



STATE OF ARKANSAS
OFFICE OF PROCUREMENT
ARKANSAS DEPARTMENT OF HUMAN SERVICES
700 Main Street
Little Rock, Arkansas 72203

RESPONSE PACKET
710-19-1025

CAUTION TO VENDOR

Vendor's failure to submit required items and/or information as specified in the *Bid Solicitation Document* **shall** result in disqualification.

RESPONSE SIGNATURE PAGE

SIGNATURE PAGE

Type or Print the following information.

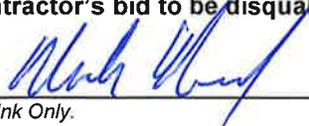
PROSPECTIVE CONTRACTOR'S INFORMATION					
Company:	Ouachita Children's Center, Inc.				
Address:	PO Box 1180				
City:	Hot Springs	State:	AR.	Zip Code:	71902
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input checked="" type="checkbox"/> Nonprofit				
Minority and Women-Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Asian American <input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Pacific Islander American <input type="checkbox"/> Women-Owned				
AR Certification #: _____		* See <i>Minority and Women-Owned Business Policy</i>			

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
Provide contact information to be used for bid solicitation related matters.			
Contact Person:	Mark Howard	Title:	Executive Director
Phone:	501-623-5591	Alternate Phone:	918-822-4744
Email:			

CONFIRMATION OF REDACTED COPY
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input 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 type="checkbox"/> Prospective Contractor does not and will not boycott Israel.

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

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

Authorized Signature:  Title: Executive Director
Use Ink Only.

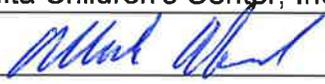
Printed/Typed Name: Mark Howard Date: 3-27-19

ALL AGREEMENT & COMPLIANCE PAGES

SECTION 1 - VENDOR AGREEMENT AND COMPLIANCE

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

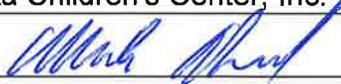
By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

Vendor Name:	Ouachita Children's Center, Inc.	Date:	3-27-19
Authorized Signature:		Title:	Executive Director
Print/Type Name:	Mark Howard		

SECTION 2 - VENDOR AGREEMENT AND COMPLIANCE

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

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

Vendor Name:	Ouachita Children's Center, Inc.	Date:	3-27-19
Authorized Signature:		Title:	Executive Director
Print/Type Name:	Mark Howard		

SECTION 3,4,5 - VENDOR AGREEMENT AND COMPLIANCE

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

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

Vendor Name:	Ouachita Children's Center, Inc.	Date:	3-27-19
Authorized Signature:		Title:	Executive Director
Print/Type Name:	Mark Howard		

PROPOSED SUBCONTRACTORS FORM

SIGNED ADDENDA

NOT APPLICABLE

E.O. 98-04- Contract Grant & DISCLOSURE FORM

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

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

SUBCONTRACTOR NAME: _____

Yes No

IS THIS FOR:

Goods? Services? Both?

TAXPAYER ID NAME: Ouachita Children's Center, Inc.

YOUR LAST NAME: Howard FIRST NAME: Mark

M.I.: _____

ADDRESS: PO Box 1180

CITY: Hot Springs

STATE: Arkansas ZIP CODE: 71902

COUNTRY: USA

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

FOR INDIVIDUALS *

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

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

None of the above applies

FOR AN ENTITY (BUSINESS) *

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

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

None of the above applies

Contract and Grant Disclosure and Certification Form

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

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

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

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

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

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

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

Signature  Title Executive Director Date 03/25/2019

Vendor Contact Person Sheryl Staggs Title Business & Finance Director Phone No. 501-623-5591

Agency use only

Agency Number _____ Agency Name _____

Agency Contact Person _____

Contact Phone No. _____

Contact or Grant No. _____

EQUAL OPPORTUNITY POLICY

OUACHITA CHILDREN'S CENTER, INC.

