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SIGNATURE PAGE

Type or Print the following information.

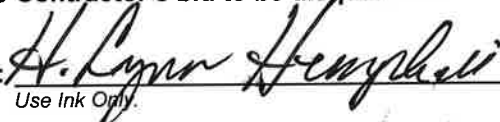
PROSPECTIVE CONTRACTOR'S INFORMATION					
Company:	HLH Consultants, LLC				
Address:	P O Box 166673				
City:	Little Rock	State:	AR	Zip Code:	72216
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Partnership	<input type="checkbox"/> Sole Proprietorship <input checked="" type="checkbox"/> Corporation	<input type="checkbox"/> Public Service Corp <input type="checkbox"/> Nonprofit		
Minority and Women-Owned Designation*:	<input type="checkbox"/> Not Applicable	<input type="checkbox"/> American Indian	<input type="checkbox"/> Asian American	<input type="checkbox"/> Service Disabled Veteran	
	<input checked="" type="checkbox"/> African American	<input type="checkbox"/> Hispanic American	<input type="checkbox"/> Pacific Islander American	<input type="checkbox"/> Women-Owned	
AR Certification #: _____		* See Minority and Women-Owned Business Policy			

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
Provide contact information to be used for bid solicitation related matters.			
Contact Person:	H. Lynn Hemphill	Title:	CEO
Phone:	501-374-5408	Alternate Phone:	501-256-3275
Email:	HLHConsultants@gmail.com		

CONFIRMATION OF REDACTED COPY
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input checked="" type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested. <i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.</i>
ILLEGAL IMMIGRANT CONFIRMATION
By signing and submitting a response to this <i>Bid Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.
ISRAEL BOYCOTT RESTRICTION CONFIRMATION
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract. <input checked="" type="checkbox"/> Prospective Contractor does not and will not boycott Israel.

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

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

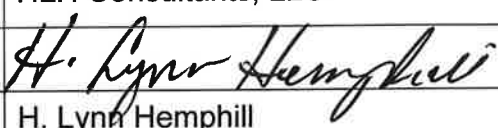
Authorized Signature:  Title: CEO
Use Ink Only.

Printed/Typed Name: H. Lynn Hemphill Date: 1/28/2020

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.

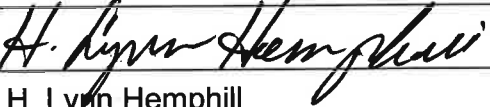
By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

Vendor Name:	HLH Consultants, LLC	Date:	1/28/2020
Authorized Signature:		Title:	CEO
Print/Type Name:	H. Lynn Hemphill		

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.

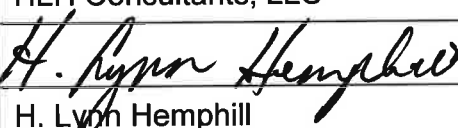
By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

Vendor Name:	HLH Consultants, LLC	Date:	1/28/2020
Authorized Signature:		Title:	CEO
Print/Type Name:	H. Lynn Hemphill		

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:	HLH Consultants, LLC	Date:	1/28/2020
Authorized Signature:		Title:	CEO
Print/Type Name:	H. Lynn Hemphill		

**DIVISION OF CHILDREN AND FAMILY SERVICES (DCFS)
HOME STUDY
AREA(S)**

- *Please Check each area in which you are willing to provide the service.*
- ***Do not** include additional information if not pertinent to the itemized request.*
- *Please return with your response packet.*

- AREA 1
- AREA 2
- AREA 3
- AREA 4
- AREA 5
- AREA 6
- AREA 7
- AREA 8
- AREA 9
- AREA 10

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

ADDENDUM 1

DATE: January 3, 2020
SUBJECT: 710-20-0011 Home Studies

The following change(s) to the above referenced Competitive Bid for DHS has been made as designated below:

- Change of specification(s)**
- Additional specification(s)
- Change of bid submission/opening date and time**
- Cancellation of bid
- Other

BID OPENING DATE AND TIME

Bid opening date and time remains the same

CHANGE OF SPECIFICATION(S)

Delete 4.5 of Section 4 – Performance Bonding. This is no longer required.

4.5 PERFORMANCE BONDING

~~A. The Contractor shall be required to obtain performance bonds to protect the State's interest as follows:~~

- ~~1. The amount of the performance bonds shall be one hundred percent (100%) of the original contract price, unless the State determines that a lesser amount would be adequate for the protection of the State.~~
- ~~2. The State shall require additional performance bond protection when a contract price is increased or modified.~~
- ~~3. The performance bond must be delivered to the Arkansas Department of Human Services Chief Procurement Officer within fourteen (14) days of contract execution.~~
- ~~4. The contractor shall notify the State of any changes, modification, or renewals for the performance bond during the term of the contract. The performance bond documentation must be provided to the State with each required notice.~~
- ~~5. Failure to provide is a breach of contract and may result in immediate contract termination.~~

~~B. The Contractor shall submit documentation to the satisfaction of the State that a performance bond has~~

been obtained. The contractor shall notify the State of any changes, modification, or renewals for the performance bond during the term of the contract.

The specifications by virtue of this addendum become a permanent addition to the above referenced Invitation for Bid.

FAILURE TO RETURN THIS SIGNED ADDENDUM MAY RESULT IN REJECTION OF YOUR BID.

If you have questions, please contact the buyer Margurite.al-uqdah@dhs.arkansas.gov or 501-682-8743.


Vendor Signature


Date

HLH Consultants, LLC
Company

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

SUBCONTRACTOR: _____
 SUBCONTRACTOR NAME: _____
 Yes No

TAXPAYER ID NAME: **HLH Consultants, LLC** IS THIS FOR: Goods? Services? Both?

YOUR LAST NAME: **Hemphill** FIRST NAME **Lynn** M.I.: _____

ADDRESS: **P O Box 166673** STATE: **AR** ZIP CODE: **72216** COUNTRY: **USA**

CITY: **Little Rock**

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.]	Person's Name(s)	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 position of control? what is his/her position of control?	Ownership Interest (%)	Position of Control
	Current	Former		From MM/YY	To MM/YY			
General Assembly								
Constitutional Officer								
State Board or Commission Member								
State Employee	<input checked="" type="checkbox"/>		Extra Help	03/11	Present	FreEtta Hemphill	0%	None

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 H. Lynn Hemphill Title CEO Date 1/28/2020

Vendor Contact Person H. Lynn Hemphill Title CEO Phone No. 501-374-5408

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

HLH Consultants, LLC
425 West Broadway
North Little Rock, AR 72214

Policy #112-05 Equal Employment Opportunity

Purpose:

The purpose of this policy is to establish an EEO Program and to ensure that the agency adheres to all Federal EEO laws.

Policy:

1. Individuals seeking employment or services through this agency will not be discriminated against because of their race, color, religion, national origin or creed.
2. This agency will designate an EEO Coordinator who will be responsible for addressing issues related to discrimination and developing special emphasis programs to increase cultural awareness and sensitivity of minority groups in the workplace.
3. HLH Consultants, LLC endeavors to maintain a diverse staff and a culturally sensitive work community that fosters healthy growth and development.
4. The CEO of this company maintains an "open door policy" and is available to discuss issues, as appropriate.
5. Violators of the EEO Practices within this company will be subject to aggressive discipline and possible termination.


H. Lynn Hemphill, LCSW
Chief Executive Officer


Date

Social Worker Resumes

**CURRICULUM VITAE
H. LYNN HEMPHILL**

EDUCATION

M.S.W. University of Arkansas at Little Rock, Little Rock, Arkansas, May 1989
B.A. Social Work Major, Cum Laude, University of Arkansas at Pine Bluff,
Pine Bluff, Arkansas, May 1988

HONORS AND AWARDS

Academic Achievement Award, 1985-1988, UAPB
Gladys Turner Academic Scholarship, 1986, UAPB
Academic Social Work Scholarship, 1988, UAPB
Performance Award, 1989, Southeast Arkansas Mental Health Center
Valued Employee Award, 1991, Veterans Administration Medical Center
Performance Award, 1992 - 2011, VA Medical Center
Employee of the Year Award, 1998, Veterans Administration Medical Center

PROFESSIONAL EXPERIENCE

February 2002- Present **HLH Consultants, LLC**
North Little Rock, Arkansas
-Coordinate Program Services
-Provide clinical supervision
-Facilitate individual, family and group therapy
-Provide case management and intensive family treatment services
-Monitor TQI activities

August 2000 - August 2005 **Foster Parent Trainer at UALR Mid-South Center**
Little Rock, Arkansas
. Facilitated training to prospective parents using Adopt Pride/Foster Pride Curriculum
. Evaluated prospective foster parents for Foster Parent Program in Pulaski County
. Conducted home visits and preparing home assessments

January 2000 - August 2002 **Arkansas Behavioral Health Care**
Little Rock, Arkansas
. Completed intake summaries
. Provided assertive short-term and long-term counseling services
. Provided case management services
. Facilitated adolescent male psychotherapy group

H. Lynn Hemphill

January 1990 -
Present

Veterans Administration Medical Center

Health Care for Homeless Veterans (HCHV) Program, Little Rock, Arkansas

- . Provide administrative oversight of eight separate homeless projects
- . Provide clinical supervision and consultation to multidisciplinary team
- . Coordinate Veteran services within HUD Continuum of Care initiatives
- . Serve on the Mayor's Challenge for Ending Homelessness Among Veterans
- . Serve as Total Quality Manager for Homeless Programs
- . Coordinate Crisis Call Line for CAVHS

January 1998 -
May 2000

University of Arkansas at Pine Bluff Social Work Field Liaison

Pine Bluff, Arkansas

- . Assisted in development of Education Learning Contracts
- . Designed learning experiences for undergraduate students
- . Conducted field visits and evaluated student learning experiences

January 1994 -
December 1999

Child, Adolescent and Family Guidance Center (Consultant)

Little Rock, Arkansas

- . Prepare intake summaries
- . Provide assertive short-term and long-term counseling services
- . Provide case management services
- . Facilitate adolescent male psychotherapy group

April 1992 -
March 1997

First American Home Health Agency (Consultant)

Cabot, Arkansas

- . Provided consultative clinical supervision
- . Conducted home visits
- . Prepared psychosocial assessments
- . Coordinated and provided case management services
- . Provided grief and supportive counseling

March 1991 -
August 1993

Southwest Employee Assistance Program (Consultant)

Little Rock, Arkansas

- . Prepared intake summaries
- . Provided ongoing individual and family counseling for children, adolescents and adults
- . Conducted alcohol and drug screenings
- . Provided substance abuse counseling

May 1989 -
January 1990

Southeast Arkansas Mental Health Center

The Arkansas Youth Center - Pine Bluff, Arkansas

- . Provided ongoing inpatient therapy sessions
- . Co-facilitated ongoing inpatient psychotherapy groups
- . Coordinated case management services
- . Prepared treatment plans, psychosocial assessments and discharge summaries
- . Participated with multidisciplinary team in treatment and discharge planning

August 1998 -
May 1989

Veterans Administration Medical Center

Special Treatment Section - North Little Rock, Arkansas

- . Facilitated and co-facilitated ongoing inpatient and outpatient psychotherapy groups

3.

