

PROPOSAL SIGNATURE PAGEORIGINAL COPY
AREA 5

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: _____

Use Ink Only.

Printed/Typed Name: Carl Norris, CEODate: 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.



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: Carl Norris CEO
Use Ink Only.

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 Counseling & Guidance Center	3111 South 70 th Street	Fort Smith, AR 72901
Centers for Youth and Families	6501 W. 12th Street	Little Rock, AR 72204
Counseling Associates	350 Salem Road, Suite 1	Conway, AR 72034

☐ **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

Carl R. Burns
Carl R. Burns
Harbor House, INC.

7/29/21

Contract Number _____
Attachment Number _____
Action Number _____

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

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

SUBCONTRACTOR: SUBCONTRACTOR NAME:

☐ Yes ☒ No 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.]
	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 Number 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
---	----------------------------

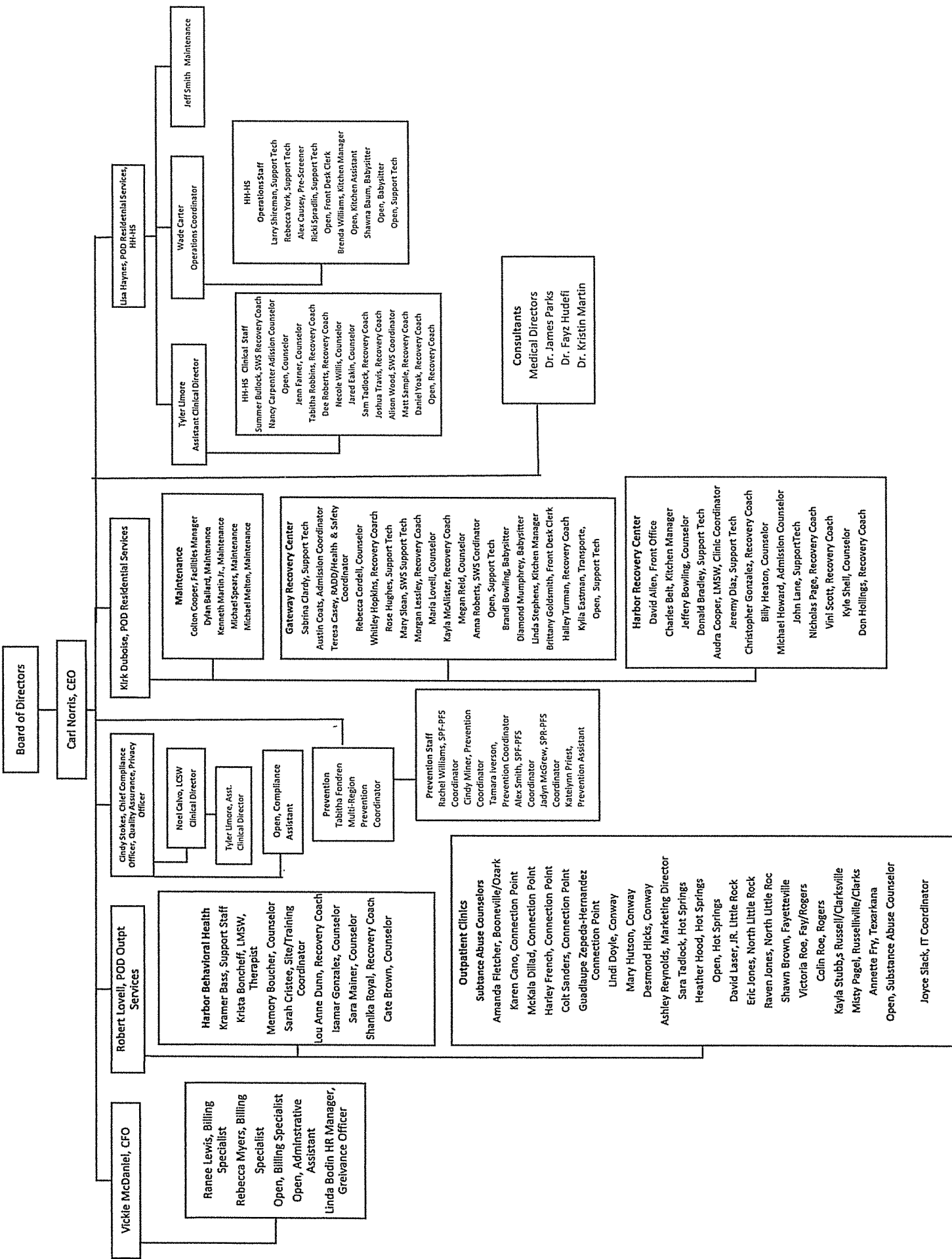
HH Medicaid Site Number List

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

Organizational Chart

Section 2.2 E



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 (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

James Parks
Curriculum Vitae

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

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

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

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	<u>Clinical Supervisor</u>	
	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. <u>Substance Abuse Residential and Outpatient Supervisor</u>	Hot Springs, AR
	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 Dunston Adolescent Treatment Center <u>Alcohol and Drug Counselor</u> Conduct individual, group and family counseling Provide educational groups for clients and families Administer assessment tools Client admissions Case management Facilitate Outdoor Adventure Program	Mt. Ida, AR
January 2003 to June 2003	Sanford & Co. CPA <u>Office Manager</u> Tax Planning and Preparation	Mt. Ida, AR

**Certifications/
Specialized Training:**

June 2004	License: Alcohol and Drug Counselor	ASACB
June 2006	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:

<u>J.G. Regnier, LADAC, CCS</u> Little Rock, AR 72204 PH: (501)-766-1697	<u>Beverly Webb, LCSW</u> Little Rock, AR 72204 PH: (501) 766-9050	<u>Rhonda Tannehill, PhD.</u> Mount Ida, AR 71957 PH: (870) 620-3851
---	---	---

Gary Wade Carter
116 Westoak Place
Hot Springs, AR 71913
870-277-8326
garywadecarter71913@gmail.com

Seeking a position in management or Leadership role that will allow me to fully utilize my skills while fulfilling my joy with helping others.

Skills

- Knowledge of 12 step recovery programs
- Networking experience
- Extensive computer experience
- Strong ability to work well under pressure
- Very good telephone skills and etiquette
- Resourceful

Education

August 2020 Peer Supervisor
September 2019 Certified Peer Support
August 2019 Trainer of Trainers certification
December 2004 Associate of Science, Arkansas Tech University
May 1995 Valley View High School

Activities

Member of the A.P.A.R.T Coalition
Chair Person of the Arkansas Peer Advisory Board
Active in local Recovery Community December 30, 2014 to Present

Work Experience

Harbor House Inc - January 4,2020 to Present

Operation Coordinator -Harbor House Inc., Hot Springs, AR 71913
To assist the Program Operations Director(POD) with the operations oversight of residential and transitional living outpatient services for Harbor House Inc. (HHI)

Freedom House Alcohol Drug Treatment Center – July 1, 2020 to December 31, 2020

MAT Manager -Freedom House ADTC, Russellville, AR 72802
Managed the day to day operations of the MAT clinic. Managed 1 doctor and 2 APRN's with 60+ clients enrolled in the clinic. Supervised the staff within the MAT clinic.

Outpatient Coordinator – Freedom House ADTC, Russellville, AR 72802
Managed the day to day operations of the Outpatient clinic. Oversee then the admission of the clients into all outpatient programs including Sober Living. Submitted the billing for the OP serves to the billing company. Performed bi-weekly staff meetings.

Freedom House Leadership Team- Working with the Leadership within Freedom House to coordinate Residential treatment, Outpatient treatment, MAT, and Sober Living. Help to develop screening forms. Managing the setup and implementation of new electronic health record. Communicated directly with the C.E.O. as part of them being my direct supervisor.

Quapaw House Inc. June 1, 2015 to May 15, 2020

MAT Manager -Quapaw House Inc., Hot Springs, AR 71913
Managed the day to day operations of the MAT clinic. Managed 4 doctors with 250 clients enrolled in the clinic. Supervised the staff within the MAT clinic.

Gary Wade Carter
116 Westoak Place
Hot Springs, AR 71913
870-277-8326
garywadecarter71913@gmail.com

Quality Assurance -Quapaw House Inc., Hot Springs, AR 71913

Performed chart audits throughout all programs at QHI. Worked with the subcontractors for QHI with their audits. Prepared Quapaw for the CARF survey.

PRSS/Case Manager- Quapaw House Inc., Hot Springs, AR 71913

Responsible for coordinating psychiatrist schedule and assisting with daily functions for clinical staff. Assist peers with obtaining a PCP, renewing insurance, continuity of care and problem-solving issues that occur throughout the day such as crisis and interventions. Aid and oversee training for Peer Support in the Medication Assisted Treatment clinic and obtain prior authorizations when additional help is required. Participate in on call rotation. Developed Outpatient group schedule and curriculum. Educated fellow coworkers on new EMR system.

Lead Client Service Technician- Quapaw House Inc., Hot Springs, AR 71913

Served as a back up to the CST Supervisor. Created staff schedules and managed multiple staff throughout multiple locations. Ensured the safety of all clients and staff while fulfilling all treatment requirements. Taught psychoeducational groups to populations of 45+. Participated in on call rotation.

Admissions Coordinator- Quapaw House Inc., Hot Springs, AR 71913

Responsible for assuring the readiness of the reception area. Admitted clients into Medical Detox, Medical Observation and or Residential Treatment. Conducted drug test and vitals on all intakes. Maintained open lines of communication with third party providers such as Drug Court, Department of Human Services, Probation/Parole and other Behavioral Health providers.

Client Service Technician- Quapaw House Inc., Hot Springs, AR 71913

Maintaining health and safety requirements as well as overseeing and doing group activities. Ensuring the schedule was followed at all times.

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

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@csi youth.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

**Necole Willis**

Hot Springs, AR

Resume

About me

Necole Willis



Hot Springs, AR

necoleperkins.52575@gmail.com

501 538-4638


An experienced and well qualified health care professional with a thorough working knowledge of residential care laws, including good practice and health and safety standards. Experienced in the care of young adults and the elderly; as well as those with special needs. Also, have experience in dealing with dual diagnosis drug & alcohol/mental health. Quick learning team player that is willing to attend any training and assist in any way to best assist the company in succeeding.

Authorized to work in the US for any employer

Willing to relocate anywhere

Add your headline

Work Experience



Direct Care Staff



OUACHITA CHILDREN'S CENTER - Hot Springs, AR

February 2021 to Present

Teach life skills to the children in the center

Monitor children in the center

Monitor children phone calls

Maintain children safety

Substance Abuse Counselor



Harbor House Inc - Hot Springs, AR

January 2021 to Present

Assist clients on how to navigate their recovery. Help clients prepare for their aftercare. Conduct group sessions. Document clients progress in treatment.

RADD Tech Coordinator



Quapaw House Inc - Hot Springs, AR

March 2017 to May 2020

1. Train new staff and coordinate schedule
2. Monitor and observe clients daily while in detox treatment
3. Order meds that need refilled for clients along with stock meds
4. Peer support and counseling
5. Take vitals and check glucose
6. Answer multiline phone, data entry, provide information and referral
7. Transport clients when necessary

CNA - Certified Nursing Assistant



Heritage Nursing and Rehabilitation - Hot Springs, AR

October 2014 to March 2017

1. Assist patients with daily living needs
2. Dressing, bathing and grooming patients
3. Take blood pressures and temperatures
4. Assist patients to eat food and encourage fluid intake
5. Drive patients to Dr appointments and dialysis

Case Manager / Independent Living Advocate



SAILS - Hot Springs, AR

February 2005 to September 2014

1. Assist clients in acquiring safe and affordable housing
2. Maintain monthly records of clients
3. Make sure clients are getting proper medical assisted care
4. Provide information and referral to any community based services
5. Answer telephones, data entry and provide client confidentiality

Education



Associate in Social Work



National Park Community College - Hot Springs, AR

August 2020 to May 2021

JEANETTE CARPENTER

11 Carballo Lane, Hot Springs Village · (501)-520-1128

Jeanettecapenter76@icloud.com

EXPERIENCE

JANUARY 25TH TO PRESENT

ADMISSIONS COUNSELOR, CIT, RDS – HARBOR HOUSE

- 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 THE 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 LABS

APRIL 2013 – MAY 2020

DIRECTOR OF ADMISSION, DIRECTOR OF RESIDENTIAL TREATMENT, CALL CENTER REPRESENTATIVE, FRONT DESK RECEPTIONIST, CLIENT SERVICE TECHNICIAN - QUAPAW HOUSE INC.