Policy Name:	Harassment and Discrimination
Domain:	Human Resources
Policy Location:	Personnel Policy Manual – Operational Manual
Date of Adoption:	June 1, 2007
Approved by:	Board of Directors
Effective Date:	June 2007
Date of Revision:	2017
References:	HR 1

Equal Employment Opportunities (EEO)

OCC provides equal employment opportunities to all employees and applicants for employment, without regard to race, color, national origin, religion, sex (gender identity, gender orientation, pregnancy), age (over 40), marital or veteran status or the presence of handicaps or disabilities, or any other basis protected by state or federal law.

This policy of equal opportunities applies to all terms and conditions of employment. It includes, but is not limited to, hiring, placement, promotion, termination, layoff, recall, transfers, leave of absence, compensation and training.

Americans with Disabilities Act (ADA)

Employment opportunities regardless of disability are based on the individual's ability to do the job. We recognize our moral and legal obligation to employ qualified disabled individuals. It is our goal to make reasonable accommodations when necessary to aid the employment and advancement of individuals with disabilities that are qualified to perform essential job functions.

Accommodations will be made upon request by any qualified employee with a disability as needed to perform the job tasks more effectively. Qualified employees will meet with the Executive Director to discuss any needed changes in relation to the duties of the job on an annual basis.

Harassment and Discrimination

OCC expressly prohibits any form of unlawful harassment of and/or unlawful discrimination against employees and co-workers based on race, national origin, religion, sex (gender identity, gender orientation, pregnancy), age (over 40), martial, and

OUACHITA CHILDREN'S CENTER, INC.

veteran status, the presence of handicaps or disabilities, or any other legally protected characteristic or status.

Harassment is defined as: Verbal or physical conduct which is insulting or intimidating...has the effect of interfering with an individual's work or performance...or creates an intimidating, hostile or offensive work environment.

Illegal discrimination is defined as: Actions and/or decisions taken because of an individual's legally-protected characteristics or status which result in harming, limiting or reversing the individual's employment status and/or employment opportunities.

OCC expressly prohibits any form of harassment or discrimination that interferes with the ability of any employee to perform his or her job duties. Any harassment or discrimination of fellow employees or clients will be subject to disciplinary action up to and including termination.

Procedure: Harassment and Discrimination Complaint

All employees of OCC are responsible for creating an atmosphere free of discrimination and harassment, whether of a sexual nature or otherwise. All employees are responsible for respecting the rights of co-workers.

If an employee experiences job-related harassment based on any of the legally-protected factors, or believes they have been treated in an unlawful, discriminatory or harassing manner by a supervisor or co-worker, the employee will follow the steps outlined in the Problem Resolution policy and procedures.

Retaliation Prohibited

OCC prohibits any type of retaliation against any employee who in good faith files a complaint under this policy or against any employee who assists in the complaint investigation. It is illegal to retaliate against a person because he or she complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

Disciplinary Action for Harassment or Discrimination

Should OCC determine that an employee is responsible for harassing or illegally discriminating against another employee or against a member of the public with whom OCC does business, appropriate action will be taken against the offending employee, up to and including termination of employment.

INFORMATION FOR EVALUATION RESPONSE

Vendor Qualifications Narrative:

Ouachita Children's Center, Inc. has been providing services to abused, neglected, delinquent, runaway and homeless youth since 1977. State contracts with the Division of Youth Services and the Division of Children and Family Services have been in effect for over 20 years. Throughout this time Ouachita Children's Center has provided both residential and non-residential services to youth age 6-18 either through emergency shelter care, respite care, outreach case management and aftercare services for youth who have been incarcerated and returning to the community. Ouachita Children's Center has been nationally accredited with the Council on Accreditation (COA) since 2009.

Residential services are provided in a state licensed facility for up to 20 youth who have been referred through the juvenile court system, Division of Children and Family Services, parents, schools, therapists or by youth themselves. Each youth residing in the emergency shelter is assigned a case manager who, with the assistance of the youth, develops a case plan with goals and objectives to complete throughout their stay. Youth are provided with not only basic needs, but are involved in educational, recreational and therapeutic groups.