H. Lynn Hemphill

- . Prepared treatment plans and psychosocial assessments
- . Participated in weekly treatment and discharge planning with a multidisciplinary team
- . Conducted ongoing inpatient and outpatient individual sessions
- . Coordinated casework activities

June 1988 -
August 1988

Youth Home, Incorporated

Little Rock, Arkansas

- . Participated in weekly staffing with multidisciplinary team
- . Conducted ongoing individual therapy sessions
- . Planned and coordinated therapeutic activities
- . Developed single subject design

May 1987 -
August 1987

Central Arkansas Planning and Development District

Lonoke, Arkansas

- . Co-wrote Overall Economic Development Plan
- . Researched various Jobs Training Partnership Act Programs for welfare mothers

May 1986 -
August 1986

Central Arkansas Planning and Development District

Lonoke, Arkansas

- . Developed Follow-up Program for Jobs Training Partnership Act Title IIA participants
- . Coordinated staff development training

May 1985 -
August 1985

Central Arkansas Planning and Development District

Lonoke, Arkansas

- . Developed and conducted Jobs Training Partnership Act Needs Survey for Title IIA participants

PROFESSIONAL MEMBERSHIP

National Association of Social Workers, 1989

National Association of Black Social Workers, 1991

Interagency Council for the Homeless, 1992

Arkansas Coalition for the Prevention of Homelessness, 1992

Central Arkansas Team Care for the Homeless (Board Member), 2009

JEANETTE A. ADAMS, LCSW
131 Tyler Lane
BIGELOW, AR 72016
Cell (501) 215-6548

OBJECTIVE: Contract position using LCSW skills to meet agency goals and objectives.

QUALIFICATIONS: I have completed the mandatory SAFE training (and supervisor training) for home studies. Twenty-four years' experience completing Foster and Adoption Home Studies and Adoption Summaries. Over twenty-two years experience in Social Work setting, including interviewing and assessment, planning and group facilitation with forensic and mental illness population. Experience as a Substance Abuse Counselor and as a Dual Diagnosis Substance Abuse Counselor.

EDUCATION: M.S.W. FROM UALR May 1994
A.S. Chemical Dependency Counseling, 1987
B.S. in Business Administration with Accounting Emphasis

LICENSES: L.C.S.W. , A.A.D.A.C.

WORK EXPERIENCE

**Social Work – Part Time
(1995-Present)**

Part time Social Work Positions

HLH, LLC; Heartwoods, Inc.; Proud Family and Gladney International; Complete Adoption Home Studies for International and State Adoptions. Complete Adoption summaries for children in foster care placement who have had parental rights terminated and are awaiting adoption. Review records, interview families and assess placement options.

**Social Work – Forensic
(2005 – 2016)**

Arkansas State Hospital – Forensic Unit

Develop and facilitate groups for Forensic Patients to educate patients regarding the legal system, mental illness and substance abuse issues that result in ongoing legal, family and social problems. I currently lead 12 groups per week, including: competency, Symptom Management, Anger Management, Act 911, MICA substance Abuse and Chemical Dependency Groups. Complete social histories on inpatient forensic evaluation patients as assigned and coordinate ongoing treatment, discharge and aftercare. Participate in treatment team meetings, assign patients to groups and participate in evaluation process and complete necessary documentation.

**Social Work – 911 Monitor
(12/94 -2005)**

Arkansas State Hospital – ACT 911 Program

Meet with clients on a weekly basis to ensure court ordered compliance with conditions of release. Coordinate services with mental health staff as needed for each client. Report to the court on a regularly scheduled

basis and as needed to request proper modification or advise the court of difficulties or variances.

Primary Therapist
(5/94 – 12/94)

Conway Regional Hospital – Geriatric Psych Unit

Interview clients and family members to complete bio-psychosocial histories, lead group activities, meet with other treating staff to develop and implement an appropriate treatment plan. Provide education to clients and family members concerning mental illness, symptoms and medications, etc.

Social Work Intern
(9/93 – 5/94)

Little Rock Community Mental Health Center

Meet with clients for individual counseling sessions; co-facilitate group therapy in outpatient and day treatment setting. Complete clinical histories, treatment plans and discharges, as necessary.

Social Work Intern
(6/93 – 9/93)

James W. Dennis Developmental Center

Interview family members and clients to explain evaluation process. Complete family social histories. Participate in team staffing to determine child's proper diagnosis and treatment approach.

Meredith Johnson, LCSW

18 Heritage Park Circle, NLR AR

501 681-7582

Merjoh@msn.com

Objectives

To work in the mental health field in a part time capacity, interested in the adoption field.

Experience

HLH Consultants, Little Rock

2012-2015 and 2019-present— Adoption social worker-Contract work for an agency that provided adoption summaries and home studies for the adoption unit of DHS. I completed profiles on the children that were to be adopted and home studies on prospective adoptive placements. I compiled a history of the child and made recommendations in the summaries for what was the best placement for the child.

Heartwoods, INC

2006-2011- Adoption Social Worker- Contract social worker with Heartwoods to complete adoption summaries for DHS.

Ozark Guidance Center, Springdale, AR

2005-2006- School Based Therapist- Conducted individual, group, and family therapy in a school setting. Responsible for treatment plans, billing on the clients served.

Psychiatric Services, INC

2004-2005—Assisted staff psychiatrists with caseloads at local mental health hospitals and provided individual therapy to clients.

Arkansas Psychiatry and Behavioral Health

1999-2004—Provided individual and family therapy, and assisted psychiatrists with case load at local mental health hospitals.

Education

University of Arkansas at Little Rock, Master in Social Work 1996-1998

University of Arkansas at Fayetteville, BA in Psychology 1990-1994

Amanda M.

Joshlin

4925 Kerr Station Road
Cabot, AR 72023
501 944 7188

Objective

To obtain a supervisory position that will utilize clinical and therapeutic skills to improve the quality of life for veterans and develop new resources to meet the needs of the veterans and their families.

Employment History

Social Worker-Acute inpatient Medicine (3/00-10/01), Geriatric Rehab(10/01-5/02), Geriatric Primary Care(05/02-03/07), Outpatient Mental Health Clinic(03/07-9/11), HUD/VASH Lead Caseworker-HCHV program(9/11-3/14), Outpatient Mental Health Clinic(3/14-present)

March 2000- present Central Arkansas Veterans Healthcare System, North Little Rock, AR

- Documentation of services, psychosocial assessments, diagnostic assessments, discharge planning, professional letters, home health referrals, assist with applying for Regional Office benefits
- Individual, group and family therapy
- Development and coordination of new programs/treatment options based on the need of the veterans to include but not limited to development of Coping With Chronic Illness group and working with the Suicide Prevention Staff to develop a weekly suicide prevention group which includes research for best practice resulting in a grief therapy group that utilized different modalities of expressing grief through art and writing.
- Coordination of treatment with multi-disciplinary treatment team providing consultations for planning therapeutic interventions for patients and accessing state wide community resources as appropriate.
- Coordinate treatment with other disciplines and recognizes the value of a strong multidisciplinary approach to providing best practice treatment to veterans
- Community resources for patients
- Crisis Intervention
- CFC chair—2008—largest campaign in the state for 2008, worked with The United Way and each service in the VA to coordinate activities and resources for the campaign
- Committee member of the CAVHS Ethics Advisory Committee and Chair of the Ethics Education sub-committee—responsible for development and coordination ethics education for patients, employees and visitors through the hospital PAO and Director's Office.
- Trained in the evidenced based therapeutic interventions of CPT, BFT and ACT
- Provided clinical coverage for MHC including review of all therapy consults and referrals to the clinic and assignment of caseload to appropriate staff
- Field Instructor for graduate students from UALR
- 2007 LDI graduate—completed LDI project related to decreasing no show rates for clinic appointments within CAVHS
- Fellow level mentor through the VHA Mentor program
- EVAL mentor
- Case managed case load of 20-25 Veterans in the HUD/VASH program assisting with various community resources and VA resources to maintain their mental and physical health, assessing for substance abuse and treatment needs related to this and to maintain housing.
- Lead Case Manager assisting in monitoring the day to day activities of the

- HUD/VASH program to include reports for Mental Health and VISN management, working with local housing authorities, training and mentoring new employees, monitoring program to ensure it meets CARF, HUD and VISN requirements.
- Responsible for completing HCHV intakes and outreach within the HCVH program.
- Provides LCSW supervision
- Completion of treatment plans in MH Suite
- Member of the Social Work Boarding Committee for the facility
- Member of the MH SWEEPS Committee responsible for development of networking and training among MHS social work staff
- Chaired hospital committee responsible for researching, development of current policy regarding Service Animals on VA policy and education of staff on current policy. Included working with national level management to ensure that CAVHS policy followed Central Office guidelines.
- CPR trainer
- PMDB trainer

Contract Social Worker

April 2007-June 2012 Heartwoods Inc. Alexander, AR

April 2012-present HLH Consulting Inc. North Little Rock, AR

- Completes home studies for adoption for DHS
- Completes Adoption Summaries on foster care children for DHS

Primary Therapist

Nov 1999-March 2000 Professional Counseling Associates-Community Support Program, North Little Rock, AR

- Responsible for providing case management and supportive services to clients that included individual, group and family therapy, home visits/assessments
- Documentation of services, progress notes, social histories, intake assessments, development and implementation of treatment plans, treatment plan reviews
- Coordination of treatment with multi-disciplinary treatment team
- Community Resources for clients
- Crisis Intervention

Intake Coordinator-Needs Assessment and Referral Department

May 1999-October 1999 Charter Behavioral Health System, Maumelle, AR

- Responsible for assessing and determining client needs and coordinating admission to the continuum of services provided by the hospital
- Provided Psychosocial Assessments to treatment teams upon admission
- Coordinate appropriate community resources as needed for clients assessed
- Crisis Intervention
- PRN Therapist for child/adolescent inpatient psychiatric unit
- Appointed Day Manager of Department after 8 weeks of employment—responsible for monitoring and managing day to day activities of department staff consisting of 10 employees; provided weekly and monthly reports to regional and corporate managers

Social Work Intern-Outpatient Mental Health Clinic

8/98-5/99 Central Arkansas Veterans Healthcare System, North Little Rock, AR

- Responsible for individual, marital, family and group therapy with patients
- Documentation of services, professional treatment summaries and letters
- Coordinate treatment with other disciplines providing clinical services
- Presentation to CEU staff
- Community resources for patients

Education

May 1997 University of Arkansas at Little Rock Little Rock, Arkansas

- BA in Sociology with minor in Human Services

May 1999 University of Arkansas at Little Rock Little Rock, Arkansas

- Masters in Social Work

References

References are available on request.

To obtain a responsible and rewarding position utilizing education and experience in social services, offering a stable career environment and the opportunity for professional challenge and growth.

HLH Consultants, LLC

Licensed Certified Social Worker

Little Rock, Arkansas
September 2019 to Present

- Conduct in-home evaluation.
- Complete written reports utilizing the utilizing the Structured Analysis Family Evaluation (SAFE) process and forms.

Central Arkansas Veterans Healthcare System

Adult Day Health Care Program Coordinator

Little Rock, Arkansas
March 2017 to Present

- Responsible for the administration, planning, monitoring and evaluation of the ADHC Program.
- The incumbent develops and implements policies relating to all phases of the ADHC program in coordination with various clinical and administrative services within the Medical Center.
- ADHC serves as a clinically appropriate, cost effective alternative to premature institutionalization and enables the Veteran patient to receive comprehensive health care and supportive family services while remaining at home and in the community.
- Ensure that the high-quality treatment programs and services remain consistent with the evolving health care needs of the total Veteran patient population and ensure that the program is in compliance with Local, VISN, VACO, and Long Term Care Institute Standards/Requirements.
- Serves as leader of a broad-based interdisciplinary health care team and manager of a complex health care program.
- Operates as an experienced professional with full responsibility for effective implementation of treatment plans.
- Directly responsible for the success of all direct patient care programs and support activities operated within the overall ADHC program.
- Monitors accomplishments of established program goals and objectives, evaluating and modifying when necessary.
- Identifies program resource requirements, ensures appropriate acquisition and allocation of essential resources in support of program activities.
- Establishes, interprets and effectively communicates program emphasis, operating policy and overall treatment philosophy to other operational entities.
- Effectively manages general personnel policies and established practices regarding program operations.
- Ensures compliance with local systems-wide program policy manuals and directives.
- Plans work to be accomplished, participates in assessing candidates, evaluation of staff performance.
- Provides direction, advice to clinical and administrative staff.
- Identifies developmental and training needs of the interdisciplinary ADHC Team, ensuring appropriate access to necessary training and development opportunities.

