for volunteer's wishing to work with residents in their homes.
12. Stay in licensing compliance by reaching 24 CEUS each year. Also maintain CEUS for personal license by reaching 48 hours every 2 years.
13. Other duties as assigned.

**Megan McLain, LMSW 1853-M**

maygan82@hotmail.com

598 McLain Road

DeWitt, AR 72042

(870) 830-4646

Education

**Arkansas State University-Jonesboro, AR**

Bachelors in Social Work

August 2003

**University of Arkansas at Little Rock**

Masters in Social Work

May 2005

Work Experience

Baptist Health Stuttgart Arkansas June 2005-May 2008

- Discharge Planning
- Crisis Intervention

Pinnacle Pointe Outpatient Clinic · May 2008-May 2017

- Individual Therapy
- Group Therapy
- Family Therapy
- Crisis Intervention

#### References

Available upon request





**Arkansas Department of Health  
Social Work License Card**

**License No.**                      **Expiration Date:**

**1853-M**                              **12/31/2025**

**Megan Longnecker McLain, LMSW**

**598 McLain Road**

**DeWitt AR 72042-3696**

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

Tammy Charters, LMSW

Chair

## **Job Description – 7:00 am to 3:00 pm Shift**

1. Supervise and attend to the needs of residents to ensure their safety and well-being.
2. Provide a positive role model for residents.
3. Room checks every 30 minutes, when applicable.
4. Make sure residents are up, have completed an adequate morning routine ... teeth brushed, face washed, hair brushed, etc. and are properly dressed.
5. Make sure residents get on the school bus on time.
6. Clean residents room ... vacuum, dust, and pick up clothes.
7. Clean residents bathrooms... floors mopped, toilets and tub cleaned, etc.
8. Clean the residence building hallways.
9. Transport residents to various appointments and/or activities as needed.
10. Interact with residents ... observe their attitudes and behavior. Talk with residents about school and/or their needs.
11. Prepare and serve lunch and snacks as needed, clean kitchen after preparing and serving.
12. Do inventory of supplies that need to be stocked and provide a list to the Office Manager.
13. Supervise any resident that is not in school ... make sure chores are completed if at home due to suspension, etc.
14. Must attend all required trainings and meetings.
15. Relay messages, issues, and/or concerns to the next shift.
16. Other duties as assigned.

Dana's House policy requires that a child care worker or other authorized employee be on duty at all times and dedicate all working hours to complete the stated task in the job description. Dana's House maintains a 1:7 ratio between child care workers and residents

Signature \_\_\_\_\_ Date \_\_\_\_\_

## **Job Description – 3:00 pm to 11:00 pm Shift**

1. Supervise and attend to the needs of residents to ensure their safety and well-being.
2. Provide a positive role model for residents.
3. Make sure residents get off school bus and into the recreation hall each afternoon.
4. Interact with residents ... ask about their day at school, activities, etc.
5. Monitor residents going to and coming from tutoring. Make frequent checks of the stairways.
6. Make sure each resident gets an after school snack.
7. Transport residents to various appointments and /or activities as needed.
8. Make sure residents have options of activities in the afternoons ... going outside when the weather permits, doing and art projects, playing a game, etc. Preferably anything except setting in front of the television.
9. Help residents get their plates and drinks for dinner. Assist the younger residents as needed during their meal.
10. Take kitchen laundry to the laundry room.
11. Straighten up outside toys and store all bikes, tricycles, small toys and balls in the storage building.
12. Pick up trash left outside in the afternoons.
13. After going from the recreation hall to the residence hall in the evenings, staff should know what residents are doing in their rooms at all times. Frequent room check are required. Staff should be up walking around ... not sitting.
14. Make sure residents take a bath/shower every night. Do not leave the little residents unsupervised in the bathtub for any amount of time for any reason. Occasionally we will have residents that need assistance with their nightly routines, please make sure they get the help they need.
15. Responsible for cleaning both bathrooms in the recreation hall ... mop, wipe down walls, clean toilets and sinks.
16. Straighten up and sanitize all play toys in the recreation hall.
17. Must attend all required trainings and meetings.
18. Relay messages, issues, and/or concerns to the next shift.
19. Other duties as assigned.