Outreach services include case managers who develop an individualized case plan with the youth and family to include goals and objectives for education, self-help (physical and/or mental health), and as needed; substance abuse/recovery, parenting, court involvement, and employment. Case managers visit the youth on their caseloads at school, home, and at their places of employment when needed. They assist parents or guardians with referrals for government assistance, housing, food, and other resources as needed to sustain the family as a whole.

Aftercare case management is for youth who have been committed to one of the juvenile correctional facilities. The Aftercare Case Manager begins working with the youth and the family upon notification that a youth has been sentenced by the Juvenile Judge in this service area. The Aftercare Case Manager prepares a field evaluation within 48 hours of commitment that includes information from the courts, schools, family history, etc. They attend staff meetings at the facility where the youth is incarcerated that includes the guardian, facility staff, youth, and any other

involved party such as a therapist or educator. A plan is then formed with objectives and goals for the youth while incarcerated. During incarceration the Aftercare Case Manager works closely with the family to ensure that any problems or needs are addressed so that the youth will have better outcomes upon return. Thirty (30) days prior to the youth's release back into the community the Aftercare Case Manager prepares a transition plan with goals and objectives, graduated sanctions for non-compliance and compliance with the plan. The Aftercare Case Manager works intensely with the youth upon return ensuring the best outcomes for the youth are maintained with education, employment and health

All services to include emergency shelter, outreach and aftercare are provided using a trauma-informed approach with positive youth development and evidence-based practices. Clinical staff including the Community Services Director who oversees all programs as well as the on-site therapist are trained and use Trauma-Focused Cognitive-Behavioral Therapy (TF-CBT). All direct service staff have been trained over the past 6 years in trauma-informed practices. With the addition of the new Executive Director in September of 2017, a more formalized training approach has been delivered to direct service staff due to his expertise as a trainer for trauma-informed practices. Ouachita Children's Center is in the process of sending three (3) employees to be trained in the Sanctuary model who will then have the capacity to train all remaining direct service staff in the model. The goal is to then pursue certification for the agency in the model over the next three (3) years (length of time to become certified in Sanctuary). The Sanctuary model is designed to facilitate the development of structures, processes, and behaviors on the part of staff, clients and the community-as-a-whole that can counteract the biological, emotional, cognitive, social, and moral wounds suffered by victims of traumatic experiences and extended exposure to adversity. It is a blueprint for clinical and organizational change that promotes safety and recovery from adversity through the active creation of a trauma-responsive community. The Sanctuary Model is comprised of four pillars:

1. Theoretical basis in trauma theory that promotes understanding of behavior
2. Philosophy for creating safe environments through community loyalties

3. Trauma-responsive problem solving framework to include safety, emotions, loss, and future
4. Practical tools for maintenance of the model

Through the Sanctuary Model we can expect improved outcomes for clients, improved staff retention and satisfaction, and a decrease in violence. The Sanctuary Model meets criteria of a well-supported program as recommended by state agencies.

Case managers work closely with community representatives, other nonprofits within the field and all educational officials. Case managers are well versed in providing individualized assessments as appropriate based on the need of the client and have the appropriate skills to provide feedback on findings.

Currently and to be included within QRTS will be an on-site certified teacher to oversee the educational component of the program. Youth are signed into online classes using the APEX learning website which is connected and approved by the Hot Springs School District. When online learning is not feasible, the on-site teacher connects with the school district for instructional materials and oversees the learning of these materials.

Ouachita Children's Center has provided evidence-based educational prevention groups for the past eight (8) years and began a formal afterschool program approximately two (2) years ago. The groups include:

- Active Parenting for parents and guardians of youth anywhere from 0-18 years of age. This program is an evidence-based program parts of which are not rated as well as parts of which are rated as a 3 on the California Evidence-Based Clearinghouse for Child Welfare.
- Let's Talk is a runaway prevention curriculum that is listed as evidence-based but has not been rated on the CEBC Clearinghouse
- Girls' Circle and The Council for Boys are gender specific programs to aid in communication skills, address healthy adolescent development and has been shown to increase attachment to school and self-efficacy and to decrease alcohol abuse and self-

harming behaviors. Both programs are evidence-based but are not listed on the CEBC Clearinghouse

- Sisters Saving Sisters and Wise Guys are gender specific pregnancy prevention groups that are evidence based but are not listed on the CEBC Clearinghouse
- Getting Ahead for Youth – The R Rules is a life skills program under the umbrella of Bridges out of Poverty and encourages youth to make life goals that are reasonable and obtainable, and with community involvement. It is not listed on the CEBC Clearinghouse.
- Anger Management is a program provided to youth with anger issues. It is a promising program and is not listed on the CEBC Clearinghouse.