- Develops reports to top management estimates of budget requirements based on past experience.

Central Arkansas Veterans Healthcare System

Little Rock, Arkansas

Contract Nursing Home Program Coordinator

April 2010 to March 2016

- Managed the daily operation of the program in addition to preparing reports for the Central Arkansas Veterans Healthcare System, VISN, and VA Central Office.
- Analyzed funding data and maintained a budget related to the program.
- Determined treatment needs in collaboration with the Veteran, family, community providers and hospital staff as indicated.
- Served as Acting Interim Chief of Social Work Services in the absence of the Interim Chief. Served as the Contracting Officer Representative for the CNH program which involved the development of the statement of work and monitoring of compliance by contractors.
- Responsible for ensuring quality assurance was within the parameters of the program by conducting monthly on-site visits and paper reviews of the contracted facilities.
- Provided immediate intervention when areas of concern were noted which may have resulted in the removal of the Veteran from the contracted facility.
- Provided leadership to a multidisciplinary team through quarterly committee meetings, individual face to face contacts, monitoring of daily documentation and delegations of appropriate therapeutic/medical intervention.
- Coordinated interdisciplinary staffing, work assignments and admission criteria of the program.
- Evaluated daily operation of program and devise policy changes as needed to ensure effect and efficient operation.
- Participated in the interview process and serve on interview panels.
- Provided administrative social work supervision, clinical supervision and/or consultation to independent social work practitioners, students, trainees, and other staff.
- Performed educational presentations to CAVHS staff participating in the Emerging VA Leaders Program and the Patient Center Care Program.
- Provided direct clinical oversight of staff responsible for direct care of Veterans.
- Communicated complaints and/or findings to upper management by compiling issue briefs and written responses to Congressional inquiries.
- Served as the Medical Center Representative for the Arkansas State Veteran Home Program from April 2010 till closing of the facility on October 31, 2012.

Central Arkansas Veterans Healthcare System

Little Rock, Arkansas

Mental Health Social Worker (Homeless Program)

November 2006 to April 2010

- Provided intensive case management services and direct patient care to Veterans in community- based housing.
- Conducted monthly home-visits and housing assessments.
- Completed all VA Supported housing documentation.
- Provided general knowledge of Veteran's benefits and services relating to special programs, service-connected compensation, and non-service connected pension.
- Facilitated referrals based upon Veterans needs and eligibility.
- Engaged in community outreach of homeless Veterans encountered in community shelters, on the street and other locations in the community.
- Conducted weekly psycho educational and therapeutic groups.
- Assisted veterans with physically moving into housing.
- Collected, Tabulated, and presented weekly Entry and Housing Procurement Logs for the Northeast Program Evaluation Center (NEPEC).

- Developed professional relationships with Administrators of the Little Rock and North Little Rock Housing Authorities, private landlords and families of Veterans enrolled in the Supportive Housing Program.
- Coordinated services offered to Veterans and their families and developed effective programming and treatment strategies for Healthcare for Homeless Veterans (HCHV)/Permanent Supported Housing Independent Living Program (PSHILP) patient and families.
- Directed and guided various mental health disciplines with the PSHILP Program to assure efficiency, including the scheduling of activities, the redesign of workload, daily monitoring of the operations of the program, and feedback to other managers about staff performance with the context of program evaluation and measuring outcome of services provided.
- Investigated complaints of abuse and neglect and reported findings to the appropriate officials for follow-up. Utilized problem-based solution focused treatment and cognitive behavior therapy in addition to motivational interviewing.

Central Arkansas Veterans Healthcare System

Little Rock, Arkansas

Psychiatric Social Worker

October 2002 to November 2006

- Responsible for completing initial psychosocial assessment of each patient
- Responsible for educating patient, families and significant others about Post Traumatic Stress Disorder and other mental health issues.
- Responsible for discharge planning and follow-up
- Provides information and referrals for basic needs such as housing, financial assistance and transportation.
- Collaborate with Arkansas Supportive Housing Network, Arkansas Recovery Centers of Arkansas, Drop-In Center and other community resources to assist the veteran with securing housing and maintaining sobriety for independent living.
- Responsible for providing treatment to individuals with PTSD, substance abuse and HIV/AIDS related issues.
- Apply professional therapeutic techniques and method related to each individual's particular situation.
- Initiate appropriate responses to telephone and in person inquiries.
- Collaborate with nurses, social workers, psychiatrist and other members of the medical center to ensure that the veteran receives the maximum level of care.
- Provide coverage on the substance abuse unit, Level II RRTP program and complete documentation accurately and timely.

HLH Consultants, LLC

Little Rock, Arkansas

Social Worker

July 2003 to January 2005

- Provided crisis intervention.
- Conducted In-home individual and family therapy.
- Conducted In-home screening and assessments.
- Engaged customers in collaborative development of the treatment planning/case management goal setting process.
- Maintained appropriate interpersonal relationships with the Department of Child and Family Services in a manner that promoted effective/efficient service delivery.
- Participated in staff meetings at the Department of Child and Family Services as needed.
- Provided monthly updates and completed documentation in a timely manner.
- Participated in court hearings.

The Centers for Youth and Families

Habilitation Therapist/Service Coordinator/Case manager

Little Rock, Arkansas

1998 to 2001

- Assisted children with class work in Intensive Day Treatment Program.
- Developed behavior modules for clients.
- Submitted billing for services rendered.
- Documented client progress.
- Performed therapeutic holds on escalated clients.
- Completed initial social service assessment on new cases.
- Counseled with families.
- Performed monthly home visits.
- Developed, reviewed, and revised care plans for clients.
- Documented client progress.
- Assisted in resolving service delivery problems.
- Conducted groups as assigned by licensed mental health professional.
- Served as client advocate and liaison between Centers and community resources.

University Of Arkansas

Master of Social Work

Little Rock, Arkansas

2002

Henderson State University

Bachelor of Science in Human Services

Arkadelphia, Arkansas

1996

- Excellent Communication Skills.
- Excellent Writing Skills.
- Trained in Adult and Infant CPR.
- Computer literate in several operating systems.

Available upon request

Mia Polk-Hampton, LCSW

I am eager to contribute to an organization that can use an enthusiastic self-starter who offers an excellent education in social work along with people of all age groups, ethnic, cultural, and socioeconomic backgrounds.

17 Bentley Circle
Little Rock, AR 72210
(501) 786-6757
mia_hampton@att.net

PROFILE

Motivated, personable business professional with multiple college degrees and a successful track record of successful clinical practices. Talent for quickly mastering clinical concepts and skills. Diplomatic and tactful with professionals and nonprofessionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate, timely reports and meeting stringent Medicaid and insurance guidelines.

Flexible and versatile-able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in a deadline-driven environment. Excellent team building skills.

EDUCATION

Emerson High School, 400 Church St, Emerson, AR 71740— *Diploma*
1994

UALR, 2801 S University Ave, Little Rock, AR 72204 — *Bachelor's of Speech Pathology*
1995-2000

UALR, 2801 S University Ave, Little Rock, AR 72204 — *Master's of Social Work Degree*
2006

WORK EXPERIENCE

***UALR- Student Support Specialist**
August 2019-Current
(501) 569-8942

Provide resource coordination/therapeutic interventions for CEHP students
MSW clinical supervisor

***HLH Consultants- Health Study Coordinator**
January 2018-Current
(501)374-5408

Complete (SAFE) evaluations related to applicant information and feasibility to

QUALIFICATIONS

Licensed Clinical Social Worker.

10+ Years Experience providing direct services to clients w/ Mental Illnesses/behavioral issues.

8 years of Case Management experience

10+ years experience in managing staff

Knowledgeable of community resources

Familiar with JACHO/CARF /COA accreditation procedures and policies.

REFERENCES

Mrs. Melissa Beans-Minor
Arkansas VA
(501)952-1420

Ms. Terrell Thompkins
PAT Center
(501)213-9809

placement.
-7 years experience (SAFE Certified)

Elite Home Health—*Social Worker*

March 2018 – August 2019

(501) 233-3333

- ❖ Assists patients and families in coping with problems resulting from severe or long-term illness, and with difficulties in recovery and rehabilitation.
- ❖ Assess, diagnose, and treat patient's mental and social conditions.
- ❖ Counsel individuals and/or families and update case records.
- ❖ Resource coordination
- ❖ Treatment team consultation.

Humana —*Field Care Manager*

MARCH 2015 - JANUARY 2018

(501) 482-8143

- ❖ Developing a professional care plan from the assessment findings and in collaboration with support persons and medical team to ensure the facilitation of the provision of the best care.
- ❖ Act as a liaison to families as well as with collateral clinicians, professionals, and agencies.
- ❖ Conducting assessments to identify problems, eligibility for assistance and need for services.
- ❖ Thorough and timely documentation of initial and ongoing assessments and outcomes.
- ❖ Participate in case conferences with other disciplines providing care.
- ❖ Observes infection control practices and uses standard precautions.
- ❖ Resource coordination within Humana programs and local community networks.

State of the Heart Counseling Services —*Group Therapist*

DECEMBER 2010 - MARCH 2015

(501) 414-0700

- ❖ Development of policies and procedures within agency.
- ❖ Development of clinical forms-Contributing /Assisting in accreditation
- ❖ process for JACHO/COA
- ❖ Practice evaluation.
- ❖ Completing Intake of new Admissions.
- ❖ Ensuring adherence with LMHP expectations in accordance to DBHS.
- ❖ Access to Recovery coordination/management.
- ❖ Resource Coordination/Collaboration with other entities in the

community.

- ❖ Development of policies and procedures within agency.
- ❖ Development of clinical forms-Contributing /Assisting in accreditation
- ❖ process for JACHO/COA
- ❖ Practice evaluation.
- ❖ Completing Intake of new Admissions.
- ❖ Ensuring adherence with LMHP expectations in accordance to DBHS.
- ❖ Access to Recovery coordination/management.
- ❖ Resource Coordination/Collaboration with other entities in the community.

UALR MidSOUTH, 415 N McKinley St, Little Rock, AR 72205 — *Safe Study Contractor*

DECEMBER 2013 - 2015

(501) 296-1920

- ❖ Review training/historical information provided by applicants related to adoption/foster/provisional placements.
- ❖ Conduct interviews of applicants and collaterals.
- ❖ Complete (SAFE) evaluations related to applicant information and feasibility to placements.

People Advocating Transition, 620 S Laurel St, Pine Bluff, AR 71601— *Clinical Therapist*

DECEMBER 2010- SEPTEMBER 2011

(870) 534-4900

- ❖ Individual, Family, and Group Therapy (Using CBT, Solution Focused, and Family Systems Therapy as Guide)
- ❖ Managing and Supervising Case managers-Collaborate with other entities in the community.
- ❖ Periodic review of care/YOQ compliance.
- ❖ Servicing individuals and adolescence with Serious Emotional Disturbances and Families.
- ❖ Crisis Intervention/Stabilization
- ❖ Completing Intake of new admissions.
- ❖ Development of Rehabilitative Day Treatment Program, policies and procedures.

