

PROPOSAL SIGNATURE PAGEOriginal Copy
Area 4

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION			
Company:	Harbor House, Inc. of Fort Smith, AR		
Address:	PO Box 4207		
City:	Fort Smith	State:	AR Zip Code: 72914
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 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	
Provide contact information to be used for bid solicitation related matters.	
Contact Person:	Carl Norris Title: CEO
Phone:	(479)785-4083 Ext. 101 Alternate Phone: (479)461-2321
Email:	cnorris@recoveryhhi.org

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

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

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

An official authorized to bind the Prospective Contractor to a resultant contract shall sign below.
 The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* will cause the Prospective Contractor's response to be rejected.

Authorized Signature: Carl Norris Title: CEO
 Use Ink Only.

Printed/Typed Name: Carl Norris Date: August 1, 2021

SECTION 1 - VENDOR AGREEMENT AND COMPLIANCE

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

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

Authorized Signature: _____

Carl Norris, CEO

Use Ink Only.

Printed/Typed Name: Carl Norris, CEO

Date: August 1, 2021

SECTION 2 - VENDOR AGREEMENT AND COMPLIANCE

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

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

Authorized Signature: _____

Use Ink Only.

Carl Norris CEO

Printed/Typed Name: Carl Norris, CEO

Date: August 1, 2021

SECTIONS 3, 4, 5 - VENDOR AGREEMENT AND COMPLIANCE

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

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

Authorized Signature: _____

Use Ink Only.

Carl Norris, CEO

Printed/Typed Name: Carl Norris, CEO

Date: August 1, 2021

PROPOSED SUBCONTRACTORS FORM

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

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

Type or Print the following information

Subcontractor's Company Name	Street Address	City, State, ZIP
Western AR Counselling and Guidance Cnt.	3111 S. 70th Street	Fort Smith, AR 72903
Centers for Youth and Families	6501 W. 12th Street	Little Rock, AR 72204

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

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: Chorsie Burns, Buyer
DATE: July 28, 2021
SUBJECT: 710-21-0018 COMPREHENSIVE SUBSTANCE ABUSE TREATMENT SERVICES (CSATS)

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

CHANGE OF SPECIFICATIONS

RESPONSE PACKET page 7, Section **E.3 STANDARD OF CARE** item C has been removed.

RESPONSE PACKET page 7, Section **E.3 STANDARD OF CARE** item D last sentence has been replaced with the following: How will progress be measured and documented? (Section 2.4 C)

RESPONSE PACKET page 7, Section **E.3 STANDARD OF CARE** item E is replaced with the following:
Describe your approach to aftercare and discharge planning and provide a matrix listing community resources and partners available for referral for continuation service. (Section 2.4 C)

RFP page 23, Section 3.1 C item 3 (chart) is replaced with the following:

Information for Evaluation Sub-Sections	Maximum Raw Points Possible	Sub-Section's Weighted Percentage	* Maximum Weighted Score Possible
E.1 Minimum Qualifications	10	15	105
E.2 Scope of Work	5	25	175
E.3 Standard of Care	20	20	140
E.4 Priority Population	10	10	70
E.5 Records and Reporting	5	5	35
E.6.Staffing	5	10	70
E.7 Subcontractors	5	5	35
E.8 Technology Requirements	5	5	35
E.9 Physical Plant	5	5	35
Technical Score Total	70	100%	700

The specifications by virtue of this addendum become a permanent addition to the above referenced IFB. Failure to return this signed addendum may result in rejection of your proposal. If you have questions, please contact:
Chorsie Burns, chorsie.burns@dhs.arkansas.gov or 501-682-6327

Vendor Signature

Date

Company

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

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

SUBCONTRACTOR: Harbor House, Inc. of Fort Smith AR

☐ Yes ☒ No Harbor House, Inc. of Fort Smith AR

IS THIS FOR:

Goods? ☐ Services? ☒ Both? ☐

TAXPAYER ID NAME: Harbor House, Inc. of Fort Smith, AR

YOUR LAST NAME: Norris FIRST NAME: Carl M.I.:

ADDRESS: PO Box 4207

CITY: Fort Smith STATE: AR ZIP CODE: 72914 COUNTRY: USA

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

FOR INDIVIDUALS *

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

Position Held	Mark (✓)		Name of Position of Job Held [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?	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%) Position of Control
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

☒ None of the above applies

Contract 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 Carl Norris Title CEO Date 8-1-21

Vendor Contact Person Carl Norris, CPA Title CEO Phone No. (479) 785-4083

Agency use only

Agency 0710 Name Department of Human Services

Agency
Contact Person

Contact
Phone No.

Contract
or Grant No.



OPEN DOOR POLICY

HARBOR HOUSE, INC. values its employees and is committed to supporting a stimulating, supportive work environment. A critical part of our employee relations is communication. Our Open Door Policy allows us to address employee concerns internally.

If you feel that you have not been treated in accordance with HARBOR HOUSE, INC.'s policy or if you feel that you have been treated unfairly, we encourage you to bring the matter to the attention of your immediate supervisor.

While this should be the standard procedure, there may be situations where you cannot approach your supervisor or do not feel comfortable doing so. If this is the case, you should request to meet with the Grievance Officer, Chief Compliance Officer or the CEO.

CONFIDENTIALITY

All HARBOR HOUSE, INC. records and information relating to HARBOR HOUSE, INC. or its consumers are confidential and employees must, therefore, treat all matters accordingly. No HARBOR HOUSE, INC. or HARBOR HOUSE, INC. related information, including without limitation, documents, notes, files, records, oral information, computer files or similar materials (except in the ordinary course of performing duties on behalf of HARBOR HOUSE, INC.) may be released or removed from our premises without permission from the CEO. Additionally, the contents of HARBOR HOUSE, INC.'s records or information otherwise obtained in regard to business may not be disclosed to anyone, except where required for an approved business purpose. Employees must not disclose any confidential information, purposefully or inadvertently (through casual conversation), to any unauthorized person inside or outside HARBOR HOUSE, INC. offices.

In the course of employment, employees may receive and become aware of sensitive and confidential information, projects, practices, methodologies, compensation, and management decisions of HARBOR HOUSE, INC. depending upon the status of their position. While certain employees or departments (CEO) may have a business need to share information, some things are prohibited and are deemed inappropriate.

In this regard, employees shall not at any time or in any manner, either directly or indirectly, divulge, disclose, communicate or use the information he/she obtains or is otherwise exposed to while employed by HARBOR HOUSE, INC., without the expressed permission of the CEO or designee.

Employees are discouraged from discussing personnel information, employee personal contact information and disciplinary actions with other employees, consumers, or visitors. Employees are discouraged from discussing salaries, soft increases, retirement investments, etc. with other employees.

Staff members are also prohibited from disclosing and/or distributing employment/hiring tools such as assessment instruments and interview questions used in the hiring practice.



Employees found to be in violation of this policy will be subject to disciplinary action, up to and including termination. Employees who are unsure about the confidential nature of specific information must ask their supervisor for clarification. Employees will be subject to appropriate disciplinary action, up to and including termination, for knowingly or unknowingly revealing information of a confidential nature. Protecting the confidentiality of our consumers, employees, and other HARBOR HOUSE, INC. business is the responsibility of all employees.

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

Policy:

It is the policy of HARBOR HOUSE, INC. to base personnel policies and procedures on the principles which are in compliance with established criteria, including, but not limited to, Federal and State regulations, to include compliance with Title VI/Title VII of the 1964 Civil Rights Law, and guidelines of the Equal Employment Opportunities Commission (EEOC) currently in force and standards of certifying and accrediting agencies.

Purpose:

The purpose of this policy is to assure equal employment opportunity for applicants and employees in all aspects of personnel administration without regard to political affiliation, race, color, religion, national origin, age, gender, disability, marital status or any other non-merit factor, except where such factor is a bona fide occupational requirement, with proper regard for the privacy and constitutional rights of citizens, and prohibiting discrimination against any person on the basis of such non-merit factors.

Procedure:

- Recruit, select, and advance employees on the basis of their relative abilities, knowledge, and skill.
- Provide equitable and adequate compensation.
- Provide training opportunities for employees, as identified, to support high-quality performance and promote career development.
- Retain employees on the basis of the adequacy of their performance, to support correction of inadequate performance, and to separate employees whose inadequate performance is not corrected.
- HARBOR HOUSE, INC., if required by law, will establish a written affirmative action program to achieve prompt and full utilization of minorities, the disabled, Vietnam-era or disabled veterans, and women at all levels and in all segments of the work force. The results of the program would be reviewed annually, and the program modified as necessary to achieve its stated objective.
- Process any claims of discrimination in accordance with applicable laws and internal policies/procedures.
- The program will not employ any person currently receiving substance abuse treatment services. This also prohibits the use of clients to monitor any components of the program.
- Former substance abuse clients shall not provide direct treatment services or monitoring



for at least twelve (12) months after their discharge from substance abuse treatment; the decision to employ former clients shall be determined on an individual basis.

- Employees must have at least a GED as well as any other required education for the job.
- A description of the policies and procedures used to demonstrate compliance with the guidelines of the EEOC currently in force shall be prominently displayed within the office and copies will be made available upon request.

FAIR LABOR STANDARDS ACT COMPLIANCE

Policy:

It is the policy of HARBOR HOUSE, INC. to abide by the Fair Labor Standards Act (FLSA).

Purpose:

The purpose of HARBOR HOUSE, INC.'s Fair Labor Standards Act compliance policy is to ensure operation within the legal guidelines of the FLSA.

Procedure:

- Minimum wage, or above, as regulated by law and as posted at HARBOR HOUSE, INC., is paid to all covered employees.
- The HR Manager in conjunction will make exempt and non-exempt designations from the overtime provisions of the FLSA for each position with the CEO.
- Bona fide executive, administrative, and professional employees are exempt from the minimum wage and overtime provisions of the FLSA.
- All non-exempt employees will be paid the standard overtime rate for any actual hours worked over 40 per week.
- For computation of overtime, actual hours worked does not include annual, sick or injury leave, or travel time.
- The work schedule for all employees, exempt and non-exempt, may be adjusted according to HARBOR HOUSE, INC.'s needs.
- Scheduled paid work breaks are not required by FLSA and are not authorized by HARBOR HOUSE, INC.
- Exempt, salaried employees of HARBOR HOUSE, INC. are expected to work at least 40 hours per week. Any deviation resulting in less than 40 hours per week must be approved by their supervisor and/or the CEO.

HARASSMENT

Policy:

It is the policy of HARBOR HOUSE, INC. to expressly prohibit any form of unlawful employee harassment. HARBOR HOUSE, INC. requires employees to treat each other with mutual respect.

Purpose:

The purpose of HARBOR HOUSE, INC.'s harassment policy is to prevent improper interference with the ability of HARBOR HOUSE, INC.'s employees to perform position functions and duties.

Procedure:

- It is the responsibility of all management personnel to create an atmosphere free of



- discrimination and harassment, sexual or otherwise; including belittling, mockery, etc.
- Harassment is defined as verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of that person's race, skin color, religion, gender, national origin, age or disability, or that person's relatives, friends or associates and that:
 - Has the purpose or effect of creating an intimidating, hostile or offensive work environment.
 - Has the purpose or effect of unreasonable interference with the individual's work performance and otherwise adversely affects the individual's employment opportunities,
 - Harassing conduct including epithets, slurs, negative stereotyping or threatening, intimidating or hostile acts and written (to include disbursement through company e-mail) or graphic material that denigrates or shows hostility is prohibited, unwelcome physical or verbal behavior, offensive jokes, belittling comments, slurs, epithets, name calling, physical threats or assaults, ridicule or mockery, insults, offensive objects/pictures that create an intimidating or hostile work environment.
 - Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual or otherwise offensive nature, especially when:
 - Submission to such conduct is made explicitly or implicitly a term condition of employment.
 - Submission to or rejections of such conduct is used as the basis for decisions affecting an individual's continued employment.
 - Such conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment.
 - Sexually harassing conduct including unwelcome offensive comments, jokes, innuendoes and other sexually oriented statements is prohibited to include communication through company e-mail.
 - Employees are responsible for respecting the rights of their co-workers.
 - Behavior that a reasonable person would consider offensive in the workplace, *even* if it does not rise to the level of unlawful conduct, violates the respect rule.
 - Interactions are to be guided by courtesy and common sense.
 - Violations of the respect rule are reported to the appropriate supervisor, Grievance Officer, Chief Compliance Officer or CEO. Confidentiality will be maintained to the maximum extent possible.
 - Employees are responsible for promptly reporting all perceived harassment based on gender, race, religion, national origin, age, disability or any other factor to the appropriate supervisor, Grievance Officer, Chief Compliance Officer or CEO. Confidentiality will be maintained to the maximum extent possible.
 - Supervisors or managers who have received a harassment report are responsible for promptly reporting all complaints to the Grievance Officer, Chief Compliance Officer and/or CEO, or designee(s) who will immediately investigate the matter and take appropriate action.
 - Retaliation against any employee for filing a bona fide complaint under this policy or for assisting in a complaint investigation is prohibited.
 - Appropriate disciplinary action will be taken against any employee found guilty of harassing another employee.



HARBOR HOUSE, INC. takes allegations of harassment or discrimination seriously and will respond promptly to complaints. Where it is determined that inappropriate conduct has occurred, HARBOR HOUSE, INC. will act promptly to eliminate the conduct and will impose corrective action as necessary, including disciplinary action where appropriate, which may include termination of employment.

Each department supervisor is responsible for disseminating and enforcing the policy and procedures so that each employee is aware of the policy and held responsible for his/her behavior.

HARBOR HOUSE, INC. has a **no-reprisal** expectation and **prohibits retaliation** against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action, up to and including termination.

The agency recognizes that the question of whether a particular action or incident is purely personal, a social relationship, or has discriminatory employment effects, requires a factual determination based on all facts. Given the nature of this type of discrimination, the agency also recognizes that false accusations of sexual harassment can have serious effects on the work environment. All employees of the agency must act responsibly in conjunction with an environment free of discrimination. Employees are encouraged to raise questions he/she may have regarding employment discrimination with their immediate supervisor, the Grievance Officer, the Chief Compliance Officer or CEO.

Equal Employment Opportunity

Equal opportunity means the right to enjoy equal opportunity in employment, admission to and participation in HARBOR HOUSE, INC. programs and activities, and the selection of vendors who provide services or products without regard to an individual's race, religion, gender, age, sexual orientation, national origin, disability, or veteran status.

Discrimination

Broadly defined, discrimination is an intentional or unintentional act, which adversely affects employment opportunities because of race, religion, gender, handicap, marital status, or national origin, or other protected areas supported by employment law.

"Harassment" means unwelcome conduct, whether verbal or physical, that is based on a characteristic protected by law. Harassment includes, but is not limited to: display or circulation of written materials or pictures that are degrading to a person or group as previously described.

Verbal abuse or insults about, directed at, or made in the presence of an individual or group as previously described.

"Sexual harassment" means unwelcome sexual advances, requests for sexual favors, and other



verbal or physical conduct of a sexual nature when:

Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;

Submission to or rejection of such conduct by an individual is used as the basis for employment or decisions affecting such individual; or

Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working or academic environment

Under these definitions, direct or implied requests by management, supervisor, faculty, or other individuals in a position of authority for sexual favors in exchange for actual or promised job or benefits such as favorable reviews, salary increases, promotions, increased benefits, continued employment, recommendations or other advantages constitutes sexual harassment.

The definition of sexual harassment is broad and it includes a wide spectrum of interpretations. In addition to the above examples, other unwelcome sexually oriented conduct, whether intended or not, that has the effect of creating a work environment that is hostile, offensive, intimidating or humiliating to either employees or clients also may constitute sexual harassment. Such conduct may include but is not limited to sexual epithets, jokes, comments, inquiries or gossip regarding one's sex life or sexual activity; displaying sexually suggestive objects, offensive e-mails or instant messages, pictures or cartoons; and unwelcome leering, whistling, or brushing against the body or sexual gestures. Unwelcome conduct may be considered harassment or sexual harassment depending upon the totality of the circumstances, including the severity of the conduct and its pervasiveness.

RESPONSIBILITIES/EXPECTATIONS

The CEO is responsible for the overall direction of the EEO/Harassment/Complaints Procedure Policy and will provide support as needed to ensure that the Equal Employment Opportunity and Americans with Disabilities objectives are met.

Administrators, supervisors and managers are responsible for implementation of and meeting plan objectives within their respective organizational units and will ensure that all employees under their supervision are fully informed regarding the EEOC, ADA, and Harassment policies and procedures.

Administrators, supervisors and managers will be held accountable through the annual evaluation of their work and that part of their performance rating will be based on their efforts and effectiveness in the area of Equal Employment Opportunity and Americans with Disabilities Act. The Chief Compliance Officer and/or CEO develops and recommends revisions as required and manages policies and procedures to ensure compliance with government regulations, as well as local, state, and federal laws.

The CCO and/or CEO serves as a resource to managerial personnel offering support, guidance and direction in personnel related matters.

All employees share responsibility for avoiding, discouraging and reporting any form of harassment or discrimination.

All HARBOR HOUSE, INC. employees are expected to fully cooperate with ongoing investigations, keeping the following in mind:



Information gathered from all affected employees' statements are crucial for completing a fair and balanced investigation of the complaint.

Supervisors are required to allow adequate time as needed by the Grievance Officer for investigating and for interviews with employees during regular work hours.

Supervisors will coordinate with the Grievance Officer to arrange scheduling of the interview. The supervisor will coordinate with the Grievance Officer and reschedule a second interview time at the employees work site.

The CEO has primary responsibility for ensuring that a proper investigation and resolution of discrimination or harassment complaints occurs.

Any employee who feels that he or she has been subjected to discrimination and/or harassment of any kind should bring these matters to the attention of the Grievance Officer if they feel comfortable, anyone in their management reporting chain.

If an employee seeks investigation through management, the complaint will promptly be investigated by the Grievance Officer.

Prompt reporting of discrimination or harassment is essential to a fair, timely and thorough investigation. Accordingly, complaints should be filed as soon as possible following the incident(s) at issue.

When initiating the complaint process, the complainant should provide the following information:

All relevant facts, including the date(s) of the occurrence(s), the identity of all parties, the location(s) and circumstances of the behavior at issue, and any other information the complainant feels is relevant;

The specific nature of the discrimination or harassment involved in the complaint;
other individuals who might be aware of or have knowledge of the situation;

What actions, if any, the complainant has taken as a result of the incident(s); and

What remedy or relief is being sought (although the imposition of any particular remedy is in the discretion of the Grievance Officer and/or CEO.

A full investigation, including a review of records, documents, witnesses and all data related to the allegation, will occur.

The Grievance Officer will advise management and the employee of the outcome of the investigation, *offer* recommendations regarding resolution of the issues which arose during the investigation, and assist management in determining the appropriate remedial or disciplinary action, if applicable.

All investigations will occur within a reasonable time frame, the spirit and intent being a timely resolution.

Complaints initiated in good faith by an employee will in no way cast a reflection on that employee's standing, loyalty or desirability, nor will such be construed as any reflection on the employee's supervisor or fellow employees.

Employees who initiate a complaint in good faith will in no way be faced with any retaliatory consequences.

The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances.

Not all discrimination or harassment complaints require a detailed investigation process. Some complainants may wish to explore informal alternatives, which may involve, but are not limited to, one or more of the following:



The Grievance Officer may counsel the complainant concerning options for responding to the problem on his/her own initiative, for example through oral or written communication with the respondent or the respondent's department head/supervisor in the case of an employee. The Grievance officer may arrange for a meeting(s) and/or distribution of relevant policy statements and/or other forms of educational materials to the appropriate department, residential area, etc.

If both complainant and respondent agree, the Grievance Officer may arrange and facilitate a meeting between the parties in an attempt to reach a mutually acceptable resolution.

Other options may be pursued which are consistent with applicable laws and/or HARBOR HOUSE, INC. policies and procedures.

Employees found to be in violation of the discrimination or harassment policy will be subject to disciplinary sanctions.

Disciplinary sanctions shall be based on the nature and severity of the offense as well as any record of prior disciplinary action imposed on the respondent.

In general, sanctions may include, but are not limited to, one or more of the following: apologies, verbal reprimands, written warnings, letters of reprimand, attendance at appropriate workshops, and, in the case of employees, suspension, denial of merit pay for a specified period of time, involuntary demotion, removal from administrative or supervisory duties, and/or termination of employment.

RESPONSIBILITY OF MANAGEMENT STAFF

Policy:

The management staff, or their designees, is responsible for performance of personnel functions subject to delegation by and/or approval of the CEO or designee(s).

Purpose:

The purpose of HARBOR HOUSE, INC.'s responsibility of management staff policy is to facilitate administration of personnel policies and maintain personnel system integrity.

Procedure:

- To select, train, re-train, transfer, promote, discipline and/or terminate employees within a department or program.
- To effectively supervise employees, including a six-month training period for new hires.
- To fairly evaluate the performance of employees.
- To report any changes in position duties of the employee to the CEO.
- To request changes in salary within established scales for classes, current budget parameters, and human resources policies.

PERSONNEL POLICY AND PROCEDURE REVIEW

Policy:

It is the policy of HARBOR HOUSE, INC. for each employee to be responsible for acquainting her/himself thoroughly with the personnel policies and procedures.

Purpose:

The purpose of the responsibility of the employee policy is to facilitate administration of personnel policies and maintain personnel system integrity.

Procedure:

Responsibility of the Employee



- The employee receives, or has access to, and reviews the personnel policies and procedures on or before the first day of employment.
- Documentation verifying such receipt and review is signed and filed in the employee's personnel file.
- The employee receives and reviews all revisions as distributed and inserts such revisions into their personnel policies manual.
- Documentation verifying such receipt and review is signed and filed in the employee's personnel file.
- The employee can submit suggestions for changes and improvements to the Employee and Personnel Practices manuals in writing to the CCO and/or the CEO.

COMPENSATION

Policy:

It is the policy of HARBOR HOUSE, INC. to maintain a compensation system consistent with both internal and external management practices.

Purpose:

The purpose of HARBOR HOUSE, INC.'s compensation policy is to support fair and equitable salaries for all employees while practicing sound financial management and internal equity.

Procedure:

- Compensation of employees in any of the following ways, based on budgetary constraints, is allowable as long as the procedures are consistent with the board approved range of salaries and benefits as included in the annual budget preparation process:
- Base pay using current salary system.
- When applicable, health and vision insurance cost will be a shared cost between the agency and the employee (based upon budgetary constraints}.
- When applicable, Group Life insurance will be a shared cost between the agency and the employee (based upon budgetary constraint}.
- When applicable, licensure and continuing education costs will be shared between the agency and the employee (based on budgetary constraints}.
- Any combination of the above as allowed by law or HARBOR HOUSE, INC. policy.
- Paychecks are issued on a bi-weekly basis, provided the employee, via BambooHR/paper, complete the time sheets, signed by the supervisor and made available to the CFO.
- Employees wanting direct deposit must complete the appropriate paperwork on BambooHR under Onboarding to establish direct deposit. If an employee opts out upon hire, and then decides to participate, they must contact the CFO regarding the process.
- Employees who fail to submit a signed time sheet by the published time may have to wait until the next pay run.
- The employee's salary and the number of exemptions claimed, as allowed by law, determine payroll deductions.
- When applicable, each employee may authorize, in writing, deductions as allowed by HARBOR HOUSE, INC. compensation and payroll deduction plans within FLSA guidelines.

To be eligible for a salary increase, a current annual performance evaluation, indicating performance at or above standards, must be on file in the employee's BambooHR file.

Annual raise percentages will be approved by the Board of Directors and will be based on

Other Documents and Required Information

Section 1.10 – Organization of Responsive Documents

Staffing Plan

Sections 2.2, 2.2 E and 2.7

**HHI and Subcontractors Staffing Plan Categories Locations Served****Clinical Positions:**

Therapists – LCSW, LMSW, LPC, LAC	All
Substance Abuse Counselors – CIT, ADC, AADC, LADAC, QBHP	All
Recovery Coaches – CIT, ADC, QBHP	All
Peer Specialists – PIT, APSP Peer Recovery Credential	All

Support Positions:

Support Techs – RDS, CIT	Residential
Transporters – CPR/First Aid, CPI	Residential
Front Officer Clerks – CPR/First Aid, CPI	Residential
Kitchen Managers – ServSafe certification	Residential
Facilities Assistants	All
Babysitters – CPR/First Aid, CPI, Babysitter Course	Residential

Administrative Positions:

HR Manager	All
Billing Specialists	All
IT Coordinator	All
Marketing Director	All
Administrative Assistant	All
Compliance Assistance	All

Senior Management:

CEO	All
CFO	All
CCO	All
PODs	
Clinical Director and Assistant Clinical Director	All
Facilities Manager	All

Medical Directors:

Dr. James Parks, Psychiatrist	All
Dr. Fayz Hudefi, Psychiatrist	All
Dr. Kristin Martin, DO, Addictionologist	All

Subcontractors - limited adult and adolescent outpatient and adolescent residential:

The Guidance Center (WACGC); Counseling Associates, Centers for Youth and Families; limited adult/adolescent OP and adolescent residential	Catchment Areas 4 and 5
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HH Medicaid Site Number List

Updated 7.19.21

Booneville	237588526
Clarksville	239186526
Conway	237456526

Fort Smith Locations

HRI	236252526
Conn Point	238019526
GRC	238020526
HRC	193623744

Hot Springs Locations

HS OP	239197526
Residential Site	266523526

Little Rock	237538526
N. Little Rock	239063526
Ozark	239200526
Pine Bluff	239188526
Searcy	239191526
Texarkana	239199526
West Memphis	237544526

Organizational Chart

Section 2.2 E

Board of Directors

Carl Norris, CEO

Vickie McDaniel, CFO

Robert Lovell, POD Outpt Services

Cindy Stokes, Chief Compliance Officer, Quality Assurance, Privacy Officer

Kirk Dubois, POD Residential Services

Lisa Haynes, POD Residential Services, HH-HS

Ranee Lewis, Billing Specialist
Rebecca Myers, Billing Specialist
Open, Billing Specialist
Open, Administrative Assistant
Linda Bodin HR Manager, Grievance Officer

Harbor Behavioral Health
Kramer Bass, Support Staff
Krista Boncheff, LMSW, Therapist
Memory Boucher, Counselor
Sarah Cristee, Site/Training Coordinator
Lou Anne Duni, Recovery Coach
Isamar Gonzalez, Counselor
Sara Mainer, Counselor
Shanika Royal, Recovery Coach
Cate Brown, Counselor

Noel Galvo, LCSW
Clinical Director
Tyler Limore, Asst. Clinical Director
Open, Compliance Assistant
Prevention
Tabitha Fondren
Multi-Region
Prevention
Coordinator

Maintenance
Colton Cooper, Facilities Manager
Dylan Ballard, Maintenance
Kenneth Martin Jr., Maintenance
Michael Spears, Maintenance
Michael Melton, Maintenance

Gateway Recovery Center
Sabrina Clardy, Support Tech
Austin Coats, Admission Coordinator
Teresa Casey, RADD/Health & Safety Coordinator
Rebecca Cordell, Counselor
Whitley Hopkins, Recovery Coach
Rose Hughes, Support Tech
Mary Sloan, SWS Support Tech
Morgan Lesley, Recovery Coach
Maria Lovell, Counselor
Kayla McAlister, Recovery Coach
Megan Reid, Counselor
Anna Roberts, SWS Coordinator
Open, Support Tech
Brandi Bowling, Babysitter
Diamond Mumfry, Babysitter
Linda Stephens, Kitchen Manager
Brittany Goldsmith, Front Desk Clerk
Halley Turman, Recovery Coach
Kyla Eastman, Transporte, Open, Support Tech

Prevention Staff
Rachel Williams, SPF-PFS Coordinator
Cindy Miner, Prevention Coordinator
Tamara Iverson, Prevention Coordinator
Alex Smith, SPF-PFS Coordinator
Jadyn McGrew, SPR-PFS Coordinator
Katelynn Priest, Prevention Assistant

Outpatient Clinics
Substance Abuse Counselors
Amanda Fletcher, Booneville/Ozark
Karen Cano, Connection Point
McKala Dillard, Connection Point
Harley French, Connection Point
Colt Sanders, Connection Point
Guadalupe Zepeda-Hernandez, Connection Point
Lindi Doyle, Conway
Mary Hutson, Conway
Desmond Hicks, Conway
Ashley Reynolds, Marketing Director
Sara Tadlock, Hot Springs
Heather Hood, Hot Springs
Open, Hot Springs
David Laser, JR, Little Rock
Eric Jones, North Little Rock
Raven Jones, North Little Rock
Shawn Brown, Fayetteville
Victoria Roe, Fay/Rogers
Colin Roe, Rogers
Kayla Stubb, Russell/Clarksville
Misty Pagel, Russellville/Clarks
Annette Fry, Texarkana
Open, Substance Abuse Counselor
Joyce Slack, IT Coordinator

Consultants
Medical Directors
Dr. James Parks
Dr. Fayz Hudefi
Dr. Kristin Martin

HH-HS Clinical Staff
Summer Bullock, SWS Recovery Coach
Nancy Carpenter, Admission Counselor
Open, Counselor
Jenn Farnier, Counselor
Tabitha Robbins, Recovery Coach
Dee Roberts, Recovery Coach
Nicole Willis, Counselor
Jared Eskin, Counselor
Sam Tadlock, Recovery Coach
Joshua Travis, Recovery Coach
Alison Wood, SWS Coordinator
Matt Sample, Recovery Coach
Daniel Yoak, Recovery Coach
Open, Recovery Coach

HH-HS Operations Staff
Larry Shireman, Support Tech
Rebecca York, Support Tech
Alex Causey, Pre-Screener
Ricki Spradlin, Support Tech
Open, Front Desk Clerk
Brenda Williams, Kitchen Manager
Open, Kitchen Assistant
Shawna Baum, Babysitter
Open, Babysitter
Open, Support Tech

Wade Carter
Operations Coordinator

Tyler Limore
Assistant Clinical Director

Jeff Smith
Maintenance

Harbor Recovery Center
David Allen, Front Office
Charles Belt, Kitchen Manager
Jeffery Bowling, Counselor
Donald Bradley, Support Tech
Audra Cooper, LMSW, Clinic Coordinator
Jeremy Diaz, Support Tech
Christopher Gonzalez, Recovery Coach
Billy Heaton, Counselor
John Lane, Support Tech
Nicholas Page, Recovery Coach
Vini Scott, Recovery Coach
Kyle Shell, Counselor
Don Hollings, Recovery Coach

Resumes

Sections 2.2, 2.2 E and 2.7

CURRICULUM VITAE

FAYZ HUDEFI, M.D.

PHONE: (479) 689-0015
MOBILE: (479) 353-0901
EMAIL: Fayzhudefi@hotmail.com

ADDRESS: 3003 Lake Overlook Ct. Fort Smith, AR 72903

PERSONAL: Born 02-07-1966
Citizen of Venezuela
Married, two children

MEDICAL EDUCATION: University of Damascus
Sep.1984 —Sep.1991
Faculty of Medicine.
Damascus, Syria

POSTGRADUATE TRAINING: (July 2002 –July 1 2006) Resident in Psychiatry, *Chief resident* (2005 -2006) Department of Psychiatry and Behavioral Sciences, Oklahoma University Health Sciences Center

July 2002 —December 2002, provided general medical care to an inpatient population at VA hospital. Training focused on general internal medicine and neurology with specialized training in cardiology, pulmonary medicine and managing patients with strokes and seizure disorders.

Received training in the diagnosis and treatment of a full range of psychiatric pathology and psychiatric aspects of medical and surgical illnesses in adults. Emphasis on psychopharmacology, cognitive-behavioral therapy, individual, couple, group and family therapies. Training also included delivering emergency psychiatric services and consultation-liaison to all inpatient services at OU hospital.

July 2005 —July 2006: *Chief Resident* Department of Psychiatry and Behavioral Sciences, Oklahoma University Health Science Center. Responsibilities include conducting and supervising residents' sign-out rounds and in-service rotations, preparing monthly and yearly schedule for various resident rotations including in-service and on-call, organizing quarterly schedules for resident's didactics, case-conferences and seminars, residency related administrative duties as RTC member.

CLINICAL EXPERIENCE

03/01/91 -02/2/92: Sweida National Hospital, Syria. Served as a Physician in the Emergency Room. Duties included medical care to patients with a variety of medical illness that require emergency interventions as well managing traumatic injuries and facilitating admissions to the appropriate medical settings.

02/02/92-02/28/92: A transitional time of completing the transferring process from sweida Hospital to Mazzi Hospital

03/01/92 -03/31/94: Mazzi Hospital, Damascus ,Sweida National Hospital,Sweida, Syria. Served as a Physician in the Emergency Room. Duties included Medical care to patients with a variety of medical illness that require Emergency interventions as well managing traumatic injuries and facilitating admissions to the appropriate medical settings.

04/01/94-06/30/95: Resident in the general surgery, Sweida National Hospital Syria. Duties included surgical operations, trauma, and burns(Duties included also primary care centers).

07/01/95-01/31/96: Sweida City, Syria, Private clinic. Served as a General Practitioner.

07/01/98-3/31/99: Dallas, Texas. Externship in Medicine at Presbyterian Hospital.

10/01/01-02/28/02: Oklahoma City, Oklahoma
Externship in Psychiatry, Inpatient at OUHSC.

EDUCATIONAL EXPERIENCE

02/01/96-08/31/97: Texas, USA, Kaplan Educational Center Preparations for USMLE step I, II, III and Clinical Skill Assessment.

09/01/97-08/31/2001: Dallas, Texas, North Lake College .Attended different Courses in Human sciences. (There is a transitional period from 9/1/97 to 1/11/98 related to the transferring process from Kaplan Educational Center to North Lake Collegeand related to the registration process)

08/01/01-06/30/02: Oklahoma City, Oklahoma, Oklahoma Community College. Attended different courses in Human Sciences (there is a transitional period from 5/11/2001 to 7/29/2001 related to the transferring process from North Lake College to Oklahoma Community College and related to the registration process and another period of time from 5/20/2002 to 6/30/2002 which reflects the end of the spring semester but the registration was still active until the fall semester of 2002)

TEACHING ACTIVITIES

-Professional grand rounds.

-Teaching courses of Psychopharmacology at the school of physician assistants ,OUHSC

- Psychiatric Journal club
- Medication case conference.
- Audio-Visual seminars.
- Florida, August 4-7, 2005: Attended a Symposium for senior psychiatric residents entitled *"Advances In the Diagnosis, Biology and Treatment of the Major Psychiatric Disorders"*. An intensive training in psychiatry, clinical and basic neuroscience, and related disciplines presented by a group of national experts in schizophrenia, mood disorders, and anxiety disorders.
- University Of Little Rock, Family Medicine Program, Fort Smith, July 2006-present.
Clinical Assistant Professor, Volunteer Faculty.
- University Of South Alabama, Clinical Preceptor for Graduate Student in the family Psychiatric Nurse Practitioner Track, 2010 – present.
Health Science Building, 307 N. University Blvd. Mobile, Alabama, 36688
(251)445-9400

LEADERSHIP EXECUTIVE TRAINING

California, October 4-6 2005: Chief Residents Executive Leadership Program.
The goals and the objectives of this program are:

- Enrich the participants' command of their personal leadership style as they lead teams and groups of colleagues to build consensus between the program leadership and residents.
- Increase resident leaders' participation in areas of medicine where psychiatry is not normally represented.
- Train the participants as they deal with administrators and faculty

APPOINTMENT

- Vista Health Hospital, July 17, 2006 – July 15, 2013
10301 Mayo Drive, Barling, AR 72903
(479)494-5700
- Adult Inpatient Program Director
- Staff President.
- Vista Health/ Valley Behavioral Health
Health System,
February 27th 2017 - Present
10301 Mayo Drive, Barling, AR 72923.
Medical Director.
- Vista Health Hospital/ Valley Behavior
October 15, 2012 July , 2015
Geriatric Inpatient Medical director

- Valley Behavioral Health System
Adult inpatient unit
October -2017 to present
Admitting physician, treating and supervising
physician through APNs : treating patients with
mental illness including alcohol , opioid and
benzodiazepines withdrawal

- Sparks Medical Center/ Baptist Medical
Center , Geriatric Unit
July 17, 2016 - Present
1001 Towson Ave, Fort Smith, AR 72901
Attending Psychiatrist.

- Sparks Medical Center/ Baptist Medical
Medical center , Geriatric Unit
May 30, 2019 - Present
Medical director

- Inspiration Geriatric Day Treatment
April 2010-Present.
2010 Chestnut Suite B, Van Buren, AR 72956
(479)474-7071

- Western Arkansas Counseling and Guidance Center, October 2008-Present.
3111 S 70th St, Fort Smith, AR
(479)452-6650
Attending Psychiatrist.

- Western Arkansas Counseling and Guidance Center, March 30th - Present.
Medical Director

- Pine Ridge Center, October 2010- Present
5253 N crossover Rd, Fayetteville, AR .
Attending Psychiatrist

- Bost Behavioral Health, August 22, 2013 -Present
(479)587-1408.
5723 Zero St, Fort Smith, AR ,
Medical Director

-Woodland Research International Group, 2011 - April, 1 2019
609 Dyke Road, Rogers, AR 72758
Primary Investigator

- Pillar Research Group, April 1, 2019 - Present
3200 NE Red Hawk Dr
Bentonville AR, 72712
Primary Investigator

-Rightway clinic in Roland
Medical director
Jul 1, 2015 to present
Treating patients with opioid addictions with
Methadone and Subuxone

CERTIFICATIONS

-Diplomat, American Board of Psychiatry and Neurology
-BLS
-ACLS
-ECFMG
Step I October 16-1996
Step II August 27-1997
Step III October 13-2003

LICENSURE:

- Oklahoma State Board of Medical Licensure and Supervision
(full license #23020)
-Arkansas State Medical Board
(full license #E-4773

CURRENT PROFESSIONAL AFFILIATION:

- American Psychiatry Association.

PROFESSIONAL COMMITTEES:

-Residency Training Committee.
-Residency Council Committee.
-Residency Ethical Committee.
-Seclusion and Restraint Committee

REFERENCES:

(Letters will be furnished upon request)

Jeff Seaman, MD, FAPM.
Associate Professor of Psychiatry
Residency Training Director
Dept of Psychiatry and Behavioral Sciences
OUHSC (405)271-5253, ext 47684

Jay Lensgraf, MD.
Former Associate Professor,
Department of Psychiatry & Behavioral Sciences, OUHSC.
Former Training Director, Psychiatry Residency Training Program,
Department of Psychiatry, OUHSC (September, 2003 - April 2005).

Hemant Patel, MD.
Assistant Professor
Medical Director Inpatient Psychiatry Unit
University of Oklahoma Health Sciences Cent
OUHSC (405) 271-5253

Carmen Warren-Chioco, M.D., Medical Director
Community Residential Care Program and
Medical Director, Day Treatment Center (116B)
VA Medical Center
Oklahoma City, Oklahoma 73104
405-270-0501 ext. 3626.

Barbara Master M.D.
Co-Interim Chief, Mental Health Services
VA Medical Center
Clinical Associate Professor.
OU Health Sciences Center
405-270-0501.

Hashib Denn Faruque
Clinical Assistant Professor
VA Medical Center
OU Health Sciences Center
405-270-0501

KRISTIN K. MARTIN, DO, MS, FAAFP

Arkansas License E-6205

12811 Saint Charles Blvd, Little Rock, AR 72211

e-mail: tyingknotsintx@yahoo.com

Cell: (918) 671-6919

Fax: (479) 207-9191

Post-Graduate Education

Family Practice Residency (Dually Accredited Program)

University of Arkansas Medical Sciences – AHEC – Pine Bluff, AR July, 2008- October, 2011
Chief Osteopathic Resident 2010-2011

Multiple Board Certifications – American Osteopathic Board of Family Physicians - 2011

American Board of Family Medicine December 2011, Fellow Designation August 2019

Addiction Medicine Board Certification – AOA Conjoint December 2020

Doctor of Osteopathy

Oklahoma State University – Center for Health Sciences, Tulsa, OK, August, 2003- July, 2007
(*Mind, Body & Spirit Award* at Graduation for an Outstanding Medical Student and their
Outstanding Representation of the Profession in the Community)

Masters of Science in Biomedical Sciences (emphasis in Neuropharmacology)

Oklahoma State University – Center for Health Sciences, Tulsa, OK August, 2001- May, 2007
(multiple publications and presentations resulting from this listed below)

Clinical Work Experience

River Valley Medical Wellness, LLC, Russellville AR – CEO/Medical Director March, 2020 – Current

- Provide comprehensive primary care, focused on substance abuse, through office-based, telemedicine and residential care. Medication-Assisted-Treatment waived, coordination with mental health and substance abused counseling and peer support recovery services to provide full-circle services.

Baptist Health Medical Center - Envision Physician Services - June 2020 - current

Malvern (Hot Springs County), Heber Springs, Stuttgart, Arkadelphia, Van Buren Hospitals

- 12-24 hours shifts providing general ER coverage to regional Baptist hospitals. ARSAVES telemedicine, trauma coverage, xray interpretation, any procedures as necessary. General ER privileges.

Dardanelle Regional Medical Center, Dardanelle, AR – Schumacher Clinical Partners – June 2020 –

- 24 hour shifts of both Emergency Room and Hospitalist care providing all facets of care including ARSAVES, trauma coverage, xray interpretation, orthopedic procedures, lacerations, intubations, all facets of critical access hospital care, in addition to medical response to Geriatric Psych unit.

Drew County Medical Center, Monticello AR – Level 4 Trauma - 16,000 annual visits May 2020 - current; January, 2009-June, 2011

12-24 hour shifts with moderate trauma. Responsibilities entail: interpretation of x-rays and CT during nights and weekends, central line placement, chest tubes, intubations, dislocated joints, casting of fractures, I & D, major trauma. Many cases of chest pain, abdominal pain and pulmonary disorders. OB call provided.

Chambers Memorial Hospital - Danville, AR - Level 4 Trauma - April 2020 - current

- Mike McCoy, CEO
12-24 hours shifts providing both ER and Hospitalist coverage. ARSAVES telemedicine, trauma coverage, xray interpretation, any procedures as necessary. General ER privileges.

Freedom House Rehabilitation Center, Russellville, AR- Medical Director – January 2018 – current

- Perform initial medical evaluation and weekly follow up clinical evaluations on patients currently undergoing drug and alcohol treatment in the residential facility. Coordinate with counseling staff, nursing and occasional psychiatric consult to provide holistic rehabilitative care for those with concurrent medical issues.

River Valley Child Advocacy Center, - Medical Director, January 2018 – current

- Provide medical guidance and care for children who have been subjected to physical or sexual abuse. This center is designed to meet all needs of the abused child providing not only the forensic and medical evaluation, but also counseling services and coordination with other services such as social work and law enforcement.

Saint Mary's Regional Medical Center, Russellville AR – Level 3 Trauma – March 2013 – May 2020

- **ER Medical Director , January 1, 2015 – May 2020**
- **Hospitalist Medical Director, June, 2016 – June 2017**
- **Trauma Co-Medical Director, January, 2015 - April, 2018**
- **Credentialing Committee – January, 2014 –December, 2018 – Chair 2016- 2018**
- **Physicians Leadership Council –January, 2015 – May 2020**
- **Medical Executive Committee – January,2016 – May 2020**
- **Primary Care Committee – January,Chair – 2016 - May 2020**
- **Asst ER Medical Director** (November 1, 2013 to January 1, 2015) – Full time ER with 28K+ visits annually. ATLS, FAST, ACLS, PALS Certified. Multiple procedures including: central venous access, intubation, chest tubes, dislocation reductions, stabilization of fractures with casting / splinting, laceration repairs, ACLS, etc.

National Park Medical Center, Hot Springs, AR – No trauma designation – March 2013 – May 2018

- **ER Interim Medical Director – February 2016 – June 2016**
- **Part time ER Physician – (24K+ visits annually).** Multiple procedures as listed above. Responsibility to respond to all in-house codes, intubations and hospital-wide emergencies. Night floor call for the primary care physicians.

Jefferson Regional Medical Center, Pine Bluff AR – Level 3+ Trauma July 2008 - 2018

- Dr. John Skowronski, ER Medical Director/ Dr. Herb Fendley, DO Residency Program Director
- **ER Trauma/ Clinic Physician – (2011 – current)** ER with 55K+ visits annually. Member of the Trauma Quality Improvement Committee, Trauma Peer Review Committee and Patient Satisfaction Initiative Leadership Team
- **Family Practice resident – (2008-2011)** both inpatient and outpatient duties; Outpatient clinics regularly worked: Justiss-Lindsey clinic, Veterans Administration Clinic – Pine Bluff, AHEC-PB; Over 800+ procedures performed and documented during residency. Invasive procedures listed above. Please refer to attached procedure log.

DeWitt Hospital and Nursing Home, DeWitt AR – Critical Care Access May 2012 – January 2013

- Darren Caldwell – Hospital Administrator
- **ER physician-** 12-72 hour shifts. Responsibilities entail: interpretation of radiological films (including CT), central lines, chest tube placement, casting, suturing, other minor procedures, emergent OB, admissions and patient care on the floors. Major trauma is shipped to Pine Bluff or Little Rock, AR.

- **Nursing Home Director** – Interim from June 2012 to January 2013. Oversee care and adherence to regulations set forth by the State for care of 66 bed nursing home connected to DeWitt Hospital. Quarterly meetings, State adherence interviews, patient care and advocacy. Monthly rounding on patients and ad lib reports on care as needed.
- **Ferguson Rural Health Clinic Director** – Interim from June 2012 to January 2013. Weekly clinic for patients requiring physician level of care. Oversight of Nurse Practitioner and review of charts, studies and labs for the week. Full clinic 1 day weekly. Additional administrative duties and patient care requests as needed: DOT exams, disability evaluations and referrals.

Easy Access Healthcare – Urgent Care – Pine Bluff AR

September 2011-2015

- **Consulting physician / Urgent Care** – Available for Nurse Practitioners and Physicians Assistants working in this setting for consultation and care. Also work shifts as available when needed and provide patient care in typical Urgent Care practice.

Dallas County Medical Center, Fordyce AR – Critical Care Access - 4500 annual visits September, 2009- June, 2011

- Mr. Brian Miller – Hospital Administrator
- Solo moonlighting in ER – 12-60 hour shifts. Responsibilities entail: interpretation of radiological films (including CT), central lines, chest tube placement, casting, suturing, other minor procedures, emergent OB, admissions and patient care on the floors until primary care physicians round in a.m. Major trauma is shipped to Pine Bluff or Little Rock, AR.