Ouachita Children's Center has a licensed LCSW on staff who oversees all programs and who would also oversee the Qualified Residential Treatment Services for this request. This staff member has prior experience in individual, family and group therapy, crisis intervention, and has provided counseling in home, school, community, and office environments for the past three (3) years. Currently a licensed therapist has been providing counseling services to youth in the emergency shelter program and at the local juvenile detention center, has met individually and with families in this office as well as the youth's home.

The licensed LCSW and therapist have experience in the following well-supported programs:

- Motivational Interviewing
- Cognitive Behavioral Therapy
- Cognitive Therapy
- Parent-Child Interaction Therapy
- Trauma-Focused Cognitive-Behavioral Therapy
- Acceptance and Commitment Therapy
- Together Facing the Challenge

(See enclosed licenses and resumes)

The Executive Director has prior experience in the oversight of intensive in-home family services at a previous position in another state for over 12 years. *(See included resume)*

Ouachita Children's Center has the experience and expertise to provide qualified staff for the provision of Qualified Residential Treatment Services (QRTS). All services are provided in trauma-informed, positive youth development and evidence-informed practices using well-supported programs as listed on the Federal Clearinghouse's current register.

Upon acceptance of contracted services for this RFQ, Ouachita Children's Center, Inc. will hire a registered or licensed nurse to provide care within the scope of their practice for this population prior to execution of contract.

Specific Services provided with contracting organizations:

1. Department of Human Services – Division of Youth Services (DYS)

- Contract Manager: Carmen Mosely-Sims
- Phone: 501-320-6295
- Email: carmen.mosely-sims@dhs.arkansas.gov

Services provided through DYS Contract:

- Case management – shelter and outreach
- Intensive case management services
- Aftercare Case management – for youth committed to juvenile correctional facility
- Emergency shelter
- Prevention/intervention groups
- Parenting classes
- Crisis intervention
- Therapeutic counseling
- Alternative placement referrals for group home settings

2. Department of Human Services – Division of Children and Family Services (DCFS)

- Contract Manager: Megan Busch
- Phone: 501-682-8433
- Email: megan.busch@dhs.arkansas.gov

Services Provided through DCFS Contract:

- Case Management
- Emergency Shelter Care
- Respite shelter care
- Therapeutic counseling
- Prevention/intervention groups
- Parenting classes
- Educational – certified teacher in-house at shelter

3. Administration for Children and Families – Family Service Youth Bureau – Runaway & Homeless Services

Contract Manager: Mary Alexander

Phone: 202-205-8549

Email: All email is completed through grantsolutions.gov

Services Provided through Administration for Children and Families – Basic Center Grant

- Emergency shelter
- Case management – shelter and outreach
- Therapeutic counseling
- Street outreach for runaway and homeless youth
- Prevention/intervention groups
- Parenting classes

All services are provided in a trauma-informed environment, using positive youth development and evidence-informed practices. All prevention/intervention groups and parenting classes utilize either evidence-based and well-supported or promising curriculums. Ouachita Children's Center, Inc. is licensed under the State of Arkansas, Department of Human Services, Division of Child Care and Early Childhood Education following the Minimum Licensing Standards for Child Welfare Agencies and has been nationally accredited with the Council on Accreditation (COA) since 2009.

Ouachita Children's Center, Inc. has the facility, the skills, knowledge, ability, and expertise to provide services as outlined in this RFQ in order to better serve the State of Arkansas and its most vulnerable children.

OTHER DOCUMENTS AND INFORMATION

THE ARKANSAS CHILD WELFARE AGENCY REVIEW BOARD



In cooperation with

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



Certifies that

Ouachita Children's Center, Inc.