Directed recruitment/Training of staff/staff development initiatives to maximize clientele/Administered daily operations to make sure policies were adhered to and understood by staff/Referrals from other agencies/Pre-screenings for new clients/making sure policies and procedures were followed/Insurance verification/maintaining flow of applicants/generate daily census report for all levels of care/Ensures quality hires/performance management/appraising performance, awarding and disciplining employees/Answering phones/ greeting clients and

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47
48
49
50
51
52
53
54
55
56
57
58
59
60
61
62
63
64
65
66
67
68
69
70
71
72
73
74
75
76
77
78
79
80
81
82
83
84
85
86
87
88
89
90
91
92
93
94
95
96
97
98
99
100

family/ maintaining calendar/maintaining friendly and polite service to ensure client retention/memorizing all company services to be able to answer client question

MARCH 2011 – JANUARY 2013

RECEPTIONIST, TOTAL FLOORING

Answered phones/Scheduled installations/Ordering supplies/Greeting and welcoming customers/Pick up and sort daily incoming correspondence and deliver sorted mail/Cleaning and organizing visitor lobby

EDUCATION

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47
48
49
50
51
52
53
54
55
56
57
58
59
60
61
62
63
64
65
66
67
68
69
70
71
72
73
74
75
76
77
78
79
80
81
82
83
84
85
86
87
88
89
90
91
92
93
94
95
96
97
98
99
100

MAY 1995

HIGH SCHOOL DIPLOMA, CABOT HIGH SCHOOL

SKILLS

- Executive team leadership
- Excellent interpersonal and communication skills
- Customer service
- Attention to detail
- Following directives
- Substance abuse and mental health services
- Professionalism
- Problem solving

DuAnna Roberts (Dee)

111 Chelle St. Hot Springs, AR 71901 | 501-693-9936 | duannaroberts1971@gmail.com

Objective

- To become an integral part of a company which will allow me to utilize my skills, abilities, and experience, as well as provide room for advancement with longevity within the organization.

Education

BACHELOR OF ARTS EDUCATION | 2004-2006 | UNIVERSITY OF ARKANSAS MONTICELLO

- Major: Early Childhood Education
- Minor: Special Education

ASSOCIATES DEGREE | 2000-2004 | SOUTH ARKANSAS COMMUNITY COLLEGE

Experience

RECOVERY COACH CIT, RDS | HARBOR HOUSE | MAY 2021-CURRENT POSITION

- Responsible for Case Management, Individual and Group Psychotherapy Sessions

TRANSFER FRONTER | SENIOR CARE USA | DECEMBER 2018 – MAY 2021

- Answered incoming calls from television commercials and transferred the call to licensed agents.
- Transfer Agent of the year 2020.

TRAINER | STARTEK | JANUARY 2018 – DECEMBER 2018

- Trained new agents for Kaiser Permanente Customer service

SPECIAL EDUCATION TEACHER | EL DORADO PUBLIC SCHOOLS | MAY 2006 - MAY 2013

- Taught Kindergarten through 4th grade Special Education

References

- Matt Turner- Supervisor at Senior Care USA 501-655-2066
- Jeff Tedder – Supervisor at Startek 501-258-4883
- Jessica Moore-Principal at Yocum Elementary 501-310-1617



JARED EAKIN

jeakin@np.edu | 501-547-2181 | Hot Springs, AR 71913

Skills

- Project oversight
- Team Supervision
- Planning and design
- Skilled in Microsoft Word
- Case Management
- Peer support
- Mandated Reporter Training

Experience

- Harbor House Inc | Hot Springs National Park, AR
Counselor-in-Training
06/2021 - Current
- Designed activities to help individuals overcome confidence issues and build strength.
 - Maintained thorough clinical treatment notes.
 - Identified treatment goals based on individual diagnosis and history.
 - Supported and counseled clients with drug and alcohol addiction.
 - Discussed with offenders how such issues as drug and alcohol abuse and anger management problems might have played roles in past criminal behavior
 - Worked closely with drug court staff in designing treatment plans specific to client needs.

Veterans Affairs | Little Rock, AR
VA Site Supervisor
01/2020 - 06/2021

I help the Veteran Service Officer employed by National Park College manage all the veteran students. This includes helping them enroll, apply for benefits and helping the veterans and veteran families find what benefits are available to them while they are seeking to further their education after serving their country. I am also enrolled in National Park College currently about to finish my 2nd year and seeking a Bachelor's in Social Work.

Shalom Recovery Center | Hot Springs, AR
Tobacco Treatment Specialist (TTS)
06/2020 - 01/2021

As the Tobacco Treatment Specialist for Shalom Recovery Centers i wrote out the new tobacco policy for all the centers and administered Nicotine Replacement Therapy (NRT) to the clients coming in and already in treatment who needed to quit using tobacco. I wrote a plan for each client and counseled each one in the program. I helped implement the new tobacco and nicotine free policy.

Education and Training

- National Park College | Hot Springs, AR
Associate of Arts in Social Work
- MD Anderson Cancer Center | Houston, TX
Certificate in Tobacco Treatment Specialist
05/2020

Additional Information

Served in The U.S. Army from 2008-2012

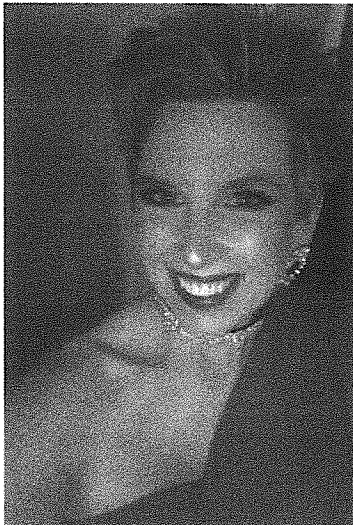
JENNIFER FARNER



JFARNER46@GMAIL.CO

M

501-622-7707



OBJECTIVE

TO USE MY MANY YEARS
OF COMMERCIAL LINES
SERVICE MANAGEMENT

EXPERIENCE

HARBOR HOUSE HOT SPRINGS

MARCH 2021- CURRENT

SUBSTANCE ABUSE COUNSELOR, CIT, RDS, ASW

PROVIDE DRUG AND ALCOHOL COUNSELING FOR CLIENTS SUFFERING FROM THE DISEASE OF ADDICTION. DOCUMENT AND MAINTAIN ACCURACY OF CLIENT CHARTS. FACILITATE AND PROVIDE ADDICTION EDUCATION THERAPY BY TEACHING THE ACT MODEL IN GROUP THERAPY SESSIONS, PROVIDE ASSISTANCE TO ALL RESIDENTIAL CLIENTS BY ACTIVE LISTENING AND EMPATHY WHENEVER NEEDED. BY USING MY PERSONAL EXPERIENCE OF THE DISEASE AND SHARING MY RECOVERY PROCESS, I CAN OBTAIN AN HONEST RAPPORT WITH OUR CLIENTS. THIS CREATES A TRUST AND RESPECT THAT ALLOWS THEM TO FEEL SAFE IN ORDER TO BECOME VULNERABLE TO OPEN UP AND SHARE SO THEY CAN BEGIN TO HEAL.

MAPLES INSURANCE AGENCY, LLC

JANUARY 2020- FEBRUARY 2021

AGENCY MANAGER

COMMERCIAL LINES ACCOUNT SPECIALIST/ MANAGER

MANAGE AGENCY AND STAFF. SERVICE ALL COMMERCIAL ACCOUNTS. MEET WITH ALL COMMERCIAL POLICY HOLDERS TO GO OVER COVERAGES AND MAKE SURE THEY ARE INSURED PROPERLY AND UNCOVER ANY HOLES OR GAPS. PROCESS ENDORSEMENTS, PREMIUM FINANCE AGREEMENTS, INVOICING, AUDIT PREPARATION AND RENEWAL APPLICATIONS. REPRESENT THE AGENCY IN ALL COMMUNITY EVENTS. HANDLE ALL COMMERCIAL ACCOUNT RECEIVABLES AND PAYABLES.

EDWARD JONES INVESTMENTS

MARCH 2018- OCTOBER 2019

BRANCH OFFICE ADMINISTRATOR/ BRANCH MANAGER

COMPLETED BOA TRAINING PROGRAM
MANAGED THE ENTIRE BRANCH, CLIENT COORDINATOR/RELATIONS. HANDLED BRANCH ACCOUNTING & RECEIVABLES, OPENED NEW FINANCIAL ACCOUNTS (IRA'S, MONEY MARKETS, INDIVIDUAL SEPS, CD'S) SET UP ACH AND ONLINE ACCESS, WIRED FUNDS INTO AND OUT OF JONES ACCOUNTS, CREATED, MAINTAINED AND GREW CLIENT RELATIONSHIPS. HANDLED ALL MARKETING EVENTS (FINANCIAL SEMINARS, OPEN HOUSES FOR BRANCH.

Summer Bullock

136 Circle Drive
Hot Springs, AR 71901
501-463-0818
summernicolebullock@gmail.com

A people-centered, result-oriented professional with over four years of combined retail, customer service, and classroom management experience. Demonstrates strong interpersonal communication skills and ability to establish rapport with students, customers, and clients in various ways; Personally and professionally invested in public outreach and community engagement for under-served and under-represented populations.

Skills and Expertise

- Microsoft Office
- Critical thinking
- G Suite (Google)
- Classroom management
- Administrative task
- Team-building and workplace communication
- Critical thinking
- Creative development
- Adaptability and creative decision-making
- Compassion and emotional intelligence
- Organization and time

Education

University of Central Arkansas
Conway, AR
Bachelor of Science in Education, May 2020
GPA: 3.1

Cutter Morning Star Public Schools
Hot Springs, AR
High School Diploma, May 2015
GPA: 3.2
Google Classroom Teacher, 2019

Accolades & Certifications

Counselor in Training, 2021

Regional Detoxification Specialist, 2021

CPR, 2021

Merit Scholarship Recipient, University of Central Arkansas, Fall 2019

Dean's List, University of Central Arkansas, Fall 2018, Spring 2019

Acadience Reading Program, 2019

Apple Teacher Certified, 2019

Google Classroom Teacher, 2019

Work Experience

Recovery Coach

Harbor House Inc.

Hot Springs, AR (February 2021-Present)

- Scheduled, conducted and documented individual coaching sessions
- Maintained client records to include documentation of progress
- Coordinated case management appointments with outside agencies and support staff transport for residential clients
- Attended weekly Learning Labs
- Performed Regional Detoxification Specialist duties, as assigned; and dispensed and logged medications
- Conducted drug testing, including gathering of specimen and completing documentation
- Followed all company policies and procedures

Preschool Teacher

Oaklawn Baptist Preschool

Hot Springs, AR (August 2020- February 2021)

- Managed student behavior in the classroom.
- Create and implement hands-on activities to stimulate higher levels of thinking
- Develop a positive classroom environment
- Developed weekly lesson plans

Waitress

On The Border Mexican Restaurant

Conway, AR (November 2016-March 2020)

- Improved customer service and guest experience
- Maintained positive interactions and engagement throughout the restaurant
- Maintained company standards, protocol, and regulations regarding food and beverage service
- Completed professional development training and staff meetings
- Completed professional development training and staff meetings

Activities and Volunteer Experience

Teaching Internship, Woodrow Cummins Elementary, Conway, AR, Spring 2020

Teaching Internship, Westside Elementary School, Greenbrier, AR, Fall 2019

Teaching Internship, Boone Park Elementary, North Little Rock, AR, Spring 2019

Mercy Hospital (currently CHI-St. Vincent), Hot Springs, AR 2013

Alex Causey
Hot Springs, AR
5012763484

Work Experience

Housekeeper-Lakewood Therapy - Hot Springs, AR

June 2020 to February 2021

Clean, sanitize, and remove trash from multiple offices and resident rooms. Ensure that our nursing home is clean and clutter free for all employees, residents, and guest.