New Beginnings Behavioral Health Services, 1 Lile Ct, Little Rock, AR 72205 — *Intake Coordinator*

OCTOBER 2008 - DECEMBER 2010

(501) 663-1837

- ❖ Biopsychosocial Assessments.

- ❖ Discharge Planning.
- ❖ Developing Treatment Plan in collaboration with treatment team/patient.
- ❖ Family Therapy (Using Systems and Supportive Therapy).
- ❖ Individual Therapy (Using CBT and Play Techniques as Guide).
- ❖ Resource Coordination.
- ❖ Prepare progress notes.

**Methodist Family Health Day Treatment, 1600 Aldersgate Rd # 200,
Little Rock, AR 72205—*Therapist***

OCTOBER 2007- AUGUST 2008

(501) 661-0720

- ❖ Crisis Stabilization/Intervention
- ❖ Resource and referral coordination.
- ❖ Compile/maintain clinical records in compliance with agency guidelines.
- ❖ Discharge Planning.
- ❖ Case Management
- ❖ Prepare progress notes.
- ❖ Individual Therapy (Using CBT, Supportive Therapy, and Solution Focus as Guide)
- ❖ Group Therapy

**Professional Counseling Associates, 9110 Geyer Springs Rd, Little
Rock, AR 72209—*Outpatient Clinical Therapist***

JUNE 2006 - OCTOBER 2007

(501) 568-4294

- ❖ Participate in Emergency Services.
- ❖ Case Management.
- ❖ Developing Treatment Plan in collaboration with treatment team/patient.
- ❖ Biopsychosocial Assessments.
- ❖ Facilitated Individual/Group/Family Therapy.
- ❖ Discharge Planning.
- ❖ Resource Coordination.

Taranio Antonio Byrd
131 Breckenridge LN
Maumelle, AR 72113 United States
Mobile: 2563482811 - Ext:
Email: Taranio.Byrd@yahoo.com

Availability:

Job Type: Permanent

Work Schedule: Full-Time

Desired locations:

United States - AR - Little Rock

Work Experience:

Central Arkansas Veterans Healthcare System

2200 Fort Roots Drive

North Little Rock, AR 72116 United States

03/2012 - Present

Salary: 97,500.00 USD Per Year

Hours per week: 40

Series: 0185 **Pay Plan:** GS **Grade:** 13

Licensed Clinical Social Worker (This is a federal job)

Duties, Accomplishments and Related Skills:

Individual & Group Psychotherapy:

VA certified in evidenced-based treatment for Interpersonal Therapy for Depression (2015) and Cognitive Processing Therapy for trauma (2013)

Provides supportive individual therapy services to Veterans suffering from risky behaviors, substance-abuse, and chronic mental illness

Provides client centered care via assessment, treatment plan development, and continuous case conceptualization of the Veteran's psychosocial needs

Adequate documentation utilizing the computerized patient record system (CPRS) -skilled at developing competent progress notes, completing clinical encounters, and managing consults within CPRS

Provides Tele-health psychotherapy services to community-based outpatient clinics (CBOC): Mena, Searcy, Hot Springs

Provides CPT-C group therapy monthly to Veterans suffering from chronic PTSD (via collaboration w/ Outpatient PTSD Program 2014/Present)

Conducts weekly Seeking Safety Group (2012/Present) in the Mental Health Clinic. Seeking Safety is a group therapy for substance abuse and PTSD

Conducts weekly Mind Over Mood Group (2012/Present) in the Mental Health Clinic. Mind Over Mood treats depression, anxiety, and other mental disorders.

Actively implements CAVHS Gambling Education Awareness and Relief "GEAR" program –which addresses gambling addiction. GEAR offers individual therapy, group therapy, and prevention education. GEAR's prevention education is presented on 2L the 1st Wednesday of each month and on 1J every 28 days.

Supervisor: Erica Hiatt (257-3131)

Okay to contact this Supervisor: Yes

Crisis Services of North Alabama (CSNA)

208 Exchange Blvd

Madison, AL United States

08/2008 - 03/2012

Salary: 15,000.00 USD Per Year

Hours per week: 36

Licensed Clinical Social Worker

Duties, Accomplishments and Related Skills:

Maintained and supported HELPLINE Program via comprehensive data collection of community resources for integration into 211 Software Program. Assisted in maintaining statistical reports generated in Referenet.

Continually updated information and community referral databases linked to the CSNA data base system. Updates include information collection of community resources, government services and volunteer opportunities throughout North Central Alabama.

Experience with United Ways statewide Information & Referral System 211. Extensive knowledge and training of community resources located in North Central Alabama via maintenance and utilization of the 211 referral system. Able to make referrals and community contacts to clients seeking health and human services.

Manages 24-hour Help line as a crisis intervention call specialist. Duties include: suicide risk assessment, grief counseling, and community referrals. Directed volunteers on how to provide crisis intervention counseling to those unable to cope with current life situations.

On-call Rape Responder for Sexual Assault Response Team. Provided immediate therapeutic care to clients who have experienced recent sexual assault. Ability to provide on-site counseling services to victims and their families. Conducts on-site interviews with victims to assess degree of trauma. Coordinated level of care with law enforcement and local department of human services.

Domestic Violence Shelter Analyst. Evaluate(s) and screen clients for Hope Place Women's Shelter via crisis intervention. Direct clients to community resources outside of shelter to meet immediate needs. Developed reliable safety plans with clients. Educated victims and their families of legal rights.

Supervisor: Martha Bosworth (2567161000)

Okay to contact this Supervisor: Yes

Mental Health Center of North Central Alabama

265 Hospital Street
Moulton, AL United States

04/2010 - 03/2012

Salary: 38,000.00 USD Per Year

Hours per week: 40

Licensed Clinical Social Worker

Duties, Accomplishments and Related Skills:

Day Treatment Coordinator:

Oversaw psycho-social services for the Adult Intensive Day Treatment program. Responsible for the admission of prospective participants. Led the coordination of the inter-disciplinary team to orient new participants to the program. Administered various interventions to maximize psychosocial functioning of participants. Acted as the Adult Day Treatment Services family liaison and primary resource person for staff.

1. Managed Day Treatment Staff
2. Assigned daily task and group schedules to Staff
3. Mediated work place conflict related to Day Treatment Staff
4. Scheduled daily outings for client groups
5. Networked with community resources
6. Lead clinical staffing of AIDT clients
7. Worked remotely from Mental Health Center as designated team lead

Clinical Responsibilities

Individual Therapy-

Knowledge and experience creating psychosocial treatment plans tailored toward achieving specific measurable goals and/or objectives. Able to identify client strengths and weaknesses as related to environment and life style. Ability to provide psycho-education of client diagnosis and symptom management.

In-depth knowledge and experience utilizing group communication processes and learning materials via psycho-education in group settings

Ability to provide ongoing assessments of presenting conditions, progress, and needs during group therapy sessions.

Supervisor: Jeannie Lynch (2569746697)

Okay to contact this Supervisor: Yes

Education:

Kaplan University Chicago, IL United States

Master's Degree 08/2011

GPA: 3.5 of a maximum 4.0

Credits Earned: 56 Quarter hours

Major: Science of Healthcare Management **Minor:** NA **Honors:** Magna Cum Laude

Relevant Coursework, Licenses and Certifications:

Business Communication

Learned communication strategies utilizing both oral and written formats for one on one and large audiences

Skills for Professional Impact

Development of critical management competencies relating to interpersonal skill to manage problems of professional practice.

Managers as Leaders

Course explored personal styles and skills of leaders, this course also provided knowledge of how to create self-directed learning plans via self-reflection of professional skills.

Action Research and Consulting Skills

Course examined action research as a method of improving organizations. Course introduced the consulting process, and skills associated with contracting, meeting management, data collection, and problem diagnosis. Course outlined methods to formulating solutions, and creating and implementing action plans

Strategic Human Resources Management

Course reviewed human resource issues such as organizational and employee development, training and leading.

Foundations for Effective Management Practice

Course develops working knowledge of management practices that help ensure long-term effectiveness of the organization via strategic business decisions.

Strategic Financial Analysis

Course teaches understanding of the non-financial manager's ability to develop a framework for understanding a company's true value and financial performance.

Quality Health Care Management

Course examines the role of quality management in optimizing business practices and health care delivery. Focus is placed on outcome measures, process/outcome relationships, and methods for process improvement in order to improve quality and utilization.

Applied Research Project

Capstone course to the Master of Science in Management program, allows for the integration of management theories with practical application via formulation of a complexed learning proj

Alabama Agricultural and Mechanical University Huntsville, AL United States

Master's Degree 05/2009

GPA: 3.12 of a maximum 4.0

Credits Earned: 60 Semester hours

Major: Mental Health Social Work Practice **Honors:** Magna Cum Laude

Relevant Coursework, Licenses and Certifications:

Licensed Certified Social Worker (LCSW): License# 2392C (Alabama)

International Certification & Reciprocity Consortium (IC&RC) Certified Addiction Counselor: License# MLAP-371 (Alabama)

Alabama Agricultural and Mechanical University Huntsville, AL United States

Bachelor's Degree 05/2006

GPA: 3.5 of a maximum 4.0

Credits Earned: 130 Semester hours

Major: Psychology **Minor:** Sociology **Honors:** Magna Cum Laude

Relevant Coursework, Licenses and Certifications:

All required CAVHS employee TMS training relating to ethics, patient care, HIPPA.

Job Related Training:

See: HealthCare Management Education for listing of relevant coursework.

References:

Name	Employer	Title	Phone	Email
Grace Aikman (*)	CAVHS	Psychologist/ Supervisor	257-3150	Grace.Aikman@va.gov
Melissa Minor, LCSW (*)	CAVHS	Community Residential Care Coordinator	257-3228	Melissa.Minor@va.gov
Kuo, Irving (*)	CAVHS	Acting ACOS, Mental Health Services	257-3106	Kuo.Irving@va.gov

(*) Indicates professional reference

Additional Information:

Actively participated on the MHC interdisciplinary PAT TEAM which supported implementation and integration of the Mental Health Suite within MHC disciplines.

Trained, and directed staff on the use and implementation of the Mental Health Suite during initial start-up .

With respect to JACHO, currently working with MHC Quality Management Team to effectively evaluate and assess knowledge skills and abilities of MHC employee preparedness in respect to Code Orange. Duties include(d) instrumental in redesign of the "Code Orange Action list" to increase staff understanding of "Code Orange" procedure. Scheduled to conduct Tracer Evaluation for MHC Quality Management Specialist (Pamela Cochran) through November 5-22nd of 2013.

Currently working on the MHC 211 resource Team –the objective is to effectively increase employee awareness of CAHVS resources by

cumulatively compiling available resources in a centralized data basis.

Instrumental in ensuring goals and objectives do not become stagnant via evaluation and assessment of resource data, facts, and scheduling of team meetings. The current skills illustrated here are supported by previous knowledge of United Way's referral software: "Referenet" and quality management associated with the referral processes.

Actively implements and solely maintains CAVHS "GEAR" program –which addresses Gambling Addiction amongst Veterans. Program allows for both individual and group therapy, Psycho-education on Gambling Addiction is presented on both 2L and 1J monthly to 25-45 veterans. Solely developed brochure, poster advertisement, and written proposal for the "GEAR" Program. Regularly presents GEAR Program publically: 2012 NASW quarterly meeting/ Spring Challenge Meeting

Worked with leadership of PRRC to successfully Interview applicants for Peer Support Specialist

Worked with MHC leadership on integration and implementation of Mental Health Suite.

Worked with leadership of Social Work Services to centralize CAVHS resources.

Actively serves on CAVHS Community Residential Care Interdisciplinary TEAM.