Owner

Ouachita Children's Center

Agency

339 CHARTER OAK

HOT SPRINGS, AR 71902

Is hereby issued Residential license #: 200

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

Emergency Residential Child Care Facility FOR 22 CHILDREN AGES 0 TO 18

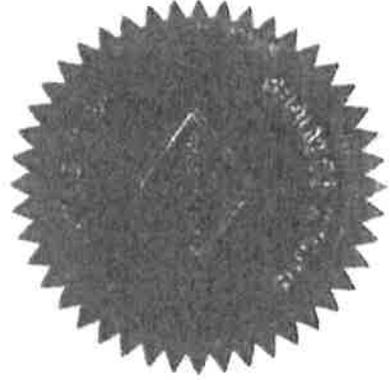
THIS IS A REGULAR LICENSE WITH AN EFFECTIVE DATE OF 02/24/1998 AND WILL REMAIN IN EFFECT UNLESS THERE IS A STATUS CHANGE.

In Witness whereof



Chairman, Child Welfare Agency Review Board

Effective: 02/24/1998



THE ARKANSAS CHILD WELFARE AGENCY REVIEW BOARD



In cooperation with

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



Certifies that

Ouachita Children's Center, Inc.
Owner

Ouachita Children's Center
Agency

339 CHARTER OAK

HOT SPRINGS, AR 71902

Is hereby issued Child Placement license #: 201

FOR THE PURPOSE OF PROVIDING, IN THE STATE OF ARKANSAS, THE FOLLOWING SERVICES:

Residential Placement

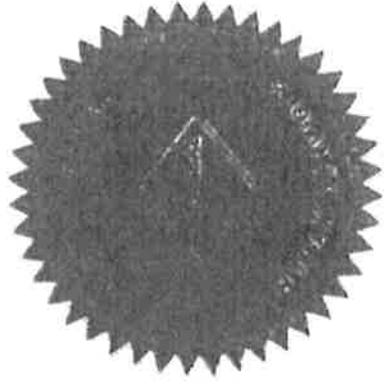
THIS IS A REGULAR LICENSE WITH AN EFFECTIVE DATE OF 04/27/2010 AND WILL REMAIN IN EFFECT UNLESS THERE IS A STATUS CHANGE.

In Witness whereof



Chairman, Child Welfare Agency Review Board

Effective: 04/27/2010





COUNCIL ON ACCREDITATION

Attests That

**Ouachita Children's Center
Hot Springs, AR**

Is

ACCREDITED

Achieving the Highest Standards of Professional Practice for the Services It Provides

Accredited Through

9/30/2021



Division of Youth Services

P.O. Box 1437, Slot S501 · Little Rock, AR 72203-1437
501-682-8654 · Fax: 501-682-1351 · TDD: 501-682-1355



March 15, 2019

Mark Howard, Executive Director
Ouachita Children's Center
339 Charteroak
Hot Springs, AR 71901

Dear Mr. Howard:

The final report on the Division of Youth Services' (DYS) contract monitoring visit conducted on February 6, 2019 is enclosed. The DHS staff representative on site were Ellen McDaniel and Cora Jones. This report covers contract performance indicators for Ouachita Children's Center during July 1, 2018 through June 30, 2019 for the 9 east and 18 east Judicial Districts. Please note the following attachment: Section 1: Contract Monitoring Report, Section 2: Monitoring Review, and Section 3: Findings, Appeals, Corrective Action.

Findings (observations) were discussed with facility management during the Exit Conference on February 6, 2019. **No deficiencies** were evident from the review; no corrective action is required.

We appreciate the cooperation provided by you and your staff during the review. If you have any questions or need assistance with your program please contact me at (501) 320-6127 or e-mail at adam.baldwin@dhs.arkansas.gov

Sincerely,

Adam Baldwin

Adam Baldwin System Reform Manager, DHS Contract Management Unit

Attachment

cc: Marq Golden, Assistant Director, Residential and Community Based Services
Ellen McDaniel, Community Based Contract Manager

Mark Howard, MBA

10 Pyrenees Lane
Hot Springs Village, AR 71909
918-797-8627

EXECUTIVE PROFILE

To guide a social service organization in a position that requires strong leadership abilities, the tenacity to optimize efficiencies, the flexibility to handle multiple, important and complex tasks simultaneously, fostering a consistent learning organization while providing opportunities for people to live better lives.