Security Officer-Safe Haven Security - Hot Springs, AR

March 2020 to June 2020

Enforce all rules and regulations of Garvan Gardens and take preventive measures to ensure no trespassing or vandalism occurs within property

Assistant-Stanley Steemer - Maumelle, AR

June 2018 to November 2018

Maintain service of company vehicles and equipment, utilize a tablet to read GPS maps and job orders, sanitize and steam clean any/all cleanable furniture or areas. Use skills given to "up-sale" customers into purchasing further services or products to help maintain the cleanliness of their homes.

Pharmacy Technician-Walgreens - Hot Springs, AR

October 2016 to November 2017

As a pharmacy Tech I was responsible for taking in new prescriptions from patients, verifying medications, answering phones, making calls to insurance companies and physicians' offices, and dispensing medication to patients. I just currently left the company for the second time to seek better employment, something enjoyable, and something with different working environments.

Sales Representative-AT&T - Hot Springs, AR

December 2015 to October 2017As a sales rep for AT&T my duties included selling wireless phones, accessories, and home packages such as DirecTV and home security. Reason for leaving was to find a better paying job.

Pharmacy Technician-Walgreens - Hot Springs, AR

November 2011 to November 2015

As a pharmacy Tech I was responsible for taking in new prescriptions from patients, verifying medications, answering phones, making calls to insurance companies and physicians' offices, and dispensing medication to patients. My reason for leaving the company was to seek a better job.

Correctional Officer-Arkansas Department of Corrections - Malvern, AR

December 2014 to October 2015

As a CO for the state of Arkansas, I worked in Malvern at Ouachita River Correction Unit for 10 months before I realized the job was not for me. Responsibilities were counting inmates, controlling them and what they were doing or trying to do, prevent and break up fights, lock the inmates down at "bed time" and protect the safety of myself, other officers, and the inmates.

Pre-Screener-Harbor House-Hot Springs

March 2021 to Present

Answer all pre-screening and admission inquiries via telephone, email or in person. Assist with group facilitation and Recovery Coaching, as needed. Update HRI client census with new admits. Update Credible scheduler and eMar as needed. Maintain and submit a weekly waiting list (if an assigned duty). Ensure that all required pre-screenings and admission paperwork is completed and uploaded to the client's Credible chart – including a photo. Assist clients with insurance sign-ups, as needed. Attend weekly Learning Labs. Follow all company policies and procedures. Multitask, prioritize and manage time, as needed. Other duties as assigned.

Education

GED

Skills/Certifications

- Cashier
- Management
- Security
- Law Enforcement
- Pharmacology (Pharmacy Tech)
- Substance Abuse (CIT & RDS)

SAMUEL TADLOCK

EXPERIENCE

CIT

Harbor House Inc, Hot Springs National Park, AR | Jan 2021 - Present

- Counsel clients in individual or group sessions to assist them in dealing with substance abuse, mental or physical illness, poverty, unemployment, or physical abuse.
- Interview clients, review records, conduct assessments, or confer with other professionals to evaluate the mental or physical condition of clients or patients.
- Collaborate with counselors, physicians, or nurses to plan or coordinate treatment, drawing on social work experience and patient needs.
- Monitor, evaluate, and record client progress with respect to treatment goals.

RDS

Harbor House Inc, Hot Springs National Park, AR | Jan 2021 - Present

- Prepare and maintain records of client progress and services performed, reporting changes in client condition to manager or supervisor.
- Perform housekeeping duties, such as cooking, cleaning, washing clothes or dishes, or running errands.
- Care for individuals or families during periods of incapacitation, family disruption, or convalescence, providing companionship, personal care, or help in adjusting to new lifestyles.
- Perform healthcare-related tasks, such as monitoring vital signs and medication, under the direction of registered nurses or physiotherapists.
- Transport clients to locations outside the home, such as to physicians' offices or on outings, using a motor vehicle.
- Instruct or advise clients on issues such as household cleanliness, utilities, hygiene, nutrition, or infant care.
- Participate in case reviews, consulting with the team caring for the client, to evaluate the client's needs and plan for continuing services.
- Provide clients with communication assistance, typing their correspondence or obtaining information for them.

CLIENT SERVICES SUPPORT TECH

Quapaw House Inc, Hot Springs National Park, AR | Jun 2018 - Sep 2019

- Prepare and maintain records of client progress and services performed, reporting changes in client condition to manager or supervisor.
- Perform housekeeping duties, such as cooking, cleaning,

✉ stadlock@recoveryhhi.org

☎ (501) 463-3140

📍 500 Bellaire Drive, Hot Springs, AR, 71901

EDUCATION

NATIONAL PARK COLLEGE

Hot Springs AR, AR

Marine Technology (May 2018)

Relevant Coursework

- Marine Mechanics

HENDERSON STATE UNIVERSITY

Arkadelphia, AR

General Studies, Liberal Arts

General Psychology, Sociology,

Language & Fine Art (May 2017)

NPCC

Hot Springs, AR

Basics/ pre reqs (May 2011)

NPCC

Hot Springs, AR

Welding (May 2010)

ADDITIONAL SKILLS

Microsoft Office

Credible proficient

Info Systems trained

Intermediate Spanish

Case Management Skills

CERTIFICATIONS

Regional Detoxification Specialist

Crisis Prevention Intervention (CPI)

Cardiopulmonary Resuscitation (CPR)

First AID

Naloxone Training

washing clothes or dishes, or running errands.

- Care for individuals or families during periods of incapacitation, family disruption, or convalescence, providing companionship, personal care, or help in adjusting to new lifestyles.
- Interview patients to obtain medical information and measure their vital signs, weight, and height.
- Clean and sterilize instruments and dispose of contaminated supplies.
- Collect blood, tissue, or other laboratory specimens, log the specimens, and prepare them for testing.
- Perform general office duties, such as answering telephones, taking dictation, or completing insurance forms.
- Greet and log in patients arriving at office or clinic.
- Inventory and order medical, lab, or office supplies or equipment.

COOK

Cracker Barrel, Caddo Valley, AR / Apr 2016 - Mar 2017

LABORER

Online Construction, Hot Springs National Park, AR / May 2009 - Jul 2011

- Check slopes for conformance to requirements, using levels or lasers.
- Cover pipes with earth or other materials.
- Connect pipe pieces and seal joints, using welding equipment, cement, or glue.
- Cut pipes to required lengths.
- Install or repair sanitary or stormwater sewer structures or pipe systems.
- Grade or level trench bases, using tamping machines or hand tools.
- Lay out pipe routes, following written instructions or blueprints and coordinating layouts with supervisors.
- Align and position pipes to prepare them for welding or sealing.
- Dig trenches to desired or required depths, by hand or using trenching tools.
- Operate mechanized equipment, such as pickup trucks, rollers, tandem dump trucks, front-end loaders, or backhoes.
- Tap and drill holes into pipes to introduce auxiliary lines or devices.
- Locate existing pipes needing repair or replacement, using magnetic or radio indicators.

REFERENCES

References available upon request

Joshua Travis

BS, CIT, RDS

Hot Springs, AR

jtravis@recoveryhhi.org

(870) 882-4566

Education

B.S. in Communications

Arkansas State University - Jonesboro, AR

Certifications

CPR/AED/First Aid, CPI, CIT, RDS

Work Experience

Recovery Coach

Harbor House Inc. – Hot Springs, AR

January 2021 – Present

Night Auditor/Front Desk

Embassy Suites by Hilton - Hot Springs, AR

March 2019 to January 2021

Delivery Driver/Customer Service

Papa John's - Jonesboro, AR

August 2018 to January 2019

Inventory Management/Reset Team

Walmart - Jonesboro, AR

May 2012 to July 2016

ALISON WOODS

128 Thistledown Trail Hot Springs, AR, 71913 · 501-984-2745
Purpleamw88@gmail.com · www.facebook.com/alisonwoods

Full-time position to utilize my training and skills to their fullest potential in the mental health field. Encouraged and assisted people to get their lives back on track while overcoming problems with addiction, and have many years' experience in doing so.

EXPERIENCE

JANUARY 4, 2020 -CURRENT

SWS COORDINATOR, HARBOR HOUSE HOT SPRINGS

AS, CIT, BSW, RDS,

INTAKES, DISCHARGES, COORDINATE BABYSITTERS TASKS, COORDINATE CLIENTS CHORES AND RECOVERY COACH ACTIVITIES, URANLYSIS TESTING, DHS LIAISON BETWEEN CLIENTS AND CASE WORKERS, COORDINATE OR PROVIDE TRANSPORTION FOR WIC AND SNAP APPOINTMENTS

AUGUST 14, 2020 – JANUARY 1, 2020

PROBATION OFFICER, PROFESSIONAL PROBATION SERVICES

INTAKES, DISCHARGES, COMPLETED ROUTINE CHECK INS FOR DEFENDANTS ON PROABATION, ASSISTED WITH DAILY DOCKETS FOR COURT AND SLIPS FOR ALL ON PROBATION, PROVIDED COURT WITH CURRENT URANLYSIS FOR ALL PROBATIONERS, COMPLETED STATISTICAL ANALYSIS BY DEVELOPING, UPDATING AND MAINTAINING STATISTICAL AND RELATED RECORDS AND REPORTS, ASSISTED PROBATIONERS WITH RESOLVING HOUSING, EMPLOYMENT, AND SOCIAL SERVICES PROBLEMS, REFERRED OFFENDERS TO APPROPRIATE COMMUNITY AGENCIES TO COMPLETE SERVICES IN COMPLIANCE WITH COURT ORDERS, CREATED ORGANIZED AND MAINTAIN OFFENDERS FILES, AND HELPED WITH OTHER DUTIES AT THE COURTHOUSE.

AUGUST 2014 – MARCH 2020

COUNSELOR IN TRAINING, PEER RECOVERY SUPPORT SPECIALIST AT SPECIALIZED WOMENS SERVICES, QUAPAW HOUSE INC.

INTAKES, DISCHARGES, SET UP PARENTING CLASSES, TRANSPORT CLIENTS, GROUPS, MEETINGS, WIC APPOINTMENTS, SNAP APPOINTMENTS, DOCTORS APPOINTMENTS, AND INDIVIDUAL SESSIONS.

TRANSITIONAL LIVING SUPERVISOR, QUAPAW HOUSE INC.

INTAKES, DISCHARGES, URANLYSIS TESTING, MANAGE THE PREMISIS, ENSURE CLIENTS ARE COMPLIANT WITH OUTPATIENT TREATMENT AND MEETINGS, AND COLLECT RENT.

RE-ENTRY HOUSING TECHNITION-RE-ENTRY, QUAPAW HOUSE INC.
WATCH OVER CLIENTS, GROUPS, TAKE TO APPOINTMENTS, URALYSIS TESTING,
DOCTORS APPOINTMENTS, HANDLE COMPLAINTS, RE-DIRECT CLIENTS.
ADOLESCENTS, QUAPAW HOUSE INC.
WATCH OVER CLIENTS, GROUPS, TAKE TO APPOINTMENTS, URALYSIS TESTING,
DOCTORS APPOINTMENTS, HANDLE COMPLAINTS, RE-DIRECT CLIENTS.

EDUCATION

AUGUST 2018 – CURRENT

BACHELOR'S IN SOCIAL WORK, UNIVERSITY OF ARKANSAS AT LITTLE ROCK
CURRENTLY HAVE COMPLETED 30 HOURS OF SOCIAL WORK COURSES IN THE SOCIAL
WORK PROGRAM, AND STILL ATTENDING. 3.9 GPA, IN THE PROCESS OF COMPLETING
240 INTERNSHIP HOURS AT SMALL GROUP THERAPY.

AUGUST 2015- AUGUST 2018

ASSOCIATES IN LIBERAL ARTS AND SCIENCES IN SOCIAL WORK, NATIONAL PARK
COMMUNITY COLLEGE

60 HOURS IN GENERAL STUDIES, AND ELECTIVES SPECIALIZING IN SOCIOLOGY AND
SOCIAL WORK COURSES. 20 HOURS ON INTERNSHIP AT GARLAND COUNTY DETENTION
CENTER.