Dana's House policy requires that a child care worker or other authorized employee be on duty at all times and dedicate all working hours to complete the stated task in the job description. Dana's House maintains a 1:7 ratio between child care workers and residents

Signature \_\_\_\_\_ Date \_\_\_\_\_

## Job Description – 11:00 pm to 7:00 am Shift

1. Supervise and attend to the needs of residents to ensure their safety and well-being.
2. Provide a positive role model for residents.
3. Stay awake and alert for the duration of the shift. **NO SLEEPING FOR ANY REASON.**
4. Do laundry and make sure residents baskets are returned to their room. Clothes should be properly washed, fully dried, folded and sorted. Staff must get the laundry from the younger resident's rooms.
5. Room check every 30 minutes are required.
6. Take laundry back to the kitchen every morning.
7. Pick up and clean the recreation hall ... make sure toys are put up, pillows are on the furniture, and furniture is in place.
8. Sweep and mop the recreation hall, wipe down walls, door facings, dust furniture, etc.
9. Clean rooms that are not occupied.
10. Dust and clean any and all cobwebs from hallways.
11. Responsible for making sure residents are in bed with lights out at appropriate time.
12. Ensure residents are awake and properly dressed and prepared for breakfast. Occasionally, we may have a resident that needs help with his/her morning routine. Make sure they have clean face, hair brushed and teeth brushed, etc.
13. Responsible for making residents make their beds and pick up their rooms before going to the recreation hall for breakfast. If a resident fails to do their chores, Staff is required to do them, such as, beds made, rooms picked up and cleaned. Residents that do not complete their chores do not get their full allowance.
14. Make sure air conditioning and/or heat and lights are turned off every morning.
15. Diapers should be changed as soon as the babies wake. The next shift should not find soaked diapers on a resident that is awake. Do not leave dirty/wet diapers on the changing tables, dressers, etc.
16. Take trash out at the end of the shift.
17. Must attend all required trainings and meetings.
18. Relay messages, issues, and/or concerns to the next shift.
19. Other duties as assigned.
20. **Sleeping during a shift will result in automatic termination.**

Dana's House policy requires that a child care worker or other authorized employee be on duty at all times and dedicate all working hours to complete the stated task in the job description. Dana's House maintains a 1:7 ratio between child care workers and residents

Signature \_\_\_\_\_ Date \_\_\_\_\_

## **JOB DESCRIPTION WEEK-END COOK**

The cook reports to the Office Manager.

Cook responsibilities include the following:

1. Put up orders received. Properly store/arrange all food or food related items received.
2. Conduct a week-end inventory of food.
3. Stocking the kitchen. Keep the kitchen sufficiently stocked to meet resident feeding needs.
4. Cooks breakfast, dinner and prepares snacks Saturday and Sunday.  
Breakfast will be served from 9:00am to 9:30am. Lunch will be served from 12:00 – 1:00pm. Snacks will be served from 3:30pm to 4:00pm. Dinner will be served from 5:00pm to 6:00pm.
5. Cleans the kitchen. Spot cleaning while cooking, and a thorough cleaning after every meal.
6. Cleans refrigerator on weekly basis.
7. Other duties as assigned.



## **JOB DESCRIPTION WEEKLY COOK**

The cook reports to the Office Manager.

Cook responsibilities include the following:

1. Completes production record accordingly.
2. Prepares weekly/monthly menus.
3. Put up orders received. Properly store/arrange all food or food related items received.
4. Conduct a weekly inventory of food.
5. Stocking the kitchen. Keep the kitchen sufficiently stocked to meet resident feeding needs.
6. Cooks breakfast, dinner and prepares snacks Monday through Friday.  
Breakfast will be served from 7:00am to 7:30am. Lunch will be served from 12:00 – 1:00pm, when kids are home. Snacks will be served from 3:30pm to 4:00pm. Dinner will be served from 5:00pm to 6:00pm.
7. Cleans the kitchen. Spot cleaning while cooking, and a thorough cleaning after every meal.
8. Cleans refrigerator on weekly basis and/or as needed.
9. Other duties as assigned.