EDUCATION

2003-2007 Southern Nazarene University Tulsa, Ok
* Master of Business Administration
* Bachelor of Science - Organizational Leadership

PROFESSIONAL EXPERIENCE

2017 – Present Ouachita Children's Center

EXECUTIVE DIRECTOR

Primary duties:

- *Responsible for providing overall leadership, supervision of all staff, youth, volunteers, contract personnel, and the physical plant of multiple facilities, specifically the Ouachita Children's Center main campus, the satellite office in Arkadelphia, residential shelter for homeless youth, youth in diversion status to prevent adjudication, children and youth in state custody awaiting foster homes or reunification. Community Programs to provide training classes in parenting, life skills, anger management, and human trafficking. Provide assistance to Juvenile Judges and Probation Officers in assessments and recommendations for adjudicated youth. Assist State Child Welfare Workers in finding appropriate placements for children in state custody. Provide Residential Shelter services for children and youth in state and parental custody.
- *Provide leadership to the agency by overseeing all administrative and operational aspects while insuring commitment of the mission.
- *Promote, develop, and maintain positive working relationships with community organizations serving as the face and voice of OCC to contract administrators both state and federal, funders, client families, courts, schools, businesses, and the public in general.
- *Provide information and guidance to the Board of Directors on needs and opportunities for the agency and community.
- *Prepare an annual budget and provide oversight of the financial and program operations of the agency.
- *Provide leadership to all OCC staff to ensure commitment to the mission of the agency while promoting optimum morale and ethical practices.
- *Designate duties and lines of communication for the staff of the agency.
- *Explore new partnerships, initiatives and activities that positively position the organization for growth and success;

2013-2017 Presbyterian Home for Children (PHFC) Alabama

PRESIDENT AND CEO

Primary duties:

*Responsible for providing overall leadership, supervision of all staff, youth, volunteers, contract personnel, and the physical plant of multiple facilities, specifically the Presbyterian Home for Children main campus, Community Thrift Store, Homeless Day Shelter, Supportive Housing Units, Moderate Residential, Independent Living Programs for older youth, Transitional Living Program for homeless women and children, In-Home Intensive Intervention Services, Reintegration Services for youth in state custody, Counseling Services, Therapeutic Foster Care recruitment, Supportive Housing Programs for Independent Living clients, homeless women with children clients, and visually and hearing impaired adults in partnership with the Alabama Institute for the Deaf and Blind.

2005-2013 Oklahoma United Methodist Circle of Care

VICE PRESIDENT of PROGRAM SERVICES – Chief Program Officer
Director of Residential Services
Director of United Methodist Boys Ranch

2001 Gore United Methodist Church
Pastor

1991-2001 The Transportation Consultants, Inc.
President

1988-1991 Transit America
Vice-President of Operations

PROFESSIONAL MEMBERSHIPS:

Arkansas Association of Homes for Children - an organization whose member agencies strive to provide residential services for children in state custody in the state of Arkansas.

Arkansas Youth Service Providers Association - an organization whose members provide services to children and families of adjudicated youth in the state of Arkansas.

Association of Christian Childcare Administrators- A national organization whose purpose is to provide child care executives an opportunity for personal and professional growth through training, leadership and supportive fellowship.

Arkansas State University

Upon the recommendation of the Faculty and by virtue of
the authority vested in the Board of Trustees
confers upon

Ang L. Higgins

the degree of

Master of Social Work

all the rights and privileges thereunto appertaining.

Issued at Jonesboro, Arkansas on this
Ninth Day of May, Two Thousand-fifteen

Charles H. Hester

Chair of the Board of Trustees

Charles H. Hester

President



J. J. Hudson

Chancellor

Lynita M. Cooksey

Vice Chancellor and Provost



Arkansas
Social Work License Card

License No.