Leadership Positions / Offices

- Arkansas Foundation for Medical Care – Physician Advisory Committee – September 2020 to current
- Arkansas Osteopathic Medical Association, Board Member – August 2020 to current
- CEO of River Valley Medical Wellness, LLC – March 2020 to current
- CEO of Arkansas Emergency Physician Associates – January 2017 to current
- Medical Director, Freedom House Rehabilitation Center, January 2018 - current
- Medical Director, River Valley Child Advocacy Center, January 2018 - current
- River Valley Child Advocacy Center Advisory Board, April 2020 - current
- Saint Mary's Regional Medical Center, Russellville, AR
 - ER Medical Director / Asst Medical Director 2013 – May, 2020
 - Hospitalist Medical Director – May, 2016 - May, 2017
 - Credentialing Committee, member/ Chair - January, 2014 – December, 2018
 - Trauma Medical Director / Trauma Committee, 2013 – 2018
 - ER Work Group Committee – May, 2013 – May, 2020
 - Primary Care Committee, Chair – January, 2014 – May, 2020
 - Physicians Leadership Council – January, 2015 – May, 2020
 - Medical Executive Committee – January, 2016 – May, 2020
- Intensive Update Committee – American College of Osteopathic Physicians – March, 2020 - current
- ELearning Committee – American College of Osteopathic Physicians, March, 2017 – March, 2020
- Editorial Board, member - *Osteopathic Family Physician Journal*, American College of Osteopathic Family Physicians, March, 2011 – March, 2016
- Regional Medical Director, Schumacher Group - January - May, 2015
- Southeast Arkansas Trauma Regional Advisory Council – January 2012- December, 2015
- Trauma Quality Improvement Committee – Jefferson Regional Medical Center, January 2012 – Dec, 2015
- Trauma Peer Review Committee – Jefferson Regional Medical Center, January, 2012 - December, 2015

- American College of Osteopathic Family Physicians – Resident Academic Member of the Board of Governors for March, 2010 – March, 2011
- Chief Osteopathic Resident, University of Arkansas Medical Sciences – July, 2010-June, 2011
- Moderator for ACOFP Convention Resident’s and Young Physician’s Lecture Series, March 2010
- American College of Osteopathic Family Physicians – Resident Ambassador for Arkansas – March, 2010- March, 2011
- American College of Osteopathic Family Physicians – Board Member of Young Physician & Residents Committee, March,2008- March, 2016, Previous Chairman of Family and Finance Subcommittee
- American College of Osteopathic Family Physicians – Task Force on Residency Development – March, 2010- March, 2011
- President of Class 2007 for 1st, 3rd and 4th years of medical school, August, 2003 – May, 2007
- National Medical Education and Research Representative – COSGP for May, 2005- May, 2006
- Society of Osteopathic Medical Educators (SOME) Steering Committee Board Member, May, 2005-May,2006
- Chairman, Oklahoma Osteopathic Association Student Selection Committee, April 2005
- Secretary and Founding Board Member, Eugene Field Elementary Foundation, August, 2005 – May, 2006
- Oklahoma Osteopathic Association – Bureau of Public Awareness,August, 2005- August, 2006
- President, Student Senate for Oklahoma State University Center for Health Sciences - August, 2004-August, 2005
- Student Representative to Oklahoma Osteopathic Association – August, 2004-August, 2005
- Student Representative to Oklahoma State Alumni Association- August, 2004-August, 2005
- Member of Council of Osteopathic Student Government Presidents (COSGP) – August, 2004-August,2005
- Stress Management Group Leader for August, 2004-July, 2005
- American Osteopathic Association – House of Delegates – Oklahoma Student Delegate, 2004
- Student Affairs Committee, Oklahoma State University Center for Health Sciences – September, 2003-July, 2005
- Student Ambassador, Oklahoma State University Center for Health Sciences – September, 2003- July, 2005

Honors and Awards

- Arkansas Good Medicine Fellow recipient – February 2021
- Arkansas Business Journal - Executive Leadership Academy - 2020
- Fellow of the American Academy of Family Practice, August 2019
- American Academy of Family Physicians / Bristol-Myers Squibb Award for Outstanding Resident and Excellence in Graduate Medical Education – 1 of 12 awarded Nationally – July, 2010
- University of Arkansas Medical Sciences – AHEC – “Most Supportive 2nd Year Resident” – awarded by intern class June, 2010
- American College of Osteopathic Family Physicians – Future Leadership Conference – November, 2009
- American Medical Association Foundation Outstanding Resident’s Leadership Award – January 2008
- *Mind, Body and Spirit Award* - Outstanding Medical Student and their Outstanding Representation of the Profession in the Community – May 2007
- American Osteopathic Association Presidential Memorial Leadership Scholarship, October 2005
- *Outstanding Teacher of the Year* – for Tulsa Area, Kaplan Inc., 2005
- Tulsa County Medical Society Scholarship, October 2004, 2005, 2006
- Lew Wentz Foundation Scholarship, September 2005, September 2006
- OSU Alumni Association Endowed Scholar, September 2005, September 2006
- Bob E. Jones (late director of OOA) Memorial Scholarship, April 2005
- Auxiliary of the Tulsa Osteopathic Medical Society Scholarship, April 2005

- National Student D.O. of the Year – February, 2005 (1 of 20 recognized nationally)
- Boston Geriatrics Institute Full Scholarship Recipient – National Institute on Aging (NIA) and Boston University Medical School – February, 2005
- Faculty & Staff Award – Female “*Student I would choose to be my personal doctor*” – December, 2004
- Outstanding Graduate Research Project at OSU 8th Annual Research Day – Fall, 2004
- Featured in Oklahoma Magazine “Best Doctors in Oklahoma” issue as a student for OSU – June, 2004
- American Osteopathic Association (AOA) Welch’s Scholar Grant Recipient – May, 2004
- American Osteopathic Association (AOA) Russell McCaughan Scholarship – May, 2004
- American Federal for Aging Research (AFAR) Medical Scholar Recipient – April, 2004
- Tulsa Osteopathic Medical Society (TOMS) Scholarship – April, 2004
- Dr. Robert McCullough Lions Club Scholarship Award for Outstanding Service – December, 2003
- Research presented at Society for Neuroscience Conference November, 2002 – Orlando, FL
- Research presented at Society for Neuroscience Conference November, 2003 – New Orleans

Professional Activities & Involvement (with leadership roles)

- ACOFP – Annual Convention Work Group – March 2021
- ACOFP – Procedural Medicine Work Group – March 2021
- ACOFP – Intensive Osteopathic Update / Board Review – Committee Member / Presenter, August 2020
- ACOFP Annual Convention and Scientific Assembly – San Antonio, Texas, March 2011 – Moderator for Lectures
- AOA / ACOFP Annual Convention and Scientific Assembly – San Francisco, California, October 2010
- ACOFP – 46th Annual Convention and Scientific Assembly – *Guest Speaker* for Resident’s and Young Physician’s Continuing Medical Education and Lecture Series - Las Vegas, NV, March 2010
- ACOFP National Convention / D.O. Day on the Hill, Washington, DC, March 2009
- Arkansas Medical Society – Doctor of the Day, March 2009
- American Medical Association – Regional Meeting – Resident Representative for Arkansas, March 2009
- American Medical Association – National Advocacy Conference, AMA Day on the Hill, March 2008
- Speaker to Joint Legal Commission for Oklahoma Senate / House of Reps for state support for Tulsa Regional Medical Center / OSU Center for Health Sciences – November, 2005
- AOA Bureau of Interns & Residents Nat’l Meeting, Chicago, IL, July 2005 – (Featured Speaker)
- AOA House of Delegates – Chicago, IL – July, 2005; July, 2004
- AACOM / COSGP / SOME Convention, Baltimore, MD – June, 2005 – (Featured Speaker)
- D.O. Day on the Hill, Washington D.C., April 2004, April 2005, April 2006, April 2007, March 2009
- D.O. Day in Oklahoma City, March 2004, March 2005, March 2006, March 2007
- Coordinator for Student Doctor of the Day - Oklahoma State Capital with the OOA – Spring 2005
- Author of “Student Scoop” for Oklahoma D.O. Magazine – Spring, 2005
- Student Chairman level member of Osteopathic Political Action Committee (OPAC) 2004-2007
- Organized student parade entry in Boo-Ha-Ha Parade to support S.Q. 713 – October, 2004
- Coordinator for OSU Student-led initiative supporting State Question 713 (Tobacco Tax) including publication of 82 editorials in Oklahoma news publications – Fall, 2004

Original Research Experience (most recent only)

Dr. Jim Workman, MD Univ of Arkansas / Jefferson Regional Med Center June 2010 - 2012

- Clinical investigator and primary author for publications currently being submitted to Journal of Endourology and possibly Interventional Radiology Journals. Research evaluates the clinical outcomes of patients undergoing percutaneous radiofrequency ablation for renal tumors larger than 3 cm.

Dr. Jim Rudolph, MD, SM

Harvard Medical School

June 2004 – December 2007

- Scholarship recipient for geriatrics research at Harvard Medical School. Two research projects studying the neurological effect of surgery on Veterans. Accepted for publication December 2007, presented at American Geriatric Society (AGS) conference in May, 2005 (Orlando, FL), AOA Bureau of Interns & Residents Nat'l Meeting, July 2005, Outstanding Research Award at OSU-Medicine September, 2004.

Dr. Craig Stevens, Ph.D.

OSU – Center for Health Sciences

June 2001 – May 2007

- Student researcher in pharmacology and analgesia laboratory with primary focus on opioid receptors in the amphibian model. Utilization of behavioral and radioactive receptor binding studies. Research presented at Society for Neuroscience Conference November, 2002 (Orlando, FL) and Society for Neuroscience Conference 2003 (New Orleans, LA). Research results published in January 2009.

Scientific Presentations

Martin KK. Should They Stay Or Should They Go? Determinants In Emergency Room Care of COVID-19. (Intensive Board Review and Update CME) American College of Osteopathic Family Physician (ACOFP) Conference. Virtual. August 14-15, 20-21, 2020.

Martin KK, Chadsey MA, Heiles K, Bennett KE, Frigon SG. When Hoof Beats *Are* from Zebras: Creutzfeldt-Jakob Disease. [Poster Presentation] American College of Osteopathic Family Physicians (ACOFP) Scientific Conference. Baltimore, MD. March 18-21, 2009.

Martin, K.K., Rudolph JM and Chew DL. Delirium After Vascular Surgery. American Geriatrics Society Annual Meeting, Orlando FL, May 11-15, 2005. (*requested by AGS for presentation at two poster sessions and one Surgical Society panel discussion*).

Martin, K.K. and Rudolph, J. Detection and Reduction of Microemboli Across the Cardiopulmonary Bypass 'Pump' in Coronary Artery Bypass Graft Surgery, Oklahoma State University, Stillwater, OK, Annual Research Day, February 26, 2005.

Martin, K.K. and Rudolph, J. Detection and Reduction of Microemboli Across the Cardiopulmonary Bypass 'Pump' in Coronary Artery Bypass Graft Surgery, Oklahoma State University – Center for Health Sciences, Tulsa, OK, 8th Annual Research Day, September 21, 2004.

Martin, K.K. and Stevens, C.W. Nociceptin analgesia after spinal administration in amphibians, Society for Neuroscience Annual Meeting, Orlando, FL, November 2-7, 2002.

Publications / Abstracts

Over, DR and Martin KK. What are the clinical signs and symptoms of compartment syndrome? *Evidence-Based Practice* 2011.

Rudolph JL, Martin KK, Pochay VE, Crittenden MD. Exploring variability in the causal link of HITS and cognitive decline. American Journal of Surgery. 2009 Aug 1;198(2):294-295. Stevens CW, Martin KK, Stahlheber BW. Nociceptin produces antinociception after spinal administration in amphibians. Pharmacology Biochemistry and Behavior. Jan. 2009. 91(3): 436-440.

Martin, K.K., Wigginton, JB, Babikian VL, Pochay VE, Crittenden MD, Rudolph JL. Intraoperative Transcranial Doppler Sonography and Postoperative Cognitive Function. American Journal of Surgery. Jan. 2009; 197(1): 55-63.

Martin, K.K., Rudolph, J. and Chew, D., Delirium After Vascular Surgery, (*accepted*) American Geriatrics Society Annual Meeting, Orlando, FL, May 11-15, 2005.

Brasel, C.M, Martin, K.K., and Stevens, C.W., An amphibian *ORL1* receptor suggests pattern of vertebrate opioid receptor evolution, International Narcotics Research Conference (INRC), Kyoto, Japan, July 18-23, 2004

Martin, K.K. and Stevens, C.W., Nociceptin analgesia in amphibians, Society for Neuroscience Annual Meeting, New Orleans, LA, November 8-12, 2003.

Martin, K.K. and Stevens, C.W., Nociceptin analgesia after spinal administration in amphibians, Society for Neuroscience Annual Meeting, Orlando, FL, November 2-7, 2002.

Faculty Appointments

Arkansas College of Osteopathic Medicine – approved 2018- current

Adjunct Faculty – Emergency Medicine or other Family Practice duties, such as addiction medicine

University of Arkansas Medical Sciences – AHEC, Pine Bluff AR, 2011 – 2018

Emergency Medicine Physician Attending for UAMS-AHEC Residents, rotating medical students and midlevels

DeBusk College of Osteopathic Medicine – Lincoln Memorial University, 2011 – current

Adjunct Faculty - Emergency Medicine / Family Practice

Professional Memberships

- American Osteopathic Association
- American College of Osteopathic Family Physicians
- American Osteopathic Academy of Addiction Medicine
- American College of Osteopathic Emergency Physicians
- American Academy of Family Physicians
- Arkansas Osteopathic Medical Association
- Arkansas Academy of Family Physicians
- Oklahoma Osteopathic Association
- Oklahoma State Medical Association
- Arkansas Medical Society

Certifications

- BLS - 5/2022
- ACLS - 5/2022
- PALS - 5/2022
- ATLS - 3/2021
- NRP
- Family Practice Board Certified with American Board of Family Medicine - 2011
- Family Practice Board Certified with American Osteopathic Board of Family Practice – 2012
- Addiction Medicine Board Certification with American Osteopathic Association, Dec. 2020
- FAST trained – currently accumulating number of procedures to procure certification

James Parks
Curriculum Vitae

Contact Address:
102 E. Sunbridge Dr. Suite #1
Fayetteville, AR 72703
479-790-4889
jamesparksm@gmail.com
www.jamesparksm.com

Undergraduate Education

University of Arkansas, Fayetteville, Arkansas
Chemistry
08/1997-05/2001
BS, 05/2001

Medical Education

University of Arkansas for Medical Sciences College of Medicine, Little Rock, Arkansas
08/2001-05/2005
M.D. – 05/2005

Residency

University of Arkansas for Medical Sciences College of Medicine, Little Rock, Arkansas
07/2005-06/2008

Fellowship

University of Texas-Southwestern School of Medicine, Dallas, Texas
07/2008-06/2010

Board Certification

A Diplomate of the American Board of Psychiatry and Neurology, Inc., a member Board of the American Board of Medical Specialties.
01/2010-12/2020

A Diplomate in Child and Adolescent Psychiatry of the American Board of Psychiatry and Neurology, Inc., a member Board of the American Board of Medical Specialties.
11/2011-12/2021

Medical School Honors/Awards

Tenenbaum Scholarship Recipient from 2001-2005

Other Awards/Accomplishments

Magna Cum Laude With Departmental Honors-2001; Brandon Burlsworth Scholar for the College of Arts and Sciences-2001; Jacob Sacks Award for outstanding junior premedical chemistry major-2000; Merck Index Award for outstanding junior chemistry major-2000; Frederick A. Kekule Award for outstanding sophomore chemistry major-1999; Alpha Chi Sigma Award for outstanding freshman chemistry or chemical engineering major-1998; University Scholarship Recipient from the University of Arkansas at Fayetteville-1997-2001

Examinations

USMLE Step 1	Passed
USMLE Step 2 CK	Passed
USMLE Step 2 CS	Passed
USMLE Step 3	Passed

Work History

06/1998-09/2000

University of Arkansas Department of Chemistry
Undergraduate Research Assistant

I was a paid undergraduate research assistant during the summer months from 1998 to 2000. I worked in Dr. Ken Turnbull's bio-organic laboratory at the University of Arkansas' Department of Chemistry.

07/12/2010-10/12/2012

Dallas Metrocare MHMR clinic, Dallas, Texas
Staff Psychiatrist

I worked as a staff psychiatrist at Dallas Metrocare from July 2010 until October 2012. During this time, I treated patients and supervised treatment plans in the outpatient clinic, birth-to-six program for children ages birth to six years old, Promise House (a Dallas area shelter for runaway teenagers), and our behavioral and psychiatric services (BPS) program (a program which specializes in treating patients diagnosed with autistic spectrum disorders). I also assisted in supervising residents in the community mental health fellowship tract at UT-Southwestern.

01/02/2013-Present day

Owner and Psychiatrist at James R. Parks M.D. PLLC

Since 01/2013, I have seen patients in my private practice located in Fayetteville, Arkansas.

04/2013-08/2013

Life Strategies Counseling Inc. Little Rock, Arkansas

Contract Psychiatrist

I saw children in an outpatient setting at this RSPMI clinic in Little Rock, Arkansas.

09/2014-Present Day

Piney Ridge Treatment Center, Fayetteville, Arkansas

Contract Psychiatrist

I currently see child and adolescent patients in this residential treatment setting.

10/2017-Present Day

Harbor House/Gateway Treatment Facility, Ft. Smith, Arkansas

Contract Psychiatrist

I currently see patients for Harbor House/Gateway in a substance abuse residential treatment setting.

Volunteer History

08/1999-06/2005

Arkansas Support Network

Volunteer

I have volunteered at the Arkansas Support Network, which is an organization assisting in the care of mentally retarded and autistic adults. I have enjoyed playing basketball, baseball, and video games with these special individuals. Furthermore, I have assisted in their training for the Special Olympics.

Research Experience

06/1998-06/2001

University of Arkansas Department of Chemistry

Honor Student

Dr. Ken Turnbull

While attending the University of Arkansas at Fayetteville, I was a member of a bio-organic research team that studied reagents designed to alkylate the phosphodiester group in DNA/RNA. The key reagent studied was based on quinone methide. A quinone methide's reactivity with a phosphodiester group varies depending on the substituents attached to the quinone methide. My objective was to compare the reactivity of quinone methides with different substituents via computational studies.

07/2007-06/2008

Arkansas Children's Hospital

Resident Research Tract

Dr. James M. Robbins

I was a member of a pediatric research team at Arkansas Children's Hospital. My primary research objective was to compare the quality of life of younger children versus older children with cleft lip, cleft palate, and cleft lip and palate.

07/2009-06/2010

UT-Southwestern Department of Child and Adolescent Psychiatry

Fellow Research Tract

Dr. Graham Emslie

I worked with Dr. Emslie's research team to look at the placebo effect of antidepressant medications used to treat the pediatric population. My primary research objective was to analyze data sets to determine the trends of pediatric patients who were true drug responders versus patients who were placebo responders.

Publications/Presentations

J. William Fulbright College of Arts and Sciences at the University of Arkansas at Fayetteville
Comparing Reactivity of Different Quinone Methides James Robert Parks Publication Date: 04/2001.

First Aid for the Psychiatry Boards, McGraw-Hill Publication with expected release date January 31, 2010. Author of Chapter 12: Sexuality and Sexual disorders.

UT-Southwestern Department of Child and Adolescent Psychiatry The Placebo Effect James Robert Parks Presentation Date: 06/18/2010

The American Academy of Child and Adolescent Psychiatry 57th Annual Meeting In New York, New York Poster Presentation Treatment Response Pattern to Identify "True Drug" vs. "Placebo" Response Presentation Dates: 10/26/2010-10/31/2010

Memberships/Organizations

American Academy of Child and Adolescent Psychiatry
03/2009-Present Day

American Psychiatric Association
03/2011-Present Day

James Parks
Curriculum Vitae

Contact Address:
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Fayetteville, AR 72703
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jamesparksmd@gmail.com
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03/2009-Present Day

American Psychiatric Association
03/2011-Present Day

KRISTIN K. MARTIN, DO, MS, FAAFP

Arkansas License E-6205

12811 Saint Charles Blvd, Little Rock, AR 72211

e-mail: tyingknotsintx@yahoo.com

Cell: (918) 671-6919

Fax: (479) 207-9191

Post-Graduate Education

Family Practice Residency (Dually Accredited Program)

University of Arkansas Medical Sciences – AHEC – Pine Bluff, AR July, 2008- October, 2011
Chief Osteopathic Resident 2010-2011

Multiple Board Certifications – American Osteopathic Board of Family Physicians - 2011

American Board of Family Medicine December 2011, Fellow Designation August 2019

Addiction Medicine Board Certification – AOA Conjoint December 2020

Doctor of Osteopathy

Oklahoma State University – Center for Health Sciences, Tulsa, OK, August, 2003- July, 2007
(*Mind, Body & Spirit Award* at Graduation for an Outstanding Medical Student and their
Outstanding Representation of the Profession in the Community)

Masters of Science in Biomedical Sciences (emphasis in Neuropharmacology)

Oklahoma State University – Center for Health Sciences, Tulsa, OK August, 2001- May, 2007
(multiple publications and presentations resulting from this listed below)

Clinical Work Experience

River Valley Medical Wellness, LLC, Russellville AR – CEO/Medical Director March, 2020 – Current

- Provide comprehensive primary care, focused on substance abuse, through office-based, telemedicine and residential care. Medication-Assisted-Treatment waived, coordination with mental health and substance abused counseling and peer support recovery services to provide full-circle services.

Baptist Health Medical Center - Envision Physician Services - June 2020 - current

Malvern (Hot Springs County), Heber Springs, Stuttgart, Arkadelphia, Van Buren Hospitals

- 12-24 hours shifts providing general ER coverage to regional Baptist hospitals. ARSAVES telemedicine, trauma coverage, xray interpretation, any procedures as necessary. General ER privileges.

Dardanelle Regional Medical Center, Dardanelle, AR – Schumacher Clinical Partners – June 2020 –

- 24 hour shifts of both Emergency Room and Hospitalist care providing all facets of care including ARSAVES, trauma coverage, xray interpretation, orthopedic procedures, lacerations, intubations, all facets of critical access hospital care, in addition to medical response to Geriatric Psych unit.

Drew County Medical Center, Monticello AR – Level 4 Trauma - 16,000 annual visits May 2020 - current; January, 2009-June, 2011

12-24 hour shifts with moderate trauma. Responsibilities entail: interpretation of x-rays and CT during nights and weekends, central line placement, chest tubes, intubations, dislocated joints, casting of fractures, I & D, major trauma. Many cases of chest pain, abdominal pain and pulmonary disorders. OB call provided.

Chambers Memorial Hospital - Danville, AR - Level 4 Trauma - April 2020 - current

- Mike McCoy, CEO
12-24 hours shifts providing both ER and Hospitalist coverage. ARSAVES telemedicine, trauma coverage, xray interpretation, any procedures as necessary. General ER privileges.

Freedom House Rehabilitation Center, Russellville, AR- Medical Director – January 2018 – current

- Perform initial medical evaluation and weekly follow up clinical evaluations on patients currently undergoing drug and alcohol treatment in the residential facility. Coordinate with counseling staff, nursing and occasional psychiatric consult to provide holistic rehabilitative care for those with concurrent medical issues.

River Valley Child Advocacy Center, - Medical Director, January 2018 – current

- Provide medical guidance and care for children who have been subjected to physical or sexual abuse. This center is designed to meet all needs of the abused child providing not only the forensic and medical evaluation, but also counseling services and coordination with other services such as social work and law enforcement.

Saint Mary's Regional Medical Center, Russellville AR – Level 3 Trauma – March 2013 – May 2020

- **ER Medical Director , January 1, 2015 – May 2020**
- **Hospitalist Medical Director, June, 2016 – June 2017**
- **Trauma Co-Medical Director, January, 2015 - April, 2018**
- **Credentialing Committee – January, 2014 –December, 2018 – Chair 2016- 2018**
- **Physicians Leadership Council –January, 2015 – May 2020**
- **Medical Executive Committee – January,2016 – May 2020**
- **Primary Care Committee – January,Chair – 2016 - May 2020**
- **Asst ER Medical Director** (November 1, 2013 to January 1, 2015) – Full time ER with 28K+ visits annually. ATLS, FAST, ACLS, PALS Certified. Multiple procedures including: central venous access, intubation, chest tubes, dislocation reductions, stabilization of fractures with casting / splinting, laceration repairs, ACLS, etc.

National Park Medical Center, Hot Springs, AR – No trauma designation – March 2013 – May 2018

- **ER Interim Medical Director – February 2016 – June 2016**
- **Part time ER Physician – (24K+ visits annually).** Multiple procedures as listed above. Responsibility to respond to all in-house codes, intubations and hospital-wide emergencies. Night floor call for the primary care physicians.

Jefferson Regional Medical Center, Pine Bluff AR – Level 3+ Trauma July 2008 - 2018

- Dr. John Skowronski, ER Medical Director/ Dr. Herb Fendley, DO Residency Program Director
- **ER Trauma/ Clinic Physician – (2011 – current)** ER with 55K+ visits annually. Member of the Trauma Quality Improvement Committee, Trauma Peer Review Committee and Patient Satisfaction Initiative Leadership Team
- **Family Practice resident – (2008-2011)** both inpatient and outpatient duties; Outpatient clinics regularly worked: Justiss-Lindsey clinic, Veterans Administration Clinic – Pine Bluff, AHEC-PB; Over 800+ procedures performed and documented during residency. Invasive procedures listed above. Please refer to attached procedure log.

DeWitt Hospital and Nursing Home, DeWitt AR – Critical Care Access May 2012 – January 2013

- Darren Caldwell – Hospital Administrator
- **ER physician-** 12-72 hour shifts. Responsibilities entail: interpretation of radiological films (including CT), central lines, chest tube placement, casting, suturing, other minor procedures, emergent OB, admissions and patient care on the floors. Major trauma is shipped to Pine Bluff or Little Rock, AR.

- **Nursing Home Director** – Interim from June 2012 to January 2013. Oversee care and adherence to regulations set forth by the State for care of 66 bed nursing home connected to DeWitt Hospital. Quarterly meetings, State adherence interviews, patient care and advocacy. Monthly rounding on patients and ad lib reports on care as needed.
- **Ferguson Rural Health Clinic Director** – Interim from June 2012 to January 2013. Weekly clinic for patients requiring physician level of care. Oversight of Nurse Practitioner and review of charts, studies and labs for the week. Full clinic 1 day weekly. Additional administrative duties and patient care requests as needed: DOT exams, disability evaluations and referrals.

Easy Access Healthcare – Urgent Care – Pine Bluff AR

September 2011-2015

- **Consulting physician / Urgent Care** – Available for Nurse Practitioners and Physicians Assistants working in this setting for consultation and care. Also work shifts as available when needed and provide patient care in typical Urgent Care practice.

Dallas County Medical Center, Fordyce AR – Critical Care Access - 4500 annual visits September, 2009- June, 2011

- Mr. Brian Miller – Hospital Administrator
- Solo moonlighting in ER – 12-60 hour shifts. Responsibilities entail: interpretation of radiological films (including CT), central lines, chest tube placement, casting, suturing, other minor procedures, emergent OB, admissions and patient care on the floors until primary care physicians round in a.m. Major trauma is shipped to Pine Bluff or Little Rock, AR.

Leadership Positions / Offices

- Arkansas Foundation for Medical Care – Physician Advisory Committee – September 2020 to current
- Arkansas Osteopathic Medical Association, Board Member – August 2020 to current
- CEO of River Valley Medical Wellness, LLC – March 2020 to current
- CEO of Arkansas Emergency Physician Associates – January 2017 to current
- Medical Director, Freedom House Rehabilitation Center, January 2018 - current
- Medical Director, River Valley Child Advocacy Center, January 2018 - current
- River Valley Child Advocacy Center Advisory Board, April 2020 - current
- Saint Mary's Regional Medical Center, Russellville, AR
 - ER Medical Director / Asst Medical Director 2013 – May, 2020
 - Hospitalist Medical Director – May, 2016 - May, 2017
 - Credentialing Committee, member/ Chair - January, 2014 – December, 2018
 - Trauma Medical Director / Trauma Committee, 2013 – 2018
 - ER Work Group Committee – May, 2013 – May, 2020
 - Primary Care Committee, Chair – January, 2014 – May, 2020
 - Physicians Leadership Council – January, 2015 – May, 2020
 - Medical Executive Committee –January, 2016 – May, 2020
- Intensive Update Committee – American College of Osteopathic Physicians – March, 2020 - current
- ELearning Committee – American College of Osteopathic Physicians, March, 2017 – March, 2020
- Editorial Board, member - *Osteopathic Family Physician Journal*, American College of Osteopathic Family Physicians, March, 2011 – March, 2016
- Regional Medical Director, Schumacher Group - January - May, 2015
- Southeast Arkansas Trauma Regional Advisory Council – January 2012- December, 2015
- Trauma Quality Improvement Committee – Jefferson Regional Medical Center, January 2012 – Dec, 2015
- Trauma Peer Review Committee – Jefferson Regional Medical Center, January, 2012 - December, 2015

- American College of Osteopathic Family Physicians – Resident Academic Member of the Board of Governors for March, 2010 – March, 2011
- Chief Osteopathic Resident, University of Arkansas Medical Sciences – July, 2010-June, 2011
- Moderator for ACOFP Convention Resident’s and Young Physician’s Lecture Series, March 2010
- American College of Osteopathic Family Physicians – Resident Ambassador for Arkansas – March, 2010- March, 2011
- American College of Osteopathic Family Physicians – Board Member of Young Physician & Residents Committee, March,2008- March, 2016, Previous Chairman of Family and Finance Subcommittee
- American College of Osteopathic Family Physicians – Task Force on Residency Development – March, 2010- March, 2011
- President of Class 2007 for 1st, 3rd and 4th years of medical school, August, 2003 – May, 2007
- National Medical Education and Research Representative – COSGP for May, 2005- May, 2006
- Society of Osteopathic Medical Educators (SOME) Steering Committee Board Member, May, 2005-May,2006
- Chairman, Oklahoma Osteopathic Association Student Selection Committee, April 2005
- Secretary and Founding Board Member, Eugene Field Elementary Foundation, August, 2005 – May, 2006
- Oklahoma Osteopathic Association – Bureau of Public Awareness,August, 2005- August, 2006
- President, Student Senate for Oklahoma State University Center for Health Sciences - August, 2004-August, 2005
- Student Representative to Oklahoma Osteopathic Association – August, 2004-August, 2005
- Student Representative to Oklahoma State Alumni Association- August, 2004-August, 2005
- Member of Council of Osteopathic Student Government Presidents (COSGP) – August, 2004-August,2005
- Stress Management Group Leader for August, 2004-July, 2005
- American Osteopathic Association – House of Delegates – Oklahoma Student Delegate, 2004
- Student Affairs Committee, Oklahoma State University Center for Health Sciences – September, 2003-July, 2005
- Student Ambassador, Oklahoma State University Center for Health Sciences – September, 2003- July, 2005

Honors and Awards

- Arkansas Good Medicine Fellow recipient – February 2021
- Arkansas Business Journal - Executive Leadership Academy - 2020
- Fellow of the American Academy of Family Practice, August 2019
- American Academy of Family Physicians / Bristol-Myers Squibb Award for Outstanding Resident and Excellence in Graduate Medical Education – 1 of 12 awarded Nationally – July, 2010
- University of Arkansas Medical Sciences – AHEC – “Most Supportive 2nd Year Resident” – awarded by intern class June, 2010
- American College of Osteopathic Family Physicians – Future Leadership Conference – November, 2009
- American Medical Association Foundation Outstanding Resident’s Leadership Award – January 2008
- *Mind, Body and Spirit Award* - Outstanding Medical Student and their Outstanding Representation of the Profession in the Community – May 2007
- American Osteopathic Association Presidential Memorial Leadership Scholarship, October 2005
- *Outstanding Teacher of the Year* – for Tulsa Area, Kaplan Inc., 2005
- Tulsa County Medical Society Scholarship, October 2004, 2005, 2006
- Lew Wentz Foundation Scholarship, September 2005, September 2006
- OSU Alumni Association Endowed Scholar, September 2005, September 2006
- Bob E. Jones (late director of OOA) Memorial Scholarship, April 2005
- Auxiliary of the Tulsa Osteopathic Medical Society Scholarship, April 2005

- National Student D.O. of the Year – February, 2005 (1 of 20 recognized nationally)
- Boston Geriatrics Institute Full Scholarship Recipient – National Institute on Aging (NIA) and Boston University Medical School – February, 2005
- Faculty & Staff Award – Female “*Student I would choose to be my personal doctor*” – December, 2004
- Outstanding Graduate Research Project at OSU 8th Annual Research Day – Fall, 2004
- Featured in Oklahoma Magazine “Best Doctors in Oklahoma” issue as a student for OSU – June, 2004
- American Osteopathic Association (AOA) Welch’s Scholar Grant Recipient – May, 2004
- American Osteopathic Association (AOA) Russell McCaughan Scholarship – May, 2004
- American Federal for Aging Research (AFAR) Medical Scholar Recipient – April, 2004
- Tulsa Osteopathic Medical Society (TOMS) Scholarship – April, 2004
- Dr. Robert McCullough Lions Club Scholarship Award for Outstanding Service – December, 2003
- Research presented at Society for Neuroscience Conference November, 2002 – Orlando, FL
- Research presented at Society for Neuroscience Conference November, 2003 – New Orleans

Professional Activities & Involvement (with leadership roles)

- ACOFP – Annual Convention Work Group – March 2021
- ACOFP – Procedural Medicine Work Group – March 2021
- ACOFP – Intensive Osteopathic Update / Board Review – Committee Member / Presenter, August 2020
- ACOFP Annual Convention and Scientific Assembly – San Antonio, Texas, March 2011 – Moderator for Lectures
- AOA / ACOFP Annual Convention and Scientific Assembly – San Francisco, California, October 2010
- ACOFP – 46th Annual Convention and Scientific Assembly – *Guest Speaker* for Resident’s and Young Physician’s Continuing Medical Education and Lecture Series - Las Vegas, NV, March 2010
- ACOFP National Convention / D.O. Day on the Hill, Washington, DC, March 2009
- Arkansas Medical Society – Doctor of the Day, March 2009
- American Medical Association – Regional Meeting – Resident Representative for Arkansas, March 2009
- American Medical Association – National Advocacy Conference, AMA Day on the Hill, March 2008
- Speaker to Joint Legal Commission for Oklahoma Senate / House of Reps for state support for Tulsa Regional Medical Center / OSU Center for Health Sciences – November, 2005
- AOA Bureau of Interns & Residents Nat’l Meeting, Chicago, IL, July 2005 – (Featured Speaker)
- AOA House of Delegates – Chicago, IL – July, 2005; July, 2004
- AACOM / COSGP / SOME Convention, Baltimore, MD – June, 2005 – (Featured Speaker)
- D.O. Day on the Hill, Washington D.C., April 2004, April 2005, April 2006, April 2007, March 2009
- D.O. Day in Oklahoma City, March 2004, March 2005, March 2006, March 2007
- Coordinator for Student Doctor of the Day - Oklahoma State Capital with the OOA – Spring 2005
- Author of “Student Scoop” for Oklahoma D.O. Magazine – Spring, 2005
- Student Chairman level member of Osteopathic Political Action Committee (OPAC) 2004-2007
- Organized student parade entry in Boo-Ha-Ha Parade to support S.Q. 713 – October, 2004
- Coordinator for OSU Student-led initiative supporting State Question 713 (Tobacco Tax) including publication of 82 editorials in Oklahoma news publications – Fall, 2004

Original Research Experience (most recent only)

Dr. Jim Workman, MD Univ of Arkansas / Jefferson Regional Med Center June 2010 - 2012

- Clinical investigator and primary author for publications currently being submitted to Journal of Endourology and possibly Interventional Radiology Journals. Research evaluates the clinical outcomes of patients undergoing percutaneous radiofrequency ablation for renal tumors larger than 3 cm.

Dr. Jim Rudolph, MD, SM

Harvard Medical School

June 2004 – December 2007

- Scholarship recipient for geriatrics research at Harvard Medical School. Two research projects studying the neurological effect of surgery on Veterans. Accepted for publication December 2007, presented at American Geriatric Society (AGS) conference in May, 2005 (Orlando, FL), AOA Bureau of Interns & Residents Nat'l Meeting, July 2005, Outstanding Research Award at OSU-Medicine September, 2004.

Dr. Craig Stevens, Ph.D.

OSU – Center for Health Sciences

June 2001 – May 2007

- Student researcher in pharmacology and analgesia laboratory with primary focus on opioid receptors in the amphibian model. Utilization of behavioral and radioactive receptor binding studies. Research presented at Society for Neuroscience Conference November, 2002 (Orlando, FL) and Society for Neuroscience Conference 2003 (New Orleans, LA). Research results published in January 2009.

Scientific Presentations

Martin KK. Should They Stay Or Should They Go? Determinants In Emergency Room Care of COVID-19. (Intensive Board Review and Update CME) American College of Osteopathic Family Physician (ACOF) Conference. Virtual. August 14-15, 20-21, 2020.

Martin KK, Chadsey MA, Heiles K, Bennett KE, Frigon SG. When Hoof Beats *Are* from Zebras: Creutzfeldt-Jakob Disease. [Poster Presentation] American College of Osteopathic Family Physicians (ACOF) Scientific Conference. Baltimore, MD. March 18-21, 2009.

Martin, K.K., Rudolph JM and Chew DL. Delirium After Vascular Surgery. American Geriatrics Society Annual Meeting, Orlando FL, May 11-15, 2005. (*requested by AGS for presentation at two poster sessions and one Surgical Society panel discussion*).

Martin, K.K. and Rudolph, J. Detection and Reduction of Microemboli Across the Cardiopulmonary Bypass 'Pump' in Coronary Artery Bypass Graft Surgery, Oklahoma State University, Stillwater, OK, Annual Research Day, February 26, 2005.

Martin, K.K. and Rudolph, J. Detection and Reduction of Microemboli Across the Cardiopulmonary Bypass 'Pump' in Coronary Artery Bypass Graft Surgery, Oklahoma State University – Center for Health Sciences, Tulsa, OK, 8th Annual Research Day, September 21, 2004.

Martin, K.K. and Stevens, C.W. Nociceptin analgesia after spinal administration in amphibians, Society for Neuroscience Annual Meeting, Orlando, FL, November 2-7, 2002.

Publications / Abstracts

Over, DR and Martin KK. What are the clinical signs and symptoms of compartment syndrome? *Evidence-Based Practice* 2011.

Rudolph JL, Martin KK, Pochay VE, Crittenden MD. Exploring variability in the causal link of HITS and cognitive decline. *American Journal of Surgery*. 2009 Aug 1;198(2):294-295. Stevens CW, Martin KK, Stahlheber BW. Nociceptin produces antinociception after spinal administration in amphibians. *Pharmacology Biochemistry and Behavior*. Jan. 2009. 91(3): 436-440.

Martin, KK., Wigginton, JB, Babikian VL, Pochay VE, Crittenden MD, Rudolph JL. Intraoperative Transcranial Doppler Sonography and Postoperative Cognitive Function. *American Journal of Surgery*. Jan. 2009; 197(1): 55-63.

Martin, K.K. Rudolph, J. and Chew, D., Delirium After Vascular Surgery, (*accepted*) American Geriatrics Society Annual Meeting, Orlando, FL, May 11-15, 2005.

Brasel, C.M, Martin, K.K., and Stevens, C.W., An amphibian *ORL1* receptor suggests pattern of vertebrate opioid receptor evolution, International Narcotics Research Conference (INRC), Kyoto, Japan, July 18-23, 2004

Martin, K.K. and Stevens, C.W., Nociceptin analgesia in amphibians, Society for Neuroscience Annual Meeting, New Orleans, LA, November 8-12, 2003.

Martin, K.K. and Stevens, C.W., Nociceptin analgesia after spinal administration in amphibians, Society for Neuroscience Annual Meeting, Orlando, FL, November 2-7, 2002.

Faculty Appointments

Arkansas College of Osteopathic Medicine – approved 2018- current

Adjunct Faculty – Emergency Medicine or other Family Practice duties, such as addiction medicine

University of Arkansas Medical Sciences – AHEC, Pine Bluff AR, 2011 – 2018

Emergency Medicine Physician Attending for UAMS-AHEC Residents, rotating medical students and midlevels

DeBusk College of Osteopathic Medicine – Lincoln Memorial University, 2011 – current

Adjunct Faculty - Emergency Medicine / Family Practice

Professional Memberships

- American Osteopathic Association
- American College of Osteopathic Family Physicians
- American Osteopathic Academy of Addiction Medicine
- American College of Osteopathic Emergency Physicians
- American Academy of Family Physicians
- Arkansas Osteopathic Medical Association
- Arkansas Academy of Family Physicians
- Oklahoma Osteopathic Association
- Oklahoma State Medical Association
- Arkansas Medical Society

Certifications

- BLS - 5/2022
- ACLS - 5/2022
- PALS - 5/2022
- ATLS - 3/2021
- NRP
- Family Practice Board Certified with American Board of Family Medicine - 2011
- Family Practice Board Certified with American Osteopathic Board of Family Practice – 2012
- Addiction Medicine Board Certification with American Osteopathic Association, Dec. 2020
- FAST trained – currently accumulating number of procedures to procure certification

Carl G. Norris

8404 Forest Wood Way ♦ Fort Smith, AR 72916 ♦ 479.461.2321 ♦ carlnorris@b2bcfo.com

Executive Profile

Expertise in Finance, Operations, Executive Management, and a successful former Business Ownership. Former CFO, COO and President of corporations, including manufacturing, government contracting, and distribution.

- Leads with integrity, by sacrifice, and through example.

Skill Highlights

Proven Servant Leadership and Communication Skills
Budgeting, Cost Savings, & Financial Analysis Expertise
Operations Analysis/Improvement

Certified Public Accountant
Human Resources Supervision
Project Management

Core Accomplishments

Executive Management:

- Lead and Developed Accounting, Human Resources, and Information Services Staffs
- Improved administrative process efficiency with ideas, teamwork, and staff involvement.
- Streamlined processes in Distribution Centers, Logistics, and Facilities.
- Extensive experience with external legal teams in all litigation and complaints involving companies
- Maintained profitability of company through 2009 after 40% reduction in revenue
- Grew Sales year over year with a 5-person Sales Team, covering multiple states

Financial Management

- Successful budget formulation and execution, with capital planning and risk management
- Spearheaded austerity program and implanted further cost savings without reducing services.
- Negotiated Line of Credit and Permanent financing with financial institutions.
- Established procedures for improved inventory control and reduction of excess inventory

Professional Experience

Chief Executive Officer and Consultant
Harbor House, Inc., Fort Smith, AR

June 2019 - present

- Oversee all day-to-day operations of the organization
- Lead the Senior Staff in Board Directives and decisions.
- Intermediary between Senior Staff and Board of Directors.
- Lead Strategic Planning Committee of the Board of Directors.
- Community Liaison with other community minded organizations.

Partner

B2B CFO; Fort Smith, AR; Phoenix Az

March 2018 to January 2021

- Consulting as an operational CFO for small and medium size companies (\$2–50 Million in revenue)
- Transition Services for Sellers and Buyers - Certified Business Transition Expert
- Strategic Plan Development, Implementation, and Review
- Cash Flow Improvement and Projections, Process and Operational Improvements
- Project Lead for ERP Selection and Implementation; Staff Development
- Trusted Business Partner to Business Owners
- Implementing Efficient and Best Practices in Accounting, Reporting, and Internal Control
- Financial Leader for current building projects. Responsible for RFP and banking relations.
- Oversee all financial reporting, including the annual audit
- Created monthly “CFO Report” to the Board of Directors for improved communication
- Report and advise CEO as needed for best communication with staff, Board, and Finance committee

- Led team to increase residency (sales) with goals and benchmarks established for 1st time in history

Vice President of Finance & Administration

April 2014 to January 2016

Umarex USA, Walther Arms Inc., & Walther Manufacturing Inc., Fort Smith, AR

- Managed accounting, human resources, and information technology departments
- Reduced time needed for annual audit by 20%,
- Eliminated need for annual shut down for inventory by implement precision cycle counts
- Created and published a monthly "Vice President of Finance Report" to Shareholders
- Streamlined and simplified all legal correspondence and activity
- Established foundation for cost accounting system for a start-up manufacturing company
- Created procedure for sales teams to evaluate and obtain approval for pricing deviations

General Manager

December 2010 to April 2014

BlackHawk Industrial, Fort Smith, AR / Broken Arrow, OK

- Managed a business unit for Blackhawk, including two distribution centers, five outside sales members, plus customer service and warehouse/logistics personnel
- Directed sales teams, lead margin improvement efforts, and implemented cost reductions in the distributions centers, grew business unit profitability.

Owner / President

March 1998 to December 2010

Rogers Industrial Supply, Fort Smith, AR

- Owned and grew an industrial supply by a multiple of 28 company servicing AR and OK area.
- Guided company to remain profitable through difficult 2009 year.
- Supervised all sales, accounting, human resource, information services, distribution and service areas of the company
- Sold Company in December 2010 to *Blackhawk Industrial*

Financial / Operations Consultant/ CFO for hire

March 1995 to March 1998

Carl Norris, Consultant, Fort Smith, AR

- Advised a variety of businesses on internal processes, cost cutting steps, and revenue enhancement opportunities
- Performed cost analysis studies of business units and spearheaded a business move to a new facility
- Purchased Rogers Industrial Supply while finishing a contractual agreement with client.

Chief Operating Officer, Chief Financial Officer

July 1990 to March 1995

United States Forgecraft, Fort Smith, AR

- As COO, managed all activities of the business, leader of union negotiating team, coordinated with attorneys on product liability cases. Worked with U. S. Government on military specifications of parts.
- Guided out of Chapter 11 Reorganization within 6 months.
- As CFO, managed Accounting, Human Resources, and Information Technology departments. Coordinated the annual audit and extensive annual budget preparation. Promoted to Chief Operating Officer 1993.

Sales, Temple Industrial Supply, Fort Smith, AR

1988-1990

- Left to become CFO at U.S. Forgecraft

Controller, Therma-Tru, Van Buren, AR

1985-1988

- Operations moved to Mexico. Left to gain sales experience.

Controller, Hollis and Company, Little Rock, AR

1984-1985

- Company bought out. Moved to western AR.

Auditor, KPMG (Peat Marwick), Little Rock, AR

1982-1985

- Became controller for audit client, Hollis

Education

Arkansas State University, Jonesboro, AR

Bachelor of Science: Accounting 1982

- Emphasis on Auditing, Financial & Business Analysis; 3.7 GPA, with Honors
- Certified Public Accountant, 1984 Certificate number 3335

University of Arkansas, Fort Smith, AR

Masters in Business Administration (MBA)

- 18 hours coursework completed

AICPA – Non-Profit Certification Level I

Certified Business Transition Expert

Community

Park Partners, Trustee

2009-2014

River Valley Cycling, Board of Directors,

2011 to present

Fort Smith Chamber of Commerce, Healthcare Council

2015-present

New Life Church

2017-present

University of Arkansas Fort Smith, “Mentor Connections” Mentor

Present

Vickie L. McDaniel

vmcdaniel@recoveryhhi.org • PO Box 2805, Fort Smith, AR 72913 • 479-522-1649

Objectives

Twenty-two years of accounting experience in small business and non-profit companies.

Education

Arkansas State University

December 1999 Bachelor of Science

- Cum Laude Graduate 3.5 grade point average
- Finished Third in Class
- Secretary, Phi Beta Kappa

Van Buren High School

May 1981 Regular Certificate

- Member of COE, the first class
- Placed 5th in State for Stenography
- Leader in short hand

Experience

Harbor House, Inc. | 512 South 16th, Fort Smith, AR 72901

CFO *January 2013* – Present

My responsibilities include all accounting job duties and employee services.

SAWCO, LLC/Pat McGowan | PO Box 8470, Fort Smith, AR 72902

Accounting Manager *August 2003* – Present

My responsibilities include all office duties.

Radcliff & Associates, CPA | 2200 Waldron Road, Suite 201, Fort Smith, AR 72903

Accounting Manager *August 1999*– *August 2003*

Responsibilities included monthly accounting for small businesses. Individual and company tax returns. Small business setup. All audits, including HUD.

Skills

- | | |
|----------------------|----------------------|
| • Auditing | Financial Management |
| • Bookkeeping | HR/Benefits |
| • Data Management | Financial Statements |
| • Financial Planning | Expense Control |

RESUME

Cynthia (Cindy) Suzanne Stokes

P.O. Box 10651
Fort Smith, AR 72917-0651
Email: purplecamel24@aol.com
Cell: (479)831-7646

EMPLOYMENT:

Harbor House, Inc.
Chief Compliance Officer
January 2017 – current

Responsible for corporate compliance as it relates to state and national regulatory requirements for residential, intensive outpatient and outpatient treatment services. Works with CEO and Senior Management Team on Performance Measurement and Management as it relates to performance improvement, health and safety, and strategic planning. Utilizes monthly performance analysis reports to assess program/service structure. Reviews monthly client chart reviews for quality records management to identify issues with screening, access to services, master-treatment plans, case management and community service access, after-care plans, transition/discharge, medication use, use of Crisis Prevention Intervention (CPI) and records of persons served. Serves as organizational grant writer.

Harbor House, Inc.
Program Operations Director – Women's Services, Gateway Recovery Center
July 2011 – December 2017

Responsible for the day-to-day operations of this 24/7 facility to include managing staff and volunteers, overseeing budget and clinical issues. Responsible for daily operation of facility, providing training to meet facility requirements, corporate compliance and grant writing.

Harbor House, Inc.
Prevention Resource Center Coordinator
October 1986 – July 2011

Responsible for the day-to-day operations of the program to include developing, implementing, evaluating and marketing prevention services in Region #5 of Arkansas. Served as a trainer/facilitator, program developer, consultant and supervisor for both paid and volunteer staff. Provided grant writing technical assistance and community education in a six county area. Served as the public relations liaison person for the agency.

EDUCATION:

- *University of Arkansas at Fort Smith (1982-1985)
- *University of Arkansas Credits through Mid-South Summer School (1987-2011)
- *Gottman Seven Principles Program Educator 2015
- *Gottman Bringing Baby Home Program Educator 2015

CERTIFICATIONS/LICENSURES:

- *Advanced Alcohol and Drug Counselor – State of Arkansas
- *Licensed Alcohol and Drug Abuse Counselor – State of Arkansas
- *Certified Prevention Consultant – State of Arkansas
- *Medicaid Provider in Arkansas as a Substance Abuse Therapist
- *CCAR Recovery Coach Academy Trainer
- *Certified Crisis Prevention Intervention Trainer
- *Certified Co-occurring Disorders Professional Associate
- *Certified Gambling Counselor – State of Arkansas
- *Human Resources Certificate – Missouri State University
- *Internationally Certified Counselor by the International Certification Reciprocity Consortium/Alcohol and Other Drug Abuse

REFERENCES:

Beverly Miller, M.Ed.
University of Arkansas for Medical Sciences
(501)364-2470
MillerBeverlyK@uams.edu

Victoria Clark
Department of Human Services – State of Arkansas
(479)883-7642
yvonnecase@arkansas.gov

Charlotte Besch, Director
Mid-South Summer School
(501)551-5135
cabesch@midsouth.ualr.edu

RESUME

Cynthia (Cindy) Suzanne Stokes

P.O. Box 10651
Fort Smith, AR 72917-0651
Email: purplecamel24@aol.com
Cell: (479)831-7646

EMPLOYMENT:

Harbor House, Inc.
Chief Compliance Officer
January 2017 – current

Responsible for corporate compliance as it relates to state and national regulatory requirements for residential, intensive outpatient and outpatient treatment services. Works with CEO and Senior Management Team on Performance Measurement and Management as it relates to performance improvement, health and safety, and strategic planning. Utilizes monthly performance analysis reports to assess program/service structure. Reviews monthly client chart reviews for quality records management to identify issues with screening, access to services, master-treatment plans, case management and community service access, after-care plans, transition/discharge, medication use, use of Crisis Prevention Intervention (CPI) and records of persons served. Serves as organizational grant writer.