2013 VHA Extra Mile Award

Successful implementation and management of 5 weekly groups while also conducting individual therapy

2012 Performance Appraisal: Highly Successful

Clinical Supervision of staff for LCSW licensure

Proficient Microsoft Word and Outlook

Andrea Stiles

19 Pecan Lane
Cabot, AR 72023
870-897-4361
andreastiles79@gmail.com

Career Goal: To obtain employment in the mental health field where my experience and expertise can be utilized to help and assist others grow and learn

Work Experience:

Families, Inc. Counseling Services

August 2017 - Present
June 2002 - June 2005

Mental Health Professional

- Provide individual and family therapy services to children, adults, and geriatrics
- Complete intakes/diagnose, progress notes, and treatment plans within 24 hours of service delivery
- Schedule and maintain consistent contact with 65+ clients
- Credentialed with AR BCBS, Medicare, Blue Advantage, Health Advantage, Qualchoice, Lifesynch, Humana, New Directions, Wellcare, MediPak, Tricare, Cigna, AR Health and Wellness, Municipal Health, and CIP/United Healthcare

Families, Inc. Counseling Services

June 2005 - August 2017

Clinical Director

- Directly supervise 60+ staff members and oversee over 1,800 clients
- Responsible for the hiring and termination process
- Regularly audit charts
- Conduct monthly staff meetings
- Organize continuing education days
- Conduct yearly staff evaluations
- Report directly to CEO

HLH Consultants

August 2011 - Present

Social Worker

- Interview children who will be placed up for adoption
- Interview families/individuals who would like to foster/adopt children
- Complete Adoption Summaries and Home Studies

Education:

Master of Arts in Social Work

May 2002

Bachelor of Arts in Social Work

May 2001

Angela D. Taylor, LCSW

7 Kearsten Cove
Greenbrier, AR 72058
501-425-5257

Qualifications

Highly skilled Social Worker able to effectively interact with diverse populations from a variety of racial-ethnic backgrounds and socioeconomic classes. Significant experience in interviewing; assessing; and counseling individuals, families, and groups with complex and diversified problems. Possession of crisis intervention experience and skills. Knowledge of community resources. Effective time management and prioritization skills.

Education

- 05/99-05/00 **University of Arkansas at Little Rock** Little Rock, Arkansas
Master of Social Work
- 08/97-05/99 **University of Arkansas at Little Rock** Little Rock, Arkansas
Bachelor of Social Work
- 08/94-05/97 **University of Central Arkansas** Conway, Arkansas
Basic Education. No degree obtained.

Social Work Experience

- 11/14-Present **HLH Consultants** North Little Rock, Arkansas
Contract Social Worker.
Conducting Structured Analysis Family Evaluations (SAFE) on prospective foster and adopting families which entails establishing quick rapport with the family, completing thorough biopsychosocial assessments, and performing home inspections. Completing thorough Biopsychosocial assessments on children in foster care. Maintaining a working relationship with Department of Human Services.
- 12/15-Present **Central Arkansas Veterans Healthcare System** North Little Rock, Arkansas
Contract Nursing Home Social Worker. Serve as the social worker for the VA Contract Nursing Home program. Clinical responsibilities include completing thorough Psychosocial Assessments, providing Solution Focused and Supportive Counseling, Advocating for the veteran and family, Maintaining therapeutic Relationships with Veteran and/or their support systems, Providing Education, Consulting VA Specialty Care Services, Case management, Establishing and maintaining working relationships with the staff of the Contract Nursing Homes, and Conducting monthly Surveys of the Contract Nursing Homes to ensure they are meeting OLTC and VA standards . Member of the CNH Program Oversight Committee, the Caregiver Support Committee, and a Field Instructor for the UALR Masters of Social Work Intern Program.
- 08/06-12/15 **Central Arkansas Veterans Healthcare System** North Little Rock, Arkansas
Geriatric Psychiatry Social Worker. Serve as the social worker on the inpatient Geriatric Psychiatry unit of veterans with complex psychosocial and placement needs. Respected integral

part of the Interdisciplinary Treatment Team. Clinical responsibilities include Biopsychosocial History and Assessments, Discharge planning, Bock Applications, Nursing Home Placements, RCF Placements, Individual and Family Therapy, Education, Crisis Intervention, Advocating for Patients and/or their family, Resource brokering, and coordination of respite services. Also serving as the social worker for the Geriatric Outreach (GO) team in which manages the psychiatric needs of Veterans placed in community nursing homes. Responsibilities as the GO Team social worker include: visiting veterans that have been discharged from our geriatric psychiatry unit every 6 to 8 weeks; assessing for depression, sleep disturbance, weight loss/gain, psychosis, medication side effects, and behavioral problems; counseling, and education. Leader of Dementia Caregiver Support Group sponsored by Alzheimer's AR. Coordinator of Caregiver Education and Resource Fair. Member of the Total Quality Improvement committee for the Geriatric Psychiatry unit. Member of the National Salute to Hospitalized Veterans Committee. Founding member of the CAVHS Dementia Committee. Field Instructor to the UALR Masters of Social Work Intern program.

- 09/11- 06/12 **HLH Consultants** North Little Rock, Arkansas
Contract Social Worker.
Conducted Structured Analysis Family Evaluations (SAFE) on prospective foster and adopting families. Completed Biopsychosocial assessments on children in foster care.
- 10/10- 06/11 **Heartwood Inc.** Alexander, Arkansas
Contract Social Worker. Completed Biopsychosocial assessments on children that are awaiting adoption. Conducted Home Studies of families that are interested in adoption and made recommendations of appropriateness to become adoptive parents.
- 08/02-08/06 **Central Arkansas Veterans Healthcare System** North Little Rock, Arkansas
Medical Social Worker. Served as the Social Worker for patients on the Surgical Intensive Care Unit, Thoracic Surgery Unit, and Dialysis Unit. Responsibilities included: Interviewing patients and their families, completing biopsychosocial assessments, assisting with end of life issues, caregiver support, coordinating discharge plans, resource education for patients and families about agency and community services, dialysis and renal transplant education, and arranging dialysis in the community. Collaborated with interdisciplinary team to ensure quality of care. Served on the Total Quality Improvement committee for the Surgical Intensive Care Unit. Field Instructor to the UALR Masters of Social Work Intern program.
- 05/00- 08/02 **Southeast Arkansas Behavioral Healthcare System** Pine Bluff, Arkansas
Psychiatric Social Worker. Managed a case load of 300 primarily adult clients from various economic and ethnic backgrounds. Responsibilities included: interviewing clients, completing biopsychosocial assessments, treatment plans, and 90 day treatment plan updates; identification of provisional diagnosis; case presentation at weekly interdisciplinary staffing; individual therapy, family therapy, marriage counseling, partner counseling; crisis intervention, telephone crisis management as well as walk-ins; triage assessments; referrals to psychiatric and psychological evaluations; completing RSPMI registrations, prior authorization, concurrent reviews; certification of mentally ill; completion of charge tickets; preparation of records for court; and dictation of services provided. Serving in the advocacy role, referred to case management and psychosocial rehabilitation, and collaborated with various community resources. Supervised the services provided by 7 case managers of the clients assigned to my case load. Facilitator of a grief and loss group. Facilitator of a psychosocial group. On-call for agency and JRMC one week every six to eight weeks while managing scheduled case load.

08/99-04/00 **Central Arkansas Veterans Healthcare System** North Little Rock, Arkansas
Social Work Trainee. Interviewed patients and their families in the Adult Day Healthcare Program with diverse and complex psychosocial problems. Completed biopsychosocial assessments. Provided individual and family therapy utilizing various social work theories and treatment techniques. Created, implemented, and facilitated a weekly reminiscence group for geriatric patients with dementia. Collaborated with interdisciplinary care providers to ensure quality of care. Coordinated program activities promoting socialization and education. Provided resource education for patients and families about agency and community services. Interviewed staff at local Day Treatment facilities for quality improvement. Actively participated in cognitive behavioral group. Assessed home environment of ADHS's patients.

05/99-08/99 **UAMS, Child Study Center** Little Rock, Arkansas
Social Work Intern. Interviewed children and their families to complete biopsychosocial assessments. Provided individual therapy, family therapy, and parenting counseling. Conducted home visits. Supervised 8-10 five year old children with disciplinary/behavioral difficulties throughout the Summer Outreach Program. Observed a play therapy group. Utilized Crisis Prevention Intervention.

01/99-05/99 **Central Arkansas Veterans Healthcare System** North Little Rock, Arkansas
Social Work Intern. Interviewed patients in the Primary Care Clinic to complete biopsychosocial assessments. Screened for depression and substance abuse. Educated patients on advance directives. Provided resource education for patients and families about agency and community services. Participated in discharge planning with other interdisciplinary team members. Provided support to families of critically ill patients in intensive care setting.

08/98-12/98 **CareLinks** Little Rock, Arkansas
Social Work Intern. Made home visits to assess client's needs and eligibility for services or programs such as Meals on Wheels, Hospice, Housekeeping/Chores, Personal care, transportation, Medicaid, Medicare, Social Security, and other resources in the community.

Licenses Licensed Clinical Social Worker 3363-C
Expires 09/30/2020

GERTRUDE TERRELL THOMPkins

900 Kings Mountain Drive
Little Rock, AR 72211
(501) 231-9809 cell
(501) 353-2667 home

QUALIFICATIONS

Licensed Clinical Social Worker- (number 5902-C)

Licensed Alcohol and Drug Abuse Counselor-(number 420-L)

15+ Years of experience providing direct services to clients w/ Serious Mental Illnesses

13+ years of case management experience

7 years of mental health program development and administrative experience

10+ years of leadership and clinical supervision experience

Knowledgeable with JACHO/COA accreditation procedures and policies

Leadership and creativity skills in designing individualized approaches to manage the complex needs of SMI

Knowledgeable of mental health issues surrounding traumatic experiences, dual diagnosis and treatment modalities

13+ years experience providing evidence-based treatment, such as Cognitive Behavioral Therapy

8 years of recovery practices utilizing the 10 Components of Recovery

Familiar with community resources within the state of Arkansas

EDUCATION:

**University of Arkansas at Little Rock
Little Rock, Arkansas**

May 2007 Graduate - Master of Social Work Degree

May 2005 Graduate – Bachelor of Social Work Degree

December 1998 Graduate

BBA-Human Resource Management/ Industrial Relations

WORK HISTORY:

PAT Center

February

2011 to Present

Mental Health Professional

Complete clinical documentation through the use of a computerized record system

Complete Bio-Psychosocial assessments

Develop Recovery/Treatment Plans and updates

Conduct community and home visits

Provide crisis intervention

Participate in interdisciplinary treatment team meeting

Provide mental health education to school officials, staff, and parents

Provide clinical supervision to case managers

Discharge and Transition planning

HLH Consultants, Inc

October 2016 to Present

Independent Contract (Therapist)/Home Study Evaluator

Provide intensive family and individual counseling for DHS clients to reunify families

Provide psychotherapy treatment by providing evidenced-based treatment to individuals with SMI and

dual diagnosis (to include but not limited to, PTSD, depression, bipolar, anxiety, substance abuse disorders)

Conduct Home Study Evaluations and Home Study updates using the SAFE format

State of the Heart Counseling Services

December 2010-May 2016

Co-owner/Finance Officer/Therapist

After-school program development for children with behavioral challenges and SMI
Accounting of all incoming and outgoing expenses, revenue, billings
Preparation of business local, state, federal, taxes and payroll
Developed and implement a financial management system, budget analysis
Administrative oversight of incoming revenue and outgoing spending
Conduct psychotherapy group for children
Provided individual counseling to adults and families
Development of proposals for grants, to include foster and adoption home studies for the Arkansas Department of Human Services and Access to Recovery (ATR) for substance abuse case management
Development of policy and procedures to maintain Medicaid compliance
Provided clinical supervision to college students (interns)
Complete clinical documentation through the use of a computerized record system