## Job Description

### Team Leader

#### Team Leader Responsibilities:

1. Room checks
2. Ensure that residents know and complete assigned chores. Please make sure that you write down the correct chore that each resident completes.
3. Relay messages, issues or concerns to the next shift Team Leader. Participates in shift change meeting with incoming Team Leader concerning issues, problems, discipline, and other matters.
4. Ensure daily progress notes are completed properly and completely and turned in weekly.
5. Ensure all incident reports are properly completed and available for pick up by administration personnel. (You can put these incident reports in the box.) Please make sure that each consequence is appropriate to the offense.
6. Make sure all assignments from Administration are completed in a timely manner.
7. Allowed to drop levels of residents. Administration can overrule the decision to drop levels. The Team Leader MUST sign the incident report if any other staff member decides a level drop is needed.
8. Conduct fire and tornado drills monthly; document in fire and tornado drill folder.
9. Keep a list of all issues, concerns and questions you want to address in team leader meetings. This is the time to discuss these issues. This is to cut down on texting administration.
10. Attends all meetings as required.
11. If necessary, you will stay over your appointed shift to make sure that all task for your shift are completed.
12. Distribute meds to residents when med coordinator is not available.
13. Make sure inventory is properly stocked (7:00am-3:00pm- TEAM LEADERS)
14. Prepare breakfast, lunch, snack, or dinner when kitchen staff is not available.
15. Help serve breakfast, lunch, snack, and dinner to the residents.
16. Maintain and refill binders with forms.
17. Help other team leaders with questions and concerns. WORK AS TEAM not against each other.
18. Supervise team members and ensure all assigned tasks are completed with specified time frames. Team Leaders are ultimately responsible for the shift.
19. Team Leaders are responsible for issuing write-ups to their shift members if needed.
20. Prepares and submits performance evaluations as required by Administration.
21. 11:00pm-7:00am Team Leaders will ensure that resident checks are conducted and properly recorded.
22. 11:00pm-7:00am Team Leaders will ensure that resident laundry is properly washed, fully dried, folded, sorted, and put up in each resident's room.
23. Team leaders will ensure all discipline administered to resident's is timely and fair.
24. Team Leaders will assign responsibilities for cleaning recreational hall, to include bathrooms, floors, tables, sofas, all furniture, and sanitize toys (when needed) daily.
25. Team Leaders should know the protocol on how to handle all crisis situations. If the Team Leader is unfamiliar with protocol for different situations, it is the Team Leaders responsibility to be familiar with the protocols at Dana's House. (First, always read your handbook, second, ask other Team Leaders, and last, ask Administration.)
26. Team Leaders should only contact Administration in emergency situations which include, a trip to the ER, severe physical fights, anytime police are called to Dana's House, runways, fire, and self-harm incidents.

# Project Management, Organization, and Staffing

Dana's House currently provides quality care in a residential care facility to serve the individual needs of dependent/neglected children. We are under contract with the Department of Human Services and have twelve (12) residential treatment beds and six (6) specialized emergency beds.

Dana's House is committed to the philosophy that children are entitled to an environment that is safe, wholesome, and conducive to emotional growth and stability. We have continuous twenty-four-hour care provided by trained staff. We strive to provide all services and care in a "home-like" environment. All children are provided with the necessary clothing, hygiene, and school supplies. All meals are preplanned to meet the nutritional needs of the children and are provided at routine, scheduled times.