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- *Advanced Alcohol and Drug Counselor – State of Arkansas
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REFERENCES:

Beverly Miller, M.Ed.
University of Arkansas for Medical Sciences
(501)364-2470
MillerBeverlyK@uams.edu

Victoria Clark
Department of Human Services – State of Arkansas
(479)883-7642
yvonnecase@arkansas.gov

Charlotte Besch, Director
Mid-South Summer School
(501)551-5135
cabesch@midsouth.ualr.edu

Noel Calvo, LCSW

2208 Carthage Drive
Fort smith, AR 72901 470-652-
0632
Pegcalvo@yahoo.com

License Arkansas LCSW

Education Master of Social Work, State University of New York at Albany, 1999
Bachelor of Social Work, State University of New York at Brockport, 1997

Experience Harbor House, Inc., Fort Smith, AR 3/15/2021 – current

Clinical Director

- ◆ Provide supervision of clinical staff and interns
- ◆ Conduct staff training in various areas of clinical tasks
- ◆ Coordinate employee work-related activities and meetings
- ◆ Ensure adherence to HHI and State policies and regulations
- ◆ Collaborate with community entities to enhance service delivery

Baptist Health Medical Center, Fort Smith, AR 8/2015 – 3/19/2021

Medical Social Worker II, Senior Care Unit

- ◆ Provide mental health treatment for individuals diagnosed with psychiatric illnesses and neurocognitive disorders
- ◆ Provide individual & group therapy & family counseling
- ◆ Complete psycho social assessments, treatment plans, progress notes, & other required documentation
- ◆ Provide discharge planning services
- ◆ Participate in marketing efforts in the community
- ◆ Provide supervision to social work interns

Primary Therapist II

- ◆ Provided mental health treatment for individuals diagnosed with psychiatric illnesses & co-occurring substance abuse disorders, including mandated clients
- ◆ Provided individual & group therapy
- ◆ Conducted mental health assessments
- ◆ Coordinated treatment with other service providers & family members
- ◆ Developed & maintained treatment plans, progress notes, & other required documentation.

Columbia County Preschool Program, Hudson, NY

9/2008 - 6/2009

Social Worker/ Independent Contractor

- ◆ Provided home-based & at-school social work services to children in need of social skills development
- ◆ Provided counseling to parents of children with special needs
- ◆ Conducted assessments & participated in IEP planning

ComLinks Domestic Violence Intervention Program, Malone NY 1/2006 - 9/2007

Therapeutic Counselor

- ◆ Provided individual therapy & counseling to victims of domestic violence
- ◆ Developed & implemented mental health assessments
- ◆ Collaborated with victim advocates & other community agencies to provide comprehensive services, & assist with transitions to safe living environments ◆
- ◆ Provided supervision & educational presentations to staff & interns
- ◆ Completed required documentation

ClearView Center, Albany, NY

2002 - 2005

Clinician

- ◆ Provided mental health treatment for individual diagnosed with psychiatric illnesses & co-occurring substance abuse disorders
- ◆ Facilitated individual & group therapy
- ◆ Coordinated treatment with other service providers & family members

- ◆ Conducted interviews & facilitated support group for family support program
Developed & maintained treatment plans, progress notes, & other required documentation

Rehabilitation Support Services, Albany, NY

2000 - 2002

Clinician

- ◆ Provided mental health treatment for individual diagnosed with psychiatric illnesses & co-occurring substance abuse disorders
- ◆ Facilitated individual & group therapy
- ◆ Coordinated treatment with other service providers & family members
Developed & maintained treatment plans, progress notes, & other required documentation

Project Strive Prevention Services, Albany, NY

1999 - 2000

Social Worker

- ◆ Provided social work services to families & youth deemed at risk
- ◆ Conducted home visits & family counseling
- ◆ Coordinated services with Child Protective Services, Family Court, & School Personnel
- ◆ Provided assessments to Family Court & completed required documentation

Kirk Duboise

8731 Mt Zion Rd
Hackett, AR 72937

479.739.5001
kduboise@recoveryhhi.org

EDUCATION

Bachelor of Science- Social Work
Expected Graduation May 2022
University of Arkansas- Fort Smith

PROFESSIONAL EXPERIENCE

Harbor House Incorporated

2009-Current

Program Operations Director – Residential Services

Duties:

- Hire and Train Staff: Admissions Counselor, Support Staff, Front Office, Cook, House Managers, Counselors, Recovery Coaches, Therapists
- Coordinate Staff Schedules
- Conduct Staff Meetings
- Oversee Financial Management (Men's Facility, Women's Facility, Transitional Living)
- Provide Operations Report to CEO; Analyze Report for Continuous Quality Improvement
- Attend and Participate in Senior Staff Meetings
- Monitor and Maintain Physical Locations
- Monitor Programs to Comply with State and CARF Standards
- Monitor Client Case Management Needs
- Conduct Employee Performance Evaluations

CREDENTIALS AND ACCOMPLISHMENTS

- State Certified Alcohol Drug Counselor (ADC)
- State Certified Clinical Supervisor (CS)
- Nationally Certified Gambling Counselor (NCGC-I)
- Department of Transportation Qualified Substance Abuse Professional
- Arkansas Substance Abuse Certification Board Member 2017- *Current*
- Arkansas Association of Drug Abuse Counselors Board Member 2018 – *Current*

REFERENCES

Brad Walker MS, LPC, LAMFT – *Anchored Hope Counseling* – 479.561.7600
Cindy Stokes LADAC, AADC – *Harbor House Inc.* – 479.785.4083
More available upon request

Robert Lovell CS, ADC, PR

479-462-6254

P.O. Box 8385

Fort Smith, AR 72902

Email: rlovell@recoveryhhi.org

EMPLOYMENT

2020 – Present: Harbor House, Inc.

Program Operations Director of Outpatient Services, Clinical Supervisor,
Counselor/ Alcohol and Drug Counselor

Supervises staff in carrying out daily operations outpatient services: monitors, supervises and develops the programmatic components of outpatient treatment programs. Hires and trains staff. Coordinates staff schedules. Facilitates counselor staff meetings. Provides operational reports to CEO; analyzes reports for continuous quality improvement. Monitors and maintains physical facility. Monitors programs to comply with state and CARF standards. Monitors client case management needs. Conducts employee performance evaluations. Supervises counselors, recovery coaches and peer specialists to ensure compliance with quality treatment protocols. Provides Motivational Interviewing training.

2019 - 2020: Harbor House, Inc.

Program Operations Director of Forensic Services, Clinical Supervisor,
Counselor/ Alcohol and Drug Counselor, Peer Specialist Supervisor

Supervises staff in carrying out daily operations forensic and satellite services: monitors, supervises and develops the programmatic components of residential and outpatient treatment programs. Hires and trains staff. Coordinates staff schedules. Facilitates counselor staff meetings. Provides operational reports to CEO; analyzes reports for continuous quality improvement. Maintains a minimal client caseload as needed. Monitors and maintains physical facility. Monitors programs to comply with state and CARF standards. Monitors client case management needs. Conducts employee performance evaluations. Supervises counselors, recovery coaches and peer specialists to ensure compliance with quality treatment protocols. Certified Peer Recovery Specialist. Trainer of Peer Recovery Specialists. Provides Motivational Interviewing training.

2012 – 2019: Harbor House, Inc. Program Operations Director, Technology,
Counselor/ Alcohol and Drug Counselor.

Responsible for all computer, phone, websites, and network systems. Responsible for all computer software, security, and training. Serves as a member of the senior staff. Provides Motivational Interviewing training. Provides counseling services, psychoeducation and group facilitation. Certified Peer Recovery Specialist.

Trainer of Peer Recovery Specialists. Provides peer specialist services

2005 – 2012: Harbor House, Inc.-Harbor Recovery Center –Counselor/Alcohol and Drug Counselor.

Provides direct behavioral health care under the supervision of a mental health professional. Ensures compliance with quality treatment protocols. Conducts and documents individual and group counseling sessions. Maintains client records to include documentation of progress as well as development, implementation, and monitoring of treatment plans. Coordinates case management with outside agencies. Completes discharge and aftercare planning. Participates in treatment team meetings. Conducts client drug testing.

July 2004 – May 2005: Incarcerated for felony drug charges

1997 – 2003: Aire Systems – Programmer Analyst II

Plan, design, and code custom software suite for engineering, designing, costing, and shipping custom air handlers. Manage software development team. Perform daily IT functions to include hardware, software and server implementation, troubleshooting, and maintenance.

EDUCATION

2002 University of Arkansas Fort Smith, Information Technology,
Programming

1992 Westark Community College, Electronics Technology

Certifications and Trainings

Clinical Supervisor 2019

Peer Recovery 2017

Certified Alcohol and Drug Counselor 2008

Regional Detoxification Specialist 2005

Tobacco Treatment Specialist Certification Training – 2009

Certified Motivational Interviewing In-service Trainer – 2010

Certified Peer Recovery Specialist – 2014 (Oklahoma)

CCAR Recovery Coach Training – 2015

Appalachian Group Peer Recovery Core Training – 2017

Appalachian Group Peer Recovery Training of Trainers Training – 2018

Whole Health Action Management Facilitator Training - 2019

Tyler Preston Limore, BSW, CS, ADC

101 Tannda St., Hot Springs, AR 71913

(479)650-8051

Email: tlimore@recoveryhhi.org**PROFESSIONAL ASPIRATION**

My objective is to work in a direct clinical capacity with clients, assisting them with overcoming personal issues using my experience, skills, and knowledge of evidence-based best practices. I would also be beneficial to the agency in a supervisory role with professionals new to the field, helping them to become their best professional selves.

PROFESSIONAL SUMMARY

I am an IC&RC Certified Alcohol and Drug Counselor through the Arkansas Substance Abuse Certification Board, and am certified as a Clinical Supervisor. I worked in Harbor House's residential and transitional living treatment center for adult males for over five years. During that time, I carried a caseload of residential and outpatient clients, conducted family recovery groups for the loved ones of residential clients, and then I was promoted to Program Operations Director of Outpatient Services in 2016. In 2020, I became the Program Operations Director of Clinical Services, providing supervision for counselors and recovery coaches throughout the company, as well as conducting ongoing training and quality assurance.

WORK HISTORY*Harbor House, Inc., Fort Smith, AR**2010-Present*

- Certified Alcohol and Drug Abuse Counselor
- Regional Alcohol and Drug Detoxification Specialist
- Developed Family Recovery Program for male clients in residential treatment and their loved ones
- IC & RC Clinical Supervisor
- Training and supervising recovery coaches, counselors and therapists, focusing on counselor development in a client-centered therapeutic environment
- Proficient with Credible EMR system

EDUCATION

- *Muldrow High School, Muldrow, OK* Graduated 2003
- *University of Oklahoma, Norman, OK/English* 2003-2007
- *University of Arkansas, Fort Smith, AR/Social Work* Graduated 2019
- *Northeastern State University, Tahlequah, OK/MSW* With Honors, May 2021

TRAINING

- 12 Core Functions
 - Acceptance and Commitment Therapy
 - Administration
 - Co-Occurring Ethics
 - Counselor Development
 - Crisis Prevention and Intervention
 - Dialectical Behavior Therapy
 - Distance Clinical Supervision
 - Emerge Domestic Violence
 - Emotionally-Focused Therapy
 - Family Interventions
 - First Aid & CPR Certified
 - Medication-Assisted Opioid Treatment
 - Motivational Interviewing
 - Performance Evaluation
 - Professional and Ethical Standards
 - Program Development and Quality Assurance
 - Region Alcohol and Drug Detoxification
 - The ASAM Criteria
 - Trauma-Informed Care
-

REFERENCES

Carl Norris
CEO/Executive Director, Harbor House, Inc
(479)785-4083, ext. 101
cnorris@recoveryhhi.org

Cindy Stokes
Corporate Compliance Officer, Harbor House, Inc.
(479)785-4083, ext. 202
cstokes@recoveryhhi.org

Lisa D. Haynes
120 Lemay Place
Hot Springs, AR 71913
Cell Phone: (870) 867-7256
Email: ldhaynes.ar@gmail.com

Objective: Experienced Substance Abuse Professional with excellent management skills. Action-oriented professional with strong ability to communicate effectively.

Experience:

June 2021 – Present	Harbor House, Inc. <u>Program Operations Director</u> Oversee operations of Residential Services Hot Springs Hire Train and Supervise Staff Oversee financial management Conduct counselor staff meetings Monitor enforcement of house rules and disciplinary actions Conduct employee performance evaluations <div style="text-align: right;">Hot Springs, AR</div>
Jan. 2018-June 2021	Shalom Recovery Centers <u>Administrative Director and Clinical Supervisor</u> Oversee operations and logistics of Faith-based Program Develop Transitional Housing Program and maintain ACC Licensure Manage budgetary concerns and develop funding streams Provide clinical supervision and staff development Ensure continuity with courts and parole <div style="text-align: right;">Hot Springs, AR</div>
May 2012 – 2017	Garland County Juvenile Court <u>House Arrest Supervisor/Probation Officer</u> Electronic Monitoring Intensive Tracking Probation <div style="text-align: right;">Hot Springs, AR</div>
February 2008- May 2012	Alcohol and Drug Abuse Counselor/Consultant/Trainer <u>Motivational Intervention Trainer</u> Contract AOD: Individual, Group, and Family Counseling/Education Provide Workshops/Training/Consultation/Coaching for substance abuse and mental health professionals
January 2009-	Serenity Park Inc. <div style="text-align: right;">Little Rock, AR</div>

August 2010

Clinical Supervisor

Provide weekly individual and group supervision/staff training,
staff development and certification
Develop program to achieve CARF Accreditation for residential
and outpatient services

September 2006-
February 2008

Quapaw House, Inc.

Hot Springs, AR

Substance Abuse Residential and Outpatient Supervisor

Manage daily operations of outpatient and substance abuse
education programs
Provide AOD Individual, Group, and Family Counseling/Education
Provide clinical supervision and staff development

February 2000
to
September 2006

Quapaw House, Inc. dba

Mt. Ida, AR

Dunston Adolescent Treatment Center

Alcohol and Drug Counselor

Conduct individual, group and family counseling
Provide educational groups for clients and families
Administer assessment tools
Client admissions
Case management
Facilitate Outdoor Adventure Program

January 2003
to
June 2003

Sanford & Co. CPA

Mt. Ida, AR

Office Manager

Tax Planning and Preparation

**Certifications/
Specialized Training:**

June 2004
June 2006

License: Alcohol and Drug Counselor	ASACB
License: Clinical Supervisor	ASACB
Motivational Interviewing Certification	MATTC
Trainer: MIASTEP (Motivational Interviewing Assessment:	
Supervisory Tools for Enhancing Proficiency	MATTC
Leadership Institute	MATTC
Tobacco Treatment Specialist	DCC
Access to Recovery Training	DBHS
Transitional Housing Supervisor Training	ACC

**Education/
Graduated
1989**

Mt. Ida High School

Mt. Ida, AR

Reference:

J.G. Regnier, LADAC, CCS
Little Rock, AR 72204
PH: (501)-766-1697

Beverly Webb, LCSW
Little Rock, AR 72204
PH: (501) 766-9050

Rhonda Tannehill, PhD.
Mount Ida, AR 71957
PH: (870) 620-3851

AUDRA COOPER

527 Caperton Loop Greenwood, AR | audrarhodes11@gmail.com | 918-774-8276

OBJECTIVE | Licensed Master Social Worker seeking a position that provides the opportunity for advancement and professional growth within the field of social work

SKILLS & ABILITIES |

- Certified in Emotionally Focused Individual Therapy (EFIT)
- Certified Alcohol and Drug Counselor
- Trained in Emotionally Focused Therapy for couples (EFT)
- Trained in Eye Movement Desensitization and Reprocessing (EMDR)
- Trained in Acceptance and Commitment Therapy
- Trained to lead small and large groups

EDUCATION | **UNIVERSITY OF ARKANSAS –LITTLE ROCK, LITTLE ROCK, AR**
MASTER OF SOCIAL WORK, AUGUST 2017- May 2020

UNIVERSITY OF ARKANSAS –FORT SMITH, FORT SMITH, AR
BACHELOR OF ARTS – PSYCHOLOGY, AUGUST 2011- MAY 2016

EXPERIENCE | **CLINICAL COORDINATOR, HARBOR HOUSE INC. FORT SMITH AR**
MAY 2020- PRESENT

- Assess and monitor counselor and recovery coach clinical capabilities in residential and transitional living outpatient programs
- Conduct clinical chart audits as a means for identifying deficiencies as well as providing feedback for improvements
- Ensure compliance with quality treatment protocols and report effectiveness
- Act as the onsite clinical trainer for new staff ensuring consistent adherence to strict standards set forth by Harbor House, Inc.
- Identify performance improvement opportunities through analysis of operational data, clinical data and utilization/claims data
- Ensure compliance and conformity to the policies and procedures
- Act as an interim contact, reporting to the Senior Management Team if the identified Program Operations Director is not available

ALCOHOL AND DRUG COUNSELOR (ADC), HARBOR HOUSE INC. FORT SMITH AR
MARCH 2016- MAY 2020

- Schedule, conduct and document individual counseling sessions.
- Conduct and document small and large group sessions
- Maintain client records to include documentation of progress as well as development, implementation and monitoring of treatment plan.

HEAD CASHIER, LOWES, FORT SMITH, AR
MAY 2015- MARCH 2016

- Manage all checkout functions by processing sales transactions and refunds, monitoring cash drawer amounts, and maintaining checkout area
- Supervise coverage of registers and store supply usage

REFERENCES | **MICHAEL BRANSCUM**
ARCARE
870-243-6383

MICHAEL HOWARD
HARBOR HOUSE
479-785-4083

BILLY HEATON
HARBOR HOUSE
479-434-7532

Krista M. Boncheff

Education

2017-2020

**University of Arkansas at Little Rock
Master of Social Work**

Certifications:

- Alcohol and Drug Counselor (2016, ASACB)
- Clinical Trauma Professional (2017, IATP)

Trainings:

- Attachment Focused Eye Movement Desensitization and Reprocessing with Emphasis on Addictions (2018, EMDR Support Network; Laurell Parnell)
- Emotion Focused Therapy (2019, ARCEFT)

2008-2014

**University of Central Arkansas, Conway, AR
Bachelor of Science - Psychology**

Experience

Fall 2011 – August 2014

University of Central Arkansas, Conway, AR

Research Assistant

- Research with Dr. Femina Varghese: Career, Culture, and Corrections laboratory. Projects include: Employability of Offenders, Temporal Discounting, Job Attitudes of College Students.
- Skills acquired through lab participation: data collection, qualitative data analysis, consensual qualitative research, transcribing machine dictation.

August 2013 – Nov. 2013

Freedom House, Alcohol and Drug Treatment Center, Russellville, AR

Intern

- Treatment planning, assessment, individual counseling, group counseling.
- Acquired counselor in training license through the ASACB.
- Worked directly with Department of Human Services and Probation and Parole Offices of Central Arkansas.

May 6, 2014 – July 30, 2014

Independent Case Management, Little Rock, AR

Autism Line Therapist

- Work one-on-one with client diagnosed with autism spectrum disorder.
- Implement evidence based intervention strategies as outlined by client's individual treatment plan. Data collection. Report to lead therapist and consultant.

Krista M. Boncheff

August 4, 2014 – May 15, 2015

Harbor Recovery Center, Fort Smith, AR

Admissions Counselor

- Provide screening, assessment, and intake to individuals with substance abuse disorders.

May 21, 2015 – Present

Harbor Recovery Center, Fort Smith, AR

Licensed Master Social Worker

- Assess for substance abuse disorders, treatment planning, individual counseling, group counseling, case management, staff cases with supervisor, and other duties as assigned.
- Trained in motivational interviewing, trauma intervention, ACT, DBT, EMDR and EFT.
- Experience at men's residential, women's residential, and outpatient facilities.

Presentations

- Boncheff, K., Hicks, N. (2012) Mindfulness and Self-Injurious Behavior. Presented at the 2012 Arkansas Symposium for Psychology Students, University of Central Arkansas, Conway, Arkansas.
- James, M., Boncheff, K., Anderson, E., Dunlap, S., Varghese, F. (2013) Attitudes toward Employment among Graduating College Students. Presented at the 2013 Southwestern Psychological Association Convention in Fort Worth, TX.
- Varghese, F.P., Anderson, E. Southerland, R., Wilkins, J., Boncheff, K., & Arey, M. (2012). Employability of offenders: Analysis of risk factors. Poster presented at the 120th Annual Convention of the American Psychological Association, Orlando, Florida.

References

- Available upon request

MS, LAC, CRC, CIT

Kayla L. Stubbs

MISSION

To work alongside team members who seek to empower those seeking mental health and substance abuse treatment.

EXPERIENCE

Counselor at Harbor House Inc. of Russellville and Clarksville, AR–Oct '20–Present

Individual and group therapy, case management, public relations, drug court, mental health assessments, care coordination, billing, federal client consultations, training of new staff, and managing the office.

Caregiver at Crossroads SR Care at Home of Russellville, AR–2020–2021

Assist client's in daily needs regarding medical needs, physical, and emotional needs.

Clinical Therapist Community Service Inc. of Clarksville, AR–Jan '19–Jan '20

Individual, family, and group therapy for teens and children. Community outreach and participation and leadership in our youth leadership program.

Addictions Rehab Counselor at Freedom House of Russellville, AR–Jan '18–Dec '18

Individual therapy, group therapy, case management, and community outreach.

EDUCATION

University of Arkansas, Fayetteville, AR–MS Rehabilitation Counseling 2018

Arkansas Tech University, Russellville, AR–BS Professional Studies & BA Psychology 2015

Atkins High School, Atkins, AR–General Studies 2009

SKILLS AND STRENGTHS

- Intuitive, analytical, observant, passionate, dedicated, empathetic, hard worker, artistic
- Advanced Microsoft Word and powerpoint
- Advanced typist with clear and consistent documentation and public speaking
- Photography
- Personal development coaching
- Networking and professional relationships

REFERENCES

Dr. Dana Thomason, Ph. D, LPC, –LAC Supervisor since 2019–dr.dana.thomason@gmail.com–479-264-1241

Erika Keene–Office Manager CSI–colleague–ekeene@csiyouth.com–479-214-0868

Candice Henderson, ADC–Freedom House–colleague–candice.henderson85@yahoo.com–501-764-8809

Nikita Galla–Speech Therapist–known since childhood–nikitatarrants@gmail.com–479-264-1034

Kaethe Hoehling, LPC–Counseling Associates–colleague–479-979-7769

Sara Mainer

6700 South 6th Street • Fort Smith, AR 72908
CELL: (479) 883-4304 • EMAIL: sspicer1976@yahoo.com

OBJECTIVE

Desire to help others, advocate and find resources for clients in the community, and a strong desire to learn all aspects of social work.

EDUCATION University of Arkansas - Fort Smith

Bachelor of Social Work Major: Social Work GPA: 3.45	Graduated May 2018
Master of Social Work Major: Social Work GPA: 3.8	Graduated May 2021

SOCIAL WORK INTERNSHIP EXPERIENCE

Next Step Homeless Services, Fort Smith, AR	Spring 2018
<i>Social Work Practicum II</i>	Fall 2018
STEPS Family Resource Center, Fort Smith, AR <i>Social Work Practicum I</i>	

EXPERIENCE

Harbor House <i>Counselor</i> <ul style="list-style-type: none">• Point of Contact for employees at Harbor Behavioral Health• Works directly with resources for clients• Works with ACT model when dealing with clients	May 2018- Present
Experian Consumer Services <i>Customer Service Supervisor</i> <ul style="list-style-type: none">• Provided training sessions for agents• Worked with agents on productivity• Developed agents for growth within the company	August 2007-August 2014
Jet-Away/Mr. Payroll <i>Manager</i> <ul style="list-style-type: none">• Handled all incoming orders• Managed all opening/closing duties• Responsible for scheduling, payroll, deposits/withdrawals	August 2000-April 2006
Fort Smith Public Schools SPICE Program	August 1998-June 1999

Child Care Worker

- Provided a safe environment for children after school
- Tutored
- Provided educational activities

HONORS AND ACTIVITIES

- Pinnacle-Spire Honor Society
- Sigma Alpha Pi Honor Society
- Dean's List
- Spanish Club: Vice President
- Social Work Social Network: Secretary
- Non-Traditional Society: Membership Coordinator
- Student Veteran Organization: Member

SKILLS

- Goal oriented with a passion for social work advocacy
- Strong organization and prioritization skills
- Outstanding communication and leadership skills
- Microsoft Word, Excel, PowerPoint

References available upon request

MEMORY BOUCHE'R

5a Sherwood St. Van Buren, Arkansas · (479) 650-8404

Mboucher@recoveryhhi.org ·

I am motivated, energetic and goal oriented. I am a self-starter and willing to work long hours to accomplish company goals. I possess strong problem-solving and customer service skills. I am personable, knowledgeable and committed to the people I serve. Certified and licensed in the state of Arkansas as **Certified Alcohol and Drug Counselor**.

EXPERIENCE

JUNE 05 2016 – TO CURRENT

QUALIFIED BEHAVIORAL HEALTH PROVIDER AND SUBSTANCE ABUSE COUNSELOR

I provide behavioral health care under supervision from a mental health professional. I teach relapse prevention skills, coordinate case management, conduct and document individual and psychological education groups. I maintain client records and document progress and development. I complete discharge procedures including documentation and aftercare planning. I conduct drug screenings and documentation for screens. I provide client progress reports to multiple concurrent organizations.

2002 – 2016

BUSINESS OWNER AND ADMINISTRATOR,

I owned and operated two convenience stores, a restaurant, and real estate/property management. Duties included and not limited to: maintenance of inventory, HR and payroll, accounting and bank deposits.

EDUCATION

MAY 2002

MASTER OF ARTS, SOCIOLOGY, UNIVERSITY OF ARKANSAS, FAYETTEVILLE

3.8 Grade Point Average

MAY 1999

BACHELOR OF ARTS, LIBERAL ARTS, UNIVERSITY OF ARKANSAS, LITTLE ROCK

CUM LAUDA

SKILLS

- Ability to manage multiple concurrent projects
- Crisis Prevention and Trauma Informed service provider
- Committed and hardworking
- Communication skills, client rapport
- Completion of tasks in a timely manner

ACTIVITIES

Dedicated to our community and civic engagement - duty to state and country. I serve as an elected member of the State Election Commission and member of the Quorum Court, since 2018. Past Court Appointed Special Advocate for Sebastian and Crawford Counties 1999-2015. I will continue to work hard and ensure a safe and prosperous future for my grandchildren and for all.

Nicholas Page

4841 Palestine Road,
Huntington, AR

479-462-9404
npage09@yahoo.com

EDUCATION

Bachelor of Arts- Psychology with a minor in Sociology
Graduated December 2015
University of Central Arkansas- Conway

PROFESSIONAL EXPERIENCE

Weldon, Williams & Lick **2008 - 2015**
Summer Employee between Semesters

Duties and Positions:

- Worked in almost every department of the company, gaining a solid appreciation for company structure
- Operated and mastered several of the printing machines that the company specializes in
- Had several office work positions and duties, including but not limited to clerical duties, organizational assistance, maintenance assistance, assistant to the manager of inventory, organizational assistant for customer orders

Experience Gained:

- Gained a working knowledge of their company hierarchy
- Assisted department heads by mitigating multiple jobs for them
- Learned the importance of punctuality as a result of experience with this company
- Experienced and adhered to high security systems and protocols due to the nature of their business

Harbor House Inc. **2016 - Present**
Recovery Coach

Duties and Positions:

- Worked with clients to fulfill their specific needs.
- Kept track of multiple client's information and managed numerous clerical duties.
- Taught and lead groups/classes daily.
- Assisted clients with applying for insurance.

Experience Gained:

- The importance of time management and scheduling.
- The ability to make sound judgement calls when necessary.
- Attended in-depth Recovery Coach training, among several other trainings (available upon request).

SKILLS AND ACCOMPLISHMENTS

- Awarded with more responsibility and trust through proof of ability to handle stressful situations at a moment's notice. Successfully managed multiple clients at once, keeping track of each individual client's material.
- Exceptional communication skills
- Superb problem solving ability
- Decisive, determined, and dedicated work ethic
- Proficient with computers (fast typist)
- Experience multitasking in a fast paced environment

REFERENCES

Lee Ann Vick, Vice President of Production – *Weldon, Williams & Lick* – 479.784.2109
More available upon request

MARIA LOVELL

1108 22nd st Barling, AR 72923 · 479 747 7429

MTORRES@RECOVERYHHI.ORG

EXPERIENCE

07/2014 – CURRENTLY

ADC, HARBOR HOUSE INC.

Maintaining a case load, working with insurance companies, facilitating groups, individual sessions, organizational skills, providing therapeutic skills, working in a group setting, team building, leadership skills, and doing anything that my POD has asked of me to do in order to continue company and individual growth. I also have experience with chart reviews, scheduling and knowing state and CARF standards.

07/2011 – 07/2014

CIT, FREEDOM HOUSE

Maintaining a case load, facilitating educational groups, case management, individual sessions, and working in a group setting.

EDUCATION

05 2011

BACHELOR OF ARTS, ARKANSAS TECH UNIVERSITY

PSYCHOLOGY

05 2011

ASSOCIATES OF ARTS, ARKANSAS TECH UNIVERSITY

CRIMINAL JUSTICE

SKILLS

- Leadership
- Organizational
- Interpersonal skills
- Fast learner
- Communication skills
- Bi-lingual

ACTIVITIES

I am very active in the Western Arkansas Tennis Association (WATA) where I have been able to grow my leadership skills by being captain of several tennis teams where scheduling multiple schedules, matches, problem solving, communication skills and networking has been key to making things run smoothly. Also being part of the community by volunteering for several nonprofit events.

William L. Heaton
615 N. 19th St.
Fort Smith, AR 72901
Phone: 479-434-7532
Email: Bheaton@recoveryhhi.org

EMPLOYMENT

Oct 2013 – July 2015 – Union Christian Academy – Assistant Manager – Retail

July 2015 – Present – Harbor House, Inc. – Counselor

EDUCATION

2000 – G.E.D. Fort Smith Adult Education Center

2017 – Present – University of Arkansas Fort Smith – Organizational Leadership

Certifications

2015 – RDS

2019 – Certified ADC

REFERENCES

Michael Howard (479) 561-6457

Nick Strack (479) 222-5989

Pete Anderson (479) 522-1177

Colin Roe

731 Iroquois Dr. • Prairie Grove, AR, 72753
Phone: (479) 466-9566 • Email: RoeColinC@gmail.com

Work Experience

Harbor House Inc. Fayetteville, AR. February 2019 – Present

Substance Abuse Counselor and Domestic Violence Specialist

- Develop and implement substance abuse treatment plan
- Facilitate Psycho-Educational groups
- Training counselors on facilitating domestic violence treatment
- Facilitating domestic violence treatment program
- Engage and assess referrals to treatment

Saluscare Crisis Stabilization Unit, Fort Myers, FL. March 2017 – January 2019

Behavioral Health Technician Department Manager, August 2018-January 2019

- Hiring, training, scheduling and managing 50 behavioral health technicians
- Oversee budget for the behavioral health department
- Ensure all policies and procedures are followed by departmental staff
- Participating in treatment planning for patients
- Partner with the Department of Children and Families and statewide agencies as it pertains to complaints and/or allegations regarding treatment

Behavioral Health Technician, June 2018-August 2018

- Ensured safety of patients through direct observation
- Deescalated crises through verbal redirection and therapeutic encounters
- Ensured all patients needs were met (i.e. food, bathing)
- Helped to ensure a safe, therapeutic environment

Intake Specialist, March 2017-May 2018

- Served as the first point of contact for patients
- Performed intake assessments
- Checked vital signs and evaluated for medical emergencies
- Performed urinary drug screenings and pregnancy tests
- Provided patients with an orientation to the facility

Canterbury School, Fort Myers, FL

Head Girls' Varsity Soccer Coach/Landscaper, January 2015-July 2016

- Served as the head coach of the girls' varsity soccer team, which consisted of 29 players – encouraged and promoted teamwork, personal development and unity among players. Educated and instructed students to perform at high levels of ability using improved techniques. Offered coaching advice, listened to problems and developed solutions for collaboration between players
- Responsible for maintaining the landscaping of the school's 32-acres campus
- Performed duties such as weed eating, edging, mowing, trimming hedges and trees, and maintaining flower beds

Cock & Bull Bar and Restaurant, Sarasota, FL

General Manager, June 2007-July 2013

- Served as the general manager to Florida's number one beer establishment. Managed 13 employees and provided guidance and training to bartenders

- Responsibilities included: opening and closing the bar; facilitating orders, deliveries, and product selection; and providing extensive knowledge of products
- Maintained inventory of more than 1,000 differing products

YMCA Youth Shelter, Sarasota, FL

Behavior Coach, April 2007-August 2011

- Provided direct care to 26 residents of the shelter, including transportation to and from school, preparing meals, administering medications, participating and setting up recreational activities, tutoring students, and providing aid to students with homework
- Assisted in 10 family counseling sessions a week and set up behavior modification contracts. Served as a direct supervisor of the teenage population and aided in crisis management and conflict resolution through encouraging discussion and compromise
- Provided extensive documentation and maintenance of client files

YMCA Youth Shelter, Sarasota, FL

Volunteer, September 2011-December 2012

- Chaperoned outings for the youth, planned various events, coordinated fundraising events for the shelter

Education

Walden University, Minneapolis, MN

Master of Social Work

- Currently enrolled

Hodges University, Fort Myers, FL

Bachelor of Science, Applied Psychology

- Graduated in December 2018, Cum Laude

Qualifications

- Certified Alcohol and Drug Counselor
- Certified Domestic Violence Specialist
- Fluent in Microsoft Office, data entry
- Interpersonal, verbal, and written communication
- Trained in dependency intervention, crisis management and behavior modification
- Critical thinking, problem-solving and conflict resolution skills
- First Aid and CPR certified
- TEAM and M.A.B. certified
- Multi-tasking and time management
- Diversity awareness
- HIV/AIDS training
- Cultural competency

McKala Dillard, MSW, CIT

3300 N. 54th St.

Fort Smith AR, 72904

(479)-243-3637

dmckala@gmail.com

SKILLS

- Communication
- Active Listening
- Organization
- Proficient in Microsoft Word, Excel, and Powerpoint
- Hospitality

EXPERIENCE

Harbor House Inc., Fort Smith Arkansas - Counselor

December 2020 – Current

First National Bank of Fort Smith, Fort Smith Arkansas - Bank Teller

October 2018 – December 2020

Dillard's, Fort Smith Arkansas - Sales Associate

October 2017 - October 2018

Burlington Coat Factory, Fort Smith Arkansas - Cashier

October 2016 - June 2017

Papa's Mexican Cafe, Mena Arkansas - Busser, Hostess, Waitress

May 2013 - July 2016

EDUCATION

Northeastern State University - Tahlequah, Oklahoma - MSW

June 2020 – May 2021

- Master of Social Work Advanced Standing Program

University of Arkansas - Fort Smith, Fort Smith Arkansas - BSW

August 2016 - May 2020

- Bachelor of Social Work Program

Mena High School, Mena Arkansas - *Diploma*

August 2012 - May 2016

INTERNSHIPS

Mt. Hope Counseling Centers, Fort Smith Arkansas - *Intern*

January 2020 - April 2020

Harbor House Inc., Fort Smith Arkansas - *Intern*

August 2019 - November 2019

LICENSURE

Counselor In Training (CIT)

Current

AUSTIN COATS

Fort Smith, AR

austinfoats@gmail.com

479-650-4545

----- WORK EXPERIENCE -----

Admissions Coordinator/Residential Services

Certifications: CIT, RDS

Harbor House, Inc. - Fort Smith, AR

July 2018 to Present

JOB SUMMARY

Responsible for coordinating and/or completing all admission services for residential, transitional living and traditional outpatient programs.

Job Duties

- Train all admission staff on duties (listed below) of job and how to work with a variety of referral sources
- Provide staff training on all facets of working with insurance companies
- Work with POD, Clinical Director and Chief Compliance Officer to identify and assess chart deficiencies as they relate to admissions and the appropriate staff actions.
- Answer all admission inquiries via telephone, email or in person
- Assignment of client to counselor and recovery coach and notifying staff of same
- Update client census with new admits as well as follow up with after hour admissions
- Assist new clients with orientation – bed assignment, belongings searched, meds logged, introductions and baseline drug test
- Work with client to initiate the Addiction Severity Index (ASI) survey
- Update Credible scheduler and eMar as needed
- Oversee safe storage of client's personal items into allowed in treatment (i.e. cell phones, etc.)
- Maintain a list of individuals needing photo identification, social security cards, and/or proof of income
- Ensure that all required admission paperwork is completed and uploaded to the client's Credible chart – including a photo
- Attend weekly Learning Labs
- Follow all company policies and procedures
- Multitask, prioritize and manage time, as needed
- Other duties as assigned

Inventory Specialist

Southwest Garage Door - Fort Smith, AR

April 2015 to December 2016

Responsibilities

Shop foreman and inventory specialist. Duties include keeping a computerized log of all inventory, manage entire ordering process when low on products or merchandise. Control all outgoing shipments via freight. Physically keep inventory and shop in clean, manageable condition. Prepare special order jobs and fabricate necessary components when necessary.

Accomplishments

I am able to prepare my field crews each morning with what they need for the day in order to make the overall process of each job more effective and efficient, thus resulting in the most profitable and customer-pleasing manner for our company.

Skills Used

Specialized skills include welding and carpentry work, general fabrication. Advanced mathematics through inventory ordering and job estimates. Focalized computer skills in inventory upkeep.

Lead Commercial Field Operations Manager

Overhead Door Co. - Springdale, AR

April 2011 to April 2015

Conduct estimates and place bids on jobs ranging from \$1,000-\$100,000

*Coordinate new construction and retro-fit projects

*Installation/service of commercial rolling steel, sectional, and fire doors

*As lead man, ensure job is completed in timely manner with the customer's approval and overall satisfaction as the first priority

Commercial/Residential Door Technician

Front Range Raynor Door Co., Inc - Fort Collins, CO

December 2010 to April 2011

Installation/service of residential and commercial rolling steel, sectional and fire doors

*Installation of central vacuum systems in new construction homes

Logistics Manager

Chandler Equipment Inc - Springdale, AR

October 2009 to January 2010

Shipping/Receiving - Head LTL

*Pick and check customer orders

*Prepare orders for shipment - correct quantity picked, adequate packaging to prevent damage

*Produce bill of lading and packing list

*Schedule and coordinate pick-ups with freight lines and track shipments

*Check-in incoming freight and update inventory

*Coordinate incoming shipments with inventory needs

Scale House Operator

Yaffee Iron and Metal Co - Fort Smith, AR

August 2008 to November 2008

Weigh incoming and outbound carriers using truck scale and integrated computerized scale system

*Log and print bill of lading

*Information and computer data entry in the trucking/scrap metal industry

Crew Leader

Urdl's Waterfall Creations Inc - Delray Beach, FL

January 2008 to August 2008

Rebecca Cordell, BA, CIT, RDS
2230 South W Street
Fort Smith, AR 72901
rcordell@recoveryhhi.org
479-461-7984

PROFILE:

Seeking a position in the psychology or sociology field that allows the opportunity to utilize my academic knowledge, which will provide growth of my skills and abilities.

EDUCATION:

University of Arkansas Fort Smith
Bachelor of Arts in Psychology
Minor: Sociology
GPA: 4.0
Graduated December, 2017
Summa Cum Laude

Relevant Coursework:

Conditioning and Learning
Sensation and Perception
Experimental Psychology
Behavioral Statistics
Research Methods in Psychology
Social Psychology
Physiological Psychology
Cognitive Psychology
Psychology of Personality
History Systems of Psychology

Sociology of Deviance
Social Problems
Sociology of the Family
Sociology of Pop Culture

WORK EXPERIENCE:

Harbor House, Inc., Fort Smith, AR
Recovery Coach/ Substance Abuse Counselor/ CIT

Work with clients in identifying case management needs
Assisting clients in making appointments
Assisting in transport of clients to appointments, court hearings
Assisting clients in obtaining state ID and social security cards

Assessing immediate needs of client and identifying potential barriers to short and long term recovery

Schedule and document individual sessions with clients

Document records of client's progress

Document aftercare plan, discharge and/or transition plan

Assist client in identifying values

Assist client to navigate their way to achieve their goals

Facilitating Living In Balance and Skills Groups

Observe clients during morning and afternoon medication time

Rantec, Inc – Fort Smith, AR

Assistant

January, 1995 – Present

Oversee payroll and bookkeeping

Run errands as needed

Upkeep all insurance certifications

Self-Employed, Fort Smith, AR

House cleaner

March, 1994 – October, 2016

Clean client's homes to their specifications

Take care of the home and animals when client was out of town

INTERNSHIP EXPERIENCE

Reynolds Cancer Support House, Fort Smith, AR

August, 2016 – December, 2016

Register new patients

Handed out nutritional supplements, gas cards, and medical supplies to patients

Fitted patients for wigs

Fitted breast cancer patients for bras and camisoles

Worked vendor booth during *2016 Survivors' Challenge*

HONORS AND ACTIVITIES

UAFS Dean's List

Graduated December, 2017 *Summa Cum Laude*

JEFFERY J. BOWLING
1826 South 46th Street, Fort Smith, Arkansas 72903
(479) 831-0037

SUMMARY OF QUALIFICATIONS

- Extensive behavioral health experience in multiple settings and roles.
- Advanced ability to conceptualize cases and develop effective goals, plans, and solutions within a multidisciplinary team.
- Advanced documentation skills.
- Excellent communication skills.
- Ability to work effectively with challenging clients and complex cases.
- Ability to establish and maintain effective working relationships with others.

PROFESSIONAL EXPERIENCE

Counselor, Harbor House, Inc.

Fort Smith, Arkansas, November 2017-Current

- Provide counseling to those suffering from drug and alcohol abuse
- Complete treatment plans and other documentation timely
- Secure insurance payment for services rendered

Mobile Assessor/Marketing Representative, Valley Behavioral Health

Barling, Arkansas, May 2015-November 2017

- Mobile assessments for admission to inpatient psychiatric facility
- Marketing
- Business development

Mental Health Paraprofessional, Valley Behavioral Health

Barling, Arkansas, 2015

- School-based counseling
- Case management

Mental Health Paraprofessional, Western Arkansas Counseling & Guidance Center

Fort Smith, Arkansas, 2006-2015

- Direct counseling services, including crisis intervention.
- Documenting data and preparing reports on patient goals and progress.
- Forensic restoration in partnership with Arkansas State Hospital Forensic Unit.
- Managing conditional release patients (911 program) in partnership with the Arkansas State Hospital forensic staff.
- Functioning within a multidisciplinary treatment team.

Mental Health Paraprofessional, Perspectives Behavioral Health
Fort Smith, Arkansas, 2004-2006

- Direct counseling services.
- Social work.
- Documentation of goals and progress.

EDUCATION

Master's of Science in Forensic Psychology, 2015
Nova Southeastern University, Fort Lauderdale, Florida

- GPA: 3.7

Bachelor of Arts in Psychology, 2011
University of Arkansas, Fort Smith, Arkansas

- GPA in major: 3.6

ASHLEY M. REYNOLDS

2742 N Stagecoach Drive, Fayetteville, AR 72703

501.553.7024 l a.reynolds091@gmail.com

EDUCATION

Bachelor of Arts in Criminal Justice l University of Arkansas, Little Rock, AR

Master of Social Work l University of Arkansas, Little Rock, AR l present- 2023

CERTIFICATIONS

Alcohol and Drug Counselor (ADC)

MRT Certified

Anger Management Specialist

QBHP

PROFESSIONAL EXPERIENCE

HARBOR HOUSE, Inc.

Marketing Director (2021)

- Markets and implements forensic services into sites across state.
- Cultivates and develops professional relationships with community service agencies, court officials, mental health, and substance abuse resources.
- Oversees social media strategies.
- Created agency's DWI/ DUI Alcohol & Drug Awareness program.

HARBOR HOUSE, Inc. l Fayetteville & Rogers, AR

Court/ Diversion Coordinator (2020)

- Develops and implements diversion programs into court and criminal justice agencies
- Court liaison for District Court.
- Attends monthly status hearings.
- Created Anger Management Curriculum, Certified Anger Management Specialist.
- Updates judges, prosecutors, court clerks, probation, and parole officers of client progress.

HARBOR HOUSE l Rogers, AR

ADC, Substance Abuse Counselor (2019)

- Screens clients and determines appropriate level of care.
- Conducts admissions and intake processes.
- Oversees services of employees at Fayetteville and Rogers offices.
- Develop master treatment plans and document progress notes for client's individual and group sessions.
- Facilitates psycho-education groups and individual sessions.
- Provides case management and discharge planning services.

OZARK GUIDANCE I Springdale, AR

QBHP (2018-2019)

- Member of MAT program; provided case management for such clients.
- Document and maintain client records and individual sessions.
- Assists in assessments and recommendations of new clients.
- Participated in treatment team consultations and attended weekly staff meetings.
- Supports clients in assessing their needs and barriers to employment, housing, and transportation. Providing resources to help them address stated needs/ barriers.
- Conducted DWI screening and assessments at local District Courts.

DECISION POINT I Bentonville, AR

SWS Support Staff (2018)

- Oversaw client's daily scheduled activities.
- Advised clients regarding drug and alcohol awareness.
- Documented behavioral incidents, maintained confidential records, and performed case management.
- Coordinate with mental health professionals and staff members to evaluate client progress; document client progress in accordance with state and federal regulations.
- Transport clients to/from appointments, jobs, daycare, NA/AA meetings, and Celebrate Recovery.
- Identified and appropriately responded to crisis situations.
- Conducted searches and breathalyzer/urinalysis tests as needed.

Sarah Cristee

1804 Appaloosa Dr. Greenwood, Ar. 72936 Cell (479)-206-1891
cristee.sarah@gmail.com

Professional Experience

September 2019-

Harbor House Inc. Fort Smith, AR

Current

Site Training Coordinator/Program Development Coordinator

- Assist in overseeing the satellite outpatient treatment centers across the state
- Provide clinical services when primary therapists are out of office
- Assist in planning, creating, and implementing yearly trainings and materials needed
- Providing adequate documentation on reports or client services
- Maintain updated curriculum database and training records
- Marketing HHI services at in-state and out-of-state conferences and other opportunities such as clinics, workshops, and trainings.
- Analyze completed trainings and update as necessary for growth and continued improvement
- Develop strategic marketing initiative and activities
- Coordinate marketing and community events
- Set up tracking systems for advertising campaigns

December 2018-

Counseling Associate-Haven Home Conway, AR

September 2019

QBHP/Intervention Specialist

- Observe and care for female teenage clients that are in DHS custody due to neglect and abuse
- Provide for the client's everyday needs
- Provide behavioral assistance
- Provide one on one outings with the clients and work on their goals set up with the MHP
- Provide adequate communication with clients DHS provider on medical or behavioral services
- Perform safety and body checks

August 2017-

Baptist Health Little Rock, AR

January 2019

Health Advisor 1

- Manages customer contacts and database management
- Receive and answer calls from patients or clinics requiring medical services or clarification with clinic information.
- Scheduling appointments
- Handling referrals
- Courteous Customer Service
- Respectful discussion of Baptist Health and its facilities

March 2016-
August 2017

Yours Truly Consignment Conway, AR
Floor/ Intake Associate

- Providing customer service
- Assist on cash register
- Pulling out new items and stocking in appropriate places
- Daily cleaning duties
- Observing and approving of consigners items to take
- Changing out displays
- Public Relations Assistant
- Tagging consigners items

October 2015-
May 2016

Bath and Body Work Conway, AR
Sales Associate

- Providing excellent customer service
- Restocking shelf's, general cleaning, resetting displays to planogram
- Assist on cash register and count money accurately
- Aid customers in understanding products for add on sales

June 2015-
November 2015

BBA Solutions Little Rock, AR
Warehouse Worker

- Pulling and packing book for online orders
- Verifying carts for accuracy to insure orders were correct
- Batching incoming stock into inventory for sale with proprietary software
- Checking in rental returns
- Assisting in general warehouse work and cleaning

March 2014-
June 2015

Shoe Carnival Conway, AR
Department Lead

- Overseeing department flow and organization
- Ensuring weekly shipment will fit in department in appropriate location
- Assisting in loss prevention and providing customer service
- Operated cash register and accurately counted cash
- Unloaded truck and insured full shipment was received

Education

UCA Conway, AR
Bachelor of Science in Psychology

Certification

- **(CIT) Counselor in Training**

Isamar Gonzalez, BSW, CIT

3721 Morris Dr., Fort Smith, AR 72904 C: 479)459-0914
gonzalezisamar80@yahoo.com

I am a detail-oriented individual with strong technical skills with the ability to learn concepts quickly. I like to learn new things, I am responsible, honest, and reliable. I am a people person, I like to work with others, and contribute to finding solutions and helping them out.

Summary of skills

- Cooperative team member
- Computer proficient
- PowerPoint proficiency
- Microsoft Office
- Quick learner
- Strong verbal and written communication
- Collaborative team member
- Great attention to detail
- Proficiency in Spanish and English speaking and writing

Education and coursework

- 2012 High School Diploma,
Northside High School- Fort Smith Arkansas Sebastian County
- 2012-2015 Biology, some college
University of Arkansas-Fort Smith, Arkansas Sebastian County
- 2018- 2021 Bachelor of Social Work
University of Arkansas- Fort Smith, Arkansas Sebastian County
- 2021- Current Master of Social Work
Northeastern State University, Tahlequah, Oklahoma

Work history

02/2021– Current Counselor in Training at Harbor House Inc., Fort Smith, AR

06/2016 to 03/2017– Manifestor at Simmons Cook Plant, Van Buren, AR

In transition within the company I later applied to the manifest position, where it's about data entry and office work. Working with supervisors and being able to update data into a

computer system. The data that is entered into the computer was from paper documents from all working production lines. This job also helped me better my communication, my attention to detail, and my organizational skills.

01/2015 to 06/2016 - Marinator at Simmons Cook Plant, Van Buren, AR

At Simmons Cook Plant in Van Buren, I have performed various tasks, mainly as marinator and manifestor. Becoming a marinator helped me grow as a person and leader. In that position, my job was to ensure that proper usage of ingredients and chicken required in the Product Specification paperwork. Working out on the floor also gave me opportunity to learn to have communication between my supervisors and my co-workers. As a marinator my job was maintaining count of ingredients and chicken that was scheduled for the night, I was also in charge of making sure that the supports and the pallet jack drivers knew the process in order to have a successful night.