AUGUST 2002- MAY 2006

DIPLOMA, MEIGS HIGH SCHOOL
GENERAL STUDIES

SKILLS

- CPR Training
- CPI Training
- QBHP Certification
- Problem solving
- Time management
- Alcohol and regional drug detox certified
- PRSS certification and training
- Microsoft office skills
- Court procedures
- Electronic monitoring

ACTIVITIES

Deans award, scholarships for both colleges attended, Chancellor's list, Offered
in honor societies in each college.

Daniel E. Yoak, Cit, RDS

239 Danville Rd
Hot Springs National Park, AR 71901
(501) 620-3811
dnnyoak41@gmail.com

Summary of qualifications:

- Proficiency in Microsoft Word, Excel, PowerPoint, and ProPresenter
- Proficient in inter-personal and professional communication via phone, in person, and online
- Excellent time management skills and multitasking
- Ability to manage and schedule meetings and events
- Competent in general office paperwork and filing
- Embraces a team-based approach
- Self-starting and dedicated to delegated responsibilities
- Understanding of ethics and professional boundaries
- Able to meditate and operate within high stress environments
- Registered Counselor in Training and Regional Detox Specialist
- Experience in drafting and managing proposals and grants

Education:

High School Diploma (Gospel Light Christian School)

Associates of Arts Degree (National Park College)

Currently pursuing a bachelor's degree in Psychology (University of Arkansas at Little Rock online)

Experience:

Shalom Recovery Centers

2446 East Grand

Hot Springs National Park, AR 71901

<https://www.shalomreclaimed.com>

(501) 625-3811

Length of employment: 2.5 years (2019-present day)

Case Manager Job Responsibilities

- Answering all incoming calls
- Conducting Pre-screenings

- Scheduling Intakes
- Assisting intakes with paperwork, procedures, and giving facility touring
- Responsible for ACC (Transitional Living) reporting spreadsheet
- Reviewed all ACC applications
- Managing the NRT (Nicotine Replacement Therapy) Program
- Corresponding with probation officers, public defenders and other parties of interest
- Assisting the team in group counseling sessions
- Conducting groups
- Medication logging
- Conducting drug testing
- Computer assistance
- Special projects (Handled Covid-19 relief grants and secured \$24,000 in funds, aided in community outreach, and coordinated new policies)

Harbor House

812 Mountain Pine Rd
Hot Springs, AR 71913
(501) 781-4949

Length of employment: 2 months - Current (June 1, 2021- August 3, 2021)

Front Desk

- Answered incoming calls
- Friendly customer service
- Fast-paced work environment
- Conduct Vital checks

References:

Lisa Haynes:

Shalom Recovery Centers
Clinical Supervisor
lisa@shalomreclaimed.com
(870) 867-7256

Allen Coker:

Shalom Recovery Centers
Substance Abuse Counselor
allen@shalomreclaimed.com
(501) 276-6334

Marty Haynes:

Garland County Detention Center
Substance Abuse Director
MHaynes@garlandcounty.org
(870) 490-0255

TABITHA ROBBINS

127 Mountain Meadow Road Hot Springs AR,71913 · 5016554265

Tabitharobbins97@gmail.com ·

To obtain a position with your company.

EXPERIENCE

03/2021 – PRESENT
RECOVERY COACH, HARBOR HOUSE, RDS, CIT
Assisting clients with getting sober, helping them figure out what their next step in life is.
09/2020 – 03/2021
PERSONAL SHOPPER, WALMART
Shopping for customers groceries

03/2021 – PRESENT

RECOVERY COACH, HARBOR HOUSE, RDS, CIT

Assisting clients with getting sober, helping them figure out what their next step in life is.

09/2020 – 03/2021

PERSONAL SHOPPER, WALMART

Shopping for customers groceries

EDUCATION

05 2011
HIGH SCHOOL DIPLOMA, MOUNT IDA HIGH SCHOOL
05 2021-PRESENT
ASSOCIATES OF ARTS, NATIONAL PARK COMMUNITY COLLEGE

05 2011

HIGH SCHOOL DIPLOMA, MOUNT IDA HIGH SCHOOL

05 2021-PRESENT

ASSOCIATES OF ARTS, NATIONAL PARK COMMUNITY COLLEGE

SKILLS

- Interpersonal communication skills
- Always early
- Computer literate
- Great Listener
- Very Dedicated

ACTIVITIES

I am passionate about helping people who are currently in addiction, I am part of the Eastern Star, My dream job is to work at DHS one day helping different people and children.

Ricki Spradlin, RDS

111 Leonard St Apt 5 Hot Springs, AR 71913 (501) 762-4190

Objective

To be a part of a company that indulges professional growth which provides a challenging and rewarding career while allowing me to utilize my knowledge and skills.

Education

- National Park Community College Hot Springs, AR
- Associate of Science in Liberal Arts and Science May 2022

Experience

02/2020 - current

Support Tech Harbor House, Inc. Hot Springs, AR

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. [Dates From]

Awards & Acknowledgements

- RADD certified
- CPR certified

REBECCA YORK, RDS

102 Count Fleet | Hot Springs, AR |
501-762-4921 | rebeccayork5803@gmail.com

OBJECTIVE

My objective is to work directly with clients and professionals at an entry level position to further my knowledge of substance abuse treatment.

SKILLS & ABILITIES

- I am experienced with supervising and overseeing clients and daily operations within a residential treatment facility.

EXPERIENCE

Overnight Support Staff, RDS , Harbor House Hot Springs March 2021 – Present
Hot Springs, AR

- Enforce and supervise client adherence to rules
- Upload and add documentation to client files and in Credible
- Make sure building is secure and clients are accounted for
- Report any necessary information to supervisors and appropriate co-workers
- Transport clients when necessary
- Update daily Census and Med Counts
- Multitask, prioritize and manage time
- Answer phones as needed

PRN Weekend House Mom, Shalom Recovery Center January 2021 – Present
Hot Springs, AR

- Oversee daily operations
- Transport clients when necessary
- Enforce and supervise client adherence to rules
- Keep daily logs of clients coming and going to and from the facility
- Keep detailed records of important information
- Dispense medications
- Answer phones as needed
- Prioritize and manage time

EDUCATION

National Park College – Hot Springs, AR – Undergraduate - Present

Caddo Hills High School – Norman, AR – HS Diploma - 2001

FRANCESCA M. DAVIS, RDS

220 Plateau St. | Hot Springs AR 71901 | 2145766555 |
jadestarthrapy@gmail.com

OBJECTIVE

Provide optimum care to clients

SKILLS & ABILITIES

- Negotiation, listening skills, MS Office

EXPERIENCE

Overnight Support Staff Member, RDS, Harbor House 7/2021 -Present

Hot Springs AR

- Supervise clients, provide a safe environment for treatment, communicate with staff, prepare reports

Caregiver for disabled patient, Private Care 6/2017 - 1/20

Hot Springs AR

- Took patient to medical appointments, coordinated treatment and management with medical professionals

Field Marketing OPC/Lead Generator, TVVC Realty 10/2017-
6/2017

Irving TX

--Field Marketing Vacation Club

OPC/Lead Generator, Holiday Inn Club Vacations 5/2016-
10/2016

Arlington TX

--Field Marketing Vacation Club

OPC/Lead Generator, Silverleaf Resorts 10/2015-
5/2016

Arlington TX

-Field Marketing Vacation Club

Licensed Massage Therapist, Jade Star Therapy 6/1979-

PRESENT

Hot Springs AR

-Pain Management, Yoga Therapy, Rehabilitation from Auto Accidents and Industrial Accidents, Relaxation Training

Behavioral Health Experience

- Ohio Dept of Mental Health Reimbursement Officer/Investigator 3, Columbus OH 1982-85
- Area Psychiatric and Psychotherapy Group-Massage Therapy, pain and stress management Huntington WV 1988-92
- Independent Yoga Teacher, Yoga Instructor Shawnee State University Portsmouth OH 1974-Present
- Scioto County Children Services, Child Welfare Caseworker 2 1975-78
- Adams-Brown Council on Alcoholism West Union Ohio Chemical Dependency Counselor 1982
- Scioto County Community Action, Director Youth Services 1979

Ohio University Athens, Ohio BA Cum Laude, Government 1973

Central Ohio School Of Massage, Columbus Ohio Diploma in Massage Therapy 1979

Attended Case Western Reserve University, Cleveland , Ohio, Chemistry/Political Science 1967-1969

Attended Shawnee State University, Portsmouth, Ohio 1996-98 Management Information Systems

Honors

Who's Who In American Women, Who's Who in the World

REFERENCES

Reference name

Title, Company

Contact Information

Brenda Williams

1870 East Grand Ave. Lot 3

Hot Springs AR 71901

Harbor House Hot Springs

Kitchen Manager

Hire Date: 01/25/2021 to current

Job Duties:

- Correctly preparing and serving all food following standard recipes and special diet orders; prepare menus in accordance with dietician or certified dietary manager requirements
- Complete food temperature checks before serving
- Store food properly and safely, marking date and item
- Keep work area neat and clean at all times; clean and maintain equipment used in food preparation
- Safely and efficiently operate the following commercial grade equipment and machines used in the performance of this position: oven, stove, dishwasher, steam tables, coffee machine, mixer, and chef's knives
- Follow all health department and other regulatory guidelines
- Other duties as assigned

Certifications:

- CPI- Feb. 28, 2021
- CPR/First Aid- March 1, 2021
- ServSafe May 6, 2021

LARRY SHIREMAN, CIT

Hot Springs, AR/ (501)802-0160

Skills Summary

- Crisis Intervention
- Individual / Group Counseling
- EMR Systems
- Medication Administration
- Case Management
- Vital Signs
- Group Therapy
- Motivational Interviewing
- Behavioral Health

Education

2 year Nursing LPN in General Medicine

Ricebelt Vo Tech - De Witt, AR

January 1980 to January 1982

2 year LPTN Nursing Arkansas State Hospital in Psychiatric Nursing Arkansas State Hospital - Little Rock, AR

January 1972 to January 1974

Experience

Harbor House

Transporter-Support Specialist/ 8-2-2021-Current day
Transporting clients and aiding in other daily operations.

Shalom Recovery Centers

Counselor / 1-1-2018 to 7-31-2021

Men's Counseling carrying a case load of 15-25 men.

January 1980 to January 1982

2 year LPTN Nursing Arkansas State Hospital in Psychiatric Nursing

Arkansas State Hospital - Little Rock, AR

January 1972 to January 1974

Skills

- Crisis Intervention
- Individual / Group Counseling
- EMR Systems
- Medication Administration
- Case Management
- Vital Signs
- Group Therapy
- Motivational Interviewing
- Behavioral Health

Jeffery Wade Smith

1001 Blacksnake Rd

Hot Springs, AR 71913

Mailing: PO Box 2241

Hot Springs, AR 71914

501) 463-1906

jefferywade13@gmail.com

Handyman and carpenter

- Experienced and versatile in carpentry, sheetrock, and flooring construction and remodeling, including site preparation, design, framing and trim.
- Adept at quickly troubleshooting and repairing if possible issues in plumbing, electrical systems, appliances, and other mechanical items.
- Experienced welder, including metal selection and fabrication
- Very personable and easy to get along with.

Experience

Harbor House Inc., Hot Springs AR – Facilities Assistant 11-2020 to Present

- Make daily visual checks of the grounds and buildings, as needed
- Report to the Facilities Manager any concerns of unusual activities, damages or repair needs
- Keep the surrounding grounds properly cared for and landscaped
- Assist in performing repairs or working with contracted individuals and services
- Follow all company policies and procedures
- Multitask, prioritize and manage time, as needed

Quapaw House, Inc, Hot Springs, AR — Maintenance 01-2016 to 07-2020

- Ensure compliance with health and safety regulations
- Conduct routine inspection and repair of premises and equipment, including plumbing, electrical, and fire suppression systems
- Conduct preventative maintenance on all facility grounds
- Coordinate with third-party vendors to respond to immediate and timely repairs
- Interact positively with clients in various settings, including groups, volunteer activities, and throughout daily routines.