4304-C

Expiration Date:

4/30/2020

Amy L. Higgins, LCSW

204 Windcrest Drive

Hot Springs AR 71913-7191

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

Doug Williams, LCSW

Chairman

AMY L. HIGGINS

OBJECTIVE

To obtain a career in the field of social work in order to utilize and enhance the skills which I have acquired through my formal training and education. I will provide consistent support for my colleagues and those I serve through competent delivery of evidence-based services and ethical practice.

EXPERIENCE

2018-Present Ouachita Children's Center Hot Springs, AR

Licensed Clinical Social Worker

- Supervise various programs and staff
- Conduct weekly staff meetings
- Actively participate in on-call rotation
- Attend and participate in a variety of meetings in the community
- Work closely with court personnel, DCFS, DYS

2017-2018 CHI St. Vincent Rehabilitation Hospital Hot Springs, AR

Licensed Clinical Social Worker

- Plan and conduct daily Team Conference meetings
- Coordinate patient's care
- Discharge planning
- Conduct initial assessments
- Facilitate referrals

2015-2017 Community Counseling Services Hot Springs, AR

Licensed Master Social Worker

- Complete intakes
- Develop Treatment Plans
- Conduct individual/family/group therapy
- Supervise Mental Health Paraprofessional

2002 - 2015 Greene County Tech School District Paragould, AR

Licensed Social Worker

- Coordinated school back-back program
- Worked with Truancy / FINS court / Juvenile Offices
- Provided direct care services including behavior modification
- Actively participated in IEP / SAT / Multidisciplinary Meetings

- Assisted with development of Day Treatment program and alternative program in the school setting
- Coordinated the Luch Buddy program
- Worked on the school's personal policy committee

1999-2002 Department of Children & Family Services Paragould, AR

Family Service Worker

- Investigated child abuse reports to determine status of safety in placing children in successful environments
- Maintained up-to-date reporting and court records
- Coordinated services with CACD regarding Priority One abuse reports
- Assisted with coordination of foster care placements and family reunification
- Provided parent education under protective services and assisted families in developing improved structure and linking them with available area resources (i.e. Medicaid, Food Stamps, etc.)
- Managed case loads in all three areas (Investigations, Foster Care, Protective Services)

EDUCATION

1995-1999 Arkansas State University Jonesboro, AR

- **B.A. in Social Work**

2012-2015 Arkansas State University Jonesboro, AR

- **Master in Social Work**
- Vice President of the Masters of Social Work Student Organization (MSWSO)
- Awarded for presentation on Domestic Violence and Religion

CURRENT LICENSE

Arkansas State Licensed Social Worker (2000 – Present)

Arkansas State Licensed Master Social Worker (2015-Present)

Arkansas State Licensed Clinical Social Worker (2018-Present)

CLINICAL EXPERIENCE

2014 - 2015 Mid-South Health Systems Paragould, AR

Field Placement III & IV

- Observed Conducted Clinical Diagnostic Assessment
- Completed diagnosis utilizing DSM-IV-TR
- Observed / Assisted with Crisis Intervention Services
- Conducted Individual & Family Therapy services independently
- Assisted client/families in development of comprehensive plan of care
- Conducted group services with adult mentally ill
- Assisted with development and implementation of ACT Mindfulness 8-week group program

2013 - 2014 Greene County Tech Day Treatment Paragould, AR

Field Placement I & II

- Facilitated group therapy program with children (K-6 grade)
- Conducted assessments for intake into program
- Observed individual service delivery
- Participated in SAT / IEP meeting
- Coordinated service referrals for outside programs
- Assisted families in acquiring needed resources (i.e. Medicaid/Food Stamps, etc.)
- Observe crisis assessment and intervention
- Assisted with development and implementation of behavior plans

TRAINING & CERTIFICATION

- PCM Certified by Greene County Tech
- T.A.C.T. certified by Mid-South Health Systems
- 55 hours of Autism / ASD training
- 40 hours of Boys Town Model training
- Completed Family Violence coursework at Arkansas State University
- Completed Substance Abuse coursework at Arkansas State University