05/2014 to 11/2016- Insurance Agent/CSR at Tip's Neighborhood Auto Insurance Fort Smith, AR

Working for an insurance company, taught me the day to day duties of a working office and understand and communicating with customers. As an agent my job was to help set up policies that would fit best for the clients. As an agent at, Tip's Neighborhood Auto Insurance, I would also be the in-between communication between the clients and the insurance companies.

03/2014 to 11/2014 -Janitorial works at Abm Janitorial Fort Smith, AR

Janitorial work at, Janitorial works at ABM Janitorial, taught me how to have a game plan and to be able to perform cleaning tasks performed by a janitor.

12/2012 to 01/2014 - Assembly work at Pradco Inc. Fort Smith, AR

Assembly work, at Pradco Inc. taught me how it is to work in assembling pieces in accordance to required specifications in a specific area.

Programs/ Organizations

- Officer in the Social Work Student Network
- Member of The National Society of Leadership and Success

Volunteer Work

- Catechist Teacher at Immaculate Conception Church

HARLEY FRENCH

479-208-3705
hfrenc00@gmail.com

Professional Substance Abuse Counselor with a Psychology Undergraduate Degree and a passion for serving people. Dedicated to supporting clients in understanding emotional issues beneath substance abuse.

EXPERIENCE

OCTOBER 2019 – CURRENT

SUBSTANCE ABUSE COUNSELOR, HARBOR HOUSE, INC.

Assist clients to transcend addiction and rebuild their life by empowering each with knowledge and skills. Support, counsel and educate clients with substance addiction, while identifying treatment goals based on individual diagnosis and history. Collaborated with team members to monitor treatment progress and improve individual clients' plans.

MAY 2014 – OCTOBER 2019

CUSTOMER SERVICE MANAGER, WALMART

Establish positive rapport with customers, managers and customer service team members to maintain a positive and successful work environment. Assist staff with resolving complex customer issues and implementing targeted solutions.

EDUCATION

MAY 2019

BACHELOR OF ARTS PSYCHOLOGY, UNIVERSITY OF ARKANSAS FORT SMITH

SKILLS

- Communication
- Friendly, positive attitude
- Organization
- Working collaboratively
- Relationship building
- Adaptable

CERTIFICATIONS

Certifications include: crisis counseling prevention, group trainings, regional detox specialist, insurance client advocacy, white supremacist violence, cardiopulmonary resuscitation and respectful care to gender questioning, transgender and non-binary clients.

LOU ANNE DUNN

10812 Old Harbor Rd. Apt. #1 Fort Smith, AR.
72903 | dunnlouanne@yahoo.com | 479-806-3839

OBJECTIVE | Obtain a position as a team-player in a people-oriented organization where I can maximize my medical background, customer-service experience, clerical and communication skills in a challenging environment to achieve the corporate goals.

SKILLS & ABILITIES | I have good people skills that allow me to work well with others. I am a very quick learner. I am easily adaptable to different work environments. I have experience with Microsoft Programs. I have extensive medical background in electronic record keeping and in the Pharmacy field.

EXPERIENCE | **ADMISSIONS COUNSELOR/PRESCREENER/RECOVERY COACH/CIT**
HARBOR HOUSE, INC. SEPTEMBER 2018 UNTIL PRESENT

As an admissions counselor, I admitted clients into outpatient services as well as scheduled clients for inpatient treatment. I prescreened clients in person as well as over the phone for qualification of service. As a Recovery Coach, I helped clients get from point A in their life to point B by helping with immediate needs and short and long term goals.

ELECTRONIC RECORD SPECIALIST SPARKS HEALTH SYSTEMS
OCTOBER 2008-DECEMBER 2016

I maintained patient records electronically according to HIPAA Regulations. I answered the phone to assist patients with questions about their records and obtaining copies of them. I also handled accounts receivable. I would audit patient files while corresponding with the physician.

CUSTOMER SERVICES REPRESENTATIVE KOHL'S DEPT. STORE
OCTOBER 2005-AUGUST 2008

As a cashier, I was accountable for the money in the register for each purchase. I worked out on the floor throughout the store assisting customers with clothing selections. I made sure my area was zoned correctly before leaving my shift.

MEDICAL EQUIPMENT SPECIALIST MEDI SAV PHARMACY
OCTOBER 2000-NOVEMBER 2002

Sales of durable medical equipment from canes to wheelchairs to chair lifts. I worked with accounts payable and accounts receivable while also handling insurance billing of medical equipment. I assisted in patient care by helping patients with their diabetic needs plus women with their mastectomy needs.

CUSTOMER SERVICE ASSOCIATE DILLARD'S DEPT. STORE
JUNE 1998-SEPTEMBER 2000

I assisted customers with their clothing selections and purchases. I was in charge of merchandising the men's sportswear in the men's store. I was highly regarded by upper management for handling responsibilities placed upon me.

EDUCATION | UAMS COLLEGE OF PHARMACY, LITTLE ROCK, AR.
BS PHARMACY

Senior award for Excellence in External Internship.

ARKANSAS TECH UNIVERSITY, RUSSELLVILLE, AR.
BS BIOLOGY

I was in the professional honor society.

RUSSELLVILLE HIGH SCHOOL, RUSSELLVILLE, AR.
HS DIPLOMA

I was in Honor Society all three years. I was in Future Business Leaders of America and Biology Club. I was a representative for RHS in soil conservation service.

COMMUNICATION | I work well with others and I am considerate of their thoughts and feelings. I have good communication skills and I am mindful of my words before I speak.

LEADERSHIP | I am a huge team player, but when I am needed, I can step up and become the leader. I am good with direction and following through with the task.

REFERENCES | GAYLA PETERS, ASSISTANT DIRECTOR OF MEDICAL RECORDS
SPARKS HOSPITAL
479-441-4055

JULIE ARNN, COUNSLOR
PALMETTO
620-640-8832

7700 Jenny Ling Apt. 3
Fort Smith, AR 72908

Michael Howard

479.561.6457
mlhcraftsmen1974@gmail.com

EDUCATION & MEMBERSHIPS

GED Earned at Peabodys Adult Education

Graduated 1992

CPR/First Aid, CPI, RADD, RDS

Motivational Interviewing and Recovery Coach Training

TRS Volunteering

Career Readiness Certificate- Adult Education/UAFS 2019

PROFESSIONAL EXPERIENCE

Howard Flooring

2005-2009

Owner/Operator

Duties and Positions:

- Supplied employees with work
- Negotiated price and labor
- Communicated job specifications between company and customer

Experience Gained:

- Proper customer etiquette
- Proper scheduling to work around client's time frames
- Maintained tools and materials

Hannaman Enterprise

2012-2018

Construction/Remodel

Duties and Positions:

- Sheetrock/texture/paint
- Minor plumbing/electrical
- Floors/siding/carpentry

Experience Gained:

- Improved and perfected trade skills
- Staying open-minded
- The importance of teamwork and relying on fellow coworkers

Harbor House Inc.

2020-Present

Recovery Coach/Admissions Counselor

Duties and Positions:

- Assisted clients with case management needs
- Performed the admission process with clients and catered to their individual needs
- Lead groups with multiple clients
- Had one on one sessions with clients

Experience Gained:

- Gained an appreciation for balancing multiple client's paperwork
 - Time management skills
 - Learned to maintain composure in stressful situation and maintain professionalism
-

REFERENCES

Billy Heaton- Harbor House- Counselor- 479-926-8674
Eugene Hannaman- Hannaman Enterprise-Owner- 479.651.3625
More available upon request

MEGAN M. REID

708 8th Street • Barling, AR 72923

CELL: (479) 285-5512 • EMAIL: Mreid2018123@gmail.com

OBJECTIVE

Professional, responsible, and dedicated team player seeking full-time position in human services, social work, and psychology related fields

EDUCATION

University of Arkansas - Fort Smith

Bachelor of Arts in Psychology Graduated May 2018

Minor: Anthropology

INTERNSHIP EXPERIENCE

Heart-to-Heart Pregnancy Support Center, Fort Smith, AR Fall, 2016

Client Advocate

- Peer counseling
- Taught Parenting classes

EXPERIENCE

Harbor House Inc., Fort Smith, AR Aug 2018-Current

Counselor

- Monitor client and involvement with treatment and other providers to help address barriers to treatment and the recovery process.
- Individualizing treatment planning.
- Work closely with clients to engage them in the decision-making process and help them understand the benefits of assessment and accessing the appropriate level of care as indicated
- Coordinate educational classes to visiting families of residential clients.
- Facilitate group psychotherapy to residential and outpatient clients.

Walmart Supercenter, Fort Smith, AR Jun 2010-Feb 2018

Customer Service Manager

- Supervise front end retail operations and employees
- Maintain records and schedules
- Ensure customer satisfaction and loss prevention
- Train new employees, resolve disputes, and multitask in a fast-paced environment

Case- Cultural Academic Student Exchange, Fort Smith, AR Jun 2009-Aug 2010

Host Family Supervisor

- Placed student from Korea and monitored student and family
- Maintained communication with the host family and supervising coordinators

VOLUNTEER WORK AND ACTIVITIES

- Sack Lunch Program, Saint John's Episcopal Church, Fort Smith, AR 2014-2017
- Sunday School Teacher ages 0-6, First Baptist Church, Fort Smith, AR Feb 2014-Sep 2014
- Additional volunteer work with the Salvation Army's Angel Tree, Fort Smith Jaycees, Make a Wish Foundation, and Reynold's Cancer Support House
- Psychology Symposium Debate Team Member Fall 2014

SKILLS

- Proven skills in organizing, prioritizing, and managing multiple projects
- Proficient in Microsoft Office
- Highly resourceful, with strong attention to detail
- Knowledge of local social service organizations
- Experienced in working with children of all ages
- Proficient in verbal and written communication skills
- Goal oriented with motivation to succeed and learn
- Certifications in CIT and RDS

Guadalupe Zepeda-Hernandez

2304 Edwards Street • Fort Smith, AR 72904
CELL: (479) 461-6614 • EMAIL: Gzeped00@gmail.com

PROFILE

Current Bachelor Level Social Work graduate of the UAFS Social Work program with a very strong desire to learn, seeking the opportunity to have a positive impact on clients lives through effective case management and positive problem solving examples.

Key Qualifications:

- Experience working with people from diverse backgrounds
- Written communication
- Active listening
- Critical thinking
- Verbal communication
- Empathy
- Case management
- Ability to work with clients, peers and other educational staff members

EDUCATION

University of Arkansas - Fort Smith May 2020

Bachelor of **Social Work**

- Dean's List (spring, fall 2019, spring 2020)

INTERNSHIP EXPERIENCE

Fort Smith Public Schools, Fort Smith, AR Jan 2020-May 2020

Internship – district social worker intern, Supervisor: Kessia Brown

Reynolds Cancer Support House, Fort Smith, AR Aug 2019-Dec 2019

Internship

WORK EXPERIENCE

Harbor House, Fort Smith, AR July 2020-Present

Counselor/Court Coordinator

- Conducted admission, biopsychosocial assessments, intakes, after care plans, and discharges.
- Conducted one on one sessions with client, process sessions notes
- Facilitate group sessions
- Assess clients' needs to determine their goals, develop a treatment plan and case management
- Attend court sessions and trainings, maintain relationships with judges and court staff, and assist in court cases through the community diversion program.

ArcBest, Fort Smith, AR Nov 2019-July 2020

Customer service specialist

- Track truckloads
- Call drivers and dispatchers for updates
- Assist customers in resolving problems

Immaculate Conception Preschool, Fort Smith, AR Jun 2017-Nov 2019

After-school Care Teacher

- Supervised children for after-school program
- Provided a positive role model for the children
- Assisted with coordination of daily activities

ACTIVITIES

- Member, UAFS Babb Center for Student Professional Development (CSPD)

- Member, UAFS Social Work Student Network,(2018-2019)
 - Officer-Social Chair
- Member, National Society of Leadership and Success

SKILLS

Microsoft Suite

Bilingual - Spanish

C.I.T- Counselor in training

Rose Hughes

Vian, OK 74962
rosie21050@gmail.com
(530) 739-3289

Passionate Social Worker with recently obtained BSW degree. Creative and enthusiastic professional with a unique understanding of the intricacies that role conflict and overload play in family dynamics. A flexible and hardworking team player focused on boosting efficiency and performance with conscientious and detail-oriented approaches. Effective communicator when supporting patients' needs, documenting information, and interacting with supervisors. Poised to build valuable experience and ready to contribute to team success with administrative and project management support.

Authorized to work in the US for any employer

Work Experience

Support Staff

HHI - Fort Smith, AR
December 2019 to Present

In my role as a regional detoxification specialist, I monitor the emotional and physical health of consumers. Especially when they are in the beginning stages of detoxing.

In my role as support staff, I ensure proper charting for individual consumers in the facility.

Perform urine analysis tests on consumers and processing test to send to the lab.

Upload documentation into consumers files and ensure that documentation is uploaded properly.

Build rapport and engage with multiple consumers in group settings.

Ensure that all policies and rules of the facility are adhered to.

Vian Nursing & Rehab - Volunteer Activities Worker

The Elderly - Vian, OK
January 2018 to Present

- Volunteer an average of one hour per week.
- Assisted elderly residents to engage in games and activities, designed to enhance cognition and wellbeing.

Jimmie Walker - Volunteer & Patient Advocate

Disabled Veteran - Vian, OK
February 2009 to Present

- Confer with in-home health professionals to discuss patient's condition and medical care, helping to optimize treatments and enhance outcomes.
- Primary care giver and advocate for my father, who is a disabled Vietnam Veteran.
- My responsibilities include managing appointments, both within the VA system and out.
- Coordinating care for physical therapy needs and any other care requirements.

Social Work Intern

People Inc - Sallisaw, OK

May 2019 to December 2019

- Worked an average of 20 hours per week.
- Working with clients in an outpatient Behavioral Health Facility.
- Engaged with clients in groups settings that have substance abuse issues and that are embroiled in Child Welfare Cases that need assistance developing parenting skills.
- Encouraged participants to open up and share thoughts at group counseling sessions.
- Maintained high level of patient confidentiality to comply with all federal and company regulations.

Personal Care Aide

Anthony Hughes - Hayfork, CA

September 2010 to May 2017

- Offered social support by transporting individuals to events and activities, in addition to medical appointments and shopping trips.
- Helped clients maintain optimal health by overseeing medication administration and all doctor's appointments.
- Maintained clean personal areas and prepared healthy meals to support client nutritional needs.

Personal Caregiver

CA-IHSS - Washington, VA

May 2010 to April 2015

- She is Deceased.
- Offered social support by transporting individuals to events and activities, in addition to medical appointments and shopping trips.
- Helped clients maintain optimal health by overseeing medication administration and all doctor's appointments.
- Maintained clean personal areas and prepared healthy meals to support client nutritional needs.

Hospice Volunteer

Janie Walker - Hayfork, CA

March 2012 to February 2014

- She is Deceased.
- Volunteered an average of 20 hours per week.
- Conferred with hospice staff to discuss patient condition and medical care, helping to optimize treatments and enhance outcomes.
- Offered support for client mental and emotional needs to enhance physical outcomes and overall happiness.
- Coordinated daily medicine schedules and administration to help clients address symptoms and enhance quality of life.

Assitant Manager

Einstein Bros Bagels - San Diego, CA

August 2010 to January 2012

- Managed inventory control processes to restore back stock, control costs and maintain sales floor levels to meet customer needs.
- Monitored employee performance and developed improvement plans.
- Trained team members in successful strategies to meet operational and sales targets.
- Note: Worked under the name of Rose Walker.

Co-Group Leader

HayFork Community Church - Hayfork, CA

January 2009 to August 2009

- Promoted a safe and positive environment for all children, peers and other personnel.
- Cultivated strong relationships with students by listening carefully and offering positive reinforcement.
- Led groups of youth in discovery exercises and offered personalized support to individuals in need of extra assistance.
- Note: Worked under the name of Rose Walker.

Community Volunteer

Trinity Alps Christian Community - Weaverville, CA

January 2009 to July 2009

- Recruited individuals and built membership rosters through a variety of methods including community event attendance and promotional materials.
- Collaborated with team members to identify and accomplish the building of collaborative relationships between the different denominations in the community.
- Assisted with group activities and delegated responsibilities to other team members.
- Note: Worked under the name of Rose Walker.

Education

Bachelor of Science in Social Work

Northern Arizona University - Flagstaff, AZ

Butte College - Oroville, CA

Skills

- Organizational Skills
- Time Management
- Microsoft Office
- problem solving
- Social Work
- Motivational Interviewing
- Medication Administration
- Individual / Group Counseling
- Conflict Management
- Case management

Links

<http://rosehughes.pbworks.com/w/page/135161907/FrontPage>

Awards

Academic Achievement Award for the year 2018 from Northern Arizona University

December 2018

Certifications and Licenses

driver's license

CPR/First Aid

December 2019 to December 2021

CPI

December 2019 to December 2021

RDS

December 2019 to December 2021

Regional detoxification specialist

Assessments

Project Management Skills: Time Management — Proficient

October 2019

Prioritizing and allocating time to effectively achieve project deliverables.

Full results: Proficient

Case Management & Social Work — Proficient

October 2019

Prioritizing case tasks, gathering information, and providing services without judgment.

Full results: Proficient

Youth Program Counselor — Highly Proficient

October 2019

Leading, communicating with, and supporting youths.

Full results: Highly Proficient

Direct Care — Proficient

October 2019

Showing sensitivity and enthusiasm while providing care to patients.

Full results: Proficient

Nursing Skills: Clinical Judgment — Proficient

June 2020

Assessing a patient's condition and implementing the appropriate medical intervention.

Full results: Proficient

Verbal Communication — Proficient

September 2020

Speaking clearly, correctly, and concisely

Full results: Proficient

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

SKILLS

- Active listening
- Critical Thinking
- Culturally-sensitive
- Compassionate
- Organized
- Reliable

110014 S 4570 Rd
Sallisaw, OK 74955
(918)571-6667

Professional Goals

Education

- ## Work History

- ## About Me

Experience

During my time involved with the Drug Court program I voluntarily led group counseling sessions with underclassmen where I taught Relapse Prevention, Changing Criminal Thinking, Common Thinking Errors, Mental-Self-Control and Change Skills along with Identifying Boundaries and Triggers. I also led Men's Self Reflection Groups along with several 12 step mutual recovery fellowships.

KAREN CANO

2023 N 55th Pl Fort Smith AR 72904 · 479-462-3353
· karencano10@gmailcom ·

Current Bachelor Level Social Work graduate of the UAFS Social Work Program with a very strong desire to learn, seek opportunity to have positive impact on clients lives through case management and problem solving examples

EXPERIENCE

AUGUST 2019 – DECEMBER 2019
INTERNSHIP, NEXT STEP HOMELESS SERVICE

JANUARY 2020 – MAY 2020
INTERNSHIP, YOUNG HOMES

OCTOBER 2017 – APRIL 2018
HOST, LA HUERTA
GREETING AND SITTING CUSTOMERS
ANSWER PHONE FOR TO-GO ORDERS
ANY OTHER TASK ASSIGNED BY MANAGER

APRIL 2018 – APRIL 2021
CREW TRAINER, MCDONALDS
Assist and take customer orders
Prepare customer orders
Training new crew members

APRIL 2021 – CURRENT
COUNSELOR (CIT), HARBOR HOUSE
Conduct admission, biopsychosocial assessment, intake, after care plans, and discharges
Conduct one on one session with client follow by process session note
Facilitate group sessions
Assess Client's needs to determine their goals, develop treatment plan, and case management

EDUCATION

MAY 2020
BACHELOR OF SOCIAL WORK, UNIVERSITY OF ARKANSAS FORT SMITH
Dean list (spring, fall 2019)

SKILLS

- Microsoft suite
- Bilingual-Spanish
- CIT- Counselor in Training

ACTIVITIES

Member, UAFS SOCIAL WORK STUDENT NETWORK (2018-2020)
Officer- Treasure
Spanish Club(2018-2019)

Vincent Scott

3708 Heather Ridge Ct
Ft. Smith, AR. 72903
(479) 806-2172
frkybig@gmail.com

PROFESSIONAL PROFILE

To work within an organization dedicated to improving the lives of others and to build a career based not solely on personal achievement, but also on impacting the greater good.

Skills:

- Group Communication
- Public Speaking
- Organization
- Team Development
- Program Development
- Problem Solving
- Research and Fact-Checking
- Writing and Composition
- Interpersonal Communication
- Teaching
- Debate

SOCIAL SERVICES EXPERIENCE

Harbor House Inc., Fort Smith, AR

August 2018 - Present

Recovery Coach

- Acceptance & Commitment Therapy (ACT) Corporate Trainer
- Regional Detoxification Specialist – Arkansas Department of Human Services
- Counselor in Training – Arkansas Substance Abuse Certification Board
- Recovery Coaching encompasses a broad range of skills including counseling, psychoeducation, resource allocation, case management, and crisis intervention.

Greenwood United Methodist, Greenwood, AR

July 2012 - November 2015

Youth Director

- Implemented Core Christian Curriculum for bi-weekly gatherings of 25-45 students
- Organized adult volunteer staff.
- Implemented regional and local youth activities, cross-country mission trips, and facilitated youth area remodel via donations and outside fundraising strategies.
- Reason for Leaving: Focus on completing an undergraduate degree.

Midland Heights United Methodist, Fort Smith, AR

February 2009 - May 2012

Youth Director

- Developed an original program for at-risk youth including; religious education, liturgical calendar programs, and field trips. Designed Operation Teen Rescue District Outreach Program and District Internship Program
- Awarded grant money for church youth facility renovations in excess of \$7000.00. Developed original fundraisers and cultivated private donor support in excess of \$10,000 to launch 501 (c)(3) company.
- Granted 501(c)(3) status by the IRS for THEWORD INC. community outreach program for “at-risk” teens and families.
- Reason for Leaving: Moved family to Greenwood, AR.

OTHER PROFESSIONAL EXPERIENCE

Motivation Fitness LLC. Personal Training, Fort Smith, AR

June 2003 - January 2021

Owner

- Certified in: Personal Fitness Instruction and Specialist in Sports Conditioning
- Meet annual continuing education requirements

- Incorporated Business in 2007
- Sustaining a successful business in the middle-income tier, manage clients, business finances, marketing, and promotion

VOLUNTEER WORK

Arkansas Conference Council on Youth Ministry (Statewide Youth Events) July 2009 - July 2011

Task Force Coordinator

- Designed, coordinated, and facilitated 2 workshops for VERITAS 2011, booked live entertainment, co-coordinated fundraising efforts for YSF (Youth Service Fund); proceeds benefiting underserved youth in Arkansas communities
- Led Senior High Assembly Task Force 2010: curriculum design and student small group organization for approximately 200 senior high students. Designed, coordinated, and facilitated workshops for VERITAS 2010
- Reason(s) for Leaving: Statewide task force volunteers serve for one calendar year

Northwest District Council on Youth Ministry (Northwest Arkansas and River Valley) Jan 2010 - July 2012

District Coordinator

- Coordinated annual events, fundraising, and mission work.
- Reason for Leaving: District coordinators traditionally serve for a term of 1-3 years, although exceptions do occur.

West District Council on Youth Ministry (Northwest Arkansas and River Valley) Oct 2009 – Jan 2010

District Coordinator

- Coordinated annual events, fundraising, and mission work
- Reason for Leaving: The Arkansas Methodist Conference reorganized its regional structure.

EDUCATION

University of Arkansas - Little Rock Jan 2021 -

Present

Master's in Social Work

University of Arkansas - Fort Smith May 2018

Bachelor of Arts in History

Minor: Speech

Graduated **Magna cum Laude**

My educational philosophy was shaped by an instructor during my freshman year who taught me that history touches literally every academic and vocational discipline in *some* way. There is no worthy pursuit that a fundamental understanding of history cannot impact in a positive way.

Perkins School of Theology SMU, Dallas, TX

January 2011 - January 2014

United Methodist Youth Ministry Paraprofessional Certification

- Theology
- Adolescent Psychology
- Family Therapy
- Organizational Leadership

Ecclesiology
Curriculum Design
Program Development
Technology and Social Media

Group Leadership Intensive, Bethlehem, PA

April 2012

Changeworks Incorporated -Dr. Julie Roberts

Group Leadership Intensive (GLI) 5-day residential training program for business professionals.

- Training in group facilitation, leadership, and psychology of leadership.

AWARDS

Dean's List UAFS: Spring 2014, Spring 2015 - Spring 2018

UAFS Academic Excellence Award (History) 2018

Oral Presentation Winner (History) 2018 UAFS Undergraduate Research Symposium

2nd Place: Audubon Society's Arkansas Birds of America Art Contest – Southside High School 1986

Catherine Brown

Hardworking wife and mother of two. BSW Student. CIT. Recovery Coach and case manager.

(479) 217-5844

catebrown1118@gmail.com

EXPERIENCE

Harbor House Inc. — Recovery Counselor/Police Dept CITU

April 2021- Present

Perform intakes and counseling sessions with clients in both mental health support and substance abuse recovery. Lead group classes and provide social work support to the police department on calls.

Next Step Homeless Services — Case Manager

Aug 2020 - April 2021

Provide case management for transitional housing for women and families, teach life and coping skills, lead weekly group sessions and support individuals in bettering their situations on a personal need basis.

Advantage Solutions- Team Lead

2019-2020

Promote various products via face to face marketing to establish positive connections between customers and brands. Maintain sanitation, support coworkers and promote good rapport with Walmart management.

Condell Intergenerational Daycenter — Teacher's Aid

Sep 2012 - June 2015

Supervising children and creating weekly curriculum, Teaching life skills and preschool education, recommend and initiate behavior control techniques

EDUCATION

University of Arkansas, Fort Smith — Bachelors of Social Work

May 2021

SKILLS

Credible proficient, excellent event organization, public speaking, management, sales

Volunteerism

Cub Scouts- Den leader, child protection training

Tots of Love- Founder, event planner, social media outreach

Parents at UAHS-Vice President, event planning, communications coordinator, philanthropy

Certifications

Crisis Intervention Certified - Guidance Center (Fort Smith)

Drug and Alcohol Counselor in Training - State of Arkansas

Trauma Informed Care - (Online) Texas Department of Family and Protective Services

VICTORIA ROE

4209 NE Meadow Creek Circle Apt 103, Fayetteville, AR 72703 · 918.385.1863
Victoria_r97@yahoo.com

My objective is to further educate myself and obtain knowledge in a field of psychology and social science before and while I work on my MS in mental health counseling.

EXPERIENCE

JULY 2015-OCT 2015

SERVER MIA BELLA

Cashier, server, host

JANUARY 2020-APRIL 2020

BEHAVIORAL THERAPIST, HOPE 4 AUTISM

ABA therapy, RBT Training

JULY 2020-CURRENT

COUNSELOR, HARBOR HOUSE

ACT THERAPY, GROUP FACILITATING, CRISIS INTERVENTION

EDUCATION

HIGH SCHOOL DIPLOMA, POTEAU HIGH SCHOOL

3.14 GPA, involvement in HOSA and Health Careers Class.

BACHELOR OF ARTS - PSYCHOLOGY, UNIVERSITY OF ARKANSAS AT FORT SMITH

3.5 GPA, involvement in National Society of Leadership and Success, Psychology Club

SKILLS

- Leadership skills
- Crisis prevention training
- Experience with different forms of evidence based therapy
- Computer literacy
- Communication/Teamwork
- CPR certified

ACTIVITIES

I was the vice-president of a HOSA group in high school, where I lead meetings and projects in my class. (Future Health Professionals) (hosa.org) I am a member of the National Society of Leadership and Success chapter at the University of Arkansas at Fort Smith.

REFERENCES

ROBERT ROGERS

(479) 746-4168

SOCIAL WORKER

SHERRYL HAMMERS

(918) 839-6058

REAL-ESTATE AGENT

CONNOR DEVINE

(479) 459-8639

CUSTOMER SERVICE AGENT

Christopher Gonzalez CIT, RDS

3723 Reed Lane
Fort Smith, AR

479-208-0045
ChristopherFGonzalez@gmail.com

EDUCATION

GED W/Honors-January 2018-Fort Smith Adult Education Center

Memberships

Crisis Prevention Institute
Certified Instructor

Health & Safety
Harbor Recovery Center

Arkansas Substance Abuse
Certification Board- CIT

PROFESSIONAL EXPERIENCE

Harbor Recovery Center- Recovery Coach September 2018-Present

Duties

- Schedule, conduct, and document individual coaching sessions.
- Maintain client records to include documentation of progress.
- Coordinate case management appointments with outside agencies.
- Perform Regional Detoxification Specialist duties and dispense/log medications.
- Multitask, prioritize, and manage time as needed.
- Perform intake assessments and discharge procedure/aftercare planning.
- Maintain availability for clients
- Instruct psychotherapy and psychoeducational groups.

Harbor Recovery Center- Transitional Living Outpatient House Manager 2017-Present

Duties

- To monitor adherence to the rules.
 - Manage daily issues that arise and be available to staff and residents for consultation.
 - Provide orientation to new residents.
 - Possess knowledge of client rules & regulations.
 - Ensure that the residence is in compliance with HRC standards.
 - Prepare scheduled chores and ensure completion of task.
 - Facilitate house meetings as needed.
 - Assist with departure of residents from property upon discharge.
-

SKILLS

- Adept Microsoft Office, typing (80 WPM), and computer skills
 - Competent knowledge of Acceptance and Commitment Therapy (ACT)
 - Ability to multitask and adapt to evolving situations quickly
 - Attentive, perceptive, exceptional memory
 - Empathic/Compassionate with healthy boundaries.
 - Proficient interpersonal, organizational, and customer service skills.
 - Ability to interpret a variety of instructions in both written and oral form.
 - Exceptional problem-solving abilities.
-

REFERENCES

HRC/GRC Program Operations Director-Kirk Duboise (479) 434-2993
More available upon request

Whitley Hopkins
724 Grissom Place
Booneville, AR 72927
(479) 438 4251
Whitleyhopkins99@gmail.com

Employment

Harbor House, Inc. - Gateway Recovery, Fort Smith, AR

July 2019 - Present

Recovery Coach

- Responsible for assessing the immediate needs of clients and identifying potential barriers to short and long-term recovery.
- Complete discharge procedure including documentation, aftercare planning and checkout
- Perform Regional Detoxification Specialist duties, as assigned; and dispense and log medications
- Maintain client records to include documentation of progress
- Schedule, conduct and document individual coaching sessions

Paris Health and Rehabilitation Center, Paris, Arkansas

February 2018 - May 2018

Social Service Assistant

- Assisted in planning, developing, organizing, implementing, evaluating, supervising and directing the social service programs and activities.
- Completed necessary forms, reports and progress notes as directed by the Social Services Director.
- Maintained up-to-date resident right reviews and advanced directives with resident and/or responsible party.
- Assisted in coordinating the social services programs with residents and their families.

Perspectives Behavioral Health Management, Paris, Arkansas

May 2017 – November 2017

Mental Health Paraprofessional

- Assisted in delivering quality patient care including evaluations, treatment and documentation to a defined group of patients.
- Overseen and organized a comprehensive program of recreational activities for all capable patients.
- Provided clinical interventions to reinforce, practice, and model therapeutic techniques and treatments as directed by the Mental Health Professional.
- Completed documentation and notes of services provided.

Whitley Hopkins
724 Grissom Place
Booneville, AR 72927
(479) 438 4251
Whitleyhopkins99@gmail.com

Paris Health and Rehabilitation Center, Paris, Arkansas

March 2016-July 2016

Social Service Assistant

- Assisted in planning, developing, organizing, implementing, evaluating, supervising and directing the social service programs and activities.
- Completed necessary forms, reports and progress notes as directed by the Social Services Director.
- Maintained up-to-date resident right reviews and advanced directives with resident and/or responsible party.
- Assisted in coordinating the social services programs with residents and their families

Turning Point, St. Mary's Regional Medical Center, Russellville, Arkansas

August 2015 – December 2015

Internship

- Improved communication skills and techniques with patients
- Developed an understanding of discharge planning
- Counseled patients with their needs
- Worked alongside staff and patients to insure the best treatment plans
- Observed, participated, and lead therapeutic groups

Paris Health and Rehabilitation Center, Paris, Arkansas

January 2011-July 2019

Certified Nursing Assistant

- Ability to ensure patient safety and personal hygiene
- Capability to observe Privacy/HIPAA regulations along with direct patient care functions
- Efficient ability to record important signs that incorporate respiration, body temperature, pulses, and blood pressure
- Capability to consistently abide by the predetermined protocols

Education

Arkansas Tech University-Ozark Campus

- Associates of Applied Science in Human Services- December 2015
- Certificate of Emergency Medical Technician – May 2012

Whitley Hopkins
724 Grissom Place
Booneville, AR 72927
(479) 438 4251
Whitleyhopkins99@gmail.com

Certifications

Crisis Prevention Intervention

- June 10, 2022

CPR/First Aid

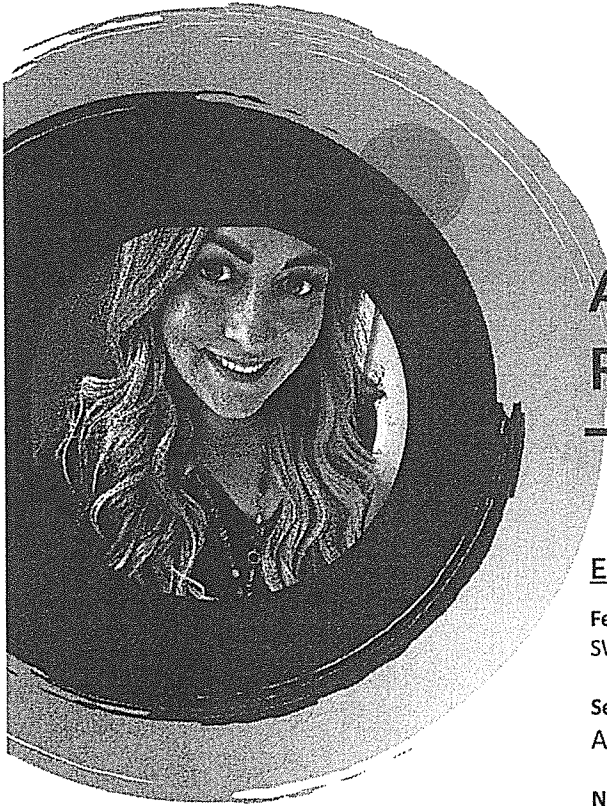
- June 21, 2023

Regional Alcohol and Drug Detoxification

- June 23, 2023

Qualifications

- Experience in establishing, organizing and managing office procedures
- Work well under pressure as part of a team
- Ability to elicit confidence and build rapport
- Possess excellent communication and interpersonal skills
- Sensitive, caring and professional attitude toward staff, patients, and their families



Anna Roberts

Experience

February 2021- Present
SWS Coordinator* Harbor House

September 2020–January 2021
Administrative Assistant• Goodwill Industries

November 2018–May 2020
Administrative Assistant/collection specialist• Exit Bail Bonds

November 2018–January 2019
Specialized Woman's Services• House mom • Gateway Recovery Center

January 2006-January 2015
Owner/Photographer• Freeze Frame Photography

January 2006- December 2011
Owner/Operator• The Studio (Art Gallery)

January 2006–December 2011
Photographer• Okie Magazine



8201 Meadow Drive
Fort Smith, AR 72908



479-206-1678



AnnaatExit@gmail.com



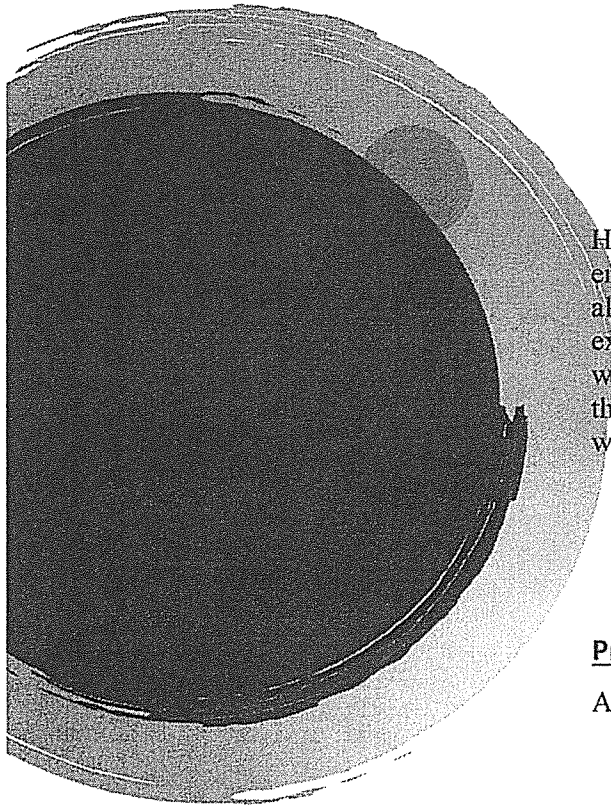
- Computer literate in MS Word and Excel
- Efficient problem solver while maintaining accuracy
- Ability to work well with team or independently
- Managerial Experience
- Multi-task, organized and orderly
- Friendly and professional demeanor
- Team building while upholding accountability in all areas
- Strong Communication skills written and verbal

Education

Southside High school, Fort Smith, AR

Communication





Highly effective in promoting a positive and productive work environment. I maintain a consistent work ethic of energy and diligence always respecting authority. Along with my attention to detail and extensive clerical experience I strive for employment within a company where I am able to utilize my skills and abilities to ensure success for the company and its clients but also in hopes of obtaining a position that would enable longevity and advancement.

Professional Background

Administrative Assistant

- Promote sales for billboards and provide pricing to customers.
- Enter and maintain bail bonds for agents.
- Prepare collateral contracts for large bonds.
- Research and create liens for large sums of monies.
- Coordinate with accounts office to ensure tax payments are made.
- Make weekly deposits for bondsman.
- Make calls to employers and community partners for collaborations.
- Create spreadsheets for various projects.

Collection Agent

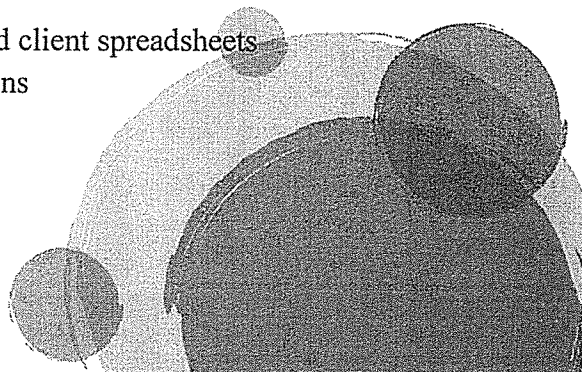
- Responsible for all collections for all agents.
- Create billing spreadsheet.
- Track delinquent fines and send to appropriate agent.

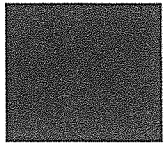
SWS Coordinator

- Prepare weekly client progress reports.
- Teach parenting classes.
- Enforce all safety procedures.
- Supervise and monitor the SWS program.
- Provide individual counseling to residents.
- Counselor in Training
- Regional Alcohol and Drug Detoxification Specialist

Owner/Photographer

- Prepare and maintained client spreadsheets
- Payment logs/collections
- Customer service
- Advertising





KYLE SHELL

603-6 Howard St
Pocola, OK 74902

(479) 883-4994

kyletshell@gmail.com
kshell@recoveryhhi.org

EXPERIENCE

Counselor, Harbor Recovery Center
Fort Smith, Arkansas — 2020-present

Lead Maintenance Tech, B & A Property Maintenance
Springdale, Arkansas — 2019-2020

Guest Advisor, Petco
Fort Smith, Arkansas — 2018-2019

Technology Consultant, Self-Employed
Portland, Arkansas — 2015-2018

Interim Controller/Technology Advisor, B & A Property Maintenance
Greenbrier, Arkansas — 2017

Pharmacy Technician, Wal-Mart Pharmacy
Conway, Arkansas — 2009-2015

Pharmacy Technician, Walgreens Pharmacy
Conway, Arkansas — 2007-2008

EDUCATION

University of Arkansas – Monticello 2015-2016
Bachelor of General Studies (BGS) – 3.75 GPA

University of Central Arkansas – Conway 2004-2011
Fields of study: Kinesiology – Exercise Science
FACS – Nutrition/Dietetics
Pre-Pharmacy

DeWitt High School – DeWitt, Arkansas 2004
High School Diploma

CREDENTIALS

Counselor In Training (CIT)
Arkansas Substance Abuse Certification Board

Regional Detoxification Specialist (RDS)
Arkansas Department of Human Services

SHANIKA ROYAL

2209 N. 31st St. Fort Smith, AR.

72904 | Sroyal@recoveryhhi.org | 479-420-9966

OBJECTIVE | I want to grow into another position as a team-player that will allow me to expand my skills as a Recovery Coach and work more one-on-one with clients. I want nothing more than to maximize my background that I have obtained, customer-service experience, and communication skills in a challenging environment to achieve the corporate goals set forth. I need to keep growing.

SKILLS & ABILITIES | I am a very empathetic individual, which allows me to be able to relate to what other people are going through. I have excellent people skills and I get along very well with my coworkers. I am a very efficient learner. I am easily adaptable to different work environments. I have also worked with computers and different computer programs for numerous years.

EXPERIENCE | **RECOVERY COACH, CIT, OUPATIENT SERVICES, PRE-SCREENER**
HARBOR BEHAVIORAL HEALTH
MARCH 2018-PRESENT

I answer phones, do prescreens, schedule admissions for both outpatient and inpatient. I handle jail mail, bus ticket logs, our daily census, administer drug tests, Medicaid referrals, upload client records, follow HIPAA Regulations, send out Letter of Admissions for judges, attorneys, probation officers, and so much more.

CUSTOMER SERVICE, CASHIER, FRONT LINE **GOLDEN CORRAL**
SEPTEMBER 2016-MARCH 2018

As a cashier I was accountable for the money in the register for each purchase. My face was the first face the customers saw when they walked through the door and I greeted them with a friendly smile. I feel like I had the most important job. I set the tone for their visit.

GOALS | I am a student at UAFS working to finish my degree in Social Work. I also plan to take my test to become a Drug & Alcohol Counselor upon completion of working 3 years as a C.I.T.

COMMUNITY | I speak every 3 months at Drug Court. I also go into Sebastian County Jail to carry the message of Narcotics Anonymous. I am the Youth

Director at my church as well as the Youth Choir Director. We do work in the homeless shelters and made front page of the newspaper last year for that community service work.

LEADERSHIP | I am a huge team player, however, when I am needed, can step up and be the leader. I am good with directions and following through with tasks.

REFERENCES	Tyler Limore	Harbor Behavioral Health	479-650-8051
	Dewayne Hicks	Sebastian County Jail Chaplin	479-629-6914
	Ronald Forte	Pastor	870-718-8254

Amanda G. Fletcher

479-213-2292 | amandacagle28@gmail.com | Magazine, AR 72943

Skills

- Scheduling and calendar management
- Event coordination
- Data entry
- Team building and leadership
- Conflict resolution
- Multitasking
- Time management
- Data management
- Problem resolution
- Office management
- Order and request filing
- Database management

Experience

Substance Abuse Counselor, CIT

Harbor House, Inc. | Fort Smith, AR | July 2021-Present

- Provide direct behavioral health care under the supervision of a mental health professional.
- Completes prescribed and documented courses of initial and annual training sufficient to perform all tasks assigned by a mental health professional.
- Ensure compliance and conformity to the provider's policies and procedures.
- Completes intakes, master treatment plans, process notes, group notes, aftercare plans, transition plans and all other required paperwork in a timely manner and with client involvement as appropriate.
- Ensure compliance with quality treatment protocols.
- Conduct and document individual and group counseling sessions as scheduled.
- Maintain client records to include documentation of progress as well as development, implementation, and monitoring of treatment plan.
- Coordinate case management appointments with outside agencies and transporters.
- Complete discharge procedure including documentation, aftercare planning and continuing care.
- Attend clinical treatment team meetings and learning labs.
- Maintain availability for clients.
- Assist in screening of prospective clients and admission of clients deemed appropriate for services.
- Conduct drug testing, to include gathering of specimen and completing documentation.
- Other duties as assigned.

Court Administrator

7th Judicial State District Court | Ozark, AR | Jan 2021-May 2021

- Wrote, proofread and corrected records documents, file letters and professional correspondence.
- Managed daily operations within office by supporting continuous delivery of excellent services and care.

- Pitched in to help with office tasks during busy periods and staff absences.
- Monitored office inventory to maintain adequate supply levels and order products.
- Supported office needs including taking messages, scanning documents and routing business correspondence.
- Legal Assistant to District Court Judge.

Legal Assistant

Arkansas Public Defender Commission | Ozark, AR | Oct 2018-Jan 2021

- Organized exhibits for trial, preparing materials and supporting documentation for easy display and admittance.
- Filed pleadings and required paperwork with court clerk according to strict deadlines.
- Researched documents and publications for case-altering details and evidence establishment.
- Drafted legal complaints, summons and interrogatories.
- Knowledgeable dealing with pleadings, affidavits, motions and exhibit preparation.
- Handled clerical needs of firm with for attorneys and staff.
- Redacted confidential information from legal documents on case-by-case basis.
- Maintained knowledge on case status, reviewing relevant records and reporting back to clients.
- Efficiently managed office scheduling and kept accurate notes on deadlines, motions and other dates.
- Mailed and arranged for delivery of legal correspondence to clients, witnesses and court officials.
- Issued subpoenas for all necessary records in preparation for trials.
- Participated in client interviews, observed questioning process and took notes to document information.
- Assisted attorneys during court proceedings.
- Drafted, received and tracked due diligence checklist.

Legal Assistant

Capp Law Firm | Ozark, AR | Aug 2018-Jan 2021

- Organized exhibits for trial, preparing materials and supporting documentation for easy display and admittance.
- Filed pleadings and required paperwork with court clerk according to strict deadlines.
- Researched documents and publications for case-altering details and evidence establishment.
- Fostered positive public attitudes towards firm by engaging in community outreach.
- Handled all telephone calls, meeting plans and conference organization requirements.
- Gathered and organized documentation for legal briefs, responses to opposing counsel, motions and trial evidence.
- Drafted legal complaints, summons and interrogatories.
- Used computer databases, credit reports, and tax and legal filings to locate persons and compile information for investigations.

- Provided administrative support and conducted research to assist attorneys in litigation preparation.
- Oversaw legal team appointments, hearing and depositions schedules.
- Knowledgeable dealing with pleadings, affidavits, motions and exhibit preparation.
- Processed all assigned cases according to company and client service level agreements.
- Authored wide breadth of legal documents, including interrogatories, admissions requests and examination materials.
- Redacted confidential information from legal documents on case-by-case basis.
- Maintained knowledge on case status, reviewing relevant records and reporting back to clients.
- Efficiently managed office scheduling and kept accurate notes on deadlines, motions and other dates.
- Mailed and arranged for delivery of legal correspondence to clients, witnesses and court officials.
- Issued subpoenas for all necessary records in preparation for trials.
- Researched and developed jury presentations and exhibits.
- Participated in client interviews, observed questioning process and took notes to document information.
- Assisted attorneys during court proceedings.
- Drafted, received and tracked due diligence checklist.
- Coordinated appraisals and inventories of property to complete thorough estate planning for clients.

Legal Assistant

Law Offices of Craig Cook | Paris, AR | May 2017-Aug 2018

- Organized exhibits for trial, preparing materials and supporting documentation for easy display and admittance.
- Filed pleadings and required paperwork with court clerk according to strict deadlines.
- Researched documents and publications for case-altering details and evidence establishment.
- Fostered positive public attitudes towards firm by engaging in community outreach.
- Handled all telephone calls, meeting plans and conference organization requirements.
- Gathered and organized documentation for legal briefs, responses to opposing counsel, motions and trial evidence.
- Drafted legal complaints, summons and interrogatories.
- Provided administrative support and conducted research to assist attorneys in civil litigation preparation.
- Used computer databases, credit reports, and tax and legal filings to locate persons and compile information for investigations.
- Oversaw legal team appointments, hearing and depositions schedules.
- Knowledgeable dealing with pleadings, affidavits, motions and exhibit preparation.
- Processed all assigned cases according to company and client service level agreements.
- Authored wide breadth of legal documents, including interrogatories, admissions request and examination materials.
- Redacted confidential information from legal documents on case-by-case basis.

- Maintained knowledge on case status, reviewing relevant records and reporting back to clients.
- Efficiently managed office scheduling and kept accurate notes on deadlines, motions and other dates.
- Mailed and arranged for delivery of legal correspondence to clients, witnesses and court officials.
- Issued subpoenas for all necessary records in preparation for trials.
- Researched and developed jury presentations and exhibits.
- Participated in client interviews, observed questioning process and took notes to document information.
- Assisted attorneys during court proceedings.
- Assisted litigation team with trial preparation by conducting research and drafting court documents.
- Drafted, received and tracked due diligence checklist.
- Coordinated appraisals and inventories of property to complete thorough estate planning for clients.
- Corresponded daily with clients, insurance adjusters, doctors and attorneys.

Legal Assistant

Booth Law Firm | Van Buren, AR | Sep 2014-May 2018

- Organized exhibits for trial, preparing materials and supporting documentation for easy display and admittance.
- Filed pleadings and required paperwork with court clerk according to strict deadlines.
- Researched documents and publications for case-altering details and evidence establishment.
- Fostered positive public attitudes towards firm by engaging in community outreach.
- Handled all telephone calls, meeting plans and conference organization requirements.
- Gathered and organized documentation for legal briefs, responses to opposing counsel, motions and trial evidence.
- Drafted legal complaints, summons and interrogatories.
- Performed intake and conducted client interviews, providing documents in both English and Spanish.
- Provided administrative support and conducted research to assist attorneys in civil litigation preparation.
- Used computer databases, credit reports, and tax and legal filings to locate persons and compile information for investigations.
- Oversaw legal team appointments, hearing and depositions schedules.
- Knowledgeable dealing with pleadings, affidavits, motions and exhibit preparation.
- Processed all assigned cases according to company and client service level agreements.
- Authored wide breadth of legal documents, including interrogatories, admissions requests and examination materials.
- Analyzed law sources, including statutes, recorded judicial decisions, legal articles, constitutions and legal codes.
- Redacted confidential information from legal documents on case-by-case basis.