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

AUSTIN COATS

Fort Smith, AR

austincoats@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

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

Sarah Cristee

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

Professional Experience

September 2019-
Current

Harbor House Inc. Fort Smith, AR

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-
September 2019

Counseling Associate-Haven Home Conway, AR

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-
January 2019

Baptist Health Little Rock, AR

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**

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

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 / Reece 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

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

Heather Hood

Hot Springs, AR

Authorized to work in the US for any employer

Work Experience

Lead point of contact-Substance Abuse Counselor

Harbor House, Inc. - Hot Springs, AR

January 2021 to Present

I am the lead point of contact for Harbor House outpatient Hot Springs. I supervise one other CIT. I attend speciality courts three times a month. I do the census and insurance statuses for my office weekly. I see clients for individual and group therapy. I also do DCF5 assessments for districts 2,3,&4 of Arkansas. I am a CIT. I am RDS certified.

Licensed professional bondsmen

Hot springs bail bond - Hot Springs, AR

September 2016 to Present

I am a licensed bail bond agent for the state of Arkansas. I write criminal bonds. I work closely with both district and circuit court and our local jails.

Mental Health Paraprofessional

living hope southeast - Hot Springs, AR

May 2013 to September 2016

Responsibilities

I work school based therapy under a licensed therapist with high school age children and their families.

Director

Westministers mothers day out - Hot Springs, AR

May 2012 to June 2014

I was the director of the program. I was in charge of all hr duties including payroll, payroll taxes, hiring and maintaining all due regulations

Direct care staff

Ouachita children's center - Hot Springs National Park, AR

October 2012 to May 2014

I work directly with at risk youth, ages 6-19

Case manager

Therapeutic family services - Malvern, AR

May 2007 to September 2012

I worked school based mental health with high school aged children.

Education

Bachelor of science in Psychology

Henderson state university - Arkadelphia, AR

2011 to 2016

Associate of science in criminal justice in Criminal justice

National park community college - Hot Springs, AR

2005 to 2007

Skills

- Case Management
- Mental Health Counseling
- Crisis Intervention
- Individual / Group Counseling
- Behavioral Therapy

Sara Tadlock

145 Bledsoe Circle Apartment C Hot Springs, AR 71913

Phone: 501-538-7910

E-mail Address: Tadlocksara@yahoo.com

Objective

Eager to obtain a position as a Substance Abuse Counselor at Harbor House, Outpatient Facility in Hot Springs, Arkansas.

Educational Experience

Henderson State University

Major: Bachelors of Science in Human Services

Minor: in Family Dynamics

Experience

May 2021-Present

Harbor House Inc

Substance Abuse Counselor

- Department of Child and Family Service Assessments
- Individual Therapy session with clients
- Group Therapy
- Work closely with District and Federal, along with ACC

December 2018 – May 2021

Personal Care Assistant at Home Instead Senior Care

- Caring for individuals within their homes.
- Oversaw all medical and personal appointments for clients.
- Prepared and maintained all progress notes on clients.
- Conducted Medicaid quarterly assessments.
- Completed daily vital checks.

February 2017- October 2018

Childcare Aware Of West Central Arkansas

Non-Profit Organization thru The Arkansas Department of Early Childhood Education

Position- Community Outreach Coordinator

- Partnered with local Non-Profits
- Provided Continuing Education Units (CEU) for Child Care Providers.
- Traveled 13 counties monthly to visit our area Child Care Facilities.
- Provided teaching materials for facilities in poverty stricken areas.
- Established Community Events for Families to attend.
- Researching and Purchasing Educational Materials for distribution.
- Maintained all merchandised logs for monthly reports.
- Provided CEU's for Emergency Preparedness Training

Intern, January 2013 - August 2013

Volunteer Probation Officer with the Garland County Juvenile Drug Court, (501)-622-3772

- Managing cases and maintained communication between court staff and clients.
- Conducted weekly visitations with clients at school, home, and treatment facilities.
- Attended weekly staff meetings.
- Drug Screened Clients.
- Helped clients obtain occupations.

Intern, September 2012 - January 2013

Ouachita Children's Center, (501)-623-5591

- Shadowed case managers.
- Oversaw direct care.
- Attended weekly staff meetings.

Assistant to the Hospitality Director, August 2008 - May 2010

National Park Community College, (501)-760-4222

- Conducted phone calls and dealt with all student's needs.
- Directed orders to students.
- Filing and grading papers.
- Setting up special events.
- Office management

Mary A. Hutson

11 Mountain Trail Drive
Conway, AR 72034
hutson_mary5@yahoo.com
501-289-0672

QUALIFICATION HIGHLIGHTS

- Excellent people management skills
- Accomplished in leveraging performance metrics to improve client interactions and outcomes
- Proven ability to identify, analyze and solve problems
- Dedicated leader with the ability to lead teams
- Working knowledge of Excel, Word, Power Point, Outlook and Access Skills
- Extremely productive in a high volume and stressful environment

EDUCATION

Remington College, Little Rock, AR 72204
Medical Billing and Coding

Graduated Oct. 2014

- Career Development Fundamentals and Principals
- Anatomy and Physiology for Mechanical Structures
- Anatomy and Physiology for Visceral Structures
- Introduction to Medial Coding
- Medical Records Management
- Computerized Insurance and Billing
- CPT Coding for Medical Applications
- CPT Coding for Hospital Applications
- Medical Office Management
- Medical Coding/ICD-9 Codes

Externship at Medevolve – Little Rock, AR

September 2014

- Account coding and posting from super bill
- Corrected and refiled denials
- Maintained Aged Receivable Accounts

EMPLOYMENT HISTORY

Harbor House Inc. | Conway, AR 72034
Substance Abuse Counselor

December 2017 – Present

- Provide direct behavioral health care under the supervision of a mental health professional
- Complete prescribes 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
- Monitor programs to comply with state and CARF standards

- Complete 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
- 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

DXC TECHNOLOGY | Conway, AR 72034

Insurance/Healthcare Call Center Supervisor

April 2017 – July 2017

- Provided general supervision and guidance that included directing daily work activities/priorities, time tracking, people recruitment and development, cost management and workforce planning.
- Acted as a resource to staff related to benefit and salary administration. Assisted with hiring tasks. Managed team and individual performance. Monitored team members' progress and goals.
- Ensured services were provided on standard, specialized or complex systems. Ensured processes and procedures, were documented and reviewed/updated on a regular basis.
- Resolved-monitored routine customer escalations as appropriate. Solved routine issues within established guidelines. Escalated issues for which there was not a documented procedure or precedent set.
- Reviewed production reporting as required to support processes. Lead team toward operational excellence by monitoring key metrics, ensuring team goals and contractual commitments were met. Monitored Service Level Agreements. Produced goals to include process improvements. Provided production data to upper management as appropriate. Created a working environment that was conducive to individual growth and high performance that was both challenging and rewarding.

Hewlett Packard | Conway, AR 72034

Administrative Agent Support Group Specialist – Level 3 Consultant

July 2012 – Oct. 2013

- Acted as interim Supervisor for a team that was without a Supervisor
- Supervisor for new startup callback team, in which I assisted with creating training material, processes and procedures
- Provided analysis of all Voice & Hardware Customer Satisfaction and Dissatisfaction Surveys along with all surveys that do not achieve Total Problem Resolution
- Managed development, implementation, and continuous improvement of training for team outliers
- Created Huddle Sheet for Specialty Supervisors and Agent Support Groups with breaking news, process reminders and Front Line Agent recognitions

- Released Call Center Holds created by Specialty Front Line Agents
- ARMS Queue Processing and Management
- Customer Management Services Queue- Real Time Management
- Performed live escalations done daily
- Worked with TCO & the Field Product Quality Team to update aging escalated tickets
- Front Line Agent Interventions and Development – Customer Service Order Approvals, Ticket Closures, answer involved Process or Technical Questions and Coaching
- Monthly Closed Ticket Reviews for Specialty Front Line Agents
- Sent and Manage Concierge Emails to Customers
- Played Key Role in Execution Phase of Special Projects
- Partnered with Regional and Global teams to transition a regional team into a new support content tool to improve both customer and agent experience. Played a key role in the execution phase of the project that delivered a more consistent customer approach across the Enterprise

Level 3 Consultant

Sept. 2011 –July 2012

- Assisted the supervisors across three teams with team metrics and ticket management
- Collaborated with supervisors on team and department process development
- Participated in projects
- Provided resolution and feedback to teams and department based on analysis of various reports maintained
- Acted as a mentor as well as provided lead support to other employees
- Assigned daily task for team members
- Managed all service tickets to ensure policy guidelines were being met

Technical Specialist

July 2010 - Sept 2011

- Solved technical problems on assigned hardware and software platforms
- Used proactive monitoring procedures/tools to identify problem prevention opportunities
- Provided software service, post-sales support and solve applications problems for remote accounts on standard and specialized systems
- Responded to service, product, and technical questions about repairs on current and discontinued products, parts and options based on customer entitlement
- Assisted customer to avoid or reduce problem re-occurrence

Sykes | Morrilton, AR 72110

Ally Bank – Research Case Manager

Feb 2008 - July 2010

- Researched and gathered information for back offices to help in the resolution and support of all account conflicts
- Resolved Interest Calculation Conflicts
- Performed Account Titling's of Trust, Paid on Death (POD) and Power of Attorney (POA) Accounts
- Contacted and informed customers of updates regarding conflicts as well as the resolution of account issues
- Multitasking skills needed to assist multiple customers at once
- Worked new and aging Salesforce tickets
- Worked as liaison between the back office and frontline agents drawing from resources and information from both departments

Ally Bank - Customer Service Advocate

Jan 2007 - Feb 2008

- Advised and worked with customers in opening New Online Money Market, Savings and CD accounts as well as performing transactions
- Maintained confidentiality in collecting and inputting customer data
- Assisted customers with account specific details
- Researched issues on clients' accounts and obtain a one call resolution
- Provided various fulfillment requests

Additional Merits and Awards

- | | | |
|--|--|---|
| • HP Volunteer Program | • Top Agent FY 11 | |
| • Conway Loyalty Center Values In Action Award | • Perfect Attendance FY10, FY11 and FY12 | • Board Member of City of Hope Outreach |

Desmond Tanner Hicks, B.S., CIT

Conway, AR, 72034 • Phone: (501) 672-3167 • dt.hicks98@gmail.com

Professional Summary:

Double major in Addiction Studies and Psychology with experience in the substance abuse counseling field. Knowledge of counseling techniques, developmental theories, and other behavioral strategies needed to provide proper substance abuse counseling. Strong academic knowledge of substance abuse counseling.

Education:

University of Central Arkansas: Double Major Bachelor of Science in Addiction Studies & Psychology

- Graduated May 3, 2021
 - GPA: 3.8
 - Presidential Scholar & Dean's List
 - Magna Cum Laude honors
 - Merit Fellow
-

Skills:

Counseling strategies and theories

- Motivational Interviewing
- Cognitive Behavioral Therapy
- 12-Step Facilitation
- Acceptance and Commitment Therapy
- Recovery Coach Training

Drug and alcohol knowledge

Treatment planning

Ethical knowledge

Group counseling skills

Knowledge of theories in the following subjects:

- Mental Health
 - Abnormal Psychology
 - Theories of Personality
 - Positive Psychology
 - Social Psychology
 - Cognitive Psychology
-

Work Experience

Barista/Cashier/Food Service Worker @ Einstein Bros. Bagels

February 2021-May 2021

Substance Abuse Counselor/Recovery Coach @ Harbor House Inc.

May 7, 2021-Present

Duties:

- Provide direct behavioral health care.
- Complete intakes, master treatment plans, process notes, group notes, aftercare plans, and transition plans.
- Conduct and document individual and group counseling sessions.
- Maintain client records to include documentation of progress.
- Coordinate case management appointments.
- Attend clinical treatment team meetings and learning labs.
- Maintain availability for clients
- Assist in screening of prospective clients and admissions of clients deemed appropriate.