- Completed certification for Basic Life & Disaster Course training at Arkansas State University
- Attended the Trauma-Focused CBT (TF-CBT)
- Attended 2 day training in Motivational Interviewing
- Project Play initial week training
- Conscious Discipline training
- Facilitated (2) 6 week long parenting classes
- Facilitated 4 week dyslexia training with parents
- Trained Day Treatment staff on Boys Town Model
- Educated and Modeled for Pre-K teachers appropriate interventions for ASD children

REFERENCES

- Megan Goldman Ouachita Children's Center 870-235-9797
- Megan Mills Therapist 501-658-4858
- Tracy Mosbey Therapist 870-215-1369

AHIGGINS@OCCNET.ORG

303 RANCHESTER TERRACE • HOT SPRINGS, AR 71913 • 870-219-1746

University of Arkansas at Little Rock

To all to whom these presents shall come
Greeting

Be it known that

Tammie Lynn Biggs

having completed the studies and fulfilled the requirements of the faculty for
the degree of
Master of Social Work

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

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

Given at Little Rock, in the State of Arkansas, this twelfth day of May
in the year of our Lord two thousand and eighteen.

Mark Waldip
Chairman of the Board of Trustees
University of Arkansas

D. A. S. S.
President
University of Arkansas

A. Logan
Chancellor
University of Arkansas at Little Rock





Arkansas
Social Work License Card

License No. 8814-M
Expiration Date: 7/31/2020
Tammie Swisher Diggs, LMSW
2905 Mt. Moriah
Bonnerdale AR 71933

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

Sigfrid Hudson
Chairman

Tammie S. Diggs

2905 Mt. Moriah Road, Bonnerdale, Arkansas 71933; (501) 627-2255; email: tammiediggs@yahoo.com

Skills

- Work well with the people
- Capable of working in a fast-paced and stressful environments
- Able to keep track of important deadlines as well as manage administrative needs
- Capable of learning new computer programs; competent in Word, Power point, and Excel
- Able to communicate with some sign language
- Enjoy working with adolescents and children
- Can plan and direct activities for groups

Education

Lake Hamilton High School
May, 1991

Henderson State University
May, 1998

Master of Social Work program, Concentration Year
University of Arkansas at Little Rock May 2018

Work Experience

June 1, 018 – present

Therapist at Ouachita Children's Center for all youth served by Ouachita Children's Center in need of counseling services who are not presently seeing a therapist and/or do not have Medicaid or other insurance

Mark Howard, Supervisor (501) 623-5591

March, 2017-2018

Groups Coordinator at Ouachita Children's Center
Jackie Lacy-Diggins, Supervisor (501) 623-5591

Duties: Facilitate Open Minds class, an alcohol & drug recovery class for DYS aftercare kids.

January, 2017-2018

Direct Care Staff at Ouachita Children's Center

Megan Goldman, Supervisor (501) 623-5591

Duties: Facilitate Open Minds class, an alcohol & drug recovery class for DYS aftercare kids.

October, 2016- 2018

Facilitator at Ouachita Children's Center

Jackie Lacy-Diggins, Supervisor (501) 623-5591

Duties: Facilitate Open Minds class, an alcohol & drug recovery class for DYS aftercare clients, and also Anger management class for young children.

September, 2016-May, 2017

Garland County Juvenile Court, Intern

(501) 622-3775 Kevin Hoffman, Supervisor

Duties: Working with juveniles and parents, completing client assessments, and facilitating diversions. Performing drug tests and learning the processes of probation and court supervision.

May, 1993-May, 2016

Office Manager/Legal Assistant

Terry P. Diggs, Lawyer, P.A., (501) 623-6701

Duties: Communicating with clients to assist with their questions concerning Social Security payments. Interview clients and prepare affidavits for emergency custody situations. Creating legal documents, preparing payroll, employee taxes, all bill-paying and ordering of supplies. Filing of Social Security appeals online, helping clients to find assistance to buy their medicine or pay their utility bills if needed.