New Beginnings Behavioral Health Services

April 2008 to December 2010

(Formerly known as Therapeutic Family Services of Little Rock)

Therapist

Complete clinical documentation through the use of a computerized record system
Complete Bio-Psychosocial assessments
Development of school-based policies and procedures, including Outpatient Day Treatment Program
Participate in interdisciplinary treatment team meetings
Key personnel in accreditation process for COA
Development of clinical forms
Servicing individuals with adolescence with Serious Emotional Disturbances and Families
Discharge /Transition Planning
Developing Treatment Plan in collaboration with treatment team/patient
Individual, Family and Group Therapy (Using CBT and Structural Therapy as a Guide)
Managing and Supervising Case managers- Collaborate with other entities in the community

Stuttgart Inspirations IOP Counseling Center

June 2007 – February 2008

Therapist

Served on interdisciplinary treatment team coordinating patient care for elderly and mentally and/or physically challenged patients
Facilitated psychoeducational group therapy sessions in an Intensive Outpatient Geriopsychiatric Facility
Complete clinical/ progress documentation
Conducted individual therapy
Completed Mental Status Evaluation and Bio-Psychosocial assessments
Developed Master Treatment Plans and Treatment Plan Reviews
Submitted weekly patient progress/regress report to nursing home

Centers for Youth and Families

January 2005 to June 2007

Case Manager/MSW Intern

Served on an interdisciplinary team coordinating patient care
Conducted individual, family, and group therapy sessions
Monitored client's behavior in the home and school on a weekly basis
Offered on-going support and guidance to individual clients and families through telephone contacts, on/off site, crisis intervention, and collateral services
Served as role model to clients
Served as liaison between agency and community services
Maintained an active caseload of clients
Documented all activities and maintained progress reports

Senior Services Arkansas Stepping Stone

August 2003 to January 2005

Therapeutic Foster Care Case Manager

Conducted regular visits to foster family and client in home and school
Participated in interdisciplinary treatment team meetings
Served as liaison between client, DHS, foster parent and biological parent when applicable working toward permanency of reunification, adoption or independent living
Prepared weekly and monthly progress reports
Attended judicial review hearings
Worked with family and referral contacts for continued services
Accessed, retrieved, processed and input case records in a data base in a timely and organized manner

VOLUNTEER ORGANIZATIONS

- 2000 – 2006 RAIN Care Partner: Trained to care for individuals diagnosed with AIDS or that are HIV positive
- 1998 – 2003 Watershed Corporation Volunteer: Put together 'Care baskets' for needy families
- 1996-1998 Sherman Park Community Center Volunteer: Served as a mentor to at risk youths
- 1994 – 1998 NAACP Local Board Member: Served on the local and state chapter advocating any and all injustices committed toward individuals or groups that were being oppressed
- 1997 Coordinator of the Little Rock Town Hall Meeting on Africa: Assisted with welcoming African delegation to LR and served as liaison by showing delegation the sites of LR
- 1993 – 1995 United Way Priorities and Allocations Committee Volunteer – served on several boards that determined how monies would be allocated to the different organizations.

Social Worker Licenses

STATE OF ARKANSAS
SOCIAL WORK LICENSING BOARD
P. O. Box 251965
Little Rock, AR 72225



Asa Hutchinson
Governor

Ruthie Bain
Executive Director

Phone: 501-372-5071

Fax: 501-372-6301

Email: swlb@arkansas.gov

Website: arkansas.gov/swlb

August 13, 2018

Jeanette A. Adams, LCSW
131 Tyler Lane
Bigelow, AR 72016

Jeanette A. Adams, LCSW:

This is to notify you that your licensure as a Social Worker has been approved for the period of **September 1, 2018** through **August 31, 2020**. The attached wallet-size license card will serve as confirmation of license renewal.

Please remember to retain your continuing education documentation for a period of two-years in the event you are audited. If audited, you will be required to submit documented proof that you attended *all* of the continuing education you listed on your summary sheet. If you are unable to provide proof that you attended the workshops, an administrative hearing will be held to consider revocation of your license.

In order to renew your license for your new expiration date, (**August 31, 2020**) you must obtain 48 hours of social work continuing education between the dates of **September 1, 2018** through **August 31, 2020**. Only hours obtained between these dates will apply toward your next renewal period. Please see the Board's website for specific requirements for continuing education.

Future renewal notice reminders will be mailed to the address on file in the Board office approximately two months prior to the expiration date of your license. It is your responsibility to notify the Board of any change in address and to renew your license in a timely manner even if you do not receive the reminder.

Congratulations on your license renewal, and please contact the Board office if you have questions or need additional information.

Please watch the Board's website on a regular basis for updates or changes that may affect your license.

Please remove card carefully!
Bend back and forth along crease
before separating.



Arkansas
Social Work License Card

License No.

1215-C

Expiration Date:

8/31/2020

Jeanette A. Adams, LCSW

131 Tyler Lane

Bigelow AR 72016

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

The card to the left is your new social work license card, which reflects your new expiration date. This is the only card you will receive. Please punch it out carefully along the perforated line.

If lost or stolen, an additional card may be requested by written request and a cashier's check or money order in the amount of twenty dollars (\$20).

Please keep this letter for your records. You may wish to make a copy before you remove the card.

**STATE OF ARKANSAS
SOCIAL WORK LICENSING BOARD**

Mailing Address:

PO Box 251965 Little Rock, AR 72225-1965

Physical Address:

2020 W. Third, Suite 518 Little Rock, AR 72205
Phone: 501-372-5071 www.arkansas.gov/swlb

Arkansas Substance Abuse Certification Board

Whereby Certifies

JEANNETTE ADAMS

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

Advanced Alcohol Drug Counselor

12/05/2019

A-197

12/31/2021

Issue Date

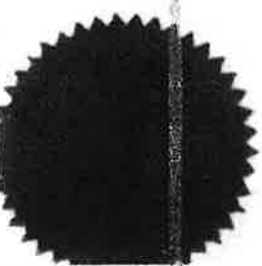
Certificate Number

Expiration Date

Diana Bryman
President

Mignon Carter
Secretary

Joe K. McIs
Vice-President





**Arkansas
Social Work License Card**

License No.

2120-C

Expiration Date:

2/28/2021

Meredith Anne Johnson, LCSW

18 Heritage Park Circle

North Little Rock AR 72116

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

A handwritten signature in cursive script, appearing to read "David Hudson, LCSW".

Chairman

STATE OF ARKANSAS
SOCIAL WORK LICENSING BOARD
P. O. Box 251965
Little Rock, AR 72225



Asa Hutchinson
Governor

Ruthie Bain
Executive Director

Phone: 501-372-5071

Fax: 501-372-6301

Email: swlb@arkansas.gov

Website: arkansas.gov/swlb

October 8, 2018

Amanda Marie Joshlin, LCSW
5908 N Country Club Blvd
Little Rock, AR 72207

Amanda Marie Joshlin, LCSW;

This is to notify you that your licensure as a Social Worker has been approved for the period of **November 1, 2018 through October 31, 2020**. The attached wallet-size license card will serve as confirmation of license renewal.

Please remember to retain your continuing education documentation for a period of two-years in the event you are audited. If audited, you will be required to submit documented proof that you attended *all* of the continuing education you listed on your summary sheet. If you are unable to provide proof that you attended the workshops, an administrative hearing will be held to consider revocation of your license.

In order to renew your license for your new expiration date, (**October 31, 2020**) you must obtain 48 hours of social work continuing education between the dates of **November 1, 2018 through October 31, 2020**. Only hours obtained between these dates will apply toward your next renewal period. Please see the Board's website for specific requirements for continuing education.

Future renewal notice reminders will be mailed to the address on file in the Board office approximately two months prior to the expiration date of your license. It is your responsibility to notify the Board of any change in address and to renew your license in a timely manner even if you do not receive the reminder.

Congratulations on your license renewal, and please contact the Board office if you have questions or need additional information.

Please watch the Board's website on a regular basis for updates or changes that may affect your license.

Please remove card carefully!
Bend back and forth along crease
before separating.

The card to the left is your new social work license card, which reflects your new expiration date. This is the only card you will receive. Please punch it out carefully along the perforated line.

If lost or stolen, an additional card may be requested by written request and a cashier's check or money order in the amount of twenty dollars (\$20).

Please keep this letter for your records. You may wish to make a copy before you remove the card.



Arkansas
Social Work License Card

License No.

Expiration Date:

2090-C

10/31/2020

Amanda Marie Joshlin, LCSW
5908 N Country Club Blvd
Little Rock, AR 72207

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

Asa Hutchinson, Governor

License No.

2132-C

Iris L. Pickett, LCSW

913 Latigo Trail

Jacksonville AR 72076

Expiration Date:

3/31/2021

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



Chairman

Certificate of Attendance

This certificate is presented to

Iris Pickett

For attendance at

**Structured Analysis Family Evaluation (SAFE)
Training**

For a total of 12.00 credit hours on

08/20/19 - 08/21/19

LITTLE ROCK

UA LITTLE
ROCK

MIDSOUTH TRAINING ACADEMY

SCHOOL OF SOCIAL WORK



Gigi Peters, LMSW
Executive Director

This is to notify you that your licensure as a Social Worker has been approved for the period of **2019 through September 30, 2021**. The attached wallet-size license card will serve as confirmed renewal.

Please remember to retain your continuing education documentation for a period of two years you are audited. If audited, you will be required to submit documented proof that you attend continuing education you listed on your summary sheet. If you are unable to provide proof of the workshops, an administrative hearing will be held to consider revocation of your license.

In order to renew your license for your new expiration date, (September 30, 2021) you must of social work continuing education between the dates of October 1, 2019 through September 30, 2021. Only hours obtained between these dates will apply toward your next renewal period. Please visit the Board's website for specific requirements for continuing education.

Future renewal notice reminders will be mailed to the address on file in the Board office 30-60 days prior to the expiration date of your license. It is your responsibility to notify the Board of any address changes and to renew your license in a timely manner even if you do not receive the reminder.

Congratulations on your license renewal, and please contact the Board office if you have any additional information.

Please watch the Board's website on a regular basis for updates or changes that may affect your license.

Please remove card carefully!
Bend back and forth along crease
before separating.



**Arkansas
Social Work License Card**

License No.

2401-C

Mia L. Polk, LCSW

17 Bentley Cir.

Little Rock AR 72210

Expiration Date:

9/30/2021

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

A handwritten signature in black ink, appearing to read "Diana Hudson, LCSW".

Chairman

The card to the left is your new social work license. This card reflects your new expiration date. This card is your property. Please receive. Please punch it out carefully.

If lost or stolen, an additional card may be issued upon request and a cashier's check or money order for twenty dollars (\$20).

Please keep this letter for your records. Please make a copy before you remove the card.

STATE OF ARKANSAS
SOCIAL WORK LICENSING BOARD
P. O. Box 251965
Little Rock, AR 72225



Asa Hutchinson
Governor

Ruthie Bain
Executive Director

Phone: 501-372-3771

Fax: 501-372-3011

Email: swlb@arkansas.gov

Website: arkansas.gov/swlb

August 13, 2018

Taranio Antonio Byrd, LCSW
131 Breckenridge Ln
Maumelle, AR 72113

Taranio Antonio Byrd, LCSW;

This is to notify you that your licensure as a Social Worker has been approved for the period of **September 1, 2018 through August 31, 2020**. The attached wallet-size license card will serve as confirmation of license renewal.