- Maintained knowledge on case status, reviewing relevant records and reporting back to clients.
- Efficiently managed office scheduling and kept accurate notes on deadlines, motions and other dates.
- Mailed and arranged for delivery of legal correspondence to clients, witnesses and court officials.
- Issued subpoenas for all necessary records in preparation for trials.
- Researched and developed jury presentations and exhibits.
- Participated in client interviews, observed questioning process and took notes to document information.
- Assisted attorneys during court proceedings.
- Used technology tools to create graphically engaging news posts, online materials, and additional content and tools to facilitate expedient trials and drive communication.
- Assisted litigation team with trial preparation by conducting research and drafting court documents.
- Drafted, received and tracked due diligence checklist.
- Coordinated appraisals and inventories of property to complete thorough estate planning for clients.
- Corresponded daily with clients, insurance adjusters, doctors and attorneys.

Education and Training

Associate of Science: Human Services
Arkansas Tech University || Russellville, AR| Graduated in December 2014

Criminal Justice
Arkansas Tech University | Russellville, AR

References

Kate Benard
Franklin County Circuit Court
479-667-7610

Stephanie Lamproe
Workman Travel Center
479-22-5455

Sandra Hesley
Retired/Former Assistant at Hixon & Cleveland Law Firm
479-518-0408



MORGAN LESSLEY

3715 MacArthur Drive Fort Smith, AR 72904

479-769-9126

mlessley@recoveryhhi.org

WORK EXPERIENCE

Recovery Coach/RDS/Cit

12/2020 to Present

Harbor House Inc

3900 Armour Avenue Fort Smith, AR 72904

- Meeting clients where they are at
- Assisting and completing clients case management needs
- Facilitating Groups
- Completing Support Staff duties as assigned
- Supporting clients in their pathway chosen by them

SKILLS

Motivated

Reliable

Organizational Skills

Teamwork

EDUCATION

Indian Capital Technology Center

High school or equivalent

Medical Coding/Insurance billing

Tahlequah, OK

2015 to 2015

P3900 Armour Ave
Fort Smith, AR 72904
(479)384-9099 cell, (479) 785-4083 ext 217
msloan627@gmail.com
msloan@recoveryhhi.org

Mary Sloan

SKILLS

Highly motivated, passionate about recovery and helping people, passionate about reconnecting women with their children, looking for an opportunity to be involved with a company that will allow me to set goals and advance into a career where I can be involved in helping people change their lives for the better. I am committed to the betterment of myself and others, and I want nothing more than to dedicate my life to that purpose.

EXPERIENCE

Harbor House Inc., Gateway Recovery Fort Smith, AR

Support Staff House Manager

Specialized Women's Services

2/2021 - present

- Overseeing and managing the SWS building on second shift; documenting and supervising state required activities of clients with their children, not limited to but including Mommy and Me time, Story time, Bathing, Meal planning, prep, and execution, Deep Cleaning; overseeing and documenting temperature checks, chemical containment, and general operations in the SWS building; assisting the POD and SWS care team in maintaining communications and smooth operation of the SWS building and it's clients.
- RADD certified
- Completed certification for Regional Detoxification Specialist, HH1068R
- CPR Certified
- CPI Training
- CIT Certified

Designer Again Consignment, Fort Smith, AR — *Office/Receiving Manager*

4/2018 - 1/2021

- Served as the initial contact for consignors, assisting in the intake and processing of new merchandise; managed all accounts receivable and accounts payable, issuing monthly checks to consignors in a prompt and orderly manner, efficient in managing inventory at any given work day, excellent at coordinating the scheduling and staffing needs in a proficient manner, ensuring the highest possible profit margins for the company; well versed in analyzing the local competition as well as recognizing innovative ideas for increased profits and expansion; excelled at providing proficient and clear communication for conflicted customers, and de escalate any issues with customers that might arise; self-motivated whether working as an individual or as a team; organized, professional, and detail orientated.

M&M Auto Sales, Fort Smith — *Office Manager*

2/2014-4/2018

- Served as the initial contact for customers walking in, calling, as well as on social media; assisting in the acquisition and sale of vehicles; served as the contact for state licensing agencies, acquiring titles, and all other necessary paperwork for the sale of vehicles; correspondent to all insurance companies, verifying loss payable interest as well as policy enforcement; consistently managed accounts payable as well as receivable, producing monthly income/expense spreadsheets and profit margins.

Arkansas Children's Hospital, Little Rock AR — *Burn Technician*

1/2006 - 5/2008

- Responsible for coordinating patient care with nursing staff; undressing and redressing wounds to be cleaned, debrided, and cared for, as well as closely monitoring appearance of wounds; coordinating with surgical staff on wound care, especially skin grafts and donor sites, to ensure the viability of skin grafts and diminish rejection or infection; assisting nurses and respiratory therapists with the care of ventilated patients, not limited to but including bathing, reinforcing bandages, repositioning to prevent bed sores and maintain skin integrity, suctioning tracheotomies, checking the integrity of IV sites, communicating with family members, often relaying information from the health care team, and sitting with patients to monitor vital signs while RN staff was away from the patient. I would also be pulled to other floors of the hospital as support staff, mainly the emergency room and cancer floors, to assist them when understaffed. I am very adaptable and motivated in difficult situations, especially those dealing with trauma and death.

EDUCATION

Southside High School, Fort Smith AR — *General Studies*

9/1995 - 5/1997

Completed high school diploma in two years while attending Westark Community College. GPA 3.9, ACT 26, advanced placement classes, French club, student government.

White River School of Massage, Fayetteville AR- *Massage Therapy*

2000-2001

Trained in Swedish massage, acupressure, reflexology, sports medicine, neuromuscular therapy, and general pain management.

Baptist Health School of Nursing and Allied Health, Little Rock AR- *Registered Nursing*

2004-2007

Registered nursing program; Anatomy and Physiology, general nursing, geriatric nursing, and general practice; two operating room rotations, four semesters of clinical practice on the floor as a student, giving medications, charting, taking and giving report.

SKILLS

-Organized

-Detail orientated

- Highly Motivated
- Dependable
- Quickbooks, Excel, Microsoft Word
- Timely
- Good at de-escalation and can keep a cool head in a crisis

ACTIVITIES

I am passionate about community outreach and activities involving substance abuse and mental health awareness. I am the secretary for my twelve step program home group, and am currently the coordinator for H&I at Gateway. I've coordinated multiple donations and drives at Designer Again to help those in need, mostly the homeless living downtown and women I've come in contact with in my twelve step program that have needed help getting on their feet.

We've provided clothes, food, and household items to many individuals. I enjoy spending time with my son and other close family members, as well as my recovery brothers and sisters. I also assist in the rehoming of needy animals in the community.

Current Certifications

- CPI, CPR, RDS Certifications
- CIT Certification

1820 S. B Street, Apt. 11
Rogers, AR 72756

Phone: (918) 315-0264
Email: brownpride219@gmail.com

Shawn W. Brown

Objective

To obtain a rewarding position as a Substance Abuse Counselor utilizing my personal and professional skills and experience to make a positive impact with at-risk individuals in my community.

Experience

2019-current Harbor House Inc. Rogers, AR
Substance Abuse Counselor, CIT

- Conducts prescreening and needs assessment for admission into the Outpatient Program.
- Develops client-centered substance abuse treatment plans.
- Provides individual treatment sessions.
- Facilitates weekly group therapy.
- Collaborates with community organizations for referrals and resources.

2018-2019 Woodridge Behavioral Health Springdale, AR
Residential Care Behavior Technician

- Supervised daily, scheduled activities.
- Implemented treatment plans.
- Conducted behavioral corrective actions.

2017-2018 TRG Bentonville, AR
Orders Manager

- Entered customer data.
- Verified orders for final shipping.
- Operated Forklift for larger orders.

2007-2015 People, Inc. Sallisaw, OK
Resident Care Behavior Technician/Supervisor

- Supervised staff and residents between 12-18 years old.
- Conducted weekly life skills groups.
- Managed daily classes and behavioral modification programs.
- Completed staff and resident evaluations.
- Organized staff and resident meals.
- Assisted in the development of resident treatment plans.
- Coordinated services with the Dept. of Human Services and the Office of Juvenile Affairs.
- Maintained and repaired buildings and classrooms.
- Trained new hire team members.

1999-2007 Riverside Furniture Fort Smith, AR
Assembly/Assistant Line Leader

- Worked on general labor production line.
- Managed line stock and kept inventory stocked for materials.

Education/Training

2011, Obtained High School Diploma (GED)
Mandi System® Certified Instructor
Motivational Interviewing
Acceptance and Commitment Therapy

References

Will be furnished upon request.

[Sign in](#)[Download PDF](#)[Post a job](#)

Currently viewing a shared resume

Hailey Turman

Van Buren, AR

I wish to gain employment at a reputable company where I can use my skills and talents to provide the best services to consumers.

Authorized to work in the US for any employer

Work Experience

Recovery Coach

Harbor House, Inc. - Fort Smith, AR

June 2021 to Present

- Case Management
- Facilitate groups
- Assist clients with outside needs; such as, resources they need for any medical, legal, or personal needs.
- Assist clients in maintaining recovery and support.

Bank Teller

Sabine State Bank - Natchitoches, LA

September 2019 to July 2020

- Cash checks
- Assist consumers with questions concerning their accounts.
- Daily withdrawals and deposits into accounts.
- Balance drawers

Office Cashier

Super 1 Foods - Natchitoches, LA

January 2017 to September 2019

- Balance drawers
- Assist consumers with questions about items
- Make schedule
- Handle cash flow
- Make deposits
- Balance ATM

Education

High school diploma

Van Buren Community High School - Van Buren, AR

January 2011 to August 2011

Skills

- Cash Handling
- Cashiering
- Cleaning Experience
- Document Management Systems (Less than 1 year)
- Microsoft Word
- 10-key data entry
- Documentation review
- Classroom experience

Certifications and Licenses

CIT

July 2021 to July 2026

Counselor in training

Assessments

Administrative support professional fit — Proficient

June 2021

Measures the traits that are important for successful administrative support professionals

Full results: Proficient

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

KAYLA MCALISTER

417 North 21st street, Fort Smith, Arkansas 72904 · 479-831-5139
kmcalist@recoveryhhi.org

I am looking to gain some experience in the field of recovery while continuing my education in the field of human services. I am seeking knowledge through clinical experience while simultaneously continuing my education in a social science field.

EXPERIENCE

JUNE 2006 TO JULY 2021

REHABILITATION HEALTH AIDE, BOST

My main mission was to reintegrate individuals with intellectual and developmental delay into society. I would take them into the community for socialization, teach them routine in the home, teach independent living skills outside of the home.

JULY 2020-CURRENT

RECOVERY COACH, HARBOR HOUSE INC.

My main objective is to assist those in active addiction identify and work on minimizing barriers between them and society. I help others with housing, legal issues, and employment so that they can improve their quality of life. I also intend to help others find meaning in their life.

EDUCATION

OCTOBER 2021

GED, VAN BUREN ADULT EDUCATION

I just recently acquired my GED and am seeking to continue my education in a social science field.

SKILLS

- RADD training
- Recovery Coach Training
- Certifications: CIT, RDS
- Crisis Prevention Training
- Teamwork skills
- Experience in human services field

COMMUNICATION

I work well with others in a team setting and enjoy sharing ideas. I find joy in helping and teaching others to be the best that they can be. I am empathetic with clients and coworkers and enjoy problem

Donald Keith Bradley

305 West Columbus ST
Lavaca, AR 72941
(479) 216-4910
bradleydonald4269@gmail.com

Skills

- Active listening
- Problem Solving
- Adaptability
- Reliable
- Responsible
- Fast Learner

Experience

January 25, 2021-present

Harbor House Inc.- Support tech CIT/RDS

- Organize and lead group sessions.
- Encourage a positive atmosphere for. clients to achieve growth.
- Assist with Snap and Medicaid. benefits for the clients.

February 2018 - PRESENT

Elaine's Main Street Grill Lavaca AR - Cook

- Short Order cook
- Prep, clean and organize work area for next shift
- Customer interaction

September 2018-January 2018

Benson's Grill Fort Smith AR - Cook

- Organize and prepare orders in a very fast paced atmosphere
- Food prep, cleaning and customer interaction

Education

2016 Completed all courses to obtain my GED.

2005 Central Tech - CDL

Brandi Bowling
Ph. 918-208-1281
Brandibowling2580@gmail.com
471210 E. 1090 Rd.
Muldrow, Ok 74948

PROFESSIONAL SUMMARY

Compassionate and driven with excellent time management and organizational abilities. Highly effective at supervising activities and individuals. Known for top-notch conflict resolution skills.

SKILLS

- Quality Service
- Facility Inspections
- Knowledge in Microsoft
- Data Collection and Analysis
- Staff Management
- Supervision
- Team Building
- Team Management
- Relationship Development
- Communications
- Event Oversight
- Activities Scheduling
- Budgeting
- Negotiation
- Strategic Planning
- MS Office
- Problem Resolution
- First Aid/CPR
- Customer Service
- Operational Improvement

EXPERIENCE

Support Staff, Harbor and Gateway Recovery, July 2020- Current, Ft.Smith, Ark.

Responsible for assisting with the safety and security of clients and the facility. Must have the ability to respond quickly to emergencies that arise with clients, visitors and/or staff and be knowledgeable of regulatory requirements, as well as health and safety necessities.

- Complete all required client documentation on Credible as it relates to medication calls and other duties required by this position.
- Supervised client adherence to rules and regulations, as well as cleanliness of the facility.
- Reported necessary infractions or issues to the counselor.
- Documented all activities or incidents as needed.
- Transported client when necessary.
- Secured the building by ensuring that all clients are present and accounted for.
- Upload information to client files and update daily census, as instructed.
- Enforce all client rules including waking of clients and bedtimes, as well as tobacco use restrictions.
- Front office coverage including answering the phone and door.
- Complete all duties, paperwork, projects, etc. as assigned.
- Follow all company policies and procedures.
- Multitask, prioritize and manage time, as needed.

House Manager, People Inc, Jul 2016 - Jun 2020, Sallisaw, OK

- Assisted residents with daily hygiene and living tasks, including chores.
 - Supervised residents preparing meals and handling chores and provided constructive feedback.
 - Managed all intake and discharge paperwork and procedures for residents.
 - Coordinated events for entire household, including Silent Dinners.
 - Developed and implemented productivity initiatives, in addition to coordinating itinerary and scheduling appointments.
 - Supervised site investigations, reported issues and escalated those that required further assistance.
 - Entered data into Callisto System, implementing tight safeguards to secure financial and personal information.
 - Communicated best practices among on-site and external personnel to align efforts and goals.
 - Facilitated change management activities for department and staff of 10 plus individuals.
 - Maintained professional demeanor by staying calm when addressing unhappy or angry clients.
 - Reduced workflow inconsistencies by recruiting and hiring capable staff members.
 - Maintained store equipment, including computers, printers and fax machines.
 - Directed training and retraining of employees to boost performance and enhance business results.
 - Defined clear targets and objectives and communicated to other team members.
 - Taught HTS's and HCC's effective customer service techniques, boosting client satisfaction rates 100%.
 - Chaired weekly meetings with executive leadership to identify opportunities for improvement and establish milestones.
 - Performed customer needs assessments and coordinated resolutions with quality teams.
 - Improved staffing during busy periods by creating employee schedules and monitoring call-outs.
- EXPERIENCE (CONT.)

Customer Service Manager, Wal-Mart, Mar 2013 - July 2015, Sallisaw, OK

- Trained and regularly mentored associates on performance-oriented strategies and customer service techniques.
- Reviewed repeated issues within operations and business management to solve problems and improve company outcomes.
- Conferred with sales teams and team leaders to communicate targets, boost revenue and improve promotional strategies.
- Exceeded team goals and collaborated with staff members to implement customer service initiative.
- Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
- Researched and corrected regular, advanced and long-standing customer concerns to promote company loyalty.
- Completed special projects by using effective decision making, critical thinking and time management skills.
- Resolved customer complaints while prioritizing customer satisfaction and loyalty.
- Supervised employees and assessed performances to determine training needs and define accurate plans for decreasing process lags.
- Followed through with client requests to resolve problems.
- Conferred with customers about concerns with products or services to resolve problems and drive sales.

Tax Preparer, Jackson Hewitt Tax Service, Dec 2008 - April 2015, Fort Smith, AR

- Offered clients recommendations to reduce tax liabilities.
- Reviewed available data and compared against tax code to determine exemptions, deductions and potential liabilities.
- Conducted review of internal tax documentation, reducing errors related to missed tax benefits.
- Maintained complete records of client tax returns and supporting documentation in secured areas.
- Facilitated communication between clients and tax authorities.
- Prepared wide array of returns such as corporate, fiduciary, gift, individual and private foundation returns.
- Contacted IRS or other relevant government organizations on behalf of client to address issues related to tax self-preparation.
- Prepared tax returns, extensions, tax planning calculations and write-ups for all types of organizations and entities, including individuals.
- Prepared written responses or tax return amendments to resolve state and federal notices.
- Reviewed clients tax filing papers thoroughly to determine eligibility for additional tax credits or deductions.
- Maintained high-quality control standards by reviewing internal tax preparation documents for missed tax benefits.
- Completed and filed returns with tax departments at local, state and federal levels.

EDUCATION

High School Diploma, General

Arkoma High School - Arkoma, AR

Brittany Goldsmith

Fort Smith, AR
baseballmomma94@gmail.com
4792266294

Authorized to work in the US for any employer

Work Experience

Front Office Clerk/Receptionist

Harbor House, Inc. - Fort Smith, AR
February 2021 to Present

Answer and transferring calls as directed. Checking clients in, searching items, and administering UA's. Staying on a routine schedule to assure positive attitudes

Babysitter

Harbor House, Inc. - Fort Smith, AR
February 2021 to May 2021

Caring for children while clients attend class. Feeding, making bottles, changing diapers, laying down for nap time, interacting with arts and crafts, reading stories.

- Provided excellent full-time childcare
- Responsibilities included cooking and meal preparation
- Monitored children's allergies
- Completed and maintained Red Cross, CPR, Infant CPR and First Aid certification

Waitress

Ed Walkers Drive In - Fort Smith, AR
September 2019 to February 2021

Greet and seat customers with a welcoming smile, take orders and serve food as well as beverages. Make sure guest are satisfied with their meal and correct any problems they may have.

- Handled a high volume of customers regularly
- Bussed tables
- Kept the restaurant clean and sanitary

Receptionist/ Vet Technician

Hubb's Animal Clinic - Van Buren, AR
June 2016 to August 2018

Checked clients in and out at front desk, answered and transferred calls as directed, worked in a fast pace environment and multitasked in a timely matter. Assisted doctors in exam, x-ray, and surgery rooms. Prepped animals for surgeries and sterilized surgery utensils. Administered medication to patients as directed by doctor by mouth or IV. Cleaned kennels and made sure every animal was safe and accounted for.

Education

High school or equivalent

Van Buren High School - Van Buren, AR

August 2010 to May 2012

Skills

- Clerical
- Organizational Skills
- Receptionist
- Customer Service
- Data Entry
- Filing
- Time Management
- Communications
- Word
- Microsoft Excel
- Childcare

Certifications and Licenses

CPR Certification

February 2021 to February 2022

Regional Detoxification Specialist

February 2021 to February 2022

Regional Alcohol and Drug Detoxification Specialist

February 2021 to February 2022

CIT

February 2021 to February 2026

Counselor In Training

Assessments

Workplace English — Expert

September 2019

Understanding spoken and written English in work situations.

Full results: Expert

Receptionist — Proficient

September 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: Proficient

Logic & Critical Thinking — Proficient

August 2019

Using logic to solve problems.

Full results: Proficient

Verbal Communication — Proficient

September 2019

Speaking clearly, correctly, and concisely

Full results: Proficient

Scheduling — Proficient

November 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: Proficient

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Lynne Kramer Bass
3511 Clayton Court
Fort Smith, AR 72904
(479)274-1054
K8495@yahoo.com

WORK AND VOLUNTEER EXPERIENCE

Harbor House, Inc.
Prevention Coordinator and Assistant Coordinator 1995-2013

Provided substance abuse prevention services to six counties in western Arkansas. Worked with schools, coalitions and organizations to plan, implement and assess community needs and goals.

Harbor House, Inc.
Volunteer 2016- 2018

Worked the front desk, answered phone and door, designed handouts and completed reports as requested.

SPECIAL SKILLS AND KNOWLEDGE

Trained in CPR/First Aid, Regional Alcohol and Drug Detox (RADD) and Crisis Prevention Intervention (CPI).

Certified by the state as a Regional Detoxification Specialist (RDS).

Microsoft Windows

Customer Service

EDUCATION

University of Arkansas at Little Rock - 1986

OTHER VOLUNTEER WORK

Local support groups
Area Coalitions and Task Forces

REFERENCES

Jennifer Lovell (479)561-4023
Yvonne Case (479)518-1672
Debbie Faubus (479)651-5472
Cindy Stokes (479)831-7646

CHARLES BELT

2504 S. O Street · 479-401-4758

cbelt@recoverryhhi.org

EXPERIENCE

07/02/18 – PRESENT

KITCHEN MANAGER, HARBOR HOUSE, INC

Prepare food served using established procedures. Determine amount and type of food and supplies required. Ensure availability of supplies and food or approved substitutions in adequate time for preparation. Comply with established sanitation standards, personal hygiene, and health standards. Observe proper food preparation and handling techniques. Reporting necessary equipment repair and maintenance to supervisor is required. For this position, it is mandatory to maintain an RDS credential as this person will be on-call and may be asked to assist with other responsibilities and duties as needed.

01/27/18 – 07/02/18

ASST. MANAGER, DOLLAR GENERAL

Order, stock, maintain proper dating, and organize Frozen & Dairy section

EDUCATION

MAY 2002

DIPLOMA, MULBERRY HIGH SCHOOL

DECEMBER 2019

SERVSAFE CERTIFICATION, FOOD PROTECTION MANAGER

LINDA STEPHENS

(479)420-2026

lstephens@recoveryhhi.org

An employee with great customer service skills, positive attitude, and a willingness to help anyone.

EXPERIENCE

10/10/2019 10:10:10 AM

AUG 2005 – PRESENT

KITCHEN MANAGER, HARBOR HOUSE INC.

Manage kitchen. Order supplies. Create menu. Client care. Give medications. Transport clients.

2001 – 2002

FLOOR WORKER, FORT SMITH INDUSTRIAL LAUNDRY

Fold commercial laundry. Wash and care for uniforms.

CERTIFICATIONS

- CPR
- CPI
- Safe Sever certified
- First Aide
- RADD
- RDS



TERESA CASEY

5616 Grand Avenue Fort Smith, AR 72904
479-285-7355
tcasey@recoveryhhl.org

WORK EXPERIENCE

Health and Safety Coordinator/CIT/IRDS/RADD Coordinator
10/2008 to Present
Harbor House Inc
3900 Armour Avenue Fort Smith, AR 72904
Maintaining clients daily schedules and routines
Ensuring all policies and procedures are being met
Creating a positive work environment
Ensuring RADD duties are being met
Making sure requirements in place by state and CARF are being implemented

SKILLS

Reliable
Multitasking
Organizational Skills
Teamwork

EDUCATION

Northside High School
High school or equivalent
Fort Smith, AR

Rebecca A. Myers

Billing Specialist

(479) 561-5386

fcfsmram@yahoo.com

3309 Royal Scots Way
Fort Smith, AR 72908

CAREER OBJECTIVE

Billing specialist with 4+ years of experience working directly for the CFO of Harbor House Recovery Center in Fort Smith, an alcohol and drug recovery center. Possesses impeccable written and verbal communication skills, and excellent interpersonal skills.

ADDITIONAL SKILLS

Analytical Thinking
Problem Solving
Data Entry
Tolerant & Flexible
Organization
10 key Proficiency
Time Management
Strong Communication

Software & Program Knowledge

CREDIBLE
Since July 2016

ADMIS
Since July 2016

Word Document
Since 2007

REFERENCES

Vickie McDaniel
Harbor House

((479) 522-1649
vmcdaniel@recoveryhhi.org
Direct Manager/CFO

Rachel Cooper
Elite Home Health
(479) 462-7616
rdcooper1023@hotmail.com
LPN

PROFESSIONAL EXPERIENCE

Billing Specialist

Harbor House Inc. / Fort Smith, AR / July 2016 - Present

- Handles billing for clients from all Arkansas Recovery Centers.
- Enters and updates client details to Credible Software and Alcohol Drug Management Information System (ADMIS)
- Submits admission & discharging files of clients to Credible Software and ADMIS.

Home Daycare Owner/Worker

Home Daycare Provider / Fort Smith, AR / August 2011 - Present

- Engaged and organized group activities for children 5 years old and younger.
- Maintained a clean environment.
- Cooked healthy meals and snacks for the children
- Relayed information of the children to their parents.

Vice President of Obey Inc.

Obey Inc. / Fort Smith, AR / 2004 - 2011

- Managed several businesses alongside my husband, which included:
 - The Wing King
 - Gas Station/Convenience Store
 - Snow Cone Shack
 - Handled inventory, restocking, bookkeeping, scheduling, hiring process, termination process, cooking, cleaning and opening/closing businesses.

Cold Test Operator

Whirlpool Corp. / Fort Smith, AR / September 1998 - November 2004

- Tested evaporator system in each refrigerator on the factory line.

Employee Billing Specialist

Sparks Hospital / Fort Smith, AR / January 1998 - September 1998

- Posted employee payments and insurance payments.

PROFESSIONAL EXPERIENCE



Data Entry Specialist

BayMark Health Services / Fort Worth, TX/ 1995 - 1998

- Entered patient claims into Medical Billing Software and worked with ICD-9 coding system.

Billing and Coding Specialist

Mednet Medical Billing & Coding Services / Albuquerque, NM/ 1994

- Entered patient claims for Medicare and worked with ICD-9 coding system.

Law Enforcement Specialist

United States Air Force / Reese Air Force Base in Lubbock, TX

- Enlisted in the Air Force in January 1988 and was Discharged with Honorable Discharge.

EDUCATION



Van Buren High School, Van Buren, AR

May 1987

Job-related Courses: Medical Billing & Coding

DAVID H. ALLEN

146 May Ave • Fort Smith Ar. 72901 • Phone: (479) 262-1126

SUMMARY OF QUALIFICATIONS

Ability to run high volume production oriented department in a fast paced, high stress environment and to effectively supervise multiple tasks and projects.

SKILLS

- | | | |
|---------------------|----------------------------|------------------|
| • Customer Service | • LMS | • CPT Coding |
| • Typing | • ESS(SAP) | • ICD-9 Coding |
| • Data Entry | • Medical Billing | • HCFA/CMS-1500 |
| • 10-Key | • Dental Billing | • UB-04 |
| • Microsoft office | • Medical Terminology | • Reading EOB's |
| • Microsoft Word | • Dental Terminology | • RDS |
| • Microsoft Excel | • Medical Claims Examining | • CIT |
| • Microsoft Outlook | • Dental Claims Examining | • Recovery Coach |
| • Internet & Email | • HMO, PPO, POS | |

EDUCATION

American Career College – Anaheim, CA Graduating June 2011 Attending Night Classes M-F

Diploma: Health Claims Examining/Medical Billing

Awards & Certificates: Honor Roll, Prefect Attendance,

PROFESSIONAL EXPERIENCE

The Harbor House Inc. – Fort Smith, Ar

02/2018-Present

Front Desk Clerk CIT, RDS

Responsible for overall first impressions for new clients and their pre- intake experience, help make addicts feel comfortable in the new environment they are about to come into, helping them to become calm.

- Customer Service
- Prescreening
- First Initial intake (help providing critical information about the overall program)
- ASI
- Inspection of all property
- Snap

The Island Hotel –Newport Beach, Ca.

Assistant Room Service Manager/Pool Manager/Assistant F&B Manager

Responsible for managing labor projects, controlled monetary labor dollars spent, inventory management, assuring food quality.

- Forecasting, scheduling, budgeting
- Managing while maintaining AAA 5 Diamond Standards
- Responsible VIP guest amenities

Zio's Italian Kitchen, Tulsa Ok.

0 6/1997-09/2005

Restaurant Manager

Responsible for managing restaurant, including kitchen, servers, hosts, catering. Managed labor projects, labor dollars spent, back and front of the house management, inventory, expediting, food quality, making prep sheets, creating section floor plans.

- Forecasting, scheduling, budgeting
- Manage \$20K/a week to go service

Zio's Italian Kitchen, Tulsa Ok.

06/1997-09/2005

Restaurant Manager

Responsible for managing restaurant, including kitchen, servers, hosts, catering. Managed labor projects, labor dollars spent, back and front of the house management, inventory, expediting, food quality, making prep sheets, creating section floor plans.

- Forecasting, scheduling, budgeting
- Manage \$20K/a week to go service
- Corporate trainer for new store openings

Holiday Inn Civic Center, Fort Smith Ar.

11/1987-08/1997

Assistant Manager

Responsible for the management of an award winning, 4 star, fine dining restaurant. Reviewed labor reports, forecasted sales, monthly budgeting, ordering and maintaining inventory.

- Customer service
- Supervision and scheduling of employees
- Developed and managed projects for convention services

Kylia Eastman

Great people skills

Spiro, OK 74959

kyliahowery87@gmail.com

4796599432

I love to multitask and to stay busy I always do my best at every job I do and expect nothing less from myself. When I have a job to do I am always dedicated and motivated with positive energy. I love working with other people and customer service seems to be a good quality that I have, it comes naturally to me because I love helping people and making people happy.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

HHI

Gateway - Fort Smith, AR

June 2021 to Present

Transporter with CPI certification

Bakery Associate

CV's Family Foods - Spiro, OK

April 2021 to June 2021

Make all types of breads cookies cakes cupcakes Cold Case and hot bar food. Fulfill large orders for special occasion. Decorate cakes and cupcakes. Rotate stock . Customer service and sales.

Resident Assistant

Dr Pauls Behavioral Health - Eureka Springs, AR

April 2020 to March 2021

Conduct daily checks and coordinate with facility staff to meet resident needs. Conduct tours orientation educational sessions for residents. Promote positive relations between residents and staff. Provide swift and knowledgeable emergency support in line with campus crisis protocols. Provide emotional support and counseling to residents coping with loss and create and develop bereavement groups.

Fresh market Supervisor

Braum's Ice Cream and Dairy Stores - Van Buren, AR

August 2019 to February 2020

Rotate inventory and restock. Customer sales and service. cash register operations.

Bakery Associate

Cvs family foods - Spiro, OK

February 2019 to July 2019

Meal prep, hot foods prep, cold deli prep and slicing. Customer service in store and over the phone. Cleanup, stock and assemble stations.

Quality Assurance Analyst

OK Foods, A Bachoco Co - Heavener, OK

June 2018 to February 2019

Perform required tests in order to assure quality production. Maintain a clean and safe work area.

Business Owner/Operator

Paulson automotive - Panama, OK

February 2012 to August 2016

As owner and operator of this business for over 4 years I managed all the basic functions of an automotive shop. Setting appointments, ordering parts, invoicing, tax prep customer service was all a daily routine along with cleanup and financial management.

CNA - Certified Nursing Assistant

Spiro Nursing Home - Spiro, OK

January 2011 to April 2013

Assist residents with activities of daily living

Education

Working on degree in Social Sciences (Online)

Carl Albert State College - Poteau, OK

January 2020 to Present

High school or equivalent in Diploma

Spiro - Spiro, OK

September 2001 to May 2005

Skills

- Microsoft word Microsoft office excel quick books (10+ years)
- Financial Management (10+ years)
- Meal Preparation (10+ years)
- Vital Signs (10+ years)
- Senior Care (10+ years)
- Social Work
- Medication Administration
- Patient Care
- Financial Report Writing
- Behavioral Health

Certifications and Licenses

CNA/GNA

OSHA 10

Work keys

CPR

Certified Nursing Assistant (CNA)

First Aid Certification

Joyce M. Slack

(978) 930-0242

jmarieslack@gmail.com

25 Linwood Street Fort Smith, AR 72901

Profile

Accomplished and energetic Marketing Director, Youth/Teen and Staff Mentor and IT/Web Development Professional with a solid history of achievement working with nonprofit organizations. Motivated leader with strong organizational and prioritization abilities with a passion for community involvement and development. Successfully taken on branding, marketing and IT tasks which reduced outsourcing of other companies to perform these tasks. Most noted includes single-handed productions of several PSA commercials which aired on local networks at no cost to organizations.

Experience

IT PROFESSIONAL & Marketing Developer, Harbor House, Inc.; FORT SMITH, AR — FEB 2019 -PRESENT

Extend complex and independent support in system operations, system administration and hardware support. Analyze design, modify and support computer systems and subsystems. Consult with staff on computer infrastructure needs to determine hardware and software purchases. Develop and execute Microsoft systems and technology solutions for staff. Install, execute and support systems software and hardware products. Extend primary support and management for Active Directory system. Troubleshoot issues and interact to discuss projects, technology solutions and respond to questions on systems and technologies. Initiate and execute software package implementation and project upgrade. Initiate and evaluate systems capabilities to support intelligence requirements. Assess technology enhancing systems to stay up-to-date with technical demands. Develop technical standards and specifications. Write technology policy guidelines for employee handbook to meet HIPPA and CARF requirements. Develop and manage computer systems and application programs. Managing website. Interacting with partnered technology related companies to manage, order, and troubleshoot technical equipment including computers, landline phones, cellular phones, printers, scanners, copiers and fax machines.

Strategize, develop and implement new marketing ideas with the marketing team, design flyers, brochures, and handouts for clients and potential donors that has a clear and concise message of the organizations abilities to help, design and develop e-newsletter as well as maintain and design posts for social media, meet monthly with marketing team to develop a clean marketing plan for the following month which would include all social media postings, e-newsletter topics, billboard designs, article designs, commercial development and design and other media content.

WEB DEVELOPER, CCBEANIE.COM; FORT SMITH, AR — AUGUST 2018-January 2020

Regular exposure to executive management, as well as the authority and scope to apply expertise to many interesting technical problems. Strong understanding of Shopify, all aspects of web development, and general web functions and standards. General knowledge and hands on experience with web applications and programming languages to create innovative and eye-catching online retail store. Creating and managing files to upload onto the client's website using programs such as Photoshop, Excel, Word and PowerPoint. File conversion for proper use depending on website placement. Deep understanding and strict to follow branding guidelines as they pertain to web appearance.

MARKETING DIRECTOR & PROGRAM SPECIALIST, GIRLS INC. OF FORT SMITH — DEC 2009-JULY 2018

Identify, develop and evaluate marketing strategy based on knowledge of established objectives and marketing characteristics. Develop graphics and layouts for organization's internet website, e-newsletter, social media platforms and hard copy literature. Advocate for the affiliate through public relations and other public speaking opportunities.

Community-based event involvement through United Way partner and other nonprofit organizations including planning, hosting and attending. Support the Girls Inc. mission and vision through marketing engagements as well as follow branding guidelines as they

pertain to the organization. Plan and lead professional development activities for support staff. Prepare and submit budget requests and recommendations or grant proposals to solicit program funding. Recruit, hire, train and evaluate primary and supplemental staff. Mentor and support staff members.

SITE COORDINATOR, CAMP FIRE USA; SALEM, MA — MAY 2009-DEC-2009

Train and supervise instructional staff. Select appropriate curricula or class structures for educational programs. Implement program plans by ordering needed materials, scheduling speakers, reserving space or handling other administrative details. Publicize programs through sources such as newsletters, bulletins, or mailings. Attend workshops, seminars or conferences to obtain program ideas, information or resources. Enforce rules 978-930-0242 jmarieslack@yahoo.com 2915 Carthage Street Fort Smith, AR 72901 and regulations of facility to maintain discipline and ensure safety. Administer first aid according to prescribed procedures and notify emergency medical personnel when necessary. Organize, lead and promote interest in recreational activities. Greet new arrivals to activities, introducing them to other participant, explaining facility rules and encoring participation. Confer with management to discuss and resolve participant complaints. Explain principles, techniques and safety procedures to participants in recreational activities and demonstrate use of materials and equipment. Encourage participants to develop their own activities and leadership skills through group discussion. Meet with staff to discuss rules, regulations and work-related problems. Evaluate staff performance, recording evaluations on appropriate forms.

Education

EdX Online MIT Course (non-degree program)- Computer Science and Programming - July 2018 - January 2020

Shawsheen Valley Technical School, Billerica, MA — Media Arts & Marketing Design - 2004

Skills

- Computer and Electronics
- Expert Understanding of Microsoft Applications
- Public Speaking
- Critical Thinking
- Judgement and Decision Making
- Time Management
- Mathematics
- Social Perceptiveness
- Expert Understanding of Nonprofit Organization
- English Language
- Coordination
- Swift/Active Learning
- Instructing
- Communications and Media
- Active Listening
- Reading Comprehension
- Monitoring
- Complex Problem Solving
- Writing
- Sales and Marketing
- Design
- Education and Training

Key Competences

- Providing innovative new ideas and solutions to problems
- Able to juggle priorities and multiple projects
- Learning new technologies and keeping abreast of markets developments
- Having creativity and imagination
- Adaptable and able to pick up new techniques
- Thorough and precise
- Community driven
- Strong work ethic and drive to achieve
- Works well remotely

Dorothy Ranee Lewis

3911 Terry Street, Van Buren, AR 72956

479-208-3994 Rlewis1104@gmail.com

Career objective

Seeking to find a challenging position that I can put my knowledge and experience to use successfully for the better of Harbor House Inc. as well as for myself.

Educational Qualifications

Nationally Certified Medical Assistant - December 2013

Certified Medical Coding and Billing - August 2010

Trainings

Coding and Billing for Mental Health- October 2016

Work Experience

Harbor House, Inc.-Fort Smith, AR

Office Manager/Billing Specialist January 2016-Current

- Benefits/Eligibility for all clients, at all facilities & satellite offices associated with HHI.
- Bi-weekly billing of insurance for all programs and facilities associated with HHI.
 - Cherokee Nations claims
 - Claim Denials
- Payment posting (via insurance payments and/or from self-pay ct's)
- Upkeep of authorization information for programs that require it.
 - SNAP Program for Men's facility.
- Maintain and upkeep HHI's contracts with all insurance companies.
 - Provide clerical help to Chief Financial Officer as needed.

Dunkin Donuts-Fort Smith, AR

Baker/Cashier Dec 2014-Jan 2016

- Baking of all donuts, muffins and/or any baked goods to be put out for morning opening shift.
- Opening of the store to include making teas and coffees in order to prepare for opening shift.

- Attend to customers. Make coffees, grab orders for donuts, keep the store running as smoothly and cleanly as possible in order to make a great experience for our customers.

Alixia Rx-Fort Smith,AR

Pharmacy Billing January 2014-August 2014

- Billing for pharmaceuticals used for patients who were either long term or short term care for Nursing Home/rehabilitation facilities. This position required working knowledge of coding and billing procedures that coincided with p self pay, personal insurance, medicaid and Medicare procedures. Filing claims within timely manner. Reworking the sheet to see of missed claims or new claims.

Mercy Clinic-Fort Smith, AR

Medical Assistant June 2013-January 2014

- Rooming off all patients for PCP. This included but not limited to: Weight, height, blood pressure, checking of current medication lists, updating any new information on patient for PCP. Running EKG's, blood glucose testing. Assisting in women exams, assisting in office procedures, joint injections, biopsies etc. Calling to make and receive of patient referrals. Medicaid referrals for our office. Documentations. Patient phone calls and refilling of routine medication under direction of Rn or PCP.

Mercy/River Valley Musculoskeletal Center - Fort Smith, AR

Insurance Verification Clerk September 2010-June 2013

- Verified all insurance for 6 orthopedic surgeons. This included getting information from patient. Using AHIN to verify all copays, out of pocket expenses, benefits covered/non covered.
- Checking in said patients and collecting Co pays/dedications as verified by insurance company. As well as collecting payments on accounts owed on and self pay patient accounts.
- Scheduling and Rescheduling of appointments for patients.

Professional summary

Through my work experiences that I have listed above, I have attained a great working knowledge of professional working skills needed to provide a reliable, dependable and superb employee to Harbor House Inc. I have a broad range of computer skills, insurance verifications, medical coding and billing knowledge. As well of great patient care. It is my goal to obtain your position of Insurance Biller that you have open at this time. I feel I have the experience needed, knowledge, professional and personal goals that best suits your needs for this position.

References Upon Request

COLTON COOPER

527 Caperton Loop Greenwood, AR 72936 | 479-222-3728 | cnc00p3r@gmail.com

Skills Summary

- Observational Awareness
- Communication
- Computer skills
- Customer service
- Interpersonal skills
- Leadership
- Management skills
- Problem-solving
- Time management

Education

High School Diploma / May 2011

Stilwell High School | Stilwell, OK

Honors student graduation with a 3.5 GPA.

Bachelor of Business Administration / Current

University of Arkansas Fort Smith | Fort Smith, AR

Concentration in Professional and Public Accounting

Experience

Harbor House, Inc.

Facilities Manager / April 2017 – Present

Responsible for the maintenance and upkeep of buildings, ensuring that they meet legal requirements and health and safety standards. Oversees contracts and providers for services including repair and maintenance, construction, cleaning, security, technology and so on. Supervises a team of staff with duties such as cleaning, maintenance, grounds, and security. Ensures that basic facilities systems, such as water and heating and air, are well-maintained.

Resume

Kenneth L. Martin Jr.
615 N. 19 St
Fort Smith, AR 72901
(479) 312-3909

Professional Experience

Maintenance and Grounds Keeper

Stonebridge Commons
5701 Free Ferry Rd.
Fort Smith, AR
February 2002 -August 2007

Responsible for all maintenance and lawn care, including trimming, mowing and edging. Responsible for keeping up all flower beds at the facility. Provided all maintenance for the in-ground sprinkler systems. Responsible for minor construction, such as: repairing wooden decks, plumbing, drywall and flooring.

Maintenance Technician

OK Foods/ PSSI Sanitation
4601 N 6th St.
Fort Smith, AR 7270372904
December 2011- September 2015

Responsible for the cleaning and maintenance of the machinery. Complete repairs of the equipment and occasional welding were required.

Facilities Assistant

Harbor House, Inc.
615 N 19th St.
Fort Smith, AR 72901
August 2018 – Present

Assisting the Facilities Manager with all maintenance issues such as groundskeeping, service call, repairs, routine work orders, transporting, general labor and all facility related work.

Qualifications:

In addition to my above mentioned job skills, I am very self-motivated, a fast learner, people oriented, work well with others and take pride in all I do.

Dylan Ballard

711 North 19th Street
Fort Smith, AR

479-262-4384
Dylan.ballard17@gmail.com

EDUCATION & MEMBERSHIPS

High School Diploma 2010- Lincoln High School in Lincoln, Arkansas

PROFESSIONAL EXPERIENCE

McDonalds 2010-2012

Multiple Duties and Departments

Duties and Positions:

- Prepare food in a safe and timely manner
- Cleaning and maintenance of commercial cooking equipment
- Unload trucks and organize stock rooms

Taco Bell 2018-Present

Duties and Positions:

- Train new crew members on any and all procedures
- Get orders out in an established time limit
- Float to any position and meet or exceed position requirements
- Assist in other locations with procedural training

Harbor House, Inc. 2020-Present

Duties and Positions:

- Assisting the Facilities Manager with all maintenance issues such as groundskeeping, service call, repairs, routine work orders, transporting, general labor and all facility related work.

Experience Gained:

- Ability to read and check truck manifest
 - Importance of effective communication, attentiveness, and punctuality
 - Ability to keep track of multiple task while keeping work consistent
 - Ability to retain information quickly and accurately
-

SKILLS AND ACCOMPLISHMENTS

- Excellent problem solving
 - Dependable with great time management
 - Thoroughly trained in sanitation procedures
 - Work well under pressure
 - Ability to multitask and adapt to evolving situations quickly
-

REFERENCES

Josh Gulledge- Regional General Manager 870-723-8242
Kaila Shockley- Regional General Manager 479-208-9310
More available upon request



MICHAEL SPEARS

615 N. 19th St. Fort Smith, AR 72901 | 918-213-8674 |
mspears@recoveryhhi.org

EXPERIENCE

Spears Construction

Carpenter/Framer | 2006 – 2015 & 2018

- Worked in all aspects of the construction environment from the beginning to the end process. Including framing, roofing, custom buildings, concrete finishing, and flooring.
- Extensive experience in operating heavy machinery.
- Experience with reading and understanding blueprints.

Harbor House, Inc.

Facilities Assistant | May 2020 – Current

- Assisting the Facilities Manager with all maintenance issues such as groundskeeping, service call, repairs, routine work orders, transporting, general labor and all facility related work.

EDUCATION

Acquired GED in 2009

1 Year of Vo-Tech (ICTC) Welding in 2014

Member of Skills USA State Welding

SKILLS & ACCOMPLISHMENTS

- Certified Welder
- Graduated ICTC (Vo-Tech)
- Excellent all-around construction worker
- Heat and air duct work
- Fast learner
- Decisive, determined, dependable, and dedicated work ethic

MICHAEL MELTON

615 N. 19th St. Fort Smith, AR 72901 · 479-401-9262

Mmelton@recoveryhhi.org

EXPERIENCE

JUNE 2021 – CURRENT

FACILITES ASSISTANT, HARBOR HOUSE, INC.

Assisting the Facilities Manager with all maintenance issues such as groundskeeping, service call, repairs, routine work orders, transporting, general labor and all facility related work.

2015 – 2019

MAINTENANCE, BEARDEN REALTY

Performs general repairs that do not require a specialized technician. Examples may include repairing drywall, painting, and repairing doors and other building fixtures. **Performs routine maintenance on building systems.** Cleans and assists with upkeep of the facilities.

1998 – 2015

LABORER, MELTON REMODELING

Family-owned construction contracting business.

EDUCATION

1998

GED

SKILLS

- Computer skills.
- Leadership experience.
- Communication skills.
- Organizational know-how.
- People skills.
- Collaboration talent.
- Problem-solving abilities.

JOHN LANE

519 n. 19th fort smith Arkansas 72901 · 4795611042
jlane@recoveryhhi.org · ·

EXPERIENCE

6-25-2009 TO PRESENT

SECURITY, COUNSELOR, SUPPORT STAFF, HARBOR HOUSE INC.

I am responsible for filing, detox, and building reports for monthly census

5-2007 TO 4-2010

DRIVER AND INSIDE WORKER, PAPA JOHNS PIZZA

I was responsible for delivery's and counter sales and pizza making

EDUCATION

FALL 2010

ASSOCIATES OF GENERAL STUDIES, UNIVERSITY OF ARKANSAS-FORT SMITH

I worked on psychology and criminal justice studies

SPRING 2018

BACHELORS OF PSYCHOLOGY WITH CRIMINAL JUSTIC MINOR, UNIVERSITY OF ARKANSAS-FORT SMITH

I was a standing member of the non-traditional students and volunteered many hours with this group.

SKILLS

- I am able to take direction easily
- I am computer savvy
- I am very reliable
- I am able to work without supervision
- I have a strong willingness to learn new things and keep an open mind.

ACTIVITIES

I am an active volunteer with Sebastian County Drug court for the last 9 years and I have a strong desire to help people. I hope to further my career in the social work field due to having been through the help of others in this field to get to where I am today and I am ready to learn and prosper.

Hello

Diamond R. Mumphrey

2800 Vicksburg st. Apt. 8

Fort Smith, AR, 72901

(479)561-5733

diamond192000@gmail.com

Skills

Communication

Self-Motivation

Ability to work under pressure

***CPI, CPR/First Aid**

***Babysitting Course**

Experience

February 2019 - October 2020

Walmart, Fort Smith - cashier

- Help when I'm needed
- Make sure my area was clean
- Handling money

Babysitting, Fayetteville - Sitter

- Safe environment
- Preparing / giving meals
- Administering medicine

June 2021- present

Harbor House, Inc. - babysitter

•watch kids

•change diapers

• make sure the kids are down for a nap.

• clean at the end of the day.

Education

August 2016 - May 2018

Van Buren High School, Van Buren - Diploma

I graduated with a 3.07 GPA. I was in the FCCLA Club and did complete the program. I did complete FACS in high school as well.

RESUME
Jeremy Diaz

Harbor House, Inc.
Night Security/ Support Tech
September, 2010 – current

Special Training:

- CPR
- CPR/First Aid
- RADD
- RDS
- R.A.P.T.R.S. (Recreational Assault Protection Team Response System)

**CARF Accreditation Proof,
Substance Abuse Treatment Licenses,
Behavioral Health Agency
Certifications**

Section 2.2, 2.2 F

Cindy Stokes

From: Jimmie Wooding <jwooding@recoveryhhi.org>
Sent: Tuesday, December 1, 2020 5:48 PM
To: Cindy Stokes
Subject: Fwd: CARF Expiration Date & Survey Timeframe

Sent from my iPhone

Begin forwarded message:

From: Leila Nassar <lnassar@carf.org>
Date: December 1, 2020 at 5:22:46 PM CST
To: jwooding@recoveryhhi.org
Subject: CARF Expiration Date & Survey Timeframe

Dear Ms. Wooding:

Due to the unprecedented challenges faced by organizations during the public health crisis, CARF has postponed hundreds of surveys planned for 2020. As a result, CARF is now experiencing an extremely high volume of surveys in the January/February timeframe. Accordingly, **CARF is permanently changing the accreditation expiration date for Survey Number 139374 to November 30, 2021, with a corresponding September/October survey timeframe.** The survey will be conducted under the 2021 standards manual, with 2020 fees. A complimentary PDF of the applicable 2021 manual will be emailed to you after it is published in January.