Lindi M. Doyle, BS, CIT

10 Louise Ln

Cell (501) 672-8384

E-mail: ldoyle@recoveryhhi.org

Greenbrier, AR 72058

EDUCATION

University of Central Arkansas (Conway, Arkansas)
Bachelor of Science in Addiction Studies-Treatment, August 2021
Minor: Psychology
GPA: 3.45

EXPERIENCE

Head Teller

Centennial Bank, Quitman, AR, June 2007-Aug. 2013

- Trained and supervised other tellers
- Audited monthly books, drawers, and vaults
- Researched and balanced customer accounts
- Processed deposits and drafts, including large amounts of cash

Data Analyst

Acxiom Corporation, Conway, AR , Oct. 2009-Sept. 2012

- Analyzed and processed incoming data and media
- Monthly department audits
- Created and maintained Microsoft Excel spreadsheets
- Designed and presented Microsoft PowerPoint presentations

Assistant Store Manager

Gateway Country Junction, Quitman, AR, Apr. 2013-Aug. 2015

- Reconciled, sent and paid invoices
- Trained and guided other employees
- Handled large amounts of cash
- Audited cash and monthly books

Student Accounts-Cashier

University of Central Arkansas, Conway, AR 72035 Nov 2015-present

- Review student accounts
- Collaborate with State Department of Finance and Administration to collect monies owed to university

- Maintain social media and email accounts for department
- Process payments and billing scholarship invoices, account reconciliations

Substance Abuse Counselor/Recovery Coach

Harbor House Inc., Conway, 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.
- Monitor programs to comply with state and CARF standards.
- 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.

Drug and Alcohol Counselor Internship

- Processes program dismissals and program completion paperwork; submits for approval as directed. Maintains group sign-in sheets
- Conducts re-reinstatements, intakes, transfers, orientation, and other program participant activities
- Attends weekly mandatory staff meetings/trainings
- Attends weekly progress review meetings with supervisor

- Facilitates and conducts programs for participants in ways to reduce the negative impact of the use of chemical and alcohol involvement
- Completes case management, including the maintenance of individual client files, group rosters, and group notes
- Monitors client payment history. Keeps management informed on clients in arrears, completing monthly arrearage reports. Dismisses clients as directed in accordance with Title Nine

**ADDITIONAL
INFORMATION**

Traveled to Mexico, Jamaica, Bahamas, Honduras
Graduated in top 10 of high school class

Special Skills

Demonstrate good decision making skills,
problem solving techniques, and possess the
ability to prioritize multiple tasks
Ability to communicate with other employees and
patients
Ability to use a computer and associated
programs
Possess strong interpersonal skills; be a team
player, and promote a positive team environment
Ability to understand oral and written
instructions
Excellent customer service skills
Community treatment resources
Proficient in Microsoft Edge, Excel, PowerPoint,
and Office
10-key and typewriting skills
Accounting

Misty Pagel BA, CIT

1805 West Main St.
Russellville, AR 72801
479-806-2135
mistypagel04@gmail.com

Education: Bachelor of Arts in Psychology

Arkansas Tech University
December 2020

- Sociology Minor
- G.P.A. 3.8

Associate of Arts in General Education

University of Arkansas Community College Morrilton AR
May 2019

- G.P.A. 3.8

General Education Diploma

Adult Education Center, Russellville, AR
October 2016

Experience: Owner/Operator

BAMCO, 2015 to 2021

Counselor

Harbor House INC, 2021 to Present

- Counselor in Training – Arkansas Substance Abuse Certification Board

Additional Information:

- Phi Theta Kappa Honor Society member at UACCM, 2018 to Present
- Hands and Voices Volunteer, 2015 to Present
- GED Opportunity Scholarship, 2016
- Food 4 Kids Backpack Program Chairperson at Sequoyah Elementary, 2009-2016

References:

Keith Vess
Realtor
Coldwell Banker
500 Main St.
Russellville, AR 72802
479-875-2520
kvess@coldwellbanker.com

Dr. Dana Thomason
PhD, LPC
River Valley Counseling and Therapy
509 S Rogers St.
Clarksville AR 72830
501-264-1241
drdana.thomason@gmail.com

Cindy Parker
President of Arkansas Hands & Voices
General Manager Americold Logistics
500 St. Rte. 324
Russellville, AR 72801
479-264-.693
cindy.parker@americold.com

ANNETTE FRY

Email: Annetterfry@gmail.com PH: (870) 571-6375 Address: 1621 MC 22 Fouke, AR 71854

OBJECTIVE

I am seeking a position where I can work with individuals in a capacity where extensive experience in career, life, education as well as leadership skills can be utilized. My work ethic is passion driven and will ensure the proper care and management of all clients.

EXPERIENCE

06/01/2020- Current

Recovery Specialist/Counselor B.S CIT
Harbor House Inc.

Point of contact for the Texarkana Harbor House location.

- Responsibilities include: conduct screenings, admission, intake, outpatient individual substance use, treatment planning, psychoeducational groups, anger management, life skills and case management.

01/27/2020 – 05/31/2020

ACC Resident Advisor - South West Arkansas Community Corrections

- Responsibilities include: Providing residents with substance use treatment, conduct anger management classes, maintain and update client files in accordance to state law, develop and implement personalized treatment plans and reentry relapse prevention.

09/16/2016 – 11/01/2017

Behavioral Health Technician – Riverview Behavioral Health

- Managed and Process patients during admin; personal searches, drug screening, and vital signs. Persistent and accurate documentation of each patient per 15 minute intervals. Skilled in de-escalation techniques with patients with psychological and behavioral status. Conduct therapeutic groups with patients; behavioral, personal growth, drug and alcohol, depression, anxiety and suicide prevention. Analyze and notate patient behavior for proper documentation of medical records.

EDUCATION

Texas A&M Texarkana /Bachelors
Psychology - Minor Sociology
2014-2019

Texarkana College/ Associates
Behavioral Science
2010-2013

COMPETENCIES

- MICROSOFT OFFICE
- DSM 5/IDC 10
- TREATMENT PLANNING/
ASSESSMENTS
- MEDICAL RECORDS/
DOCUMENTATION
- STATISTICAL ANALYZATION
- CONFLICT RESOLUTION

ACKNOWLEDGEMENTS

- BCIS CERTIFICATION
- ARKANSAS CIT
- PRESIDENT'S LIST
- PHI THETA KAPPA HONOR
SOCIETY

**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: 35875

This Is to Certify That

HARBOR HOUSE INC OF FORT SMITH AR

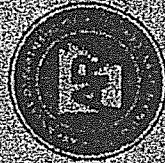
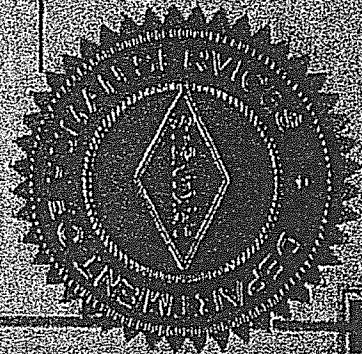
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

N/A capacity ALCOHOL AND OTHER DRUG ABUSE TREATMENT PROGRAMS

on the premises located at 812 MOUNTAIN PINE ROAD

HOT SPRINGS County of GARLAND Arkansas

License Effective: 01/21/2021 License Expires: 1/20/2022





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

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 SRPINGS 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 72203-1437 • 501.682.2441

HUMANSERVICES.ARKANSAS.GOV



Certificate Number: 35874

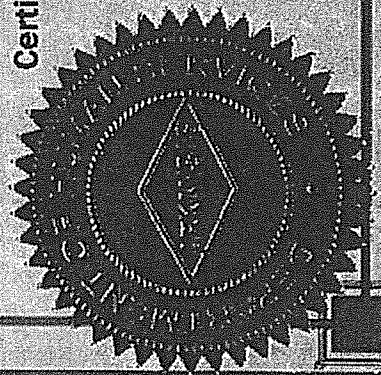
This Is to Certify That

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: 34089

This Is to Certify That

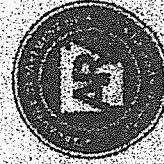
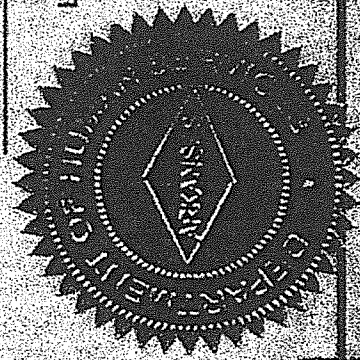
Harbor House Inc. of Fort Smith AR- Hot Springs

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,

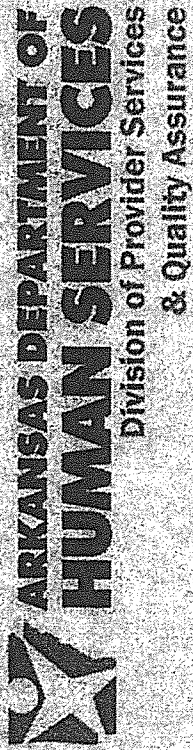
Johnathan Jones
Assistant Director
Division of Provider Services and Quality Assurance
Community Services Licensure and Certification
Johnathan.Jones@dhs.arkansas.gov

C: Daphne Burkins, DXC
Tamera Belin, OMIG
Taschia Petersen
Contessa Clark
Tanya Giles
Christina Westminster
Patricia Gann
Sharon Donovan
Vivian Jackson
Melissa Ward

JJ/JR

humanservices.arkansas.gov

Protecting the vulnerable, fostering independence and promoting better health



Certificate Number: 32183

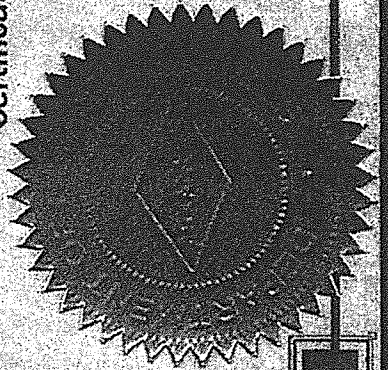
This Is to Certify That

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).





License Number: 34094

This Is to Certify That

Harbor House Inc, of Fort Smith AR- Clarksville

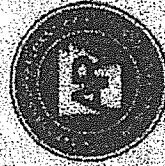
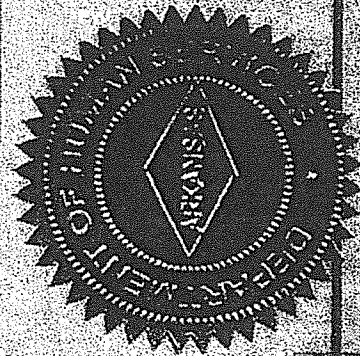
Is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

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 &
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 (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,

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

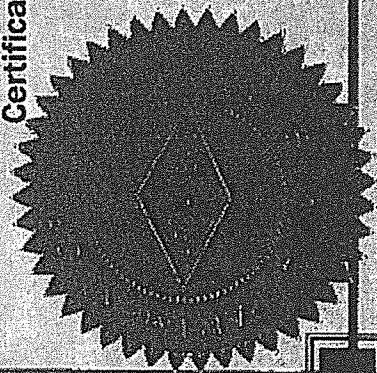
This Is to Certify That

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).