Please remember to retain your continuing education documentation for a period of two-years in the event you are audited. If audited, you will be required to submit documented proof that you attended *all* of the continuing education you listed on your summary sheet. If you are unable to provide proof that you attended the workshops, an administrative hearing will be held to consider revocation of your license.

In order to renew your license for your new expiration date, (**August 31, 2020**) you must obtain 48 hours of social work continuing education between the dates of **September 1, 2018 through August 31, 2020**. Only hours obtained between these dates will apply toward your next renewal period. Please see the Board's website for specific requirements for continuing education.

Future renewal notice reminders will be mailed to the address on file in the Board office approximately two months prior to the expiration date of your license. It is your responsibility to notify the Board of any change in address and to renew your license in a timely manner even if you do not receive the reminder.

Congratulations on your license renewal, and please contact the Board office if you have questions or need additional information.

Please watch the Board's website on a regular basis for updates or changes that may affect your license.

Please remove card carefully!
Bend back and forth along crease
before separating.

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If lost or stolen, an additional card may be requested by written request and a cashier's check or money order in the amount of twenty dollars (\$20).

Please keep this letter for your records. You may wish to make a copy before you remove the card.



Arkansas
Social Work License Card

License No.

6615-C

Expiration Date:

8/31/2020

Taranio Antonio Byrd, LCSW
131 Breckenridge Ln
Maumelle AR 72113

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

Chairman



**Arkansas
Social Work License Card**

License No.

1931-C

Andrea Stiles, LCSW

19 Pecan Lane

Cabot AR 72023

Expiration Date:

3/31/2021

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

Diigh Hudson, LCSW

Chairman



Arkansas
Social Work License Card

License No.

3363-C

Angela Dyan Taylor, LCSW

7 Kearsten Cove

Greenbrier AR 72058

Expiration Date:

9/30/2020

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



Asa Hutchinson
Governor

Ruthie Bain
Executive Director

Phone: 501-372-5071

Fax: 501-372-6301

Email: swlb@arkansas.gov
Website: arkansas.gov/swlb

STATE OF ARKANSAS
SOCIAL WORK LICENSING BOARD
P. O. Box 251965
Little Rock, AR 72225

May 13, 2019

Gertrude Terrell Thompkins, LCSW
900 Kings Mountain Drive
Little Rock, AR 72211

Gertrude Terrell Thompkins, LCSW;

This is to notify you that your licensure as a Social Worker has been approved for the period of **May 1, 2019** through **April 30, 2021**. The attached wallet-size license card will serve as confirmation of license renewal.

Please remember to retain your continuing education documentation for a period of two-years in the event you are audited. If audited, you will be required to submit documented proof that you attended *all* of the continuing education you listed on your summary sheet. If you are unable to provide proof that you attended the workshops, an administrative hearing will be held to consider revocation of your license.

In order to renew your license for your new expiration date, (**April 30, 2021**) you must obtain 48 hours of social work continuing education between the dates of **May 1, 2019** through **April 30, 2021**. Only hours obtained between these dates will apply toward your next renewal period. Please see the Board's website for specific requirements for continuing education.

Future renewal notice reminders will be mailed to the address on file in the Board office approximately two months prior to the expiration date of your license. It is your responsibility to notify the Board of any change in address and to renew your license in a timely manner even if you do not receive the reminder.

Congratulations on your license renewal, and please contact the Board office if you have questions or need additional information.

Please watch the Board's website on a regular basis for updates or changes that may affect your license.

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Please keep this letter for your records. You may wish to make a copy before you remove the card.



Arkansas
Social Work License Card

License No.

5902-C

Expiration Date:

4/30/2021

Gertrude Terrell Thompkins, LCSW
900 Kings Mountain Drive
Little Rock AR 72211

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

Shirley Hudson, LCSW

Chairman

Letters of Support

CITY COUNCIL



LINDA ROBINSON
Council Member

(501) 945-8820
lrobinson@nlr.ar.gov

WARD 2
5206 SOUTH WOODLAND DRIVE
NORTH LITTLE ROCK, ARKANSAS 72117
website: www.nlr.ar.gov

January 20, 2020

RE: Letter of Reference for HLH Consultants

To Whom It May Concern:

I am writing this letter to advise that since the year of 2016 I have referred several of my constituents to HLH Consultants for counseling as well as private home studies. Feedback has been very positive toward this vendor for the services rendered.

I also have firsthand knowledge of this vendor service and dedication. I managed the home studies contract as well as counseling for DCFS. HLH Consultants kept us on numerous occasions from getting contempt's. They were always willing to assist. As a program manager, I remember contacting providers to provide a court ordered service that was not in their contracted area. Many times, it was frustrating because vendors would say "no." I would then as a last resort contact HLH. They would advise me to get the referral to them. The home study would be completed and returned to us in a timely manner according to SAFE protocol. I do not recall getting complaints about HLH home studies during my tenure with DCFS. Their home studies were clear and concise. If you have further questions, please feel free to contact me by phone at 501-945-8820 or leave a message at NLR City Hall 501-975-8601.

Sincerely,



Linda Robinson, NLR Councilmember

Cc: file

"An Equal Opportunity Employer"

LUMPKIN LAW FIRM, PLLC

Suzanne Ritter Lumpkin
Attorney at Law
424 West 4th Street, Suite A
North Little Rock, Arkansas 72114
Email suzanne@lumpkinlawyer.com

Telephone 501.374.2994

Facsimile 501.374.2998

January 26, 2020

Margurite Aluqdah
Arkansas Department of Human Services
P.O. Box 1437, Slot S560
Little Rock, Arkansas 72203

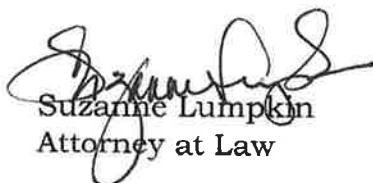
Dear Ms. Aluqdah:

I am writing to provide a letter in support of HLH Consultants' application to become a contract provider for home study and adoption summary services through your agency.

I provide legal representation for several clients who currently receive professional services (Counseling, Intensive Family Services, Home Study and Adoption Summary) through HLH Consultants, LLC. This organization has a strong reputation for maintaining a professional staff that possesses the knowledge, talents and skills to work with "hard to serve" and disenfranchised populations. I have found this agency to be highly responsive to the needs of their clients. For the past several years, I have routinely reviewed both their home study and adoption summary reports and found them to be thorough, complete and concise. Information gained from these reports have been instrumental in assisting the court team in identifying safe and suitable placements for children in foster care.

In summary, I am pleased that HLH Consultants, LLC is reapplying to serve as a contract provider for home studies and adoption summaries through your agency. I feel confident in this organization's ability to meet the qualifications of this contract initiative. Should you need additional information, please feel free to contact me at 501/374-2994.

Sincerely,


Suzanne Lumpkin
Attorney at Law



Sixth Judicial District - State of Arkansas

WILEY A. BRANTON, JR.
CIRCUIT JUDGE
PULASKI AND PERRY COUNTIES

EIGHTH DIVISION

3001 WEST ROOSEVELT ROAD - 2ND FLOOR
LITTLE ROCK, ARKANSAS 72204
(501) 340-6666
FAX (501) 340-6928

January 24, 2020

Margurite Aluqdah
Arkansas Department of Human Services
P.O. Box 1437, Slot S560
Little Rock, Arkansas 72203

Dear Ms. Aluqdah:

I am pleased to provide a letter in support of HLH Consultants' application to serve as a contract provider for home study and adoption services through your agency.

For the past decade, this agency has consistently provided quality home studies and adoption summaries for many of the Department of Human Services clients that are assigned to my court. HLH Consultants maintains a professional staff that is willing to go the extra mile to address the unique needs of this client population. I commend this agency for offering flexible hours that make it possible for clients to be seen after their work tours.

Again, I am confident in this agency's ability to continue providing quality home study and adoption services through this contract initiative and support their application for refunding. Should you need additional information, please feel free to contact me at this number 501-340-6666/501-340-6664 or the email address ccblackmon@pulaskimail.net.

Sincerely,

A handwritten signature in black ink, appearing to read "W.A. Branton, Jr.", with a long horizontal flourish extending to the right.

Wiley A. Branton, Jr.
Sixth Circuit Eighth Division Circuit Judge



STATE OF ARKANSAS

Office of the Circuit Judge
Sixth Division

ELEVENTH JUDICIAL DISTRICT WEST

EARNEST E. BROWN, JR.
CIRCUIT JUDGE
JACK JONES JUVENILE JUSTICE CENTER
301 E. SECOND AVE.
P.O. BOX 6116
PINE BLUFF, AR 71611
Phone: 870-541-5461
Fax: 870-541-5464
Website: www.jeffersoncircuitcourt6.org

January 27, 2020

Ms. Margurite Aluqdah
Arkansas Department of Human Services
P.O. Box 1437, Slot S560
Little Rock, Arkansas 72203

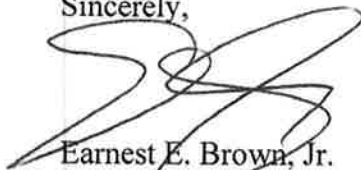
Dear Ms. Aluqdah:

I am writing to provide this letter of support for HLH Consultants, LLC's application to continue as the contract provider for home study and adoption summary services for the Arkansas Department of Human Services.

I worked as Parent Counsel for approximately 10 years and have served as Circuit Judge, 11th West Judicial District, Division 6, Juvenile Court for the last 12 years. I have seen first hand over the years the outstanding work that HLH Consultants have performed. I have had the opportunity to review a number of home studies and adoption summaries completed by HLH Consultants, LLC. I have found these reports to be thorough and professionally written. This agency is to be commended for meeting deadlines, as their reports are regularly represented in my court. I am also pleased with the agency's ability to maintain a well trained staff. In addition to home studies and adoption summaries, HLH Consultants, LLC provides counseling and intensive family services for DHS clients in Jefferson and Lincoln counties. This agency offers a variety of therapy services and is known to work well with underserved client populations.

In closing, based on my observations and the records, I wholeheartedly recommend HLH Consultants as a contract provider for home study and adoption services. Please feel free to contact me at 870-541-5461 or my Trial Court Administrator Mrs. Carla Wooley at carlawooley@yahoo.com if more information is needed.

Sincerely,



Earnest E. Brown, Jr.
Circuit Judge

EEB:cw

CARLA G. WOOLEY
TRIAL COURT ADMINISTRATOR/
CERTIFIED COURT MANAGER
870-541-5461

JANIS C. HARBUCK
CERTIFIED COURT REPORTER
870-541-5461
COURTNEY BRENTLEY
COURT ORDERS CLERK/
LEGAL SECRETARY
870-541-5461

JUVENILE SERVICES:
INTAKE
PROBATION
JUAWANA JACKSON
CHIEF JUVENILE OFFICER
ERIC WALDEN, JR.
ASSISTANT CHIEF JUVENILE OFFICER
870-541-5455
FAX: 870-541-8504

Articles of Organization

STATE OF ARKANSAS



I, John Thurston, Arkansas 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 following and hereto attached instrument of writing is a true and perfect copy of

Articles of Organization

Filed in this office on Mar 11, 2002

H.L.H. CONSULTANTS, LLC

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 24th day of January, 2020.

A handwritten signature in cursive script that reads "John Thurston".

John Thurston
Arkansas Secretary of State

By: A handwritten signature in cursive script that reads "Brad Bowman".

Brad Bowman



Confidentiality Policy

NOTICE OF PRIVACY PRACTICES

We are required by applicable federal and state law to maintain the privacy of your health information. We are also required to give you this Notice about our privacy practices, our legal duties, and your rights concerning your health information. We must follow the privacy practices that are described in this Notice while it is in effect. This Notice takes effect September 2013 and will remain in effect until it is replaced.