If you accept this change, you do not need to take any action. CARF will update its records and you will receive an email confirmation in approximately two weeks. CARF will contact you before scheduling the survey to identify any specific dates to avoid.

CARF understands that the new survey timeframe may be a hardship for some organizations. **To reject this change and retain the current accreditation expiration date and survey timeframe, you must reply to this email within seven (7) calendar days (December 8, 2020).**

CARF appreciates your flexibility and apologizes for any inconvenience. Thank you for your dedication to enhancing the lives of persons served.

Sincerely,
Leila Nassar
Manager, Survey Services
CARF International
888-281-6531, ext. 7150

Survey #139374 - Harbor House, Inc.
Company #306471

Survey Accreditation Detail

As of 1/6/2021

Survey Number: 102666
Company Number: 214015
Accreditation Decision: Three-Year Accreditation
Accreditation Expiration Date: 11/30/2021
Company Submitting Application: Harbor House, Inc. dba Harbor Recovery Center
615 North 19th Street
Fort Smith, AR 72901

Program Summary:

Administrative Location Only
Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)
Outpatient Treatment: Integrated: SUD/Mental Health (Adults)
Residential Treatment: Integrated: SUD/Mental Health (Adults)

Companies with Programs:

Harbor House, Inc. dba Harbor Recovery Center (214015)

615 North 19th Street
Fort Smith, AR 72901
Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)
Outpatient Treatment: Integrated: SUD/Mental Health (Adults)
Residential Treatment: Integrated: SUD/Mental Health (Adults)

Harbor Behavioral Health (284710)

19 North 5th Street
Fort Smith, AR 72901
Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)
Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Harbor House Booneville (307708)

57 North 4th Street
Booneville, AR 72927
Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)
Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Harbor House Clarksville (319281)

114 South Fulton Street
Clarksville, AR 72830
Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)
Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Harbor House Conway (306468)

1055 Sunflower Drive, Suite 104
Conway, AR 72034
Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)
Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Survey Accreditation Detail

As of 1/6/2021

Harbor House Fayetteville (320226)

130 North College Avenue, Suite G
Fayetteville, AR 72701

Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Harbor House Fort Smith (294791)

805 Garrison Avenue, 2nd Floor
Fort Smith, AR 72901

Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Harbor House Hot Springs (343762)

812 Mountain Pine Road
Hot Springs, AR 71973

Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Residential Treatment: Integrated: SUD/Mental Health (Adults)

Harbor House Hot Springs Outpatient (294788)

835 Central Avenue, Suite 114
Hot Springs, AR 71901

Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Harbor House Little Rock (294789)

3700 65th Street
Little Rock, AR 72209

Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Harbor House North Little Rock (306484)

324 West Pershing
North Little Rock, AR 72116

Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Harbor House Ozark (294786)

200 South Fourth Street
Ozark, AR 72949

Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Harbor House Rogers (306690)

1200 West Walnut, Suite 1200/1115
Rogers, AR 72758

Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Survey Accreditation Detail

As of 1/6/2021

Harbor House Russellville (335345)

702 East Fourth Street

Russellville, AR 72801

Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Harbor House Texarkana (306689)

604 Walnut Street

Texarkana, AR 71854

Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Harbor House West Memphis (306483)

228 Tyler Avenue

West Memphis, AR 72301

Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Harbor House, Inc. (306471)

512 South 16th Street

Fort Smith, AR 72901

Administrative Location Only

Harbor House, Inc. dba Gateway Recovery Center (237870)

3900 Armour Avenue

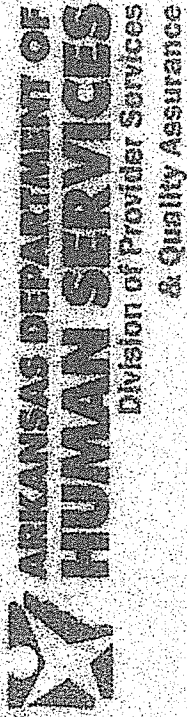
Fort Smith, AR 72904

Intensive Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Outpatient Treatment: Integrated: SUD/Mental Health (Adults)

Residential Treatment: Integrated: SUD/Mental Health (Adults)

Company Count: 18



License Number: 33689

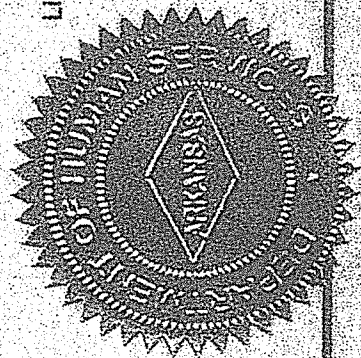
This Is to Certify That

Harbor House Inc, of Fort Smith AR

Is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs
on the premises located at _____ 615 North 19th Street
Fort Smith _____, County of _____ Sebastian _____, Arkansas.

License Effective: 03/03/2020 | License Expires: 03/03/2023





**Division of Provider Services &
Quality Assurance**

Community Services Licensure and Certification
<https://humanservices.arkansas.gov/about-dhs/dpsqa>

PO Box 8059, Slot S408, Little Rock, AR 72203-8059
501-320-6287 · Fax: 501-682-8551



June 24, 2020

Jimmie Wooding
Harbor House, Inc of Fort Smith AR (HRC)
512 South 16th Street
Fort Smith, AR 72901

RE: Behavioral Health Agency (BHA) Recredential Certification

Dear Provider,

You have been assigned a new license number due to internal process changes. Your previous license number is 278. Your previous vendor number is 11148.

Enclosed certification (s):

615 N. 19th Street
Fort Smith, AR 72901

New Certification #: 32247

Certification Dates: 04/16/2019– 09/30/2021

Your certification remains in effect contingent upon compliance with all program specific national accreditations (if applicable), state licensing certification requirements, and all state and federal Medicaid regulatory requirements.

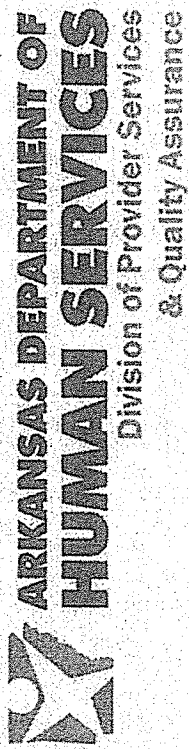
Should you have any questions or concerns, contact the Licensing and Certification department at DPSQA.ProviderApplications@dhs.arkansas.gov or (501) 320-6287. You may also contact Dana Briscoe at Dana.Briscoe@dhs.arkansas.gov. Any questions related to Behavioral Health Medicaid Services, contact Sharon Donovan with DMS at Sharon.donovan@dhs.arkansas.gov or (501) 396-6003.

Sincerely,

Johnathan Jones
Assistant Director
Division of Provider Services and Quality Assurance
Community Services Licensure and Certification
Johnathan.Jones@dhs.arkansas.gov

C: Daphne Burkins, DXC
Tamera Belin, OMIG
Tascha Petersen
Contessa Clark
Tanya Giles
Christina Westminster
Patricia Gann
Sharon Donovan
Vivian Jackson
Melissa Ward

JJ/JR



Certificate Number: 32247

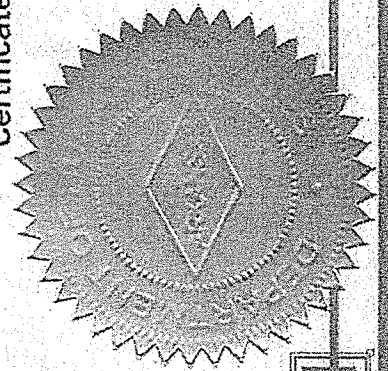
This Is to Certify That

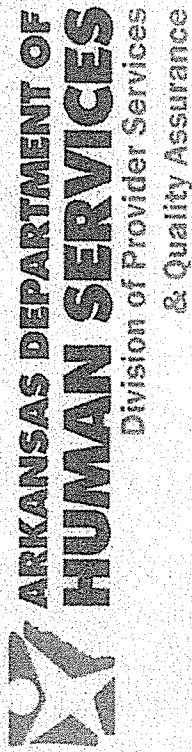
Harbor House, Inc of Fort Smith AR (HRC)

615 N. 19th Street Fort Smith, AR 72901

has met provider requirements to operate a(n)/as _____ Behavioral Health Agency.

Certificate effective from 04/16/2019 to 09/30/2021 (unless sooner revoked).





License Number: 33691

This Is to Certify That

Harbor Behavioral Health

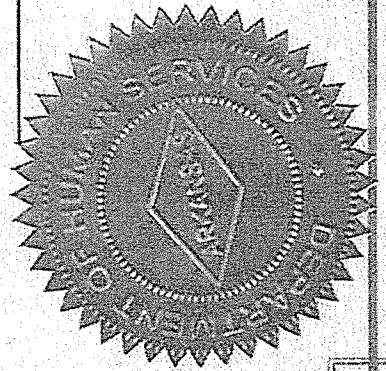
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs _____

on the premises located at _____ 19 North 5th Street _____,

Fort Smith _____, County of _____ Sebastian _____, Arkansas.

License Effective: 03/03/2020 | License Expires: 03/03/2023





Division of Provider Services
& Quality Assurance
P.O. Box 8059, Slot S408
Little Rock, AR 72203-1437
P: 501.682.2441
F: 501.682.8155
HUMANSERVICES.ARKANSAS.GOV

October 16, 2020

JIMMIE WOODING
HARBOR BEHAVIORAL HEALTH
SUBSTANCE ABUSE
512 SOUTH 16TH STREET
FORT SMITH AR 72901

Re: Renew Certification

Dear PROVIDER:

Please find enclosed certification number 33691. This is issued for the following location(s):

HARBOR BEHAVIORAL HEALTH
19 NORTH 5TH STREET
FORT SMITH AR 72901

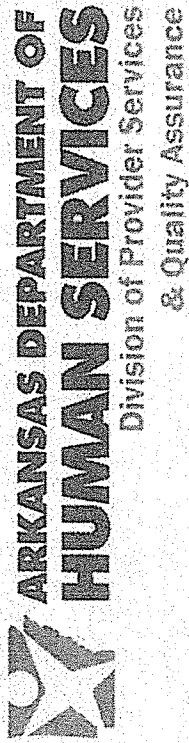
If you have any questions, please contact me at (501) 508-8922 or lori.raines@dhs.arkansas.gov.

Sincerely,

Lori Raines

cc: DAABHS - Tanya Giles, Christina Westminster, Tascha Peterson
DXC – Courtney Tipple, Audrey Orange, Daphne Burkins
OMIG – Tamera Belin
file

P.O. Box 8059, Slot S408 • Little Rock, AR 72203-1437 • 501.682.2441
HUMANSERVICES.ARKANSAS.GOV



Certificate Number: 32835

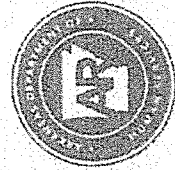
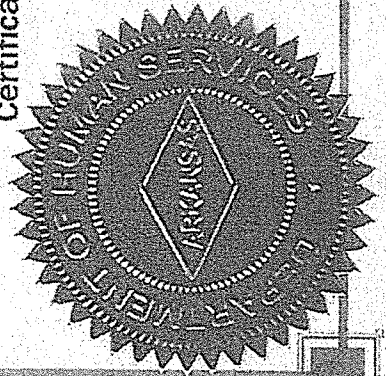
This Is to Certify That

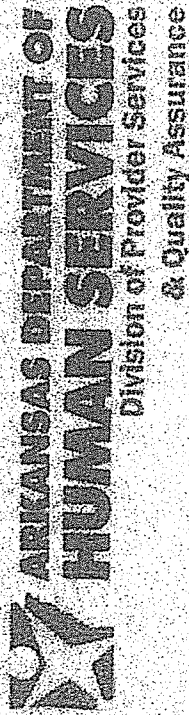
Harbor Behavioral Health

19 North 5th Street Fort Smith, AR 72901

has met provider requirements to operate a(n)/as _____ Behavioral Health Agency.

Certificate effective from 11/06/2019 to 09/30/2021 (unless sooner revoked).





License Number: 33688

This Is to Certify That

Harbor House Inc, of Fort Smith AR

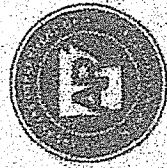
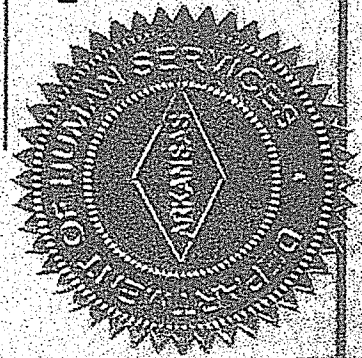
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs _____

on the premises located at _____, 3900 Armour _____,

Fort Smith _____, County of _____, Sebastian _____, Arkansas.

License Effective: 04/16/2019 | License Expires: 04/16/2022





Division of Provider Services &
Quality Assurance
Community Services Licensure and Certification
<https://humanservices.arkansas.gov/about-dhs/dpsqa>
PO Box 8059, Slot S408, Little Rock, AR 72203-8059
501-320-6287 · Fax: 501-682-8551



June 11, 2020

JIMMIE WOODING
HARBOR HOUSE, INC. OF FORT SMITH, AR (GRC)
512 SOUTH 16th STREET
FORT SMITH AR 72901

RE: Behavioral Health Agency (BHA) Recredential Certification

Dear Provider,

You have been assigned a new license number due to internal process changes. Your previous license number is 279. Your previous vendor number is 11277.

Enclosed certification (s):

3900 Armour
Fort Smith, AR 72901

New Certification #: 32248

Certification Dates: 04/16/2019-- 09/30/2021

Your certification remains in effect contingent upon compliance with all program specific national accreditations (if applicable), state licensing certification requirements, and all state and federal Medicaid regulatory requirements.

Should you have any questions or concerns, contact the Licensing and Certification department at DPSQA.ProviderApplications@dhs.arkansas.gov or (501) 320-6287. You may also contact Dana Briscoe at Dana.Briscoe@dhs.arkansas.gov. Any questions related to Behavioral Health Medicaid Services, contact Sharon Donovan with DMS at Sharon.donovan@dhs.arkansas.gov or (501) 396-6003.

Sincerely,

A handwritten signature in black ink, appearing to read "Johnathan Jones".

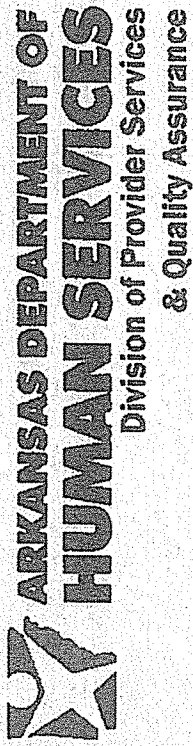
Johnathan Jones
Assistant Director
Division of Provider Services and Quality Assurance
Community Services Licensure and Certification
Johnathan.Jones@dhs.arkansas.gov

C: Daphne Burkins, DXC
Tamera Belin, OMIG
Tascha Petersen
Contessa Clark
Tanya Giles
Christina Westminster
Otis Hogan
Patricia Gann
Sharon Donovan
Vivian Jackson
Melissa Ward

JJ/R

humanservices.arkansas.gov

Protecting the vulnerable, fostering independence and promoting better health



Certificate Number: 32248

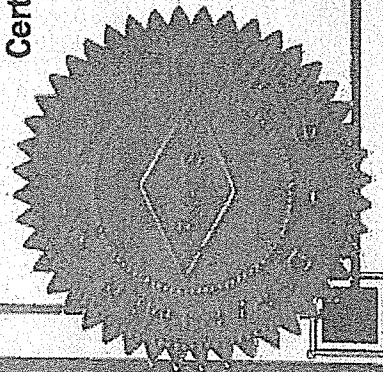
This Is to Certify That

HARBOR HOUSE, INC. OF FORT SMITH, AR (GRC)

3900 Armour Fort Smith, AR 72901

has met provider requirements to operate a(n)/as _____ Behavioral Health Agency.

Certificate effective from 04/16/2019 to 09/30/2021 (unless sooner revoked).





License Number: 35875

This Is to Certify That

HARBOR HOUSE INC OF FORT SMITH AR

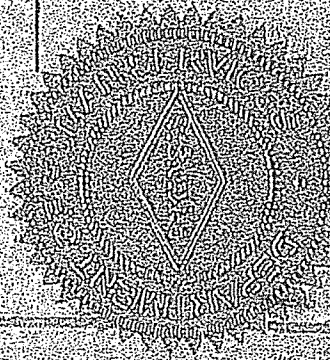
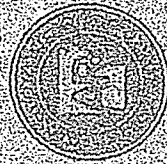
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity ALCOHOL AND OTHER DRUG ABUSE TREATMENT PROGRAMS

on the premises located at 842 MOUNTAIN PINE ROAD,

HOT SPRINGS, County of GARLAND, Arkansas.

License Effective: 01/24/2021 License Expires: 1/20/2022





Division of Provider Services
& Quality Assurance
P.O. Box 8059, Slot S408
Little Rock, AR 72203-1457
P: 501.682.2441
F: 501.682.8155
HUMANSERVICES.ARKANSAS.GOV

January 12, 2021

HARBOR HOUSE INC OF FORT SMITH AR
512 SOUTH 16TH STREET
FORT SMITH AR 72901

Re: New Certification

Dear CINDY STOKES:

Please find enclosed certification number 35874. This is issued for the following location(s):

812 MOUNTAIN PINE ROAD
HOT SPRINGS AR 71913

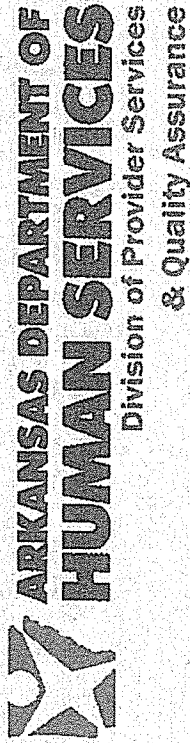
If you have any questions, please contact me at (501)320-6289 or juan.alfaro@dhs.arkansas.gov.

Sincerely,

Juan M. Alfaro

cc: DAABHS - Tanya Giles, Christina Westminster, Tascha Peterson
DXC – Courtney Tipple, Audrey Orange, Daphne Burkins
OMIG – Tamera Belin
file

P.O. Box 8059, Slot S408 • Little Rock, AR 72203-1457 • 501.682.2441
HUMANSERVICES.ARKANSAS.GOV



Certificate Number: 35874

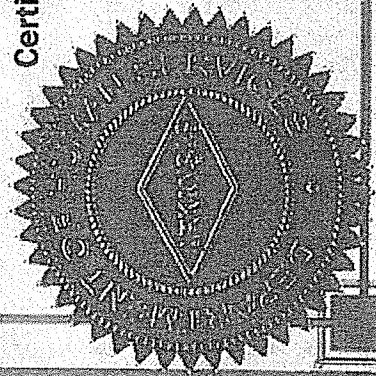
This Is to Certify That

HARBOR HOUSE INC OF FORT SMITH AR

812 MOUNTAIN PINE ROAD HOT SPRINGS AR 71913

has met provider requirements to operate a(n)/as _____ Behavioral Health Agency.

Certificate effective from 01/21/2021 to 05/30/2022 (unless sooner revoked).





License Number: 33687

This Is to Certify That

Harbor House Inc, of Fort Smith AR

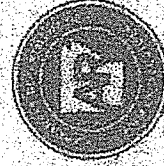
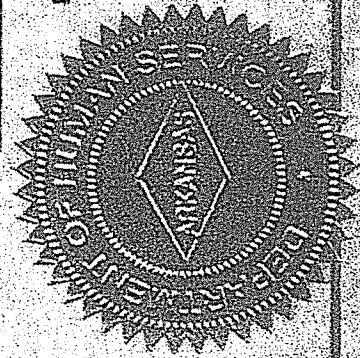
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity Alcohol and Other Drug Abuse Treatment Programs

on the premises located at 805 Garrison Ave,

Fort Smith, County of Sebastian, Arkansas.

License Effective: 04/16/2019 License Expires: 04/16/2022

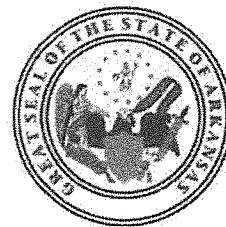




Division of Provider Services & Quality Assurance

Community Services Licensure and Certification
<https://humanservices.arkansas.gov/about-dhs/dpsqa>

PO Box 8059, Slot S408, Little Rock, AR 72203-8059
501-320-6287 · Fax: 501-682-8551



05/07/2020

Jimmie Wooding
Harbor House, Inc of Fort Smith AR (Garrison)
512 South 16th Street
Fort Smith, AR 72901

RE: Behavioral Health Agency (BHA) Recredential Certification

Dear Provider,

You have been assigned a new license number due to internal process changes. Your previous license number is 280. Your previous vendor number is 11278.

Enclosed certification (s):

805 Garrison Avenue
Fort Smith, AR 72901

New Certification #: 32249

Certification Dates: 04/16/2019– 09/30/2021

Your certification remains in effect contingent upon compliance with all program specific national accreditations (if applicable), state licensing certification requirements, and all state and federal Medicaid regulatory requirements.

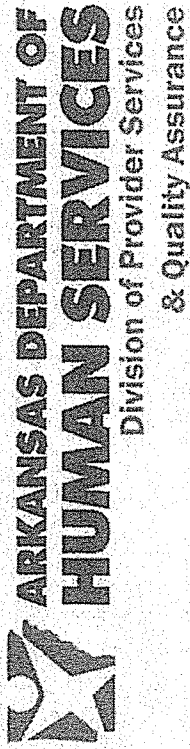
Should you have any questions or concerns, contact the Licensing and Certification department at DPSQA.ProviderApplications@dhs.arkansas.gov or (501) 320-6287. You may also contact Dana Briscoe at Dana.Briscoe@dhs.arkansas.gov. Any questions related to Behavioral Health Medicaid Services, contact Sharon Donovan with DMS at Sharon.donovan@dhs.arkansas.gov or (501) 396-6003.

Sincerely,

Johnathan Jones
Assistant Director
Division of Provider Services and Quality Assurance
Community Services Licensure and Certification
Johnathan.Jones@dhs.arkansas.gov

C: Daphne Burkins, DXC
Tamera Belin, OMIG
Tascha Petersen
Contessa Clark
Tanya Giles
Christina Westminster
Otis Hogan
Patricia Gann
Sharon Donovan
Vivian Jackson
Melissa Ward

JJ/JR



Certificate Number: 32249

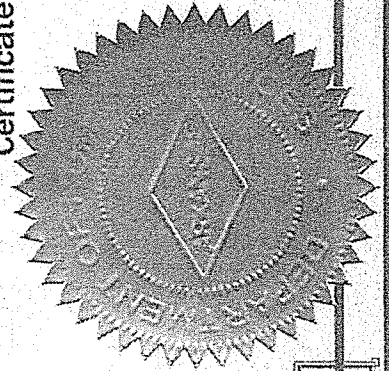
This Is to Certify That

Harbor House, Inc of Fort Smith AR (Garrison)

805 Garrison Avenue Fort Smith, AR 72901

has met provider requirements to operate a(n)/as _____ Behavioral Health Agency.

Certificate effective from 04/16/2019 to 09/30/2021 (unless sooner revoked).





License Number: 33684

This Is to Certify That

Harbor House Inc, of Fort Smith AR

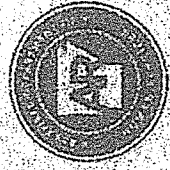
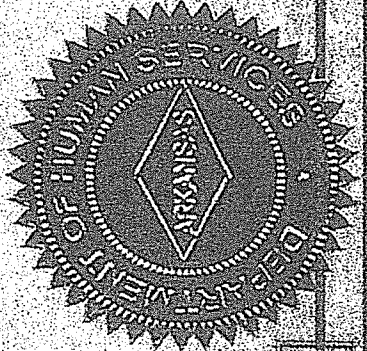
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs _____

on the premises located at _____ 57 West 4th Street _____

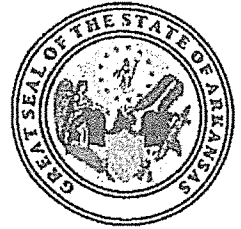
Booneville _____, County of _____ Logan _____, Arkansas.

License Effective: 04/16/2019 | License Expires: 04/16/2022





**Division of Provider Services &
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Community Services Licensure and Certification
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501-320-6287 · Fax: 501-682-8551



June 11, 2020

JIMMIE WOODING
HARBOR HOUSE, INC. OF FORT SMITH, AR
512 SOUTH 16th STREET
FORT SMITH AR 72901

RE: Behavioral Health Agency (BHA) Recredential Certification

Dear Provider,

You have been assigned a new license number due to internal process changes. Your previous license number is 316. Your previous vendor number is 11449.

Enclosed certification (s):

57 West 4th Street
Booneville, AR 72927

New Certification #: 32814

Certification Dates: 04/16/2019– 09/30/2021

Your certification remains in effect contingent upon compliance with all program specific national accreditations (if applicable), state licensing certification requirements, and all state and federal Medicaid regulatory requirements.

Should you have any questions or concerns, contact the Licensing and Certification department at DPSQA.ProviderApplications@dhs.arkansas.gov or (501) 320-6287. You may also contact Dana Briscoe at Dana.Briscoe@dhs.arkansas.gov. Any questions related to Behavioral Health Medicaid Services, contact Sharon Donovan with DMS at Sharon.donovan@dhs.arkansas.gov or (501) 396-6003.

Sincerely,

Johnathan Jones
Assistant Director
Division of Provider Services and Quality Assurance
Community Services Licensure and Certification
Johnathan.Jones@dhs.arkansas.gov

C: Daphne Burkins, DXC
Tamera Belin, OMIG
Tascha Petersen
Contessa Clark
Tanya Giles
Christina Westminster
Otis Hogan
Patricia Gann
Sharon Donovan
Vivian Jackson
Melissa Ward

JJJR



Certificate Number: 32814

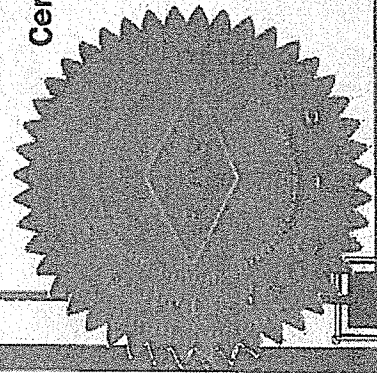
This Is to Certify That

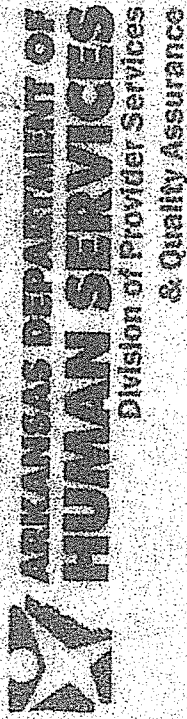
HARBOR HOUSE, INC. OF FORT SMITH, AR

57 West 4th Street Booneville, AR 72927

has met provider requirements to operate a(n)/as _____ Behavioral Health Agency.

Certificate effective from 04/16/2019 to 09/30/2021 (unless sooner revoked).





License Number: 34032

This Is to Certify That

Harbor House Inc, of Fort Smith AR

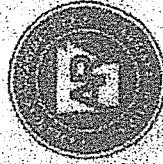
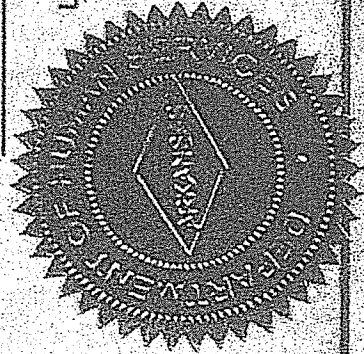
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs _____

on the premises located at _____ 200 South 4th Street _____

Ozark _____, County of _____ Craighead _____, Arkansas.

License Effective: 03/03/2020 | License Expires: 03/03/2023





**Division of Provider Services &
Quality Assurance**
Community Services Licensure and Certification
<https://humanservices.arkansas.gov/about-dhs/dpsqa>

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501-320-6287 · Fax: 501-682-8551



June 24, 2020

Jimmie Wooding
Harbor House, Inc of Fort Smith AR (Ozark)
512 South 16th Street
Fort Smith, AR 72901

RE: Behavioral Health Agency (BHA) Recredential Certification

Dear Provider,

You have been assigned a new license number due to internal process changes. Your previous license number is 281. Your previous vendor number is 11279.

Enclosed certification (s):

200 South 4th Street
Ozark, AR 72947

New Certification #: 32250

Certification Dates: 04/16/2019– 09/30/2021

Your certification remains in effect contingent upon compliance with all program specific national accreditations (if applicable), state licensing certification requirements, and all state and federal Medicaid regulatory requirements.

Should you have any questions or concerns, contact the Licensing and Certification department at DPSQA.ProviderApplications@dhs.arkansas.gov or (501) 320-6287. You may also contact Dana Briscoe at Dana.Briscoe@dhs.arkansas.gov. Any questions related to Behavioral Health Medicaid Services, contact Sharon Donovan with DMS at Sharon.donovan@dhs.arkansas.gov or (501) 396-6003.

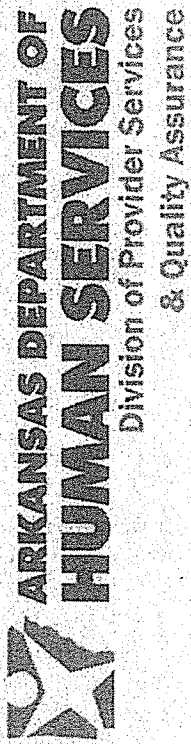
Sincerely,

A handwritten signature in black ink, appearing to read "Johnathan Jones".

Johnathan Jones
Assistant Director
Division of Provider Services and Quality Assurance
Community Services Licensure and Certification
Johnathan.Jones@dhs.arkansas.gov

C: Daphne Burkins, DXC
Tamera Belin, OMIG
Tascha Petersen
Contessa Clark
Tanya Giles
Christina Westminster
Patricia Gann
Sharon Donovan
Vivian Jackson
Melissa Ward

JJ/JR



Certificate Number: 32250

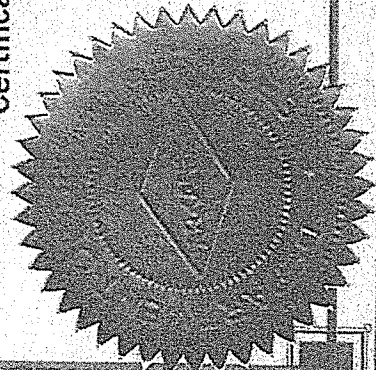
This Is to Certify That

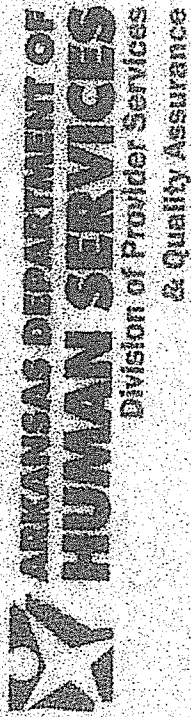
Harbor House, Inc of Fort Smith AR (Ozark)

200 South 4th Street Ozark, AR 72947

has met provider requirements to operate a(n)/as _____ Behavioral Health Agency.

Certificate effective from 07/01/2019 to 09/30/2021 (unless sooner revoked).





License Number: 34094

This Is to Certify That

Harbor House Inc, of Fort Smith AR- Clarksville

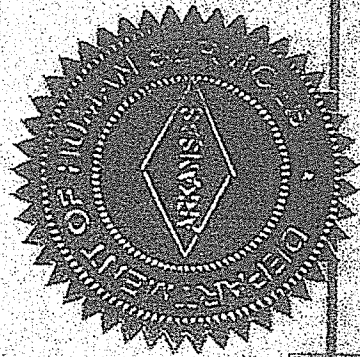
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs _____

on the premises located at _____ 114 South Fulton St. _____

Clarksville _____, County of _____ Johnson _____, Arkansas.

License Effective: 03/03/2020 | License Expires: 03/03/2023

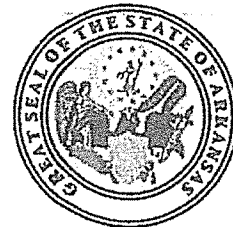




**Division of Provider Services &
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501-320-6287 · Fax: 501-682-8551



June 24, 2020

Jimmie Wooding
Harbor House, Inc of Fort Smith AR (Clarksville)
512 South 16th Street
Fort Smith, AR 72901

RE: Behavioral Health Agency (BHA) Recredential Certification

Dear Provider,

You have been assigned a new license number due to internal process changes. Your previous license number is 406. Your previous vendor number is 11466.

Enclosed certification (s):

114 South Fulton
Clarksville, AR 72830

New Certification #: 32066

Certification Dates: 07/01/2019– 09/30/2021

Your certification remains in effect contingent upon compliance with all program specific national accreditations (if applicable), state licensing certification requirements, and all state and federal Medicaid regulatory requirements.

Should you have any questions or concerns, contact the Licensing and Certification department at DPSQA.ProviderApplications@dhs.arkansas.gov or (501) 320-6287. You may also contact Dana Briscoe at Dana.Briscoe@dhs.arkansas.gov. Any questions related to Behavioral Health Medicaid Services, contact Sharon Donovan with DMS at Sharon.donovan@dhs.arkansas.gov or (501) 396-6003.

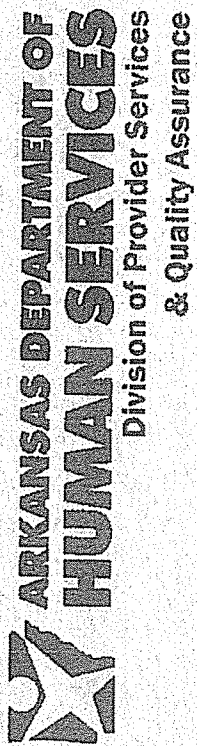
Sincerely,

A handwritten signature in black ink, appearing to read "Johnathan Jones".

Johnathan Jones
Assistant Director
Division of Provider Services and Quality Assurance
Community Services Licensure and Certification
Johnathan.Jones@dhs.arkansas.gov

C: Daphne Burkins, DXC
Tamera Belin, OMIG
Tascha Petersen
Contessa Clark
Tanya Giles
Christina Westminster
Patricia Gann
Sharon Donovan
Vivian Jackson
Melissa Ward

JJ/JR



Certificate Number: 32066

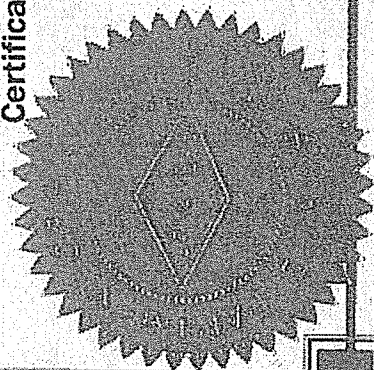
This Is to Certify That

Harbor House, Inc of Fort Smith AR- Clarksville

114 South Fulton St Clarksville, AR 72830

has met provider requirements to operate a(n)/as _____ Behavioral Health Agency.

Certificate effective from 07/01/2019 to 09/30/2021 (unless sooner revoked).

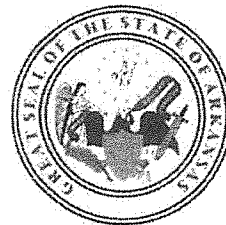




Division of Provider Services & Quality Assurance

Community Services Licensure and Certification
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501-320-6287 · Fax: 501-682-8551



08/06/2020

Jimmy Wooding, CEO
Cindy Stokes, CCO
Harbor House Inc. of Ft. Smith
512 S. 16th Street
Ft. Smith, AR 72901

RE: Behavioral Health Agency (BHA) Certification Approval

Dear Provider,

The Division of Provider Services and Quality Assurance (DPSQA) has determined that all Arkansas Behavioral Health certification requirements have been met to become certified as a **Behavioral Health Agency**. Please find enclosed certification for the following site(s):

702 E. 4th Street
Russellville, AR 72801

New Certification #35404

Certification Dates: 07/13/2020 – 07/12/2023

Your certification remains in effect contingent upon compliance with all program specific national accreditations (if applicable), state licensing certification requirements, and all state and federal Medicaid regulatory requirements. Please provide a copy of your current professional licensure and a copy of any accreditation date changes (if applicable) to DPSQA for our records prior to all expiration dates.

Should you have any questions or concerns, contact the Licensing and Certification department at DPSQA.ProviderApplications@dhs.arkansas.gov or (501) 320-6287. You may also contact Dana Briscoe at Dana.Briscoe@dhs.arkansas.gov. Any questions related to Behavioral Health Medicaid Services, contact Sharon Donovan with DMS at Sharon.donovan@dhs.arkansas.gov or (501) 396-6003.

Sincerely,

A handwritten signature in black ink, appearing to read "Johnathan Jones".

Johnathan Jones
Assistant Director
Division of Provider Services and Quality Assurance
Community Services Licensure and Certification
P: 501.320.6599
F: 501.682.8551
700 S. Main St., Slot S-427
Little Rock, AR 72203
Johnathan.Jones@dhs.arkansas.gov

humanservices.arkansas.gov

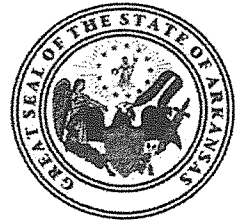
Protecting the vulnerable, fostering independence and promoting better health



**Division of Provider Services &
Quality Assurance**

Community Services Licensure and Certification
<https://humanservices.arkansas.gov/about-dhs/dpsqa>

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501-320-6287 · Fax: 501-682-8551



08/06/2020

Jimmy Wooding, CEO
Cindy Stokes, CCO
Harbor House, Inc. of Fort Smith, AR
512 S. 16th Street
Ft. Smith, AR 72901

RE: License to Provide Substance Abuse Treatment

Dear Provider,

Harbor House, Inc. of Fort Smith, AR's license has been approved from **July 13, 2020** through **July 12, 2023**, as long as there has not been a lapse in Licensure Standards for Alcohol and Other Drug Abuse Treatment Programs. *CS*

The DPSQA Program License is included with this mailing. The DPSQA Program License should be displayed at a prominent public location within the licensed site(s).

The following service location is associated with this provider:

702 E. 4th Street
Russellville, AR 72801

Certification #35368

Certification Dates: 07/13/2020 -07/12/2021

On an ongoing basis, if circumstances change regarding your service delivery, site address(es), or organizational structure, you must notify DPSQA/Substance Abuse Licensure and Certification office with applicable updates. Additionally, please remember that all alcohol and other drug abuse treatment programs in Arkansas are required to report client-related data in accordance with the requirements of the current Alcohol and Drug Management Information System (ADMIS). Tascha Petersen is our staff dedicated to ADMIS training and data. She can be reached at (501) 686-9953.

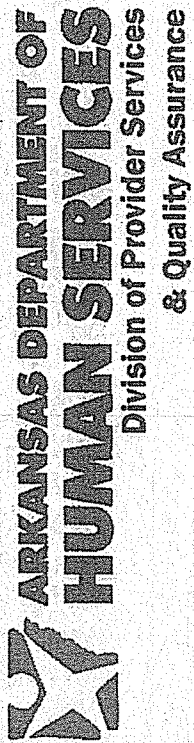
Should you have any questions, please do not hesitate contact Dana Briscoe by email at DPSQA.ProviderApplications@dhs.arkansas.gov or at (501) 320-6110.

Sincerely,

Johnathan Jones
Assistant Director
Division of Provider Services and Quality Assurance
Community Services Licensure and Certification
P: 501.320.6599
F: 501.682.8551
700 S. Main St., Slot S-427
Little Rock, AR 72203
Johnathan.Jones@dhs.arkansas.gov

humanservices.arkansas.gov

Protecting the vulnerable, fostering independence and promoting better health



License Number: 35368

This Is to Certify That

Harbor House Inc. of Ft. Smith-Russellville

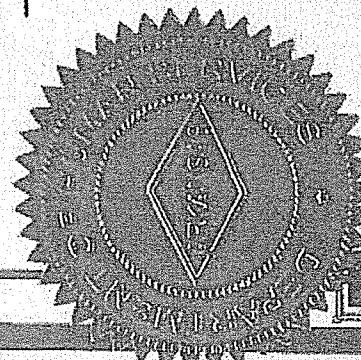
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

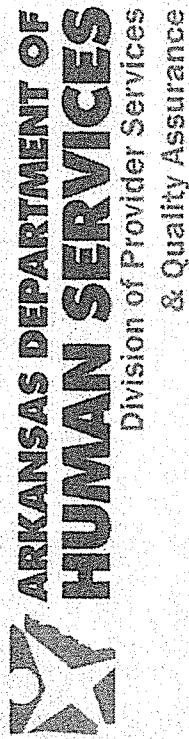
N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs _____

on the premises located at _____ 702 E. 4th Street _____,

Russellville, AR 72801 _____, County of _____ Pope _____, Arkansas.

License Effective: 07/13/2020 | License Expires: 07/12/2021





Certificate Number: 35404

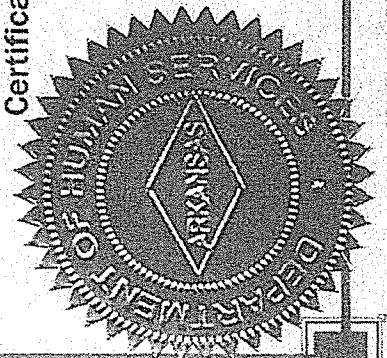
This Is to Certify That

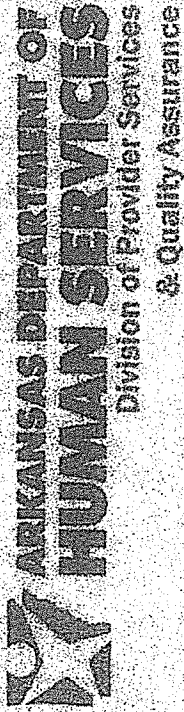
Harbor House, Inc. of Fort Smith, AR

702 E. 4th Street, Russellville, AR 72801

has met provider requirements to operate a(n)/as _____ Behavioral Health Agency.

Certificate effective from 07/13/2020 to 07/12/2023 (unless sooner revoked).





License Number: 34089

This Is to Certify That

Harbor House Inc. of Fort Smith AR- Hot Springs

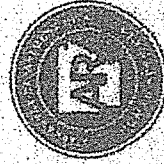
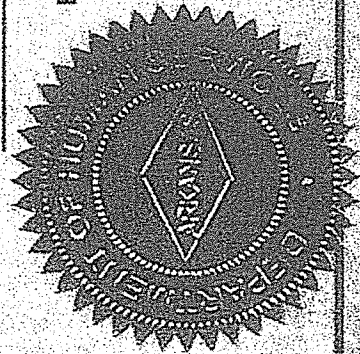
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs _____

on the premises located at _____ 835 Central Avenue Suite 114 _____

Hot Springs _____, County of _____ Garland _____, Arkansas.

License Effective: 04/16/2019 | License Expires: 04/16/2022





**Division of Provider Services &
Quality Assurance**

Community Services Licensure and Certification
<https://humanservices.arkansas.gov/about-dhs/dpsqa>

PO Box 8059, Slot S408, Little Rock, AR 72203-8059
501-320-6287 · Fax: 501-682-8551



June 24, 2020

Jimmie Wooding
Harbor House, Inc of Fort Smith AR- Hot Springs
512 South 16th Street
Fort Smith, AR 72901

RE: Behavioral Health Agency (BHA) Recredential Certification

Dear Provider,

You have been assigned a new license number due to internal process changes. Your previous license number is 368. Your previous vendor number is 11426.

Enclosed certification (s):

835 Central Avenue Suite 114
Hot Springs, AR 71901

New Certification #: 32183

Certification Dates: 04/16/2019– 09/30/2021

Your certification remains in effect contingent upon compliance with all program specific national accreditations (if applicable), state licensing certification requirements, and all state and federal Medicaid regulatory requirements.

Should you have any questions or concerns, contact the Licensing and Certification department at DPSQA.ProviderApplications@dhs.arkansas.gov or (501) 320-6287. You may also contact Dana Briscoe at Dana.Briscoe@dhs.arkansas.gov. Any questions related to Behavioral Health Medicaid Services, contact Sharon Donovan with DMS at Sharon.donovan@dhs.arkansas.gov or (501) 396-6003.

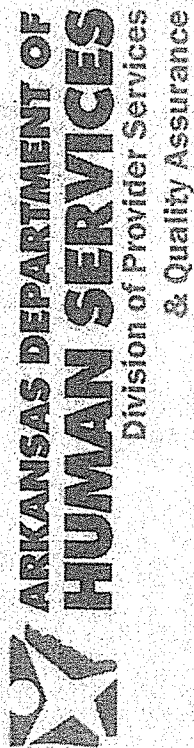
Sincerely,

A handwritten signature in black ink, appearing to read "Johnathan Jones".

Johnathan Jones
Assistant Director
Division of Provider Services and Quality Assurance
Community Services Licensure and Certification
Johnathan.Jones@dhs.arkansas.gov

C: Daphne Burkins, DXC
Tamera Belin, OMIG
Tascha Petersen
Contessa Clark
Tanya Giles
Christina Westminster
Patricia Gann
Sharon Donovan
Vivian Jackson
Melissa Ward

JJ/JR



Certificate Number: 32183

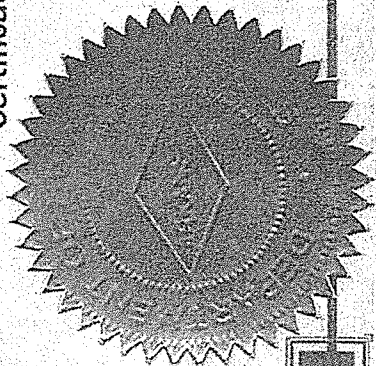
This Is to Certify That

Harbor House, Inc of Fort Smith AR- Hot Springs

835 Central Avenue Suite 114 Hot Springs, AR 71901

has met provider requirements to operate a(n)/as _____ Behavioral Health Agency.

Certificate effective from 04/16/2019 to 09/30/2021 (unless sooner revoked).



Community Resources

Section 2.4

Harbor House, Inc.
Community Resources and Partners for
Referral of Continuation Services

The treatment experience for HHI clients does not end at discharge. For many our clients case management and care coordination provided by their Recovery Team continues as part of an after care or continuing care program. Partner providers play a unique and needed role. All staff annually update Resource Guides specific to their area, and have these onsite for client use.

- Mercy Hospital, Baptist Health and UAMS Family Clinics – primary medical care
- Local health units, clinics, UAMS – primary pediatric care for children, WIC, Baby and Me
- Women’s Crisis Centers and Domestic Violence Programs – education and assistance, emergency safe shelter, sexual assault services, and childcare
- Bost, Stepping Stone, Children’s Advocacy Centers, LEAP (Leveraging Educational Assistance Partnership) Program – therapeutic interventions for children to address developmental needs, as well as address sexual and physical abuse and neglect
- Valley Behavioral Health, The Guidance Center, Centers for Youth and Families, Counseling Associates, Ouachita Behavioral Health and Wellness, Southwest AR Counseling and Mental Health Center – adult and adolescent residential and outpatient services, mental health treatment, MAT treatment, mobile assessments
- Single Parent Scholarship Fund – funding available for college enrollment
- Jason Foundation – suicide prevention
- Beyond Opioids – legal services such as custody issues, license reinstatement and record sealing
- United Way and 100 Families – service portal for referrals and rental assistance; transportation, employment, and food stability
- Potter’s Clay, HOPE Campus, Salvation Army, Oxford Houses, Community Rescue, Phoenix Recovery Center, Red Cross Safe Haven – housing
- Adult Educations Centers located in counties – GED classes, wage certifications, job readiness, parenting classes, and college enrollment
- Community Development Centers, HOPE Campus, Immaculate Conception – WIC, TEA, housing assistance, utility assistance, etc.
- Medicaid transport vans – case management and transportation services
- Getting Ahead, Credit Counseling of Arkansas, U of A Division of Agriculture – financial education/management and budgeting
- U of A, National Park College – college enrollment
- The Garage Church – anger management classes
- Next Step Day Room – assistance with purchasing birth certificates
- Goodwill, Abilities Unlimited – assistance with furthering education and job training
- Purple Patch, Salvation Army, Abilities Unlimited – clothing vouchers
- Pregnancy Crisis Center, Heart to Heart Pregnancy Center, area churches, River Valley Pregnancy Medical Center – teach monthly classes, donate clothes, formula diapers, wipes, supplies, prenatal vitamins, STD/HIV/AIDS testing, adoption services etc.
- SAIL (Spa Area Independent Living) - training and assistance in a variety of life skills
- Antioch Food Bank, local food banks – food assistance
- Community Dental Clinics – dental services
- Lion’s Club – vouchers for free prescription eyewear
- Parent and Teacher program – works one on one with parent and child
- Area Transit Systems – provides clients with bus tickets
- Angles Program in Little Rock, New Vision – medical detox
- Project Monarch 61 – create stirring, worship through the arts, empowering women
- Yogaterrium – yoga classes to suit different levels and interests
- Good Samaritan Clinic – medical, optical and dental services
- Zero to Three/Safe Babies Court Team – support to clients around the state with open DCFS cases
- Arkansas Rehabilitation Services – assist those with disabilities with education and employment

HIPAA Compliant Electronic Health Record System

Section 2.10, A and C



Letter of Intent

Small Business Limited

June 13, 2014

Jimmie Ann Wooding
CEO/Executive Director
Harbor House, Inc.
615 No. 19th St
Fort Smith, Arkansas 72901

Dear Ms. Wooding:

Credible Wireless, Inc. (Credible) is pleased to submit this Letter of Intent (LOI). The following pages provide a description of Credible's implementation services and software modules. Exhibit A: *Credible's Agency Specific Pricing Guidelines and Hour Allocations* and Exhibit B: *Credible's Agency Specific Letter of Intent Modifications* collectively detail Agency requirements and Credible's commitments. Credible's Software as a Service (SaaS) solution provides secure, proven, easy to use software while our growing customer base delivers added value through networking and shared best practices. Credible appreciates the time that Harbor House, Inc. spent discussing the benefits of Credible software.