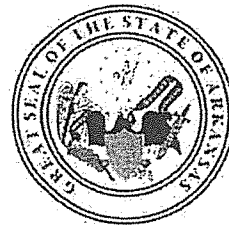




Division of Provider Services & Quality Assurance

Community Services Licensure and Certification
<https://humanservices.arkansas.gov/about-dhs/dpsqa>

PO Box 8059, Slot S408, Little Rock, AR 72203-8059
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>

PO Box 8059, Slot S408, Little Rock, AR 72203-8059
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

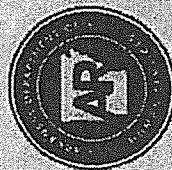
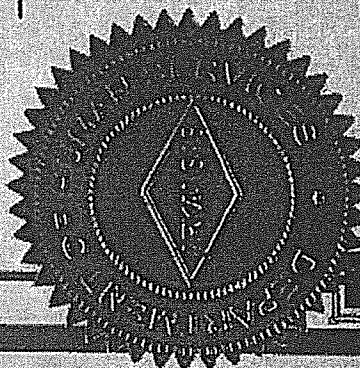
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

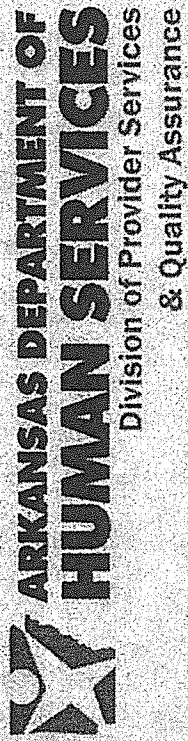
N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs _____

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

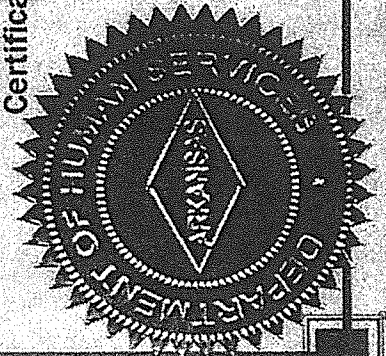
This Is to Certify That

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: 33689

This Is to Certify That

Harbor House Inc, of Fort Smith AR

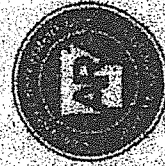
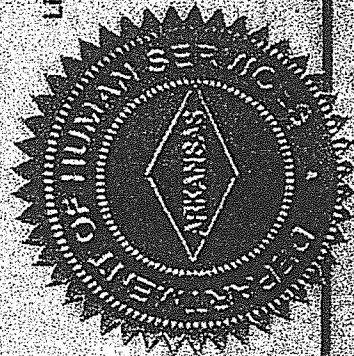
Is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

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,

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: 32247

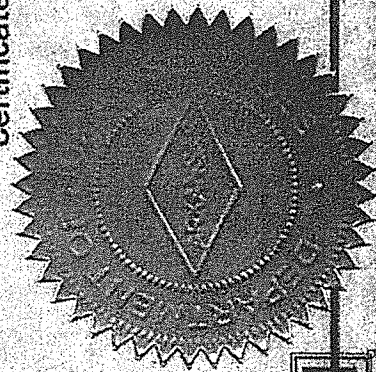
This Is to Certify That

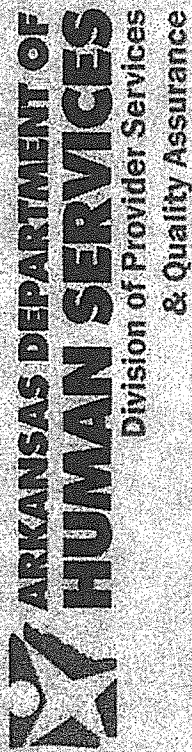
Harbor House, Inc of Fort Smith AR (HRC)

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

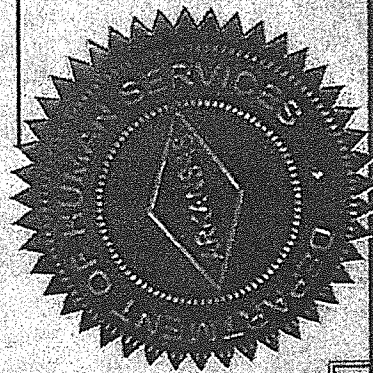
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

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 8050, 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

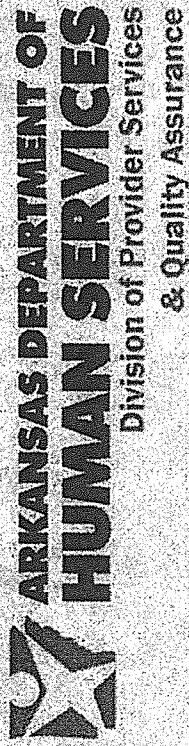
If you have any questions, please contact me at (501) 508-8922 or lori.raines@dhs.arkansas.gov.

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 8050, Slot S408 • Little Rock, AR 72203-1437 • 501.682.2441
HUMANSERVICES.ARKANSAS.GOV



Certificate Number: 32835

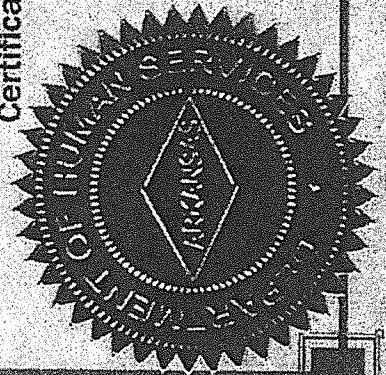
This Is to Certify That

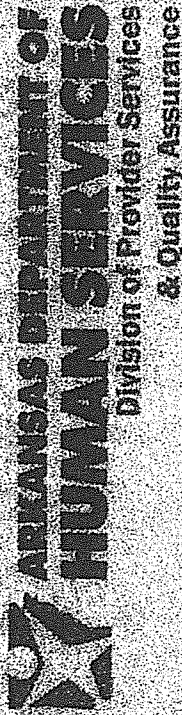
Harbor Behavioral Health

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

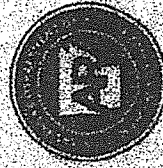
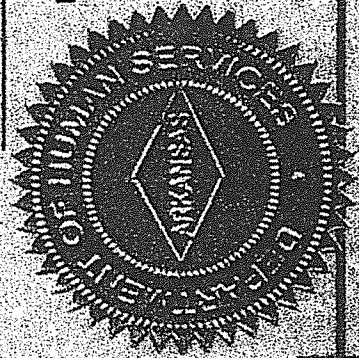
Harbor House Inc, of Fort Smith AR

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

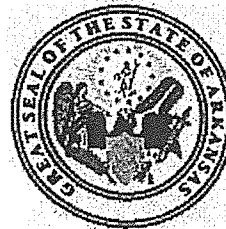




Division of Provider Services & Quality Assurance

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/JR

humanservices.arkansas.gov

Protecting the vulnerable, fostering independence and promoting better health



Certificate Number: 32248

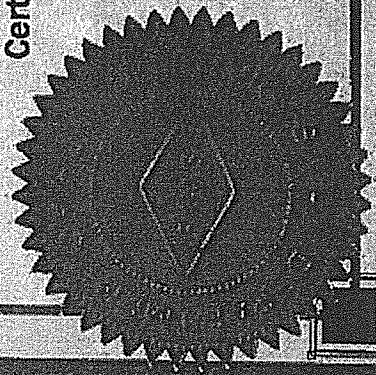
This Is to Certify That

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).



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 30000001TQX9EAC, 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

7529 Smidsh Pass, Suite 270 Rockville, MD 20855

or: 301-652-9500 f: 240-744-3068 e: info@credibleinc.com w: credibleinc.com

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 iPadsSM, iPhoneSM, 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.

Letter of Intent - Confidential & Proprietary

June 13, 2014

Initial

Page 2 of 16

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.

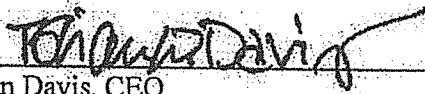
VII. NON-COLLUSION AND ACCEPTANCE

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.

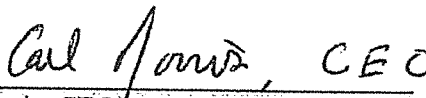
Counseling Associates



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,
AADAC, 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.

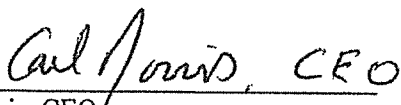
Southwest Arkansas Counseling and Mental
Health Center



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 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 credential 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> <p>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, ADA/AADC, LADAC; LMHP supervision; HHI pays for trainings/CEU needs for certification, recertification and licensure; promotions from within for eligible staff; opportunities to be trained as a peer reviewer and CARF Surveyor, etc.</p> <p>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 of below and are supervised by an ADC, CS and an LMHP.</p> <p>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</p>	5 pts

levels, awareness of options, cultural competency, ethics, childhood development, CPR/First 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 Specialists, etc.

All staff receive Motivational Interviewing training upon hire and HHI has to MI trainers on staff. Master's level staff have received training in EFT and EMDR. 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 5, HHI has one residential facility – Harbor House Hot Springs (HH HS) – a coed site. Additionally, there are specific wings for Specialized Women’s Services (SWS) and Act 10 clients. A Transitional Living (TL) house that was onsite when the property was bought, is being updated for TL clients and additional property being looked at the lease of purchase. HHI has four outpatient clinics in the Catchment Area, that can serve 350+ clients.</p> <p>HH HS has -4- observational detox beds, -30- male residential beds, -15- female residential beds, -9- SWS beds and -10- Act 10 beds. All specific client populations are on separate wings, with lockdown and security system in place. A future TL house is being refurbished, and additional rental and purchase property is being assessed. Plans are that -10- TL beds will be available in Hot Springs by 9/1/21 and a total of -50- by 12/1/21.</p> <p>The residential facility has a full kitchen and dining area that provides three meals and snacks daily. The SWS and Act 10 wings also have sufficient dining areas for the specific populations. The future TL house is onsite, so clients will be able to easily walk to sessions and groups. Additional TL homes will be in the close vicinity should transportation be an issue.</p> <p>The Facilities Manager, Health and Safety Coordinator, Program Operations Director, Operations Coordinator and Chief Compliance Officer work together and communicate regularly to ensure the residential facility 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>All facilities and clinics are safe, secure and sanitary. Residential facilities do provide some private rooms, should a client have a need for such during their treatment experience. All facilities have a security system, alarms and are 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>
--	--------------

E.2 SCOPE OF WORK	
<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>Interim Services – 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 for HIV or TB services.</p> <p>During Interim Services, the client will have contact with a counselor or recovery coach who will offer 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 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>Observation Detoxification Services – 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 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</p>	<p>5 pts</p>

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 s 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 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. An initial treatment plan is developed within 24 hours and is assesses immediate needs. These include medical condition, nutrition needs, clothing needs, personal hygiene, legal issues, emergency contacts and actions taken to meet these needs.

Clients in residential treatment services receive individual and 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 a 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 or 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 – 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 and/or significant others in an outpatient setting. HHI has Transitional Living outpatient at 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 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 and 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 of 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 - 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; Building Recovery Skills – learning effective communication skills, relationships skills, and parenting skills; and 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 recovery 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

<p>opportunity for goal-oriented actions to replace old, counterproductive ones.</p> <p>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 Stage – continued growth and development and how to manage routine Life problems and relapse prevention.</p> <p>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> <p>Harbor House Hot Springs was awarded the Act 10 contract for the state in July 2021.</p>	
<p>E.3 STANDARD OF CARE</p>	
<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.</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>
---	--------------

<p>C. Describe your approach to family/support network involvement in the treatment process, addressing the requirements of Section 2.4 C.</p> <p><u>Addendum moved this questions form the section and packet.</u></p>	<p>5 pts</p>
<p>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 strength-based, trauma-informed, holistic, culturally relevant, educational, individualized and recovery-oriented.</p> <p>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</p>	<p>5 pts</p>

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 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 shifts, have opportunities to document their observations, and share with the clinician, via files 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-sue of videos and DVDs. Whiles 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 meditation 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 individuals 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.

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 time-frames 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, he/she is scheduled with a specific date and time. The pre-screener, admission counselor and client complete all necessary treatment and financial agreements, releases and other 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>	<p>5 pts</p>
<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 services 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 responsibilities based on job-descriptions and must undergo appropriate background checks</p>	<p>5 pts</p>
--	--------------

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.

A Certified Dietary Manager is contracted to ensure nutritious menus and quality food is provided in residential settings.