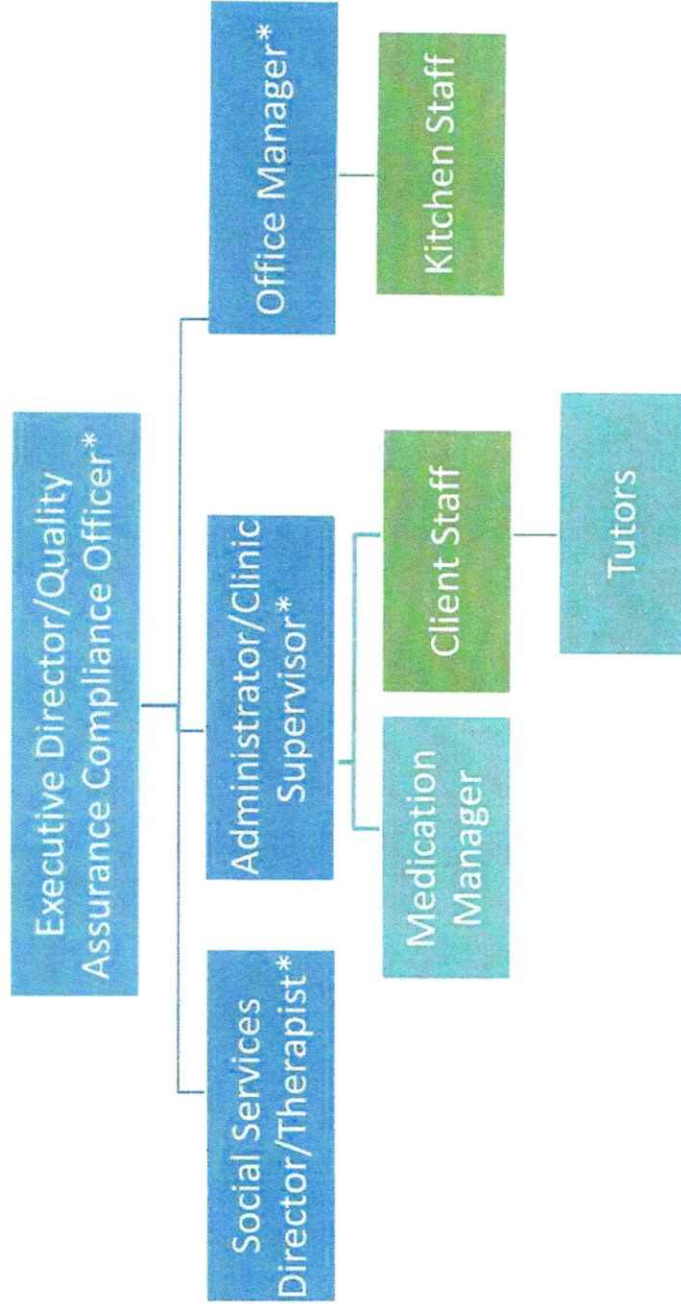
Weekly progress notes are forwarded for each child in our care. We stay in close contact with all parties involved with our resident's welfare. This helps to prolong placement by rectifying negative client behavior and praising positive behavior whenever possible. All children are transported to and from nearby local schools by the public-school bus daily. After school, residents at Dana's House receive tutoring from state certified teachers. After tutoring it is time for dinner. Dinner is served in a family style setting and open communication is encouraged. After dinner children are given free time to prepare for the next day, complete chores, and relax. Lights out is at 10:00 for teens.

All children in need of counseling services are served by our Licensed Therapist, Megan McLain, LMSW. She is committed to providing all needed counseling for the children at Dana's House. The children participate in group and individual therapy with Mrs. McLain.

We currently employ a full-time Administrator, Tammy Pfaffenberger. We also have Megan McLain as our Licensed Therapist, Peyton Cotten as Administrative Assistant, Susan Watkins as the Medication Coordinator, and Elizabeth Skinner as Executive Director. Apart from Administration, we employ eight full-time employees (40 hours per week); seven part-time (24 hours per week) and three fill-in employees (as needed), enabling us to care for up to eighteen children at a time. These staff members are trained to be reliable and competent so that the kids are guaranteed the best experience possible in the short period of time they have at Dana's House.

These services are all provided to ensure that the children at Dana's House feel as if they are at home away from home and in the care of people who have their well-being at heart.

# Dana's House, Inc. - Organizational Chart



\*Denotes Administrative Staff



# BOARD OF DIRECTORS

Christina Boyd,  
President

Rufus Tee  
Buie, Vice  
President

Jon Hornbeck,  
Treasurer

Suzette Boyd,  
Secretary

Jarad Simpson,  
Director

Vacant

Vacant