By deploying Credible Behavioral Healthcare Software, Agency will receive the following benefits:

1. Fully integrated software, including Mobile, Electronic Prescription, eLabs, Wiley Treatment Libraries, and Business Intelligence modules, if purchased.
2. Easy to use interface with straightforward and legible screens, role based security, and online help tools.
3. HIPAA compliant operations, data access, and security.
4. Four (4) annual software feature releases for the life of the contract at no additional cost.
5. Secure Hosting and Disaster Recovery services.
 - a. Enterprise level primary and secondary sites with 24 hour, 7 days a week, 365 days a year monitoring, full operational redundancy, and state of the art hardware and software.
 - b. Server rooms secured with biometric thumbprint readers and monitored by security cameras.
 - c. Built-in redundancy for all power and cooling systems.
6. Meaningful Use Certification: Credible is ONC-ATCB certified as a complete EHR as of June 1, 2011 by the Certification Commission for Health Information Technology (CCHIT). By this agreement, Credible commits to maintain its continued Meaningful Use certification. Credible's CMS EHR Certification ID is 30000001TOK9EAC, verifiable at <http://www.healthit.hhs.gov>.
7. Agency receives best in class billing software, which currently handles over \$1,900,000,000 billion dollars in Medicaid, Medicare, and 3rd Party claims.
8. Powerful standard and ad-hoc reporting tools for Billing, Service, Claims, Client, Employee, Ledger, and Service data.
9. Increased productivity and reduction in staff paperwork through elimination of duplicate data entry and paper-based documentation inefficiencies.
10. Increased accuracy and timeliness of data with real-time reporting.
11. Simplified and fully integrated documentation, reporting, scheduling, and billing.
12. Client Portal with secure Agency managed access to specific data points by Agency's clients, consumers, and/or patients.
13. Provider Portal with simplified and secure data transfer amongst Credible Partners, as well as from Agency referral sources and business partners, regardless of whether or not they utilize the Credible platform.

Letter of Intent - Confidential & Proprietary

June 13, 2014

Page 1 of 16

Initial

or: 301-652-9500 f: 240-744-3068 e: info@credibleinc.com w: credibleinc.com

7290 Shadybly Place, Suite 270, Rockville, MD 20855

June 13, 2014

Letter of Intent - Confidential & Proprietary

Initial

Page 2 of 16

CREDIBLE

14. Credible's Library with detailed feature information, configuration instructions, and full presentations on major modules and features. In addition, the Library includes Credible Best Practices for clinical, intake, billing, reconciliation, and other critical Agency processes.
15. Credible's Training Department which is dedicated to enhancing Agency's staff knowledge, experience, and optimization of Agency's return on investment with Credible.
16. Credible's Mobile module - the industry's most reliable and versatile mobile application allowing Agency staff to document wherever and whenever they provide services. Working in either connected or disconnected modes, Credible Mobile is available for iPads[®], iPhone[®], Android enabled devices, laptops, netbooks, and tablet PCs.
17. Credible provides a secure online domain where Agency's contract is posted, Agency can control communication protocols, request consulting and training services, request contract additions, and view real time any known issues and/or challenges.

Partner MOU's

Section 2.8

Memorandum of Understanding

This agreement is entered into by and between Harbor House, Inc. (HHI) and Centers for Youth and Families and is executed pursuant to the terms and conditions set forth herein. In consideration of those mutual undertakings and covenants, the parties agree as follows:

I. PURPOSE

This Memorandum of Understanding ("MOU") is entered into by HHI and Centers for Youth and Families to assist and coordinate a referral agreement between Harbor House, Inc. and Centers for Youth and Families whereby Centers for Youth and Families may assist with mental health services including counseling, psychological testing services for clients, and co-occurring services for adolescent outpatient and inpatient treatment within the counties of DAABHS Regions 4 and 5.

II. TERM OF AGREEMENT

This MOU shall become effective March 15, 2021. Either party may terminate this contract with thirty (30) days written notice. Amounts are based on available funding.

III. RESPONSIBILITIES OF HHI:

HHI shall have the following responsibilities: Make referrals to Centers for Youth and Families as needed.

IV. RESPONSIBILITIES OF Centers for Youth and Families:

Centers for Youth and Families shall have the following responsibilities:

Assist individuals referred by HHI meeting criteria for psychological testing, mental health services and co-occurring services referrals of adult and adolescent outpatient treatment within the counties of DAABHS Regions 4 and 5.

V. SECURITY AND PRIVACY OF HEALTH INFORMATION

Through this MOU the parties wish to acknowledge their mutual obligations arising under laws and regulations of the following:

(1) Health Insurance Portability and Accountability Act of 1996 (HIPAA), Privacy Regulations effective April 14, 2003, and Security Regulations effective on April 20, 2005; and (2) Confidentiality of Alcohol and Drug Abuse Patient Records (CADAPR): 45 CFR 164. 42 CFR 2.

VI. MODIFICATION

This memorandum may be modified at any time by a written modification mutually agreed upon by both agencies.

VII. NON-COLLUSION AND ACCEPTANCE

The undersigned attests, subject to the penalties for perjury, that he/she is the agreeing party, or that he/she is the representative, agent, member or officer of the agreeing party, that he/she has not, nor has any other member, employee, representative, agent or officer of the division, firm, company, corporation or partnership representative by him/her, directly or indirectly, to the best of his/her knowledge, entered into or offered to enter into any combination, collusion or agreement to receive or pay, and that he/she has not received or paid, any sum of money or other consideration for the execution of this agreement other than that which appears upon the face of the agreement.

VIII. SIGNATURES

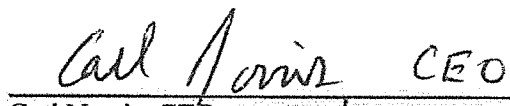
In Witness Whereof, Harbor House, Inc. and Centers for Youth and Families have, through dually authorized representatives entered into this agreement. The parties having read and understand the foregoing terms of the agreement by their respective signatures dated below hereby agree to the terms thereof.

Centers for Youth and Families


David Kuchinski, Chief Clinical Officer

Date: 4.1.21

Harbor House Inc.


Carl Norris, CEO

Date: 4-5-21

Memorandum of Understanding

This agreement is entered into by and between Harbor House, Inc. (HHI) and Counseling Associates and is executed pursuant to the terms and conditions set forth herein. In consideration of those mutual undertakings and covenants, the parties agree as follows:

I. PURPOSE

This Memorandum of Understanding ("MOU") is entered into by HHI and Counseling Associates to assist and coordinate a referral agreement between Harbor House, Inc. and Counseling Associates whereby Counseling Associates may assist with mental health services including counseling, psychological testing services for clients, and co-occurring services for adult and adolescent outpatient treatment within Perry, Pope, Conway and Faulkner counties.

II. TERM OF AGREEMENT

This MOU shall become effective March 15, 2021. Either party may terminate this contract with thirty (30) days written notice. Amounts are based on available funding.

III. RESPONSIBILITIES OF HHI:

HHI shall have the following responsibilities: Make referrals to Counseling Associates as needed.

IV. RESPONSIBILITIES OF Counseling Associates:

Counseling Associates shall have the following responsibilities:

Assist individuals referred by HHI meeting criteria for psychological testing, mental health services and co-occurring services referrals of adult and adolescent outpatient treatment within Perry, Pope, Conway and Faulkner counties.

V. SECURITY AND PRIVACY OF HEALTH INFORMATION

Through this MOU the parties wish to acknowledge their mutual obligations arising under laws and regulations of the following:

(1) Health Insurance Portability and Accountability Act of 1996 (HIPAA), Privacy Regulations effective April 14, 2003, and Security Regulations effective on April 20, 2005; and (2) Confidentiality of Alcohol and Drug Abuse Patient Records (CADAPR), 45 CFR 164. 42 CFR 2.

VI. MODIFICATION

This memorandum may be modified at any time by a written modification mutually agreed upon by both agencies.

VII. NON-COLLUSION AND ACCEPTANCE

The undersigned attests, subject to the penalties for perjury, that he/she is the agreeing party, or that he/she is the representative, agent, member or officer of the agreeing party, that he/she has not, nor has any other member, employee, representative, agent or officer of the division, firm, company, corporation or partnership representative by him/her, directly or indirectly, to the best of his/her knowledge, entered into or offered to enter into any combination, collusion or agreement to receive or pay, and that he/she has not received or paid, any sum of money or other consideration for the execution of this agreement other than that which appears upon the face of the agreement.

VIII. SIGNATURES


In Witness Whereof, Harbor House, Inc. and Counseling Associates have, through dually authorized representatives entered into this agreement. The parties having read and understand the foregoing terms of the agreement by their respective signatures dated below hereby agree to the terms thereof.

Counseling Associates


Brian Davis, CEO

Date: 04.03.21

Harbor House Inc.


Carl Norris, CEO

Date: 4-5-2021

Memorandum of Understanding

This agreement is entered into by and between Harbor House, Inc. (HHI) and Western Arkansas Counseling and Guidance Center, Inc., (WACGC) and is executed pursuant to the terms and conditions set forth herein. In consideration of those mutual undertakings and covenants, the parties agree as follows:

I. PURPOSE

This Memorandum of Understanding ("MOU") is entered into by HHI and W A C G C to assist and coordinate a referral agreement between Harbor House, Inc. and Western Arkansas Counseling and Guidance Center, Inc. whereby WACGC may assist with mental health services including counseling, psychological testing services for clients, and co-occurring services for adult and adolescent outpatient treatment within Crawford, Franklin, Logan, Scott, Sebastian and Polk counties.

II. TERM OF AGREEMENT

This MOU shall become effective March 15, 2021. Either party may terminate this contract with thirty (30) days written notice. Amounts are based on available funding.

III. RESPONSIBILITIES OF HHI

HHI shall have the following responsibilities: Make referrals to WACGC as needed.

IV. RESPONSIBILITIES OF WACGC

WACGC shall have the following responsibilities:

Assist individuals referred by HHI meeting criteria for psychological testing, mental health services and co-occurring services referrals of adult and adolescent outpatient treatment within Crawford, Franklin, Logan, Scott, Sebastian and Polk counties.

V. SECURITY AND PRIVACY OF HEALTH INFORMATION

Through this MOU the parties wish to acknowledge their mutual obligations arising under laws and regulations of the following:

(1) Health Insurance Portability and Accountability Act of 1996 (HIPAA), Privacy Regulations effective April 14, 2003, and Security Regulations effective on April 20, 2005; and (2) Confidentiality of Alcohol and Drug Abuse Patient Records (CADAPR). 45 CFR 164. 42 CFR 2.

VI. MODIFICATION

This memorandum may be modified at any time by a written modification mutually agreed upon by both agencies.

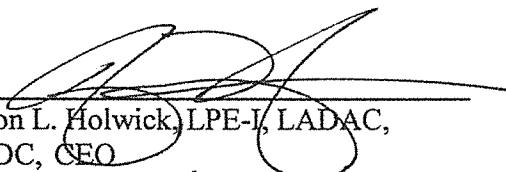
VII. NON-COLLUSION AND ACCEPTANCE

The undersigned attests, subject to the penalties for perjury, that he/she is the agreeing party, or that he/she is the representative, agent, member or officer of the agreeing party, that he/she has not, nor has any other member, employee, representative, agent or officer of the division, firm, company, corporation or partnership representative by him/her, directly or indirectly, to the best of his/her knowledge, entered into or offered to enter into any combination, collusion or agreement to receive or pay, and that he/she has not received or paid, any sum of money or other consideration for the execution of this agreement other than that which appears upon the face of the agreement.

VIII. SIGNATURES

In Witness Whereof, Harbor House, Inc. and Western Arkansas Counseling and Guidance Center have, through dually authorized representatives entered into this agreement. The parties having read and understand the foregoing terms of the agreement by their respective signatures dated below hereby agree to the terms thereof.

Western Arkansas Counseling and Guidance
Center, Inc.



Aaron L. Holwick, LPE-I, LADAC,
AADC, CEO

Date: 4/14/21

Harbor House Inc.

Carl G. Norris, CEO

Carl Norris, CPA
CEO

Date: 3/8/2021

Memorandum of Understanding

This agreement is entered into by and between Harbor House, Inc. (HHI) and Ouachita Behavioral Health and Wellness (OBHAW) and is executed pursuant to the terms and conditions set forth herein. In consideration of those mutual undertakings and covenants, the parties agree as follows:

I. PURPOSE

This Memorandum of Understanding ("MOU") is entered into by HHI and OBHAW to assist and coordinate a referral agreement between Harbor House, Inc. and OBHAW whereby OBHAW may assist with mental health services including counseling, psychological testing services for clients, and co-occurring services for adult and adolescent outpatient treatment within Clark, Garland, Hot Spring, Montgomery and Pike counties and DCFS Area 3 counties.

II. TERM OF AGREEMENT

This MOU shall become effective March 15, 2021. Either party may terminate this contract with thirty (30) days written notice. Amounts are based on available funding.

III. RESPONSIBILITIES OF HHI:

HHI shall have the following responsibilities: Make referrals to OBHAW as needed.

IV. RESPONSIBILITIES OF OBHAW:

OBHAW shall have the following responsibilities:

Assist individuals referred by HHI meeting criteria for psychological testing, mental health services and co-occurring services referrals of adult and adolescent outpatient treatment within Clark, Garland, Hot Spring, Montgomery and Pike counties and DCFS Area 3 counties.

V. SECURITY AND PRIVACY OF HEALTH INFORMATION

Through this MOU the parties wish to acknowledge their mutual obligations arising under laws and regulations of the following:

(1) Health Insurance Portability and Accountability Act of 1996 (HIPAA), Privacy Regulations effective April 14, 2003, and Security Regulations effective on April 20, 2005; and (2) Confidentiality of Alcohol and Drug Abuse Patient Records (CADAPR). 45 CFR 164. 42 CFR 2.

VI. MODIFICATION

This memorandum may be modified at any time by a written modification mutually agreed upon by both agencies.

VII. NON-COLLUSION AND ACCEPTANCE

The undersigned attests, subject to the penalties for perjury, that he/she is the agreeing party, or that he/she is the representative, agent, member or officer of the agreeing party, that he/she has not, nor has any other member, employee, representative, agent or officer of the division, firm, company, corporation or partnership representative by him/her, directly or indirectly, to the best of his/her knowledge, entered into or offered to enter into any combination, collusion or agreement to receive or pay, and that he/she has not received or paid, any sum of money or other consideration for the execution of this agreement other than that which appears upon the face of the agreement.

VIII. SIGNATURES

In Witness Whereof, Harbor House, Inc. and OBHAW have, through dually authorized representatives entered into this agreement. The parties having read and understand the foregoing terms of the agreement by their respective signatures dated below hereby agree to the terms thereof.

Ouachita Behavioral Health and Wellness

Rob Gershon, PhD, CEO
Rob Gershon, CEO

Date: 3/19/21

Harbor House Inc.

Carl Norris CEO
Carl Norris, CEO

Date: 4-5-2021

Memorandum of Understanding

This agreement is entered into by and between Harbor House, Inc. (HHI) and Southwest Arkansas Counseling and Mental Health Center (SWACMHC) and is executed pursuant to the terms and conditions set forth herein. In consideration of those mutual undertakings and covenants, the parties agree as follows:

I. PURPOSE

This Memorandum of Understanding ("MOU") is entered into by HHI and SWACMHC to assist and coordinate a referral agreement between Harbor House, Inc. and SWACMHC whereby SWACMHC may assist with mental health services including counseling, psychological testing services for clients, and co-occurring services for adult and adolescent outpatient treatment within Miller, Little River, Sevier, Howard, Hempstead, and Lafayette counties.

II. TERM OF AGREEMENT

This MOU shall become effective March 15, 2021. Either party may terminate this contract with thirty (30) days written notice. Amounts are based on available funding.

III. RESPONSIBILITIES OF HHI:

HHI shall have the following responsibilities: Make referrals to SWACMHC as needed.

IV. RESPONSIBILITIES OF SWACMHC:

SWACMHC shall have the following responsibilities:

Assist individuals referred by HHI meeting criteria for psychological testing, mental health services and co-occurring services referrals of adult and adolescent outpatient treatment within Miller, Little River, Sevier, Howard, Hempstead and Lafayette counties.

V. SECURITY AND PRIVACY OF HEALTH INFORMATION

Through this MOU the parties wish to acknowledge their mutual obligations arising under laws and regulations of the following:

(1) Health Insurance Portability and Accountability Act of 1996 (HIPAA), Privacy Regulations effective April 14, 2003, and Security Regulations effective on April 20, 2005; and (2) Confidentiality of Alcohol and Drug Abuse Patient Records (CADAPR). 45 CFR 164. 42 CFR 2.

VI. MODIFICATION

This memorandum may be modified at any time by a written modification mutually agreed upon by both agencies.

VII. NON-COLLUSION AND ACCEPTANCE

The undersigned attests, subject to the penalties for perjury, that he/she is the agreeing party, or that he/she is the representative, agent, member or officer of the agreeing party, that he/she has not, nor has any other member, employee, representative, agent or officer of the division, firm, company, corporation or partnership representative by him/her, directly or indirectly, to the best of his/her knowledge, entered into or offered to enter into any combination, collusion or agreement to receive or pay, and that he/she has not received or paid, any sum of money or other consideration for the execution of this agreement other than that which appears upon the face of the agreement.

VIII. SIGNATURES

In Witness Whereof, Harbor House, Inc. and SWACMHC have, through dually authorized representatives entered into this agreement. The parties having read and understand the foregoing terms of the agreement by their respective signatures dated below hereby agree to the terms thereof.

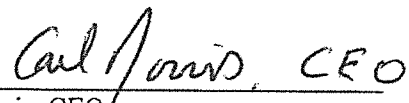
Southwest Arkansas Counseling and Mental
Health Center



Michael J. Cluts, CEO

Date: 3-15-21

Harbor House Inc.



Carl Norris, CEO

Date: 4-5-2021

**Secretary of State Certificate of
Good Standing and
Illegal Immigrant Contractor
Disclosure Certification**

Sections 1.23 and 2.2 A



**Arkansas Secretary of State
John Thurston**

State Capitol Building ♦ Little Rock, Arkansas 72201-1094 ♦ 501-682-3409

Certificate of Good Standing

I, John Thurston, Secretary of State of the State of Arkansas, and as such, keeper of the records of domestic and foreign corporations, do hereby certify that the records of this office show

**HARBOR HOUSE, INCORPORATED OF FORT SMITH,
ARKANSAS**

authorized to transact business in the State of Arkansas as a Non-Profit Corporation, filed Articles of Incorporation in this office May 27, 1966.

Our records reflect that said entity, having complied with all statutory requirements in the State of Arkansas, is qualified to transact business in this State.



In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 6th day of January 2021.


John Thurston

Secretary of State

Online Certificate Authorization Code: 0d23010974bda04

To verify the Authorization Code, visit sos.arkansas.gov

Cindy Stokes

From: Illegal Immigrant Form <AASIS-OSP@dfa.arkansas.gov>
Sent: Monday, May 24, 2021 2:13 PM
To: cstokes@recoveryhhi.org
Subject: Illegal Immigrant Form

TSS Illegal Immigrant Contractor Disclosure Certification

Illegal Immigrant Form

Vendor: Harbor House, Inc.
Tax ID: 1252
Disclosure Statement: I certify that I **DO NOT** employ or contract with an illegal immigrant.
Contact E-mail: cstokes@recoveryhhi.org
Submitted on: 05-24-21

**Technical Proposal
Information for Evaluation**

Page 7 in the Technical Proposal Packet

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
E.1 MINIMUM QUALIFICATIONS	
A. Submit a staffing plan, including resumes showing years of experience, licenses, and certifications for all individuals identified to fill the personnel roles specified in Staffing, Section 2.7, with an organizational chart listing position titles and staff names. (Section 2.2 E)	5 pts
B. Describe facility/facilities providing Comprehensive Substance Abuse Treatment services, including physical location and number of beds available for required services (Section 2.2 F)	5 pts
E.2 SCOPE OF WORK	
A. Describe your approach to providing the full array of Comprehensive Substance Abuse Treatment services as outlined in Section 2.3 A.	5 pts
E.3 STANDARD OF CARE	
A. What is your approach to establishing a client's income? (Section 2.4 A)	5 pts
B. Describe the evidence-based practices to be used, how they are relevant to the client's care and modality of treatment, and the policies and procedures in place regarding training and continuing education of staff. (Section 2.4 B)	5 pts
C. Describe your approach to family support and involvement in the treatment process, addressing the requirements of Section 2.4 C.	5 pts
D. Describe your approach to ensuring that all treatment services are strengths-based, trauma-informed, holistic, culturally relevant, educational, individualized, and recovery-oriented. How will treatment goals be set? How will progress be measured and documented? (Section 2.4 C)	5 pts
E. Describe your approach to aftercare and discharge planning and provide a matrix listing community resources and partners available for referral for continuation service. (Section 2.4 C)	5 pts
E.4 PRIORITY POPULATION	
A. Provide an outline of proposed practices and procedures necessary to prioritize the populations as listed in Section 2.5 B.	5 pts
B. Describe how you will ensure access to Residential Treatment Services as required in Section 2.5 H.	5 pts
E.5 RECORDS AND REPORTING	
A. Explain how you will meet the records and reporting requirements as listed in Section 2.6.	5 pts
E.6 STAFFING	
A. Describe how you will ensure the hiring, training, and supervisory requirements as outlined in Section 2.7 are met.	5 pts
E.7 SUBCONTRACTORS	
A. Provide an outline of how subcontractors will be used to provide the full array of services outlined under the Scope of Work. Which areas of service will be provided by subcontractors? How will you monitor levels of service provided by subcontractors and ensure successful treatment of DHS clients? (Section 2.8)	5 pts
E.8 TECHNOLOGY REQUIREMENTS	
A. Describe how you will meet the technology requirements as outlined in Section 2.10.	5 pts
E.9 PHYSICAL PLANT	
A. Describe the physical plant and how you will meet the requirements as listed in Section 2.11.	5 pts

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
E.1 MINIMUM QUALIFICATIONS	
<p>A. Submit a staffing plan, including resumes showing years of experience, licenses, and certifications for all individuals identified to fill the personnel roles specified in Staffing, Section 2.7, with an organizational chart listing position titles and staff names. (Section 2.2 E) Harbor House, Inc. (HHI) ensures all services (client-related and non-client related) are provided by appropriate qualified or credentialed staff and shall maintain the required licensure or certification for the duration of the contract period. The attached Staffing Plan identifies positions, as well as licensures and certifications required to carry out the scope of work.</p> <p>Please reference information under E. 6 STAFFING for additional particulars related to hiring, training and supervisory requirements.</p> <p>Please see attached resumes and the current organizational chart.</p> <p>HHI's Staffing Plan is a continuous, strategic process to address personnel needs. Senior Management Staff regularly assesses and identifies patterns, roles and positions, and job descriptions. In order to provide both a great working environment and quality treatment, it is vital to hire employees with the correct skill sets and offer incentives to maintain retention.</p> <p>Components include: (1) recruiting talent; (2) subcontracting with other providers if needed; (3) comprehensive onboarding; (4) training for all positions; (5) employee satisfaction assessment; (6) business growth and development; (7) succession planning; and (8) retaining employees.</p> <p>Due to growth of services and needs, the following positions have been created or expanded in the last -12- months – Marketing Director, Site-Training Coordinator, Operations Coordinator, additional Billing Specialists, Compliance Assistant and Administrative Assistant. Additionally, direct-client care staff numbers have increased by 50% in the last eighteen months.</p>	5 pts

An excellent benefit program adds to not only recruiting and filling personnel roles, but is instrumental in retaining qualified staff. Retention motivations include confidential staff interviews at 90 day and 12 month anniversaries; annual confidential staff surveys; recent pay increases based on market averages; annual company-wide staff meetings in April and December; Employee Education Incentive Program; HHI pays for initial and ongoing CIT, ADC/AADC, LADAC; LMHP supervision; HHI pays for trainings/CEU needs for certification, re-certification and licensure; promotions from within for eligible staff; opportunities to be trained as a peer reviewer and CARF Surveyor, etc.

The following are credentials maintained by HHI staff: Psychiatrist/MD, LCSW, LMSW, LAC, LADAC, CS, AADC, ADC, QBHP, CIT, RDS and Addictionologist. QBHPs are a Bachelor's level or below and are supervised by an ADC, CS and an LMHP.

QBHP training covers topics such as communication skills, knowledge of mental illnesses, role modeling, behavior management, handling emergencies, record keeping, knowledge of clinical limitations, knowledge of appropriate relationships, group interactions, identification of real issues, listening techniques, confidentiality, medication issues, daily living skills, hospitalization/treatment center procedures, day treatment models and proper placement levels, awareness of options, cultural competency, ethics, childhood development, CPR/1st Aid, CPI, RADD, Credible electronic health records, Motivational Interviewing, Acceptance and Commitment Therapy (ACT), recovery coaching, how to lead groups, Critical Incident reporting, infection control, personal conduct, person centered planning, rights and responsibilities, unique needs of persons served, workplace violence prevention, 12 core functions for substance abuse counselors, documentation, Nurturing Parenting for Mothers and Fathers, Seeking Safety, MYTE (Managing Youth Trauma Effectively), Reality Works, Peer Support Specialist, etc.

All staff receive Motivational Interviewing training upon hire and HHI has two MI trainers. LMHP staff have received training in EMDR and EFT. All staff receive training in ACT and Living in Balance. All staff receive CPI, CPR/First Aid training and RADD and RDS if they work in a residential setting. All staff have -3- background checks completed upon hire – child and adult maltreatment and a criminal check.

In employee charts, HHI uses BambooHR – an electronic HR system, copies of licenses, certifications, credentials and trainings are placed for verification purposes. Job descriptions are assessed and up-dated at least annually, or as needed.

<p>B. Describe facility/facilities providing Comprehensive Substance Abuse Treatment services, including physical location and number of beds available for required services (Section 2.2 F) HHI maintains sufficient facilities located in the state of Arkansas. Addresses for these facilities can be found in the attached CARF Survey Accreditation Detail letter. Additionally, copies of Alcohol and Drug Use Treatment Licenses and the Behavioral Health Agency certifications that cover this Catchment area are attached, as they also list the addresses. Only facilities and clinics specific to the Catchment Area have been included.</p> <p>HHI maintains facilities and clinics in the Catchment Area to provide Comprehensive Substance Abuse Treatment services. HHI also has other facilities outside of the Catchment Area that are available to serve clients, should there be a need.</p> <p>In Catchment Area 4, HHI has two residential facilities in Fort Smith – Harbor Recovery Center (HRC) at 615 North 19th Street for men and Gateway Recovery Center (GRC) at 3900 Armour for women. Both residential facilities offer Transitional Living outpatient. HHI also has a Specialized Women’s Services (SWS) building located behind GRC. Additionally, HHI has four outpatient clinics in the Catchment Area, that can serve 450+ clients.</p> <p>HRC has -3- observational detox beds, -33- residential beds, and -53- Transitional Living beds in -9- locations. GRC has -4 observational detox beds, -27- residential beds, -13- SWS beds and -37- Transitional Living beds in -8- locations.</p> <p>Both residential facilities have full kitchen and dining areas that provide three meals and snacks daily. Both facilities have Transitional Living homes close by so that clients can easily walk to sessions and groups if transportation is an issue. Also, if there is a transportation gap for clients, free local bus/transit passes are available.</p> <p>The Facilities Manager, Health and Safety Coordinator, Program Operations Director and the Chief Compliance Officer work together and communicate regularly to ensure the residential facilities and outpatient clinics are safe, secure and clean. Monthly internal and annual external checks are completed at all locations and documented in the Health and Safety office.</p> <p>Facilities/clinics are safe, secure, clean and have alarms. Residential facilities provide some private rooms, should a client have a need for such during their treatment experience. All facilities have a security system and manned by staff 24/7. Confidentiality is of utmost importance and is enforced by limited access to areas that house clients.</p> <p>HHI complies with all local, state and federal laws and regulations regarding the condition and maintenance of our locations. All certifications, annual reports, proof of inspections are maintained on site. First aid kits, fire extinguishers and evacuation routes are furnished and accessible. All exits are clearly marked. All required signage is posted internally and externally within the buildings. Tobacco use and vaping is not allowed in any building and must occur in approved areas only. Plumbing, electric and gas sources are maintained in working conditions and, for residential facilities, laundry machines are available.</p> <p>Secure storage for client valuables, cleaning products, kitchen supplies, and toxic materials is provided. Hazardous and regulated waste is disposed of in accordance with federal requirements.</p> <p>Client medication is securely stored behind two locks, with access by staff only.</p>	<p>5 pts</p>
<p>E.2 SCOPE OF WORK</p>	

<p>A. Describe your approach to providing the full array of Comprehensive Substance Abuse Treatment services as outlined in Section 2.3 A. Comprehensive Substance Abuse Treatment Services at HHI shall include:</p> <p><u>Interim Services</u> – outpatient comprehensive substance abuse treatment services until an individual is admitted. HHI will provide and document the provision of Interim Services to individuals placed on a waiting list for entrance to a substance abuse treatment program. This will include outpatient comprehensive Substance Abuse treatment services, counseling and education about HIV, TB, the risks of needle-sharing, the risks of transmission to sexual partners and infants, steps that can be taken to ensure that HIV and TB transmission does not occur, and referrals to HIV and TB Services.</p> <p>During Interim Services, the client will have contact with a counselor or recovery coach who will offered support, feedback and psychoeducation as needed. Part of Interim Services is making sure the incoming client is given information and literature on other services relevant to his/her issues. This includes schedules of local recovery meetings, free clinics, homeless shelters, hospitals, clothing assistance, etc. The staff will give valuable information on the modality environment into which the client will be admitted. Understandably, many individuals scheduled for admission into a residential program feel trepidation and Interim Services are helpful in alleviating fears and clarifying areas of concern. In some cases, a client does so well with Interim Services, they are admitted to outpatient treatment as opposed to residential, based on their initial progress</p> <p>For sex offenders, interim services will include access to all services under this contract for any person who must, by status and/or court order, register himself or herself as a sex offender. If the individual's assessed community notification level is not higher than a level 2, and the individual would otherwise be eligible for those services.</p> <p>If the HHI program is not appropriate or the client is not eligible, pre-screeners work diligently with clients and their support system to locate another treatment option. When a viable option is identified, HHI provides a warm handoff, ensuring the client's wellbeing is first and foremost and that all questions are answered and concerns addressed.</p> <p>The above minimum services specified do not preclude or prohibit provision, at HHI's discretion, of additional counseling and/or education specific to the individual's assessed problems and treatment needs. All requirements for Interim Services identified in the most current version of the DAABHS Rules of Practice and Procedure will be met, including priority population criteria. Detailed documentation is maintained.</p> <p><u>Observational Detoxification Services</u> – HHI shall provide services designed to enable the client physically dependent upon alcohol and/or drugs to undergo withdrawal from those substances in a safe environment in the midst of a crisis, the nature of which might lead to harm to the client or others unless the client is not in a controlled environment. HHI shall ensure access to Observational Detoxification Services to individuals in the catchment area.</p> <p>HHI's Observational Detoxification Services include documented evidence of pre-admission screening, intake/assessment, which at a minimum includes financial eligibility, evidence-based screening tools for substance abuse and co-occurring problems, American Society of Addiction Medicine (ASAM)-based determination of treatment modality, a withdrawal risk assessment and a stabilization plan. Clients are screened prior to admittance to determine eligibility and appropriateness of placement.</p> <p>Documentation of vitals and food/fluid intake as indicated in the most current version of the Licensure Standards for Alcohol and Other Drug Abuse Treatment Programs, progress notes, and discharge/aftercare planning are required. The</p>	<p>5 pts</p>
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discharge/aftercare planning outlines referral for ongoing counseling, treatment, and/or recovery-oriented support services. RADD services are provided by qualified staff as outlined in the Licensure Standards. HHI complies with physical plant requirements specific to RADD as outlined in the Licensure Standards.

Adult Residential Treatment Services – HHI will provide care to substance abuse clients who are not ill enough to need admission to medical detoxification or observational detoxification, but have a need for more intensive care in the therapeutic setting with supportive living arrangements.

Residential treatment is an acute care approach to treatment. Although the process is typically 28-30 days, it may be a shorter or longer stay as a client-centered facility. The emphasis is on building the skills necessary to manage the difficult thoughts, emotions and sensations which fuel the urge to escape through the use of alcohol and other drugs. Clients are “double-teamed” and provided a therapist/counselor as well as a recovery coach.

Residential Treatment Services will include evidence of a pre-admission screening and an intake/assessment, which includes financial eligibility, evidence-based screening tools for substance abuse and co-occurring problems, ASAM based determination of treatment modality, and initial treatment plan and a comprehensive treatment plan.

Clients in residential treatment services receive individual counseling, group counseling, support network involvement/Family Counseling, psychoeducation, care coordination, discharge/aftercare planning, intake and room and board. Residential services will include periodic testing, recovery coaching, and peer support.

It is understood that a unit of service is a day and that clients must be physically present at the facility for a minimum of twelve hours of any day billed. Exceptions require prior DAABHS approval. Residential services are provided seven days per week, twenty-four hours per day and the following are provided: at least twenty-eight hours of structured treatment weekly, at least five hours daily (Monday – Friday) and at least three hours daily on Saturday and/or Sunday.

Structured treatment activities are facilitated by a staff member, appropriate volunteer or representative from an outside agency, and at a minimum include: intake, individual and group therapy, family counseling, crisis intervention, interdisciplinary treatment services, case management, drug testing, access to medical care (non-detoxification) and/or “other” appropriate services.

Individualization begins with the belief that the client is the expert on the client, and they are in charge of themselves. Clinical staff are the experts on the process: skill building, using neuroscience to help heal the brain, and helping the client uncover what works for them. When clients are asked what is important to them, i.e. what are your values; the clinical team is focusing on the individual, not a cookie-cutter, follow the manual approach. The treatment plan is built around their values. The movement is not just toward the objective of abstinence, rather, abstinence in service of what. Just abstinence is not good enough for our clients and is not motivating toward a rich, full, meaningful life which is the main goal of treatment. Clients are offered choices, including which path towards living a life on purpose they wish to take. Too many people have perished because they have been forced to take a pathway of recovery that did not work for them.

Outpatient Services – HHI will provide care to substance abuse clients, family members and/or significant others in an outpatient setting. HHI has Transitional Living outpatient at the residential facilities and -13- outpatient clinics around the state. This allows for services to begin or continue in a variety of locations.

Outpatient treatment is typically a 16-week program consisting of 1-2 groups per week and 1 individual session per week. Clients are provided a counselor who is not only versed in clinical skills, but can assist with practical needs such as housing,

employment, court requirements, and practicing skills. In TL outpatient, clients will have access to a recovery coach to assist with this case management. Treatment is experiential. Adults learn by doing; so in addition to didactic presentations, journaling, group processing and individual talk therapy, clients are exposed to expressive arts, mindfulness and physical movement – learning by doing.

A pre-admission screening and intake/assessment is completed for all individuals participating in outpatient treatment services. This includes financial eligibility determination, evidence-based screening tools for substance abuse and co-occurring problems, ASAM-based determination of treatment modality, initial treatment plan and a comprehensive treatment plan.

Individuals in outpatient treatment programs are provided individual counseling, group counseling, family/support network counseling, care coordination, psychosocial education and discharge/aftercare planning. Additionally, access to a recovery team is provided as is a transition plan, if needed. It is understood that services to all members of the family or significant other may be reimbursed.

Partial Day Outpatient Services – HHI will provide care to substance abuse clients who are not ill enough to need admission to medical detoxification or observational detoxification, but who need more intensive care in the therapeutic setting. Individuals in Partial Day Treatment or Intensive Outpatient Treatment are provided individual counseling, group counseling, care coordination, psychosocial education and discharge/aftercare planning as determined to be medically necessary. These individuals may also receive recovery coaching, transition planning, periodic drug testing, support network involvement/family counseling and case management services. Partial day treatment will be a minimum of four hours per day for five days per week and will include at least one hot meal per day.

Case Management Services (Outpatient) – HHI will provide outpatient programs with case management that includes: arranging and facilitating the provision of all services as documented in the treatment plan; hold regular and as-needed meetings with the client to monitor and reevaluate the individualized treatment plan; hold regular and as-needed meetings with clinical staff and others involved in the delivery of services to monitor and evaluate progress; maintain records and documentation delivered to the client; and develop an aftercare plan with the client prior to discharge.

Care Coordination (Residential) – HHI will assist clients and family in gaining access to needed medical, social, educational, and other services. This shall be provided using a wrap-around model meeting the ASAM criteria and will include the following – input into the treatment planning process; coordination of the treatment planning team; referral to services and resources identified in the treatment plan; facilitating linkages between levels of care; monitoring and follow-up activities necessary to ensure the goals identified in the treatment plan are met or revised as needed; and assisting with transitioning between levels of care and/or integrating back into the community.

Currently Existing Programs and Populations – HHI understands that currently existing programs and populations may be added after award of this procurement. At such time, HHI and DHS will discuss scope and costs. Such currently existing programs may include, but are not limited to: Specialized Women's Services (SWS), Adolescent Services and Act 10 Court Ordered Residential Treatment. It is understood that up-to-date quality measures will be provided when discussions regarding the quality review of the programs occur. It is understood that in the case of a federal, state or local emergency declaration or in the event that human life or health is endangered or imminently endangered if not for services being immediately initiated, such services may be provided under contracts established by this solicitation at the initiation of DHS.

HHI's approach to treatment is trauma-informed, strengths-based, attachment-focused, evidence-based and individualized. Trauma-informed means that we assume that everyone who walks through our doors has suffered trauma, because

research tells us that over 90% of clients have been traumatized. HHI provides a safe place for clients to begin a healing process. Many of our clinicians have been trained in Eye Movement Desensitization and Reprocessing (EMDR) and all have been trained in trauma-informed communication. Trauma-informed means immediate care, not waiting for weeks or even days for treatment. HHI does this by utilizing a team approach: therapists, substance abuse counselors, recovery coaches, peer recovery specialists, interns and alumni.

HHI counselors and coaches practice Acceptance and Commitment Therapy (ACT), which focuses on looking for a client's strengths, not pathology, not what is wrong with them, but what is important to them. Our clients are reminded that they have survived because of their strengths – they are not broken they are stuck.

ACT is listed by SAMHSA's evidence-based treatment models. It is third-generation Cognitive Behavioral Therapy (CBT) and supported by over 300 rigorous research studies which support the effectiveness of this approach. Counselors and recovery coaches receive extensive training in applying ACT, attend weekly Learning Labs where they practice the skills and are observed for fidelity to the model, and submit videotapes of actual sessions to receive feedback on performance indicators.

The HHI approach to treatment includes other specialized services by trained counselors and coaches in Play Therapy, Nurturing Parenting for both mothers and fathers, Seeking Safety, and family therapy based on Emotionally Focused Therapy (EFT). HHI invests heavily in advanced training for clinical staff. In addition, HHI provides MYTE (Managing Youth Trauma Effectively), Reality Works, and Stewards of Children. Bringing Baby Home is a specialty training and is provided to new mom's in our SWS program. Recently training in Circle of Security was completed and implemented in late 2020.

Family Recovery services assist family members/support network in getting a loved one into treatment. This service also helps support that loved one in a healthy, effective environment, and helps the family members heal from the trauma of addiction. The betrayal felt by family members threatens to tear the family apart unless healing can occur. Education, processing and mediation are essential ingredients for beginning the building process. The family/support system is the client's best chance at recovery.

HHI incorporates 5 Critical Elements of Family Recovery. These involve Self Care – taking care of yourself first or you won't be able to take care of others, Form a Recovery Team – the team includes anyone committed to abstinence to enable recovery for the family; Work a Family Recovery Action Plan – this focuses on accountability, values, boundaries and identifying triggers; Build Recovery Skills – learning effective communication skills, relationship skills and parenting skills; Live a Recovery Lifestyle – learning and living healthy behaviors for a balanced life that promotes abstinence and recovery.

As soon as COVID-19 restrictions allow for in-person involvement, our Family Recovery program will begin again. Until then virtual and technology options will continue for building family/support network involvement and family counseling.

HHI's approach to family/support network involvement is based on promoting wholeness and growth, encouraging open and honest communication, sharing of power, supports individuality and is adaptable, flexible and resilient. HHI encourages families to set healthy boundaries and understand unhealthy boundaries, learn helpful responses to trauma, identify the differences between effective and ineffective helping and assess their family lifestyle.

Understanding family core values and that behavior changes guided by these values are committed actions that can be very productive for families. This sets up an opportunity for goal-oriented actions to replace old, counterproductive ones.

HHI provides information and guidance to assist family/support networks with understanding the Stages of Recovery: (1) Transitional Stage – going from active addiction to the beginning of recovery; (2) Stabilization Stage – solving a crisis that led to recovery and laying a foundation for long-term recovery; (3) Early Recovery Period – establishing a recovery lifestyle and building recovery-supportive relationships; (4) Middle Recovery Period – seeking a balanced lifestyle and repairing past damages; (5) Late Recovery Period – conscious choices about values and conditioning; (6) Maintenance State – continued growth and development and how to manage routine life problems and relapse prevention.

The Harbor Model focuses on -7- areas, all of which can aid in providing a full array of Comprehensive Substance Abuse Treatment Services. These include Mindfulness, Values, Committed Actions, Emotion Regulation, Radical Acceptance, Interpersonal Effectiveness and Wise Mind.

<p>A. What is your approach to establishing a client's income? (Section 2.4 A) HHI will ensure that clients funded by DAABHS meet eligibility guidelines. HHI will receive payment from DAABHS for necessary services provided to individuals who income is at or below 150% of the Federal Poverty Level as issued in the Federal Register by the Department of Health and Human Services. It is understood that income must be evaluated over the course of the last twelve months.</p> <p>In order to ensure incoming clients are eligible for DAABHS funding, HHI takes multiple routes to verify income. During the pre-screening process, potential clients are asked about previous employment history, current employment status and if they have any other sources of monthly income. Upon admission, clients complete a Supplemental Nutrition Assistance Program (SNAP) application. This application is immediately sent to the Arkansas Department of Human Services, where their income and employment history is verified. HHI requires all clients to sign a monthly income verification form and it is uploaded to the client's file, as is a financial agreement.</p> <p>HHI's screening policy outlines the Basics of Screening, which includes eligibility and appropriateness, eligibility of services and screening assessment for availability of funding.</p> <p>HHI has an Admission Protocol in place that contains steps for establishing client income. Pre-screeners, admission counselors, supervisors, billing specialists and the CFO all participate at one level or another to secure true and accurate information as it relates to client income.</p>	<p>5 pts</p>
<p>B. Describe the evidence-based practices to be used, how they are relevant to the client's care and modality of treatment, and the policies and procedures in place regarding training and continuing education of staff. (Section 2.4 B) HHI utilizes several different evidence-based practices. Many of these are selected as a resource from SAMHSA. Documented training proof is located in employee HR files and clinical documentation in client files indicates that the evidence-based materials are implemented appropriately. Additionally, staff training manuals and agendas provide sufficient proof of adherence to evidence-based requirements. HHI has policies and procedures in place that reference training and continuing education required of staff, as well as the required use of evidence-based programs. Evidence-based curriculums are included in new hire orientation training, which lasts 5-7 days, as well as weekly Learning Labs for all clinical staff.</p> <p>Evidence-based practices and curriculum used at HHI includes: Motivational Interviewing, ACT (Acceptance and Commitment Therapy), Living in Balance, EMDR (Eye Movement Desensitization and Reprocessing, EFT (Emotional Freedom Technique), DBT (Dialectical Behavior Therapy), Reality Works, Stewards of Children, Nurturing Parenting, Nurturing Fatherhood, Seeking Safety, Circle of Security, Bringing Up Baby and DBT (Dialectical Behavior Therapy).</p> <p>All of the above assist in providing flexible and client-centered care, as well as meet the needs of designated treatment modalities. Every residential client is assigned a Recovery Team and the client is considered an expert in their treatment experience – an equal partner.</p> <p>All clinical staff receive ACT training upon hire, and continuously through weekly Learning Labs. This training allows clinicians to work collaboratively to help the client learn a new way to relate to their thoughts, urges and memories. Rather than attempting to change, control or fix unwanted thoughts and feelings, clients learn to notice, "sit with", and accept the mind's functions and the body's physical responses to those functions. This involves normalizing and validating the mind as being what it is and doing what it does – generating words and pictures in the form of thoughts, memories and anticipatory images of future scenarios.</p> <p>Clinical staff receive Motivational Interviewing training upon hire. This counseling approach is a directive, client-centered style for eliciting behavior change by helping clients to explore and resolve ambivalence. This is relevant to client care in all modalities of treatment. MI elicits client motivation to change a specific negative behavior and engages change talk evoking positive changes.</p> <p>Living in Balance is the HHI psychoeducation program utilized in residential and outpatient groups. This effectively compliments ACT and MI.</p>	<p>5 pts</p>

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- C. Describe your approach to family/support network involvement in the treatment process, addressing the requirements of Section 2.4 C.

Addendum moved this question from the section and packet.

D. Describe your approach to ensuring that all treatment services are strengths-based, trauma-informed, holistic, culturally relevant, educational, individualized, and recovery-oriented. How will treatment goals be set? How will progress be measured and documented? (Section 2.4 D) HHI will ensure that treatment services are strengths-based, trauma-informed, holistic, culturally relevant, educational, individualized and recovery-oriented.

Client's strengths are identified during the screening/intake/assessment process. HHI uses multiple tools/forms including a pre-screening; assessments such as Beck's Depression Inventory, Burn's Anxiety Inventory, Mental Health Screening, Biopsychosocial assessment, Quality of Life Scale, WHODAS Disability Assessment, ASI, PCL-5 (PTSD) and ACE Assessment Tool; and an in-depth intake all within 48 hours of the client's admission to treatment. This process gathers sufficient information to develop an individualized, client-centered plan for the individual and their treatment experience. The assessment scores are utilized in the treatment plan, with the client as an active participant in the process. Scores are updated at

5 pts

discharge – this aids the client in identifying the progress made and the needs that are still present. Documentation will reflect that strengths are utilized when appropriate and are considered a key part of the treatment process. The HHI treatment experience for clients and family members is meant to focus on the strengths that have enabled clients and family members to survive addiction and the trauma that comes with it. During treatment clients learn skills to move toward thriving in their chosen pathway of recovery.

Clients are full partners in the development of treatment goals, objectives, revision of goals and objectives and in the development of an aftercare plan. This is evidenced by progress notes identifying the client's involvement and verifying signature. All documentation is individualized and client specific. Cookie cutter approaches are not utilized at HHI.

Treatment goals are developed with client's full participation so that treatment plans are individualized. Clinicians identify the clients' presenting problems, their priorities and collaboratively develop goals and objectives to assist clients with achieving and maintaining stability and abstinence. Clinicians write treatment goals in the clients' own words, and identify with the clients what smaller, manageable steps they can take toward each goal (objectives). Objectives should be specific, sensible, meaningful and motivating, achievable and realistic and results-based.

Client progress is measured by assessing measurable, observable outcomes set by objectives, and also be elicited in client's self-report. Assessment scales are re-administered at various times to determine if symptoms are decreasing. Progress is also measured by completion of tasks or the mastering of skills as set forth in objectives. Progress is documented in individual session notes and group notes. Clinicians observe client's mood, affect, interaction, participation, level of insight and motivation, and note changes and improvements. Additionally, QBHPs and Support Techs, who observe clients at different times, have opportunities to document their observations, and share with the clinician, via file notes in the chart.

HHI treatment includes educational/informative activities relevant to enhancing the quality of life, prevention, resiliency and recovery. Residential and outpatient clients attend individual counseling, family counseling, psychoeducation groups, group therapy, process groups and reflection groups. Topics are varied and change daily/weekly so that when a client completes treatment, they have cycled through the entire library of topics. Client participation is highly suggested and sought by facilitators – instances of strictly talking "at" clients are extremely limited, as is the over-use of videos and DVDs. While these tools are beneficial with certain topics, excessive use is not considered quality treatment.

Topics on the regular rotation for client education include, but are not limited to: cognitive defusion; stages of recovery and relapse; mindfulness; committed actions; emotional acceptance; stress and emotional wellbeing; taking good care of self; creative hopelessness; trust and vulnerability; triggers, urges and relapse; biology of addiction; psychological flexibility; spirituality and personality; grief and loss; guilt and fear; values and goals; educational and vocational goals; relationships; personal recovery action plans; art therapy; yoga; forming a recovery lifestyle; forming a recovery team, etc.

Group schedules with topics and responsible staff listed are completed weekly and are on file at each location. In addition, process, interpersonal and reflection groups are presented weekly as are facility rule groups and client rights. In residential facilities morning medication occurs each day.

HHI ensures that aftercare and discharge planning is individualized, as evidenced by the documentation in client charts. This includes identification of appropriate referrals to specific and relevant community resources, and specific plans on how to maintain or exceed progress achieved during the course of treatment. Discharged clients with referrals have corresponding appointments upon leaving HHI. All documentation is provided in the client charts via Credible, HHI's electronic health record system.