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>

E.8 TECHNOLOGY REQUIREMENTS	
<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>

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</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



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

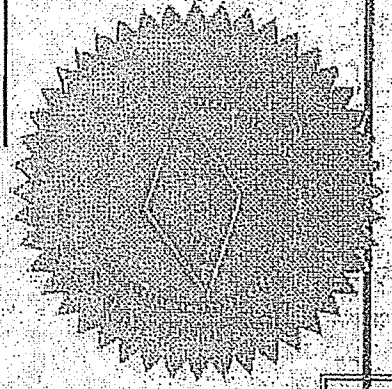
This Is to Certify That

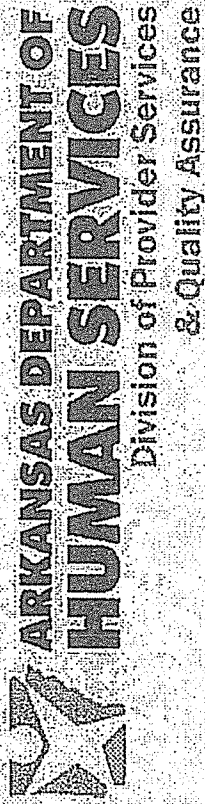
Western AR Counseling & Guidance Center- Fort Smith(70thth)
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

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

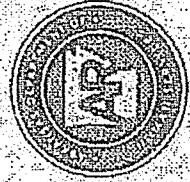
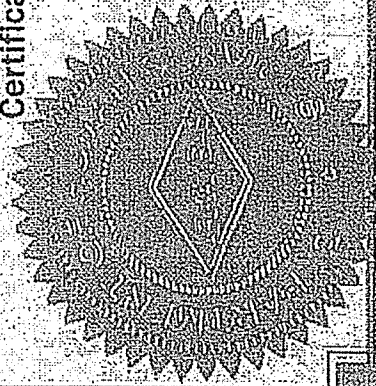
This Is to Certify That

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

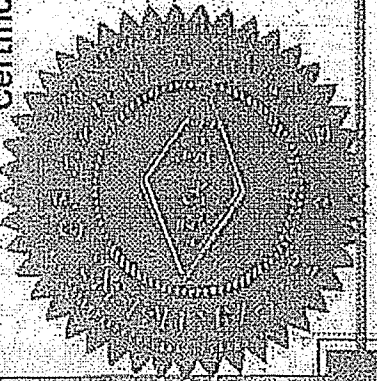
This Is to Certify That

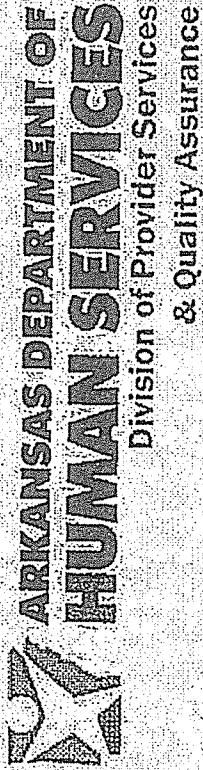
Western Arkansas Counseling and Guidance Center, Inc.

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

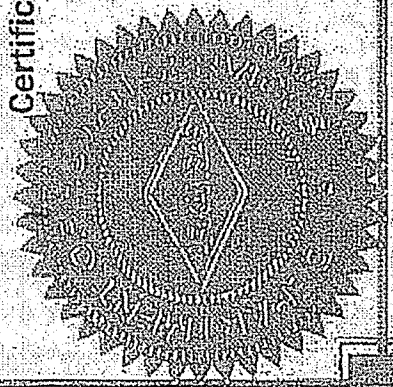
This Is to Certify That

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

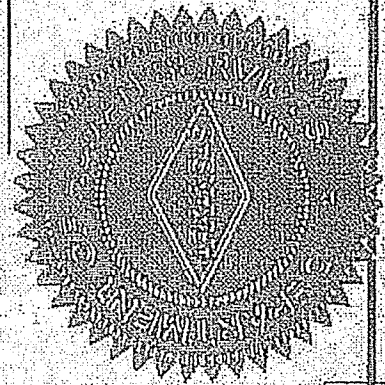
is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

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

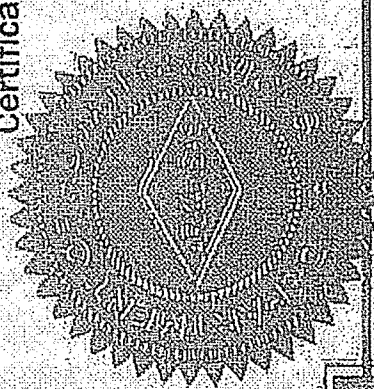
This Is to Certify That

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

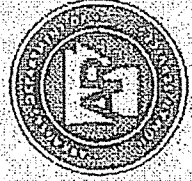
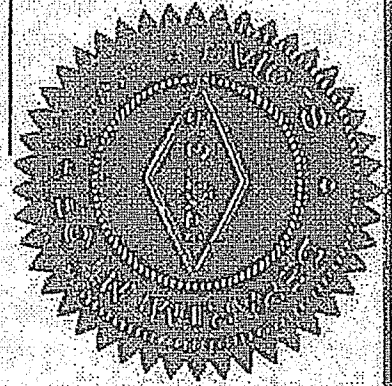
Is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

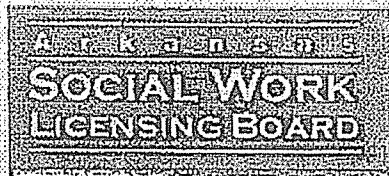
N/A capacity _____ Alcohol and Other Drug Abuse Treatment Programs

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.

No responsibility is assured or implied for error or omissions created or caused by technical difficulties. No one shall be entitled to claim detrimental reliance thereon.

[Site Map](#) | [Accessibility Policy](#) | [Privacy Statement](#) | [Security Statement](#)

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

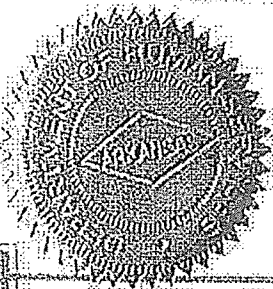
Is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

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

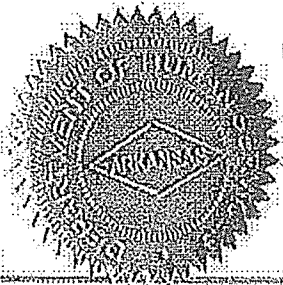
Is hereby granted a license by the Arkansas Department of Human Services to maintain and operate a

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

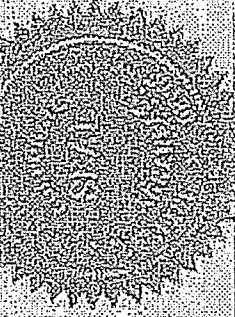
1663

Certificate Number

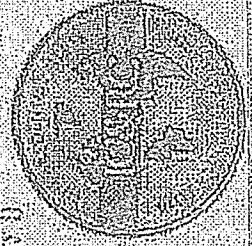
12/31/2021

Expiration Date

Debra Boncheff
President



Miriam Chute, M.Ed.
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

Israph Certified

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

APPOINTMENT / MSN, LADAC, CS, PADC

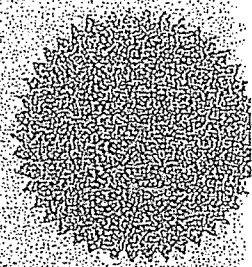
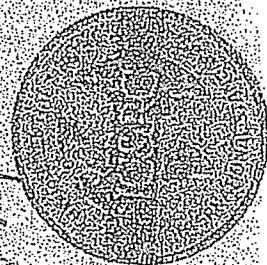
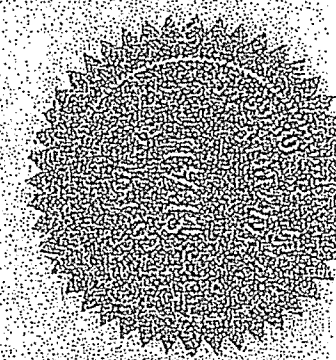
14091573

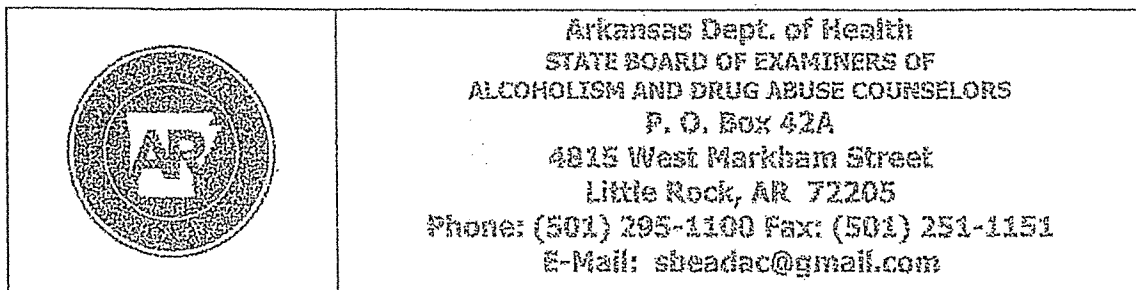
45441615

Rec-Resist

SECRET

五、





December 2, 2019

Dear Counselor:

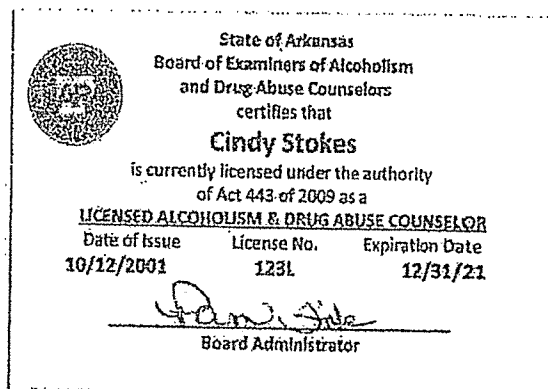
Congratulations! Enclosed are your wallet certificate and the new date sticker to add to your wall certificate signifying your re-licensure with the State Board of Examiners of Alcoholism and Drug Abuse Counselors for 2020-2021. Check the license carefully and let me know of any discrepancies. Also, 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

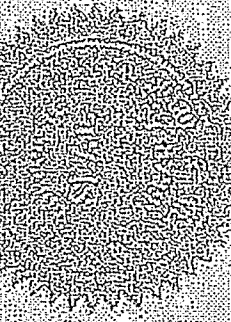
1712

Certificate Number

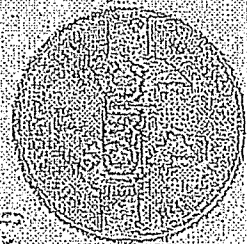
12/31/2021

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

Maryanne L. New LADAC, CS, ADC

[Signature]
Vice-President

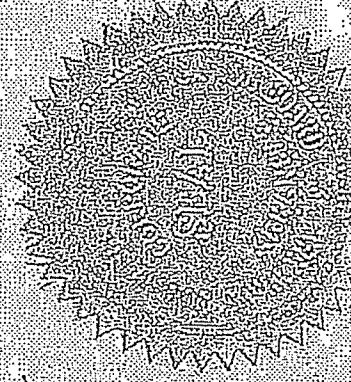
1297

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

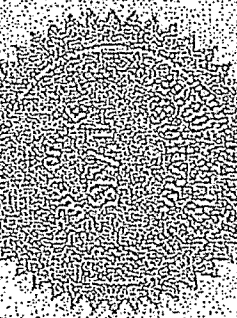
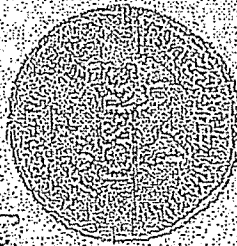
Certificate Number

Steve Bryant
President

03/19/2023

Expiration Date

Myraa Gabe, M.D., C.S.P.
Secretary



Handwritten Exercises

TYLER LIMORE

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

Free


1659

THE UNIVERSITY OF CHICAGO

12/31/2021

Expenditure Table

Diene Reagents Ltd. 1000
Bristol



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

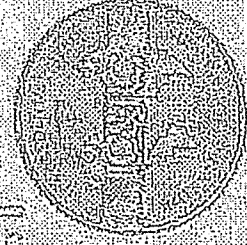
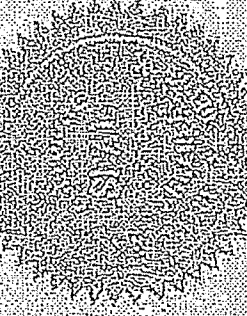
12/31/2021

Expiration Date

Debra R. Brown, M.A., LSW, CAC
President

Debra R. Brown, M.A., LSW, CAC
Vice President

Alvin Anderson, M.A., CAC
Secretary



Arkansas Substance Abuse Certification Board

Herby 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

Issue Date

1730

Certificate Number

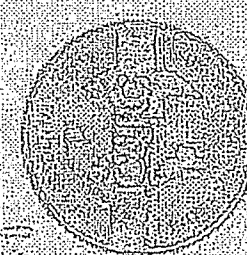
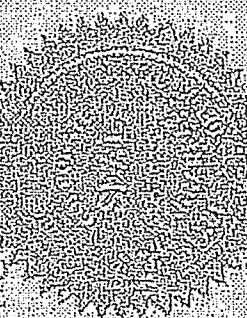
12/31/2021

Expiration Date

Diana B. Thompson
President

Donna K. Hays
Vice President

Myra C. Baker
Secretary



Arkansas Board of Examiners in Counseling

Certified When

Kayla Lynne Churchill

Was certified upon 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]