The treatment foundation of HHI is based on Acceptance and Commitment Therapy (ACT). This approach is strongly concerned with how people use language within themselves – their internal dialogue, and the degree to which they become entangled in cognitive concepts and processes. This entanglement, called "Cognitive Fusion," prevents clients from moving forward with their lives in a meaningful way. ACT has a firm emphasis on Acceptance, Mindfulness and Values-Driven Committed Actions. The central purpose of ACT is to increase "Psychological Flexibility," helping clients to improve their ability to accept and deal with unwanted experiences, thought patterns, and sensations, while continuing to actively work toward a rich and fulfilling, values-centered life. ACT is an exhausting researched approach, and has been proven effective in a wide range of applications, helping clients struggling with personal problems, including substance abuse and co-occurring disorders. ACT is purely and wholly strengths-based, trauma-informed, holistic, culturally relevant, educational, individualized and recovery-oriented. ACT encourages and opens the door for the client to be the expert on themselves and the clinical team to be the expert on the process – creating the perfect storm for a life changing treatment experience.

HHI believes in the need for clients to have a new, workable set of tools for dealing with problems and unwanted thoughts/feelings/urges, beyond their limited skill sets and solutions, which prevent them from moving forward. ACT utilizes metaphors and hands-on experiential exercises to help illustrate the futility of avoidance, and to recognize the long-term value in learning to accept pervasive thought patterns and feelings as a basis to any effective change. Being ACT consistent, HHI views clients as stuck, needing help and support in moving past issues and toward a valued life, rather than seeing them as broken, needing fixed. Clients respond more positively to needing helped rather than needing fixed.

Addiction has been called a disease of disconnection (Gabor Mate) and experience supports that theory. Clients are administered the Adverse Childhood Experience (ACE) upon admission which tells us the degree to which they suffer attachment. Many have experienced developmental attachment disorder and we know that those addicted to chemicals are some of our most vulnerable populations. Treatment includes education on attachment and what the client can do to help heal themselves.

Family systems theory, motivational interviewing, and Dialectical Behavior Therapy are all empirically supported, evidence-based treatment models practiced by HHI clinical staff and all contributing to the success of HHI's individualized and holistic approach to treatment. These models are highly effective in the treatment of co-occurring disorders, the norm rather than the exception in working with substance use disorders.

HHI is committed to cultural competency, the acceptance and valuing of people from all backgrounds, with different beliefs and opinions. Embracing inclusion makes HHI a stronger integrated organization – and this benefits our clients, their families, our employees, our stakeholders and our community. Client services respect cultural aspects of the individual and leads to flexibility with groups, sessions and the treatment experience. It's about the client feeling comfortable and in an environment free of judgements and prejudice. A healthy habitat of acceptance, diversity and a sense of belonging, for many, something they haven't experienced due to addiction.

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E. Describe your approach to aftercare and discharge planning and provide a matrix listing community resources and partners available for referral for continuation service. (Section 2.4 D) HHI's approach to aftercare and discharge planning is as all our services are – individualized and client centered. Just as every client's treatment experience is different, so is the culmination of that experience – the aftercare plan and the discharge. Aftercare Plans are completed at least one week prior to the client's target completion date. In most instances, the aftercare planning actually begins as soon as the client enters treatment. This reasoning is based on the need for the client, their family/support system and the client's HHI Recovery Team to actively participate in the planning of continuing care needs and the expectations of recovery.

5 pts

The aftercare plan acknowledges the client's gains achieved during program participation, the support systems and services that will support continued recovery or well-being. Current medications, as well as medication needs and follow-ups are identified.

The aftercare plan also contains a summary of client needs not treated, established goals that address the untreated needs and the means by which the goals will be met. The clinician is documented as is evidence of the client's participation and understanding of the process. If requested, a copy of the after care plan is provided to the client. HHI contact information is provided in case the client experiences difficulty after discharge and needs assistance.

In the event a client is discharged against medical advice, for non-compliance or in absentia, HHI shall document that the aftercare Plan has not been developed for these specific reasons.

The Discharge Summary shall include but not be limited to the date, time, conditions of discharge, environmental change, client's perception of treatment offered, referrals made, date and signature and credentials of staff. HHI's Policies and Procedures describes the protocol for discharging clients abruptly to ensure the safety and welfare of clients during discharge. Documentation for such discharges includes: reason for discharge; staff present at discharge; actions taken by staff to remedy the situation to avoid discharge; notifications of persons listed on emergency contact list; signed statement that personal property and medications were returned to the client upon discharge and that transportation arrangement assistance was offered and the methods ultimately taken.

Additionally, the client completes a discharge survey (an entrance survey is completed within 2-4 days of the admission) that identifies their perception of the treatment experience. Updated assessment scores are identified on the discharge summary – Beck's Depression Scale, Burn's Anxiety Inventory, Quality of Life Scale, etc. The entrance and exit change in numbers is discussed between the client and their clinician.

At times there may be need for a transition plan if the client is moving from one modality to another. This plan identifies some of the same information as the aftercare plan, as well as the modality changing to and from, referral information and a Client Transfer Survey.

Community resources and partners are instrumental in providing case management and referral for continuation of services for HHI clients and their families. HHI maintains many collaborative agreements – verbal, written business agreements and Memorandum of Understandings (MOUs) with a substantial number of resources and referral agencies in the area. Due to the transient nature of many substance abuse clients, our list of resources and partners crosses county and catchment lines.

Area twelve step and other support groups are utilized, as are statewide services such as AR Health Department, DHS, DCFS, medical clinics, hospitals, pregnancy crisis centers, etc. Food banks, rental assistance programs, community development organizations, and civic groups are in all sections of the state and provide a bounty of resources. United Way is in all counties that HHI covers, or plans to serve in the near future and their community partners are invaluable resources for HHI clients. Please refer to the attached listing of community resources and partners utilized for referral of continuation services. Clients may live in one area and access services in another, so listed providers represent a sampling.

Aftercare plans or transition plans, as with other clinical services, are completed as a team effort between the client and their counselor. Input from other members of the client's recovery team – recovery coaches, family recovery coaches, family, friends, co-workers, referral representatives, clergy – may be requested by the client as they move toward discharge.

E.4 PRIORITY POPULATION	
<p>A. Provide an outline of proposed practices and procedures necessary to prioritize the populations as listed in Section 2.5 B. HHI has in place practices and procedures necessary to prioritize Priority Populations identified by SAMHSA. The populations and their order are: (1) Intravenous drug users must receive services within fourteen calendar days; (2) Clients with the greatest clinical need; (3) Clients from the catchment areas as specified by DAABHS; (4) Clients from the State of Arkansas; and (5) Clients from other states.</p> <p>Priority populations placed on waiting lists shall be offered Interim Services within the timeframes established in the most current version of the DAABHS Rules of Practice and Procedures. Interim Services shall include counseling and education about the risks of HIV, TB, the risks of needle-sharing, risks of transmission to sexual partners and infants, steps to Ensure transmission doesn't occur, and referred for HIV or TB services if necessary.</p> <p>Interim Services shall be made available to all persons on the waiting list to enter a substance abuse treatment program. HHI shall make contact with an individual receiving Interim Services at least every fourteen calendar days and document efforts to keep the client engaged in seeking treatment services. DAABHS will be notified immediately if a priority population client cannot be admitted to the HHI program within the required timeframes. DAABHS will assist with locating a clinically appropriate placement. HHI makes every effort possible to place a client in one of our three residential facilities, one of our thirteen outpatient locations or one of multiple subcontractors. This placement is considered to be not only priority, but ethical and of great necessity.</p> <p>HHI shall maintain detailed documentation for Interim Services offerings and administration. HHI ensures access to Residential Treatment Services when indicated as the necessary level of care by ASAM. HHI's process of establishing an appropriate level of care for all clients begins during the initial screening process and ASAM is utilized during the admission. Inquiring individuals call HHI pre-screeners who are trained in ASAM criteria and provide the initial assessment as to which level of care is appropriate for the potential client. The pre-screeners refer the client to the modality for which the client meets ASAM criteria. If the client is referred to residential treatment, ASAM criteria is used during the admission process. Admission counselors complete an admission service on the client and all six dimensions of ASAM are examined and selected. To be eligible and appropriate for residential treatment, for example, the client must be given a 3.5 level on three out of six dimensions.</p> <p>Individuals in need of Residential Care, per Licensure Standards and Rules of Practice and Procedure shall be admitted or referred to an available bed within greater than fourteen calendar days of determination of need.</p> <p>HHI shall ensure access to substance abuse treatment services throughout the entirety of the contract period. HHI shall act as a mandatory receiving facility for voluntary admissions and involuntary commitments in compliance with Act 1268 of 1995 or its successor.</p>	5 pts
<p>B. Describe how you will ensure access to Residential Treatment Services as required in Section 2.5 H. HHI shall ensure access to Residential Treatment Services when indicated as the necessary level of care by ASAM. An initial screening process, during a prescreening interview, establishes an appropriate level of care for each client. ASAM is utilized throughout the admission process. Potential clients contact HHI pre-screeners who are trained in ASAM criteria and make the initial assessment as to which level of care is appropriate for the individual. Guidance from Licensed Mental Health Professionals is readily accessible. The pre-screeners refer the client to the modality for which the client meets ASAM criteria. If the client is referred to residential treatment, ASAM criteria is used during the admission process. Admission counselors complete and admission service on the client and all -6- dimensions of ASAM are examined and selected. To be eligible and appropriate for residential treatment, the client must given a 3.5 level on 3 out of 6 dimensions.</p> <p>Once a client has been assessed as appropriate and eligible for Residential Treatment Services, he or she is scheduled for admission into treatment with a specific date and time. The pre-screener, admission counselor and client work together to complete all necessary treatment and financial agreements, releases of information and other required documentation.</p>	5 pts

E.5 RECORDS AND REPORTING	
<p>A. Explain how you will meet the records and reporting requirements as listed in Section 2.6. HHI will provide regular and special reports or plans in a manner and timeframe prescribed by DAABHS. HHI shall ensure all reporting information is submitted to DAABHS within designated time frames.</p>	5 pts
<p>All DAABHS funded services provided by HHI and subcontractors shall be entered into the DAABHS Data Information System by the fifth business day of the following month. Client information includes waiting list duration, admission reports, environmental change reports, discharge reports, and continuing care tracking. This will include services to clients, Admission Reports, Environmental Change Reports and Discharge Reports. Late submission of required information may result in penalties assessed on future months' payments.</p> <p>HHI shall submit the Wait List and Capacity Management reports as directed by DAABHS. It is understood that a template of the Wait List and Capacity Management Reports will be provided upon award.</p> <p>HHI shall submit an Annual Program Report by June 15th of the preceding contract year, utilizing the mandatory format provided by DAABHS by April 30th of each year.</p> <p>HHI shall submit an annual independent financial and compliance audit that conforms to the "Guidelines for Financial and Compliance Audits of Programs Funded by the Arkansas Department of Human Services." These copies, if a Government Auditing Standards Audit, shall be submitted within one-hundred and twenty calendar days following the fiscal year end; and, if a Uniform Guidance Audit, submitted within nine months following the fiscal year end. An additional copy of the audit shall be submitted electronically by email as a Word Document, with attachment to the designated DAABHS staff member.</p> <p>HHI shall ensure compliance with the DAABHS Incident Reporting Policy, including time frames for submission. HHI shall participate in trainings and meetings as required by DAABHS.</p> <p>HHI completes monthly, quarterly and annual Performance Analysis Reports for the Board of Directors, Senior Management Team, and other staff and stakeholders as necessary. These reports assist HHI in more readily providing any specific information that DAABHS may request. Information collected includes service and program highlights and problem areas; health and safety, as well as drill issues; vehicle and maintenance issues; technology issues; critical incidents; grievances; accommodations needed; regulatory site visits and audits; food service issues; client chart reviews; client data analysis; employee surveys and interviews by HR and strategic planning.</p> <p>Weekly Waiting List and Capacity Management reports are submitted to DAABHS, as well as a report identifying SWS full and available beds and number of children.</p> <p>Follow-up Reports (FUR) and entrance and exit surveys are assessed monthly to identify any gaps in services provided. Annual "moment in time" surveys for current clients are an additional source of information that may meet a request of DAABHS.</p>	

E.6 STAFFING	
<p>A. Describe how you will ensure the hiring, training, and supervisory requirements as outlined in Section 2.7 are met. HHI shall ensure all services (client and non-client related) are provided by appropriate qualified or credentialed persons. All staff that provide treatment-related services have current licenses and/or certifications. Proof of such is located in personnel files. All staff, including non-clinical that may have access to clients, receive Crisis Prevention Intervention (CPI) training upon hire and every two years of employment, as well as CPR/First Aid. This includes staff working in both residential facilities and outpatient clinics. In residential settings all staff, clinical and support techs, are RDS certified and have received RADD training. HHI does this so that proper coverage can be maintained if a staff member calls in sick, is on vacation, etc. In fact, for support techs, who may not have other certifications or licensures, they are required to be an RDS to have access to our Electronic Health Record system – Credible.</p> <p>HHI has multiple staff certified in Motivational Interviewing on staff. Additionally, we have staff trained as a DOT Substance Abuse Provider, National Gambling Counselor, Tobacco Cessation, and Certified Prevention Consultants.</p> <p>Background checks are completed for all staff whether they are clinical, support, maintenance, kitchen or administrative. These include child and adult maltreatment checks as well as a criminal background check via the Arkansas State Police. These are completed upon hire every five years for criminal background checks and every two years for child and adult maltreatment.</p> <p>Annual performance evaluations are completed for all staff, including contracted staff. Our contracted doctors, receive Peer Review evaluations as required by CARF. Evidence of annual evaluations are located in personnel files.</p> <p>HHI takes the training of staff very seriously and documentation, specific to the staff member's role, can be found in personnel files. New hire training, weekly training via Learning Labs, scheduled formal and informal workshops, attendance at training events and conferences, as well as quarterly and annual competency-based exams assist in holding all staff accountable in the HHI expectation of continuous learning. Proof of training and certification in evidence-based treatments is maintained in the personnel file. Practices and curriculum include, but are not limited to: Motivational Living, Acceptance and Commitment Therapy (ACT), EMDR, EFT, Nurturing Parenting, Nurturing Fatherhood, Seeking Safety, etc.</p> <p>New hire staff receive 40-80 hours of training, based on their role – clinical or support. This includes compliance, health and safety, ethics, cultural competency, sexual harassment, policies and procedures, emergency procedures, critical incidents, infections and communicable diseases, technology features, telehealth, cybersecurity, crisis intervention, detoxification services, crisis intervention, risk factor identification and prevention of, etc. Accreditation Now is utilized and, this alone, provides 20+ competency-based exams for new hire staff, as well as annually for existing staff. For clinical staff, training includes how to facilitate client groups, taped sessions to assess and role plays. HHI's stance is we need to provide the most qualified staff possible for client treatment. The lives of clients and their loved ones depend on the quality of training and supervision our staff receive.</p> <p>Counselors in Training, Qualified Behavioral Health Providers (QBHP) and non-independent Licensed Mental Health Professionals (LMHP) require supervision. This ongoing supervision is documented in personnel files, supervision folders and binders and occurs weekly, or as necessary. Some supervision may be required individually, some as a group. When group supervision is utilized, an LCSW and a CS (Clinical Supervisor) participate and sign off on the documentation. This type of supervision usually occurs in weekly Learning Labs. HHI offers five options for staff – one at each of the three residential facilities, one for outpatient sites and one for new clinical staff. With the latter, staff can usually "graduate" to another Learning Lab within 2-4 months. All learning labs have an options for virtual participation, if needed.</p> <p>HHI ensures that all staff, interns and volunteers are qualified for their positions or</p>	<p>5 pts</p>

responsibilities based on job-descriptions and must undergo appropriate background checks relevant to the population served. Job-descriptions are updated annually so as to remain pertinent. Additionally, annually at staff evaluation, job descriptions are reviewed with each staff member and signed again. Child and Adult Maltreatment checks, as well as criminal background checks via the Arkansas State Police are completed upon hire and as required by regulatory bodies.

HHI maintains policies and procedures regarding training, required continuing education of staff, as well as the required use of evidence-based programs. Each staff member is required to read the policies and procedures upon hire and is notified by BambooHR, our electronic personnel file system, when updates occur. Staff members have continuous access to the policies and procedures, the employee manual and plans/protocols that may involve treatment and employment charges and updates.

QBHPs are clinically supervised by not only LMHPs, but also Certified Clinical Supervisors and Certified Alcohol and drug Counselors, especially if they are also registered Counselors in Training with the Arkansas Substance Abuse Certification Board.

HHI maintains two psychiatrists, Dr. James Parks and Dr. Faz Hudefi, as well as Dr. Kristin Martin, Doctor of Osteopathy and an Addictionologist – Addiction Medicine board of Certification. All assist with the training and supervision of clinical staff, as needed and requested.

E.7 SUBCONTRACTORS

<p>A. Provide an outline of how subcontractors will be used to provide the full array of services outlined under the Scope of Work. Which areas of service will be provided by subcontractors? How will you monitor levels of service provided by subcontractors and ensure successful treatment of DHS clients? (Section 2.8) HHI will subcontract with providers listed on the Proposed Subcontractor Form. These providers will assist in providing services such as limited outpatient treatment (in identified areas) for adults, adolescent services and periodic drug testing for Juvenile Drug Court Programs. HHI shall provide DAABHS with written notification within forty-eight hours of all subcontractors and the specific services they are providing. If the subcontract is terminated, HHI will notify DAABHS within forty-eight hours and provide a written explanation as to how the services will be maintained.</p> <p>If HHI completes a pre-screening, assessment and initial or master treatment plan for the referred client, this information, along with relevant client information, will be shared with the subcontractor within twenty-four hours. This, will ensure appropriate treatment services can initiated in a timely manner. HHI and all subcontractors shall be entered in the DAABHS Data Information System by HHI by the fifth working day or the following month.</p> <p>All subcontractors are subject to the same requirements as HHI regarding the contract requirements, national accreditation status, compliance with the current version of the Licensure Standards for Alcohol and Other Drug Abuse Treatment Programs, and the current version of the DAABHS Rules of Practice and Procedures. HHI will ensure that all subcontractors have a Substance Abuse Treatment license, Behavioral Health Agency Certification, CARF Accreditation and a Medicaid number. HHI will be responsible for noncompliance on the part of the subcontractor, as it is understood that HHI is accountable for oversight of all subcontractor activities. Quarterly sight visits will be scheduled, completed and documented.</p> <p>All subcontractors enter into a written MOU (Memorandum of Understanding) with HHI and the agreement is kept on file with the Chief Compliance Officer.</p> <p>Monitoring of levels of service and adherence to rules and regulations will be completed on a regular basis in order to ensure successful treatment of DHS clients. The HHI monitoring process includes onsite, virtual and electronic audits of all aspects of treatment. This includes, but it not limited to client treatment service standards of care, documentation, health and safety requirements, billing, human resource requirements, following of priority population procedures, adhering to technology requirements, providing a secure and safe physical plant, follow all records and reporting requirements, us of appropriate and credentialed staff.</p> <p>The same monitoring tools that are used internally for HHI locations will be utilized for subcontractors. This includes chart review forms, HR chart audit forms, health and safety checklists, etc. External monitoring tools such as those used by DAABHS, DPSQA, Medicaid, AFMC, and CARF will be utilized also.</p> <p>Both scheduled and unscheduled monitoring site visits will be utilized. Any discrepancies will be relayed, in writing, to both the subcontractor and DAABHS in a timely manner</p>	<p>5 pts</p>
<p>E.8 TECHNOLOGY REQUIREMENTS</p>	

<p>A. Describe how you will meet the technology requirements as outlined in Section 2.10. HHI shall maintain a fully functioning electronic health records (EHR) system, Credible. HHI shall ensure that all required clinical documentation, consents, notifications, receipts, etc. are available upon request. HHI shall ensure adequate security, confidentiality, back-up, and disaster recovery preparedness. All data storage is secure and complies with all state and federal laws, including but not limited to HIPAA. Disaster recovery tests are performed monthly by the IT Coordinator and documented in the monthly Performance Analysis Report. HHI shall maintain a twenty-four hour emergency phone number, operable seven days a week for each individual catchment area to assist with emergency situations and access to services. Calls to the emergency line are answered by live staff and staff provide the caller resources to assist the caller until the next business day. The 24/7 phone number shall be provided to clients, visible at entries and provided on answering machines. Policies and procedures are in place outlining the training and management of this process.</p> <p>Every month the IT Coordinator submits a Performance Analysis Report to the Chief Compliance Officer. This report identifies performance improvement needs, efforts made toward completion, timeframes and responsible staff. This includes issues relating to system back-ups and disaster recovery, IT work orders, technology equipment needs for existing and new staff, technology needs for clients such as access computers for job applications and virtual family visitation, computer/email/printer/work cell phone set ups, database updates for assigned equipment, and Telehealth training for all new hire staff</p> <p>HHI maintains both a Technology Security Plan and Technology and System Plan, and these are updated annually. The Technology Security Plan addresses usernames, passcodes, server/network protection, use of mobile devices, the use of competency-based exams for all staff and who is considered authorized personnel. Physical security, locked work stations and offices are addressed as is software and email security.</p> <p>The Technology and System Plan, part of the Policies and Procedures manual, is maintained to ensure uninterrupted access to the HHI information system and to support information management and performance improvement activities. This plan assures that equipment is maintained in accordance with manufacturer's recommendations, as well as employee use of technology, services via the internet, technology equipment infection control, and processes for identifying gaps and opportunities.</p> <p>All client records are maintained by an electronic health records system – Credible.</p>	<p>5 pts</p>
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E.9 PHYSICAL PLANT	
<p>A. Describe the physical plant and how you will meet the requirements as listed in Section 2.11. HHI shall ensure all services are provided in a safe, secure and healthy environment in compliance with licensure standards set by DPSQA. HHI shall maintain compliance with all physical plans requirements as specified in the current version of the Licensure Standards for Alcohol and Other Drug Abuse Treatment Programs. It is understood that compliance includes areas relevant to any and all services provided. HHI shall ensure that all service site utilities are maintained in proper working condition. DAABHS will be notified within twenty-four hours of any issues with facility utilities. Repairs are made by appropriately qualified technicians. HHI shall ensure that all utilities are properly repaired within seventy-two hours of an identified deficiency.</p> <p>A Certified Dietary Manager is contracted to ensure that nutritious food and quality menus are provided in the physical plant – residential settings. All Kitchen Managers have Certified ServSafe credentials</p> <p>HHI sees health and safety as equally important as clinical components and Human Resources. This is stressed to staff and demonstrated via monthly Health and Safety Committee meetings; monthly, quarterly and annual performance analysis reports that address health and safety, maintenance issues, kitchen needs, vehicle needs, and critical incidents; weekly senior management team meetings addressing physical plant issues; monthly fire drills and quarterly drills for tornado, power outages, bomb threats, medical emergencies and workplace violence; annual fire marshal, health, and fire extinguisher inspections; annual business license; external and internal inspections, monthly site checklists completed and on file, etc. The Health and Safety Coordinator, Facilities Manager and Chief Compliance Officer work together and communicate regularly to assess adherence to regulatory requirements and identify issues. Additionally, the site Program Operations Director provides updates on issues to be addressed.</p> <p>The HHI Facilities Team (maintenance) consists of five members, with at least one person on call in the evenings and weekends. There are two IT staff to assist with the technology needs of the physical plant. These staff members, along with the Health and Safety Coordinator, the Site Coordinator and the Chief Compliance Officer work together to make sure all regulatory and site audit needs are in place. The Health and Safety Committee, as well as the Quality Assurance Committee meet monthly and utilize results of walk-through checklists to assess needs of all HHI locations and patterns of emergency calls that come in – both internally and externally. A work order system is in place so necessary repairs can be identified and completed quickly.</p>	<p>5 pts</p>

DAABHS Comprehensive Substance Abuse Treatment Services Regions

- *Please check the region in which you are willing to provide the service. See Attachment G for map of treatment regions.*
- ***Do not** include additional information if not pertinent to the itemized request.*
- *Please return with your response packet.*

- ☐ Catchment Area 1
- ☐ Catchment Area 2
- ☐ Catchment Area 3
- ☒ Catchment Area 4
- ☐ Catchment Area 5
- ☐ Catchment Area 6
- ☐ Catchment Area 7
- ☐ Catchment Area 8



ARKANSAS DEPARTMENT OF
HUMAN SERVICES
Division of Provider Services
& Quality Assurance

License Number: 34043

This Is to Certify That

Centers for Youth and Families, Inc.

is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs _____

on the premises located at _____ 6601 12th Street _____

Little Rock _____, County of _____ Pulaski _____, Arkansas.

License Effective: 07/01/2019 | License Expires: 06/30/2022



Arkansas State Board of Examiners in Counseling
101 East Capitol Avenue, Ste 202
Little Rock, AR 72201



Robert Marc Martin
5516 A Street, Apt 4
Little Rock, AR 72205

7554 (B)

License # P1706317



Arkansas State Board of Examiners in
Counseling

Licensee: Robert Marc Martin

License: P1706317

LPC

Effective: 6/8/2020 Expires: 6/30/2022

CHAIR OF THE BOARD *[Signature]*



License Number: 34119

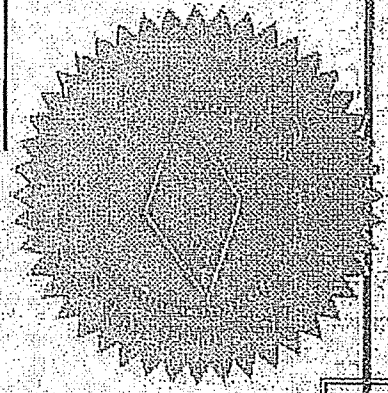
This Is to Certify That

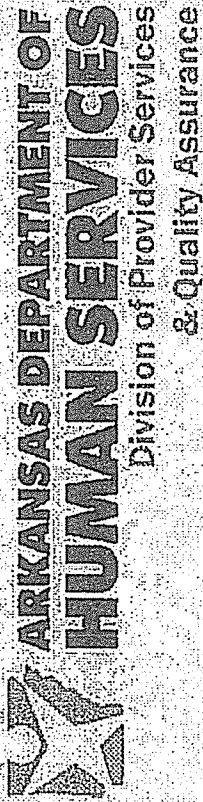
Western AR Counseling & Guidance Center- Fort Smith(70thth)
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs
on the premises located at _____ 3111 South 70th Street _____,

Fort Smith _____, County of _____ Sebastian _____, Arkansas.

License Effective: 11/01/2018 | License Expires: 11/01/2021





Certificate Number: 32744

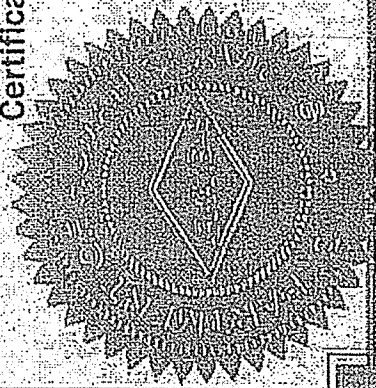
This Is to Certify That

Western Arkansas Counseling and Guidance Center, Inc.

3111 South 70th Street Fort Smith, AR.

has met provider requirements to operate a(n)/as Behavioral Health Agency.

Certificate effective from 1/01/2018 to 1/30/2021 (unless sooner revoked).





Certificate Number: 32925

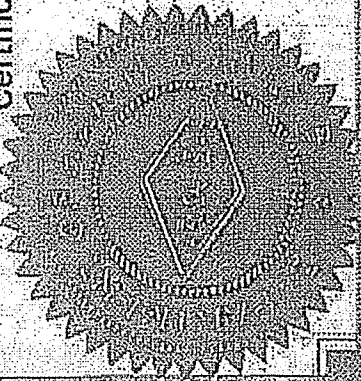
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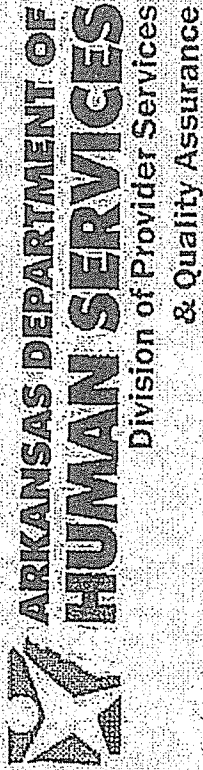
Western Arkansas Counseling and Guidance Center, Inc.

2705 Oak Lane, Suite A and B Van Buren, AR. 72956

has met provider requirements to operate a(n)/as _____ Behavioral Health Agency.

Certificate effective from 11/01/2018 to 11/30/2021 (unless sooner revoked).





License Number: 34121

This Is to Certify That

Western AR Counseling & Guidance Center- Van Buren

Is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs

on the premises located at _____ 2705 Oak Lane, Suite A and B

Van Buren _____, County of _____ Crawford _____, Arkansas.

License Effective: 11/01/2018 | License Expires: 11/01/2021





**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**
Division of Provider Services
& Quality Assurance

Certificate Number: 33241

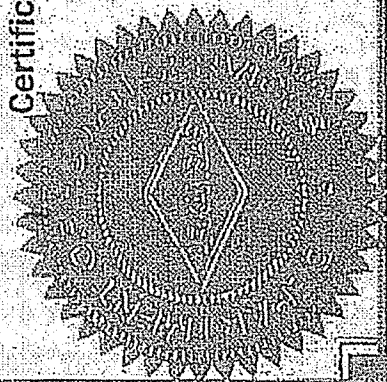
This Is to Certify That

Western Arkansas Counseling and Guidance Center, Inc.

1857 Rice Street Waldron, AR. 72958

has met provider requirements to operate a(n)/as _____ Behavioral Health Agency.

Certificate effective from 11/01/2018 to 11/30/2021 (unless sooner revoked).





License Number: 341118

This Is to Certify That

Western Arkansas Counseling and Guidance Center-Waldron

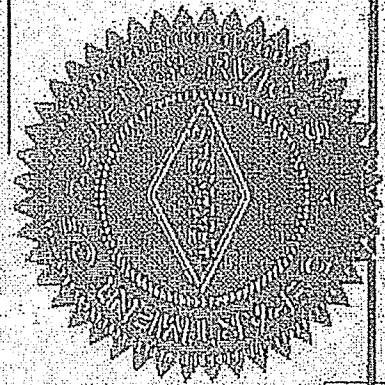
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs _____

on the premises located at _____ 1857 Rice St. _____

Waldron, AR 72958 _____, County of _____ Scott _____, Arkansas.

License Effective: 11/01/2018 | License Expires: 11/01/2021





**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**
Division of Provider Services
& Quality Assurance

Certificate Number: 32953

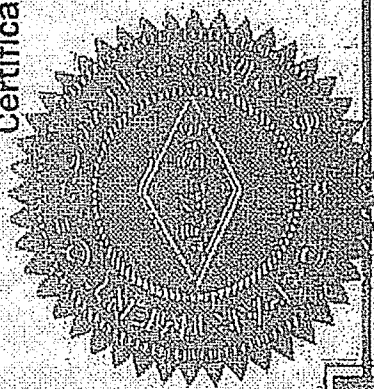
This Is to Certify That

Western Arkansas Counseling and Guidance Center, Inc.

307 South Cherry Street, Mena, AR 71953

has met provider requirements to operate a(n)/as _____ Behavioral Health Agency.

Certificate effective from 11/01/2018 to 11/30/2021 (unless sooner revoked).





License Number: 34120

This Is to Certify That

Western Arkansas Counseling and Guidance Center-Ozark

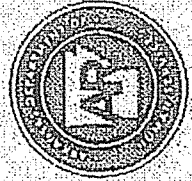
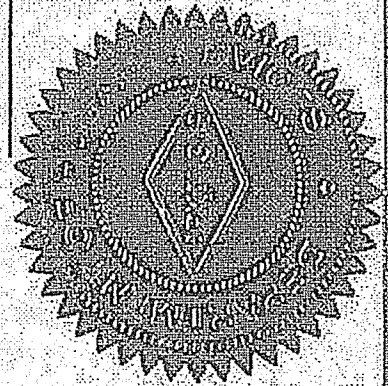
Is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

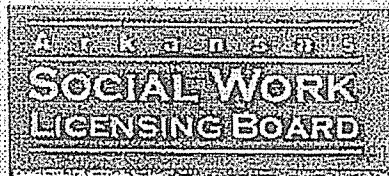
N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs

on the premises located at _____ 307 S. Cherry St. _____,

Mena, AR 71953 _____, County of _____ Polk _____, Arkansas.

License Effective: 11/01/2018 License Expires: 11/01/2021



[Home](#)

Name	Smith, Cole Ray
Location	Harrison, AR
Level	LCSW
License Number	6939-C
Date Issued	1/5/2016
Expiration	1/31/2022

[Back](#)**Licensure Level Key:****LCSW:** Licensed Certified Social Worker**LMSW:** Licensed Master Social Worker**LSW:** Licensed Social Worker**PLMSW:** Provisional Licensed Master Social Worker**PLSW:** Provisional Licensed Social Worker

The data in this website is maintained by the Information Network of Arkansas and is endorsed by the Arkansas Social Work Licensing Board as primary source verification. Each item of data has been provided by Board personnel from the primary source, unless otherwise specified. The Social Work Licensing Board maintains updates to this website once each month after the Board meets. Disciplinary information is located under the Complaints Tab.

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License Search



Arkansas Board of Examiners in Counseling and Marriage & Family Therapy
501-683-5800

Brandi Titsworth

LICENSE #: P0812089 | TYPE: LPC | STATUS: ACTIVE

Mena, 71953

ADDITIONAL INFO

Date of Issue: 12/17/2008

Date of Expiration: 6/30/2022

Standing: Good Standing

Email: brandititsworth@yahoo.com

License Search



Arkansas Board of Examiners in Counseling and Marriage & Family Therapy
501-683-5800

Rhonda Peppers

LICENSE #: P9710020 | TYPE: LPC | STATUS: ACTIVE

Mena, 71953

ADDITIONAL INFO

Date of Issue: 7/23/1997

Date of Expiration: 6/30/2022

Standing: Good Standing

Email: rhondapeppers@hotmail.com

Speciality:

Appraisal

Technology Assisted Counseling



License Number: 35194

This Is to Certify That

Counseling Associates

Is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs _____

on the premises located at _____ 750 Boston Street _____

Danville _____, County of Yell _____, Arkansas.

License Effective: 05/19/2020 | License Expires: 09/30/2022





**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**

Division of Provider Services
& Quality Assurance

License Number: 34075

This Is to Certify That

Counseling Associates, Inc

is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity Alcohol and Other Drug Abuse Treatment Programs

on the premises located at 6 Hospital Drive

Morrilton, County of Conway, Arkansas.

License Effective: 05/30/2019 | License Expires: 5/30/2022





**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**

Division of Provider Services
& Quality Assurance

License Number: 34074

This Is to Certify That

Counseling Associates, Inc- Perryville

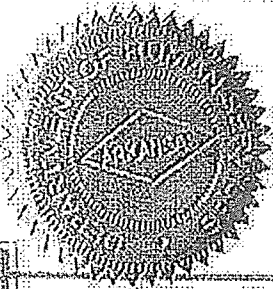
Is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity Alcohol and Other Drug Abuse Treatment Programs

on the premises located at 206 West Main

Perryville, County of Perry, Arkansas.

License Effective: 03/14/2019 | License Expires: 03/14/2022





**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**

Division of Provider Services
& Quality Assurance

License Number: 34062

This Is to Certify That

Counseling Associates, Inc- Morrilton

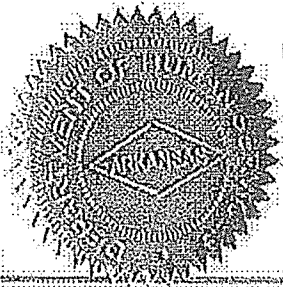
Is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs

on the premises located at _____ 8 Hospital Drive

Morrilton _____, County of _____ Conway _____, Arkansas

License Effective: 03/14/2019 | License Expires: 03/14/2022



Organization

Counseling Associates, Inc.
350 Salem Road, Suite 1 and 9
Conway, AR 72034

Organizational Leadership

Brian Davis, LCSW, CEO
Brian Lutz, CFO
Lee Roberson Koone, LCSW, Chief Clinical Officer

Survey Date(s)

February 20, 2019–February 22, 2019

Surveyor(s)

David A. Blondeau, M.S.W., LISW-CP, Administrative
Debbie C. Dacus, LPE, Program
Jeane P. Chapman, Ed.S., SPE/HSP, Program
Nancy C. Dawkins, Program

Program(s)/Service(s) Surveyed

Case Management/Services Coordination: Mental Health (Adults)
Case Management/Services Coordination: Mental Health (Children and Adolescents)
Community Integration: Mental Health (Adults)
Crisis Intervention: Mental Health (Adults)
Crisis Intervention: Mental Health (Children and Adolescents)
Out-of-Home Treatment: Mental Health (Children and Adolescents)
Outpatient Treatment: Integrated: AOD/MH (Adults)
Outpatient Treatment: Integrated: AOD/MH (Children and Adolescents)

Previous Survey

Three-Year Accreditation
March 2, 2016–March 4, 2016

Accreditation Decision

Three-Year Accreditation
Expiration: March 31, 2022

Arkansas State Board of Examiners in Counseling
101 East Capitol Avenue, Ste 202
Little Rock, AR 72201



Lauren Nichole Schluterman
4530 Graham Drive
Conway, AR 72034

Date 6/18/2020
For LPC
License # P1402025



Arkansas State Board of Examiners in
Counseling

Licensee: Lauren Nichole Schluterman

License: P1402025

LPC

Effective: 6/18/2020 Expires: 6/30/2022

CHAIR OF THE BOARD

Payor Lauren Schluterman

Date 6/18/2020

Receipt No. 3484

Item	Licensee	License No.	Type	Amount
3677	Lauren Nichole Schluterman	P1402025	LPC	\$300.00
Total				\$300.00

License Search

Arkansas Board of Examiners in Counseling and Marriage & Family Therapy



Arkansas Board of Examiners in Counseling and Marriage & Family Therapy
501-683-5800

Andrea Self

LICENSE #: P0401001 | TYPE: LPC | STATUS: ACTIVE

Greenbrier, 72058

ADDITIONAL INFO

Date of Issue: 1/23/2004

Date of Expiration: 6/30/2022

Standing: Good Standing

Email: aself@calinc.org; steve_andrea@yahoo.com



Arkansas
Social Work License Card

License No.

10148-M

Expiration Date:

7/31/2022

Audra LeAnn Cooper, LMSW

7710 Euper Lane

Fort Smith AR 72903

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

Shirley H. Hester, LMSW

Chairman



Arkansas
Social Work License Card

License No.

10152-M

Krista Boncheff, LMSW

911 S 26th St Apt 1

Fort Smith AR 72901

Expiration Date:

7/31/2022

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

David Hudson, Chairman

Chairman

ARKANSAS DEPARTMENT OF HEALTH
SOCIAL WORK LICENSING BOARD

Mailing Address:

PO Box 251965 Little Rock, AR 72225-1965

Physical Address:

Freeway Medical Tower

5800 West 10th, Suite 100 Little Rock, AR 72204

Phone: 501-372-5071 www.arkansas.gov/swlb

Fax: 501-372-6301 Email: swlb@arkansas.gov

Arkansas Substance Abuse Certification Board

Whereby Certifies

KRISTA BONCHEFF

Who has complied with the requirements established by the Board and has successfully obtained these Standards of Professional Performance, and in doing so, has earned recognition as a

Certified Alcohol and Drug Counselor

12/09/2019

Issue Date

1663

Certificate Number

12/31/2021

Expiration Date

Debra B. Boncheff
President

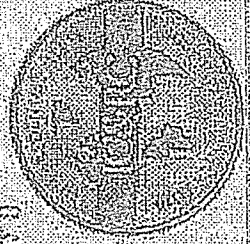
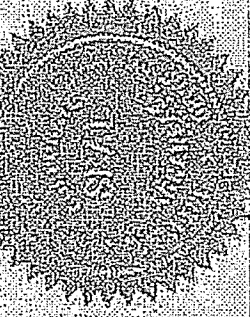
President

Krista Boncheff
Vice-President

Vice-President

Miriam Chute, M.Ed.
Secretary

Secretary



Arkansas Substance Abuse Certification Board

Hereby Certifies

AUDRA RHODES

Who has complied with the requirements established by the Board and has successfully obtained these Standards of Professional Performance, and in doing so, has earned recognition as a

Certified Alcohol and Drug Counselor

12/19/2019

1724

12/31/2021

Issue Date

Certificate Number

Expiration Date

President

Secretary

Vice President



Arkansas Department of Health
Social Work License Card

License No.

7526-C

Expiration Date:

11/30/2021

Noel M. Calvo, LCSW

2208 Carthage Drive

Fort Smith AR 72901

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

A handwritten signature in cursive script, likely belonging to the Chairman of the Arkansas Social Work Licensing Board.

Chairman

CINDY STOKES

John has complied with the requirements established by the Board and has successfully obtained these Standards of Professional Performance, and in doing so, has earned recognition as a

101350000 0111E 1000010 00000000

07/08/2021

Issue Date

A-180

Certificate Number

12/31/2023

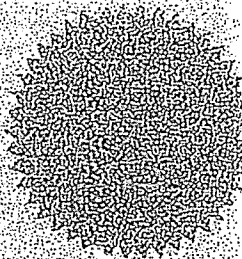
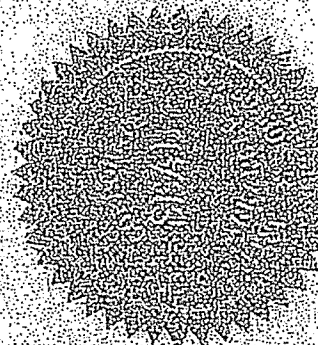
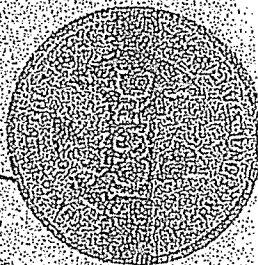
Expiration Date

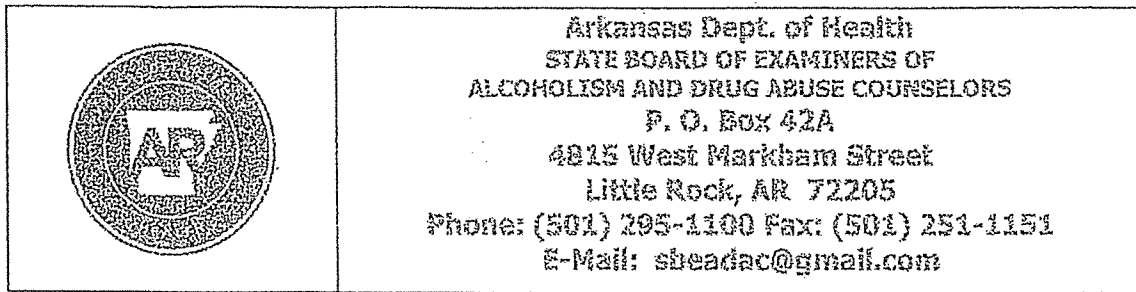
MLUTT/MLK / NSW / ADAC CS, HADC

Dasylirion

Acc-Presiden

42725





December 2, 2019

Dear Counselor:

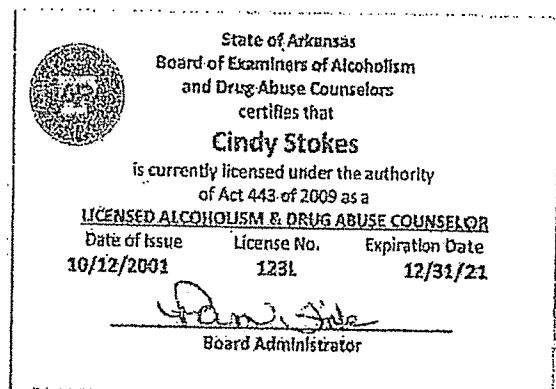
Congratulations! Enclosed are your wallet certificate and the new date sticker to add to your wall certificate signifying your re-licensure with the State Board of Examiners of Alcoholism and Drug Abuse Counselors for 2020-2021. Check the license carefully and let me know of any discrepancies. Also, let me know if your contact information changes at any time.

Take note of the **NEW ADDRESS** at the top of the page. This is the address you should use after January 1. The phone & fax #'s and the e-mail address will remain the same. Please don't hesitate to call me with questions or concerns. I enjoy working with each one of you.

Sincerely,

Pam

Pam Fite
Board Administrator



Arkansas Substance Abuse Certification Board

Memory Boucher

MEMORY BOUCHER

Who has complied with the requirements established by the Board and has successfully obtained these Standards of Professional Performance, and in doing so, has earned recognition as a

Certified Alcohol and Drug Counselor

01/02/2020

Issue Date

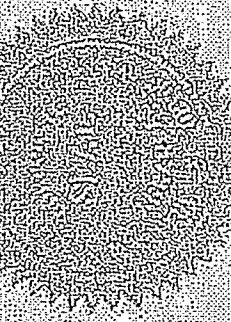
1712

Certificate Number

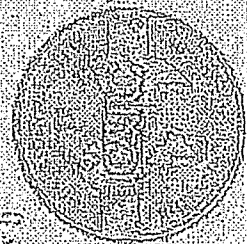
12/31/2021

Expiration Date

David B. Boucher
President



Michael A. Boucher
Secretary



Arkansas Substance Abuse Certification Board

Herethy Certifies

LISA D. HAYNES

Who has complied with the requirements established by the Board and has successfully obtained these Standards of Professional Performance, and in doing so, has earned recognition as a

Certified Alcohol and Drug Counselor

12/31/2019

Issue Date

Marybeth L. New LADAC, CS, ADC

[Signature]
Vice-President

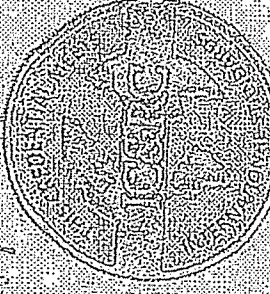
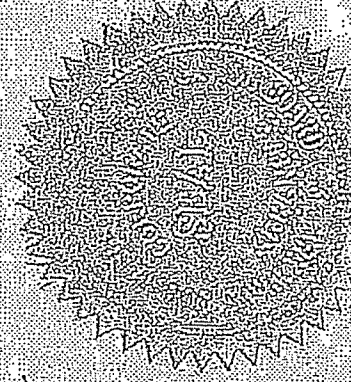
1297

Certificate Number

12/31/2021

Expiration Date

[Signature]
Secretary



Arkansas Substance Abuse Certification Board

Excellency Certifies

WILLIAM HEATON

Who has complied with the requirements established by the Board and has successfully obtained these Standards of Professional Performance, and in doing so, has earned recognition as a

Certified Alcohol and Drug Counselor

02/05/2021

Issue Date

Steve Bryant
President

Steve Bryant
President

2019

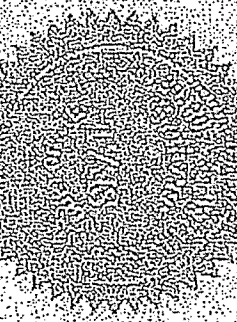
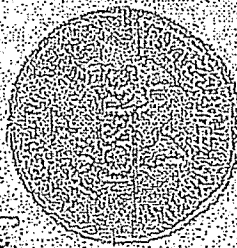
Certificate Number

Steve Bryant
President

03/19/2023

Expiration Date

Myraa Gabe, M.D., C.S.P.
Secretary



Early Years

TYLER LIMORE

John has complied with the requirements established in the Award and has successfully obtained these Standards of Professional Performance and in doing so, has earned recognition as a

Justified and Divine Counsel

01/02/2020

2005

1659

THE UNIVERSITY OF CHICAGO

12/31/2021

Ergebnis

Dea. James T. East 1880

Arkansas Substance Abuse Certification Board

Herewith Certifies

MARIA LOVELL

Who has complied with the requirements established by the Board and has successfully obtained these Standards of Professional Performance, and in doing so, has earned recognition as a

Certified Alcohol and Drug Counselor

11/27/2019

Issue Date

1651

Certificate Number

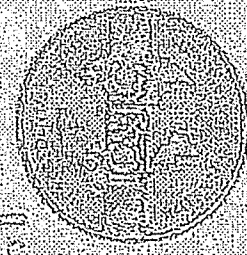
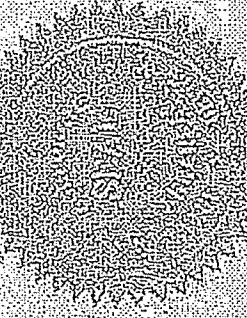
12/31/2021

Expiration Date

Debra R. Brown, M.Ed., LPC, CAC
President

Debra R. Brown, M.Ed., LPC, CAC
Vice President

Alanna C. Anderson, M.Ed., CAC
Secretary



Arkansas Substance Abuse Certification Board

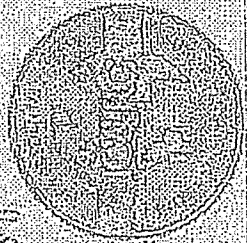
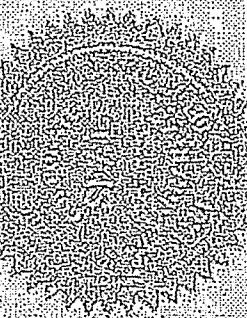
Herely Certifies

NICHOLAS PAGE

who has complied with the requirements established by the Board and has successfully obtained these standards of Professional Performance, and on doing so, has earned recognition as a

Certified Alcohol and Drug Counselor

12/19/2019	1730	12/31/2021
Issue Date	Certificate Number	Expiration Date
<i>Diana B. Thompson</i> President	<i>Myra M. Coker</i> Secretary	



Arkansas Board of Examiners in Counseling

Certified, When

Kayla Lynne Churchill

Was promulgated with the requirements in accordance with the laws of the
State of Arkansas and is hereby granted with a license as a

Licensed Associate Counselor

To practice counseling in the State of Arkansas on the 25th day of
October, 2018 by the authority of Act
593 of 1979 and Act 244 of 1997 License No. 21810155

Board of Examiners in Counseling

[Signature]

[Signature]

[Signature]

[Signature]

[Signature]

[Signature]

[Signature]

[Signature]

[Signature]