We reserve the right to change our privacy practices as long as, it complies with applicable law. If we make any material revision to this Notice, we will post a copy of the revised Privacy Notice in each of our offices which will specify the date on which the revised Notice is effective. We reserve the right to make the changes in our privacy practices and the new terms of our Notice effective for all health information that we maintain, including health information we created or received before we made the changes. You may request a copy of our Notice at any time. For more information about our privacy practices, or for additional copies of this Notice, please contact us using the information listed at the end of this Notice.

USES AND DISCLOSURES OF HEALTH INFORMATION

For any purpose other than the ones described below, we may use or disclose your health information only when you give us your written authorization to do so. Specifically, authorization is required for disclosures of psychotherapy notes, uses and disclosures of PHI for marketing purposes, and disclosures of PHI that constitute a "sale". HLH Consultants will use and disclose health information about you for treatment, payment, and healthcare operations. For example:

Treatment: We may use or disclose your health information to a physician or other healthcare provider providing treatment to you.

Payment: We may use or disclose your health information to obtain payment for services we provide to you. You have the right to restrict this disclosure when services are paid in full by you and not by the health insurance provider.

Healthcare Operations: We may use and disclose your health information in connection with, our healthcare operations. Healthcare operations include quality assessment and improvement activities, reviewing the competence or qualifications of healthcare professionals, evaluating practitioner and provider performance, conducting training programs, accreditation, certification, licensing or credentialing activities.

Your Authorization: In addition to our use of your health information for treatment, payment or healthcare operations, you may give us written authorization to use your health information or to disclose it to anyone for any purpose. If you give us authorization, you may revoke it in writing at any time. Your revocation will not affect any use or disclosures permitted by your authorization while it was in effect. Unless you give us a written authorization, we cannot use or disclose your health information for any reason except those described in this Notice.

To Your Family and Friends: We must disclose your health information to you as described in the Patients' Rights section of this Notice. We may disclose your health information to a family member, friend or other person to the extent necessary to help with your healthcare or with payment for your healthcare, but only if you agree that we may do so.

Persons Involved in Care: We may use or disclose health information to notify, or assist in the notification of (including identifying or locating) a family member, your personal representative or another person responsible for your care. HLH Consultants, LLC will not contact you or use your protected information for fundraising activities.

Required by Law: We may use or disclose your health information when we are required by law to do so.

Abuse or Neglect: We may disclose your health information to appropriate authorities if we reasonably believe that you are a possible victim of abuse, neglect, or domestic violence or the possible victim of other crimes. We may disclose your health information to the extent necessary to avert a serious threat to your health or safety or the health or safety of others.

National Security: We may disclose to authorized federal official's health information required for lawful intelligence, counterintelligence, and other national security activities.

Appointment Reminders: We may use or disclose your health information to provide you with appointment reminders (such as voicemails, letters).

For Patient Related Communications: We may use or disclose your health information to provide patient related communications such as telephoned in - prescriptions, etc.

Exception to the Disclosure Process Under the Confidentiality of Substance Abuse Records: For individuals who receive treatment, diagnosis, or referral for treatment from our drug and alcohol abuse program, the confidentiality of drug or alcohol abuse records is protected by federal law and regulations 42 CFR Part 2.

Disclosures of your record cannot be made unless:

- You authorize the disclosure in writing.
- The disclosure is permitted by a court order.
- The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit or program evaluation purposes.
- You threaten to commit a crime either at the alcohol and drug program or against any person who works for our alcohol and abuse program.

As a general rule, we may not tell a person outside the programs that you attend any of these programs, or disclose any information identifying you as an alcohol or drug abuser, unless:

- A violation by us of the federal law and regulations governing drug or alcohol abuse is a crime. Suspected violations may be reported to the United States Attorney in the district where violation occurs.
- Federal law and regulations governing confidentiality of drug or alcohol abuse permit us to report suspected child abuse or neglect under state law to appropriate state or local authorities. Please see 42 U.S.C. 290dd2 for federal law and 42 C.F.R. for federal regulations governing confidentiality of alcohol and drug abuse patient records.

PATIENT'S RIGHTS Access: You have the right to look at and to get copies of your health information, with limited exceptions. You may request that we provide copies in a format other than photocopies. We will use the format you request unless we cannot practically and reasonably do so. You must make a request in writing to obtain access to your health information. If you request an alternative format, we may charge a cost based fee for providing your health information in that format. You may obtain a form to request access by using the contact information listed at the end of this notice.

Retention Policy

RECORD MAINTENANCE AND DESTRUCTION:

Purpose: It is the policy of HLH to maintain all client records and other types of documents in accordance with responsible clinical practice as well as all applicable Federal and State laws. In addition, the Sarbanes-Oxley Act makes it a crime to alter, cover up, falsify, or destroy any document with the intent of impeding or obstructing any official proceeding. This policy provides for the systematic review, retention and destruction of documents received or created by HLH Consultants, LLC. (HLH) in connection with the transaction of HLH business. This policy covers all records and documents, regardless of physical form, contains guidelines for how long certain documents should be kept and how records should be destroyed. The policy is designed to ensure compliance with federal and state laws and regulations, to eliminate accidental or innocent destruction of records and to facilitate HLH operations by promoting efficiency and freeing up valuable storage space.

Document Retention: HLH follows the document retention procedures as outlined below. Documents that are not listed, but are substantially similar to those listed in the schedule, will be retained for the appropriate length of time.

Electronic Documents and Records: Electronic documents will be retained as if they were paper documents. Therefore, any electronic files, including records of donations made online, that fall into one of the document types listed below will be maintained for the appropriate amount of time.

Emergency Planning: HLH records will be stored in a safe, secure and accessible manner. Documents and financial files that are essential to keeping HLH operating in an emergency will be regularly duplicated or backed up.

Document Destruction: HLH is responsible for the ongoing process of identifying its records, which have met the required retention period and overseeing their destruction. Destruction of financial and personnel-related documents will be accomplished by shredding. Documents will be destroyed only after they have been electronically scanned and stored.

Document destruction will be suspended immediately, upon any indication of an official investigation or when a lawsuit is filed or appears imminent according to HLH litigation hold policy. Destruction will be reinstated upon conclusion of the investigation.

Compliance: Failure on the part of employees to follow this policy can result in possible civil and criminal sanctions against HLH and its employees and possible disciplinary action against responsible individuals.

1. Psychiatrists must retain client records for a minimum of seven (7) years from the last date of service. Psychologists and other mental health professionals should retain client records for a minimum of five (5) years from the last date of service.

2. The client record and all billing records for a minor shall be retained until two years after the minor client reaches majority (age 18), even if this means that the record is retained for a period of more than five (5) years.

3. Records related to an audit, investigation, or litigation (including a subpoena or a warrant) shall be maintained until the final determination has been made with regard to the audit, investigation or litigation.

5. Paper records shall be destroyed by method of shredding, burning, pulping, or pulverizing.

Technical Proposal

RESPONSE TO INFORMATION FOR EVALUATION

E.1 MINIMUM QUALIFICATIONS

A. Submit social work licenses for all staff identified to execute the Scope of Work.

Resumes and licenses for proposed staff are included in the attachment section.

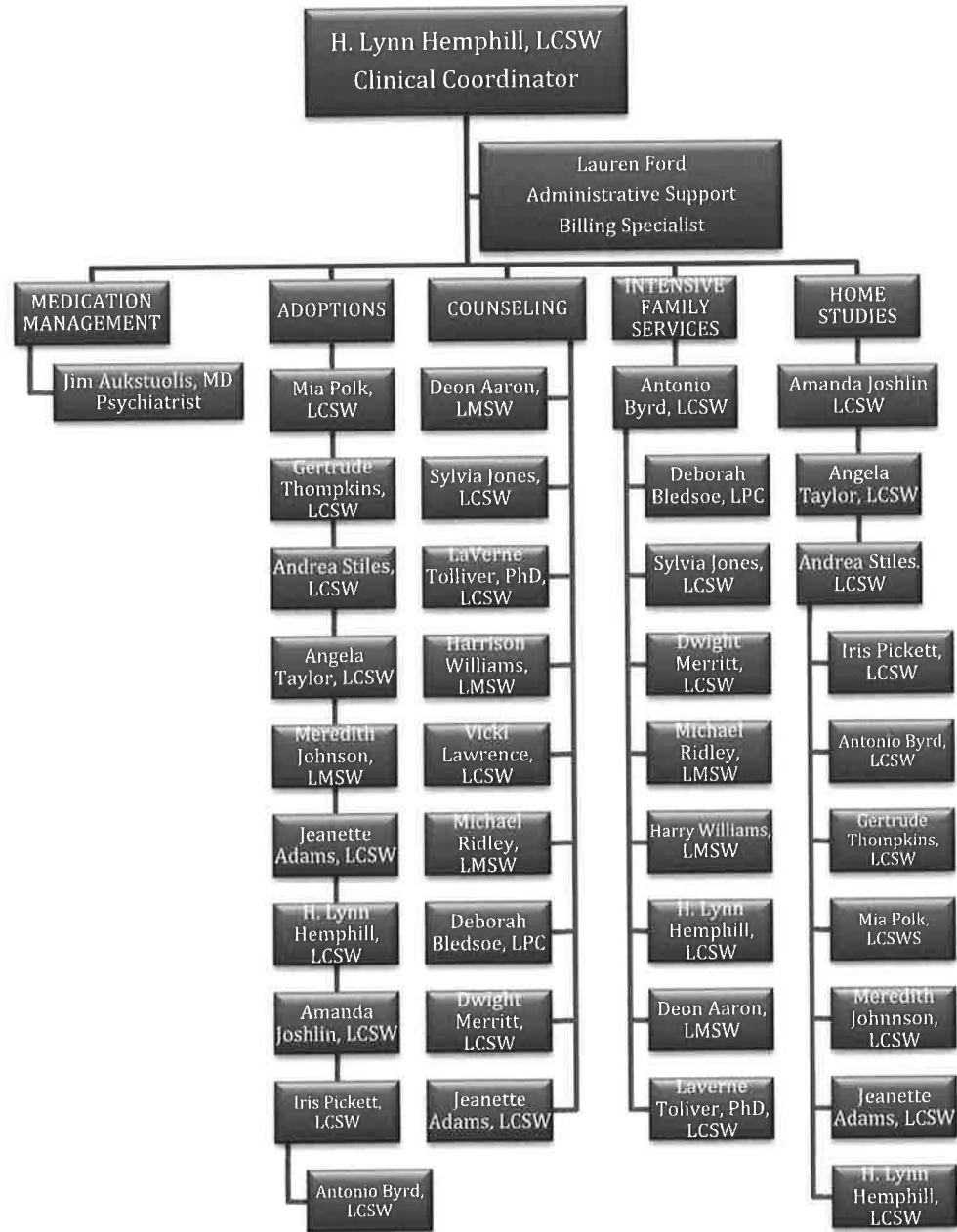
B. Described your experience in social work or child welfare related field.

HLH Consultants, LLC is a counseling agency comprised of sixteen master's level clinical social work practitioners, one master's level professional counselor, one doctorate level social work practitioner, and a license board certified child psychiatrist. We are a dynamic organization with a proven track record of providing quality treatment services. For the past eighteen years, we have contracted with the Arkansas Department of Human Services (DHS) to provide the following services: Counseling; Intensive Family Services; Parental/ICPC Home Studies and Adoption Services. We currently cover the following counties for home studies and adoption summaries: Pulaski; Jefferson; Lonoke; Conway; Faulkner and Pope. Our staff possess a wealth of knowledge and experience in social work practice, having worked extensively in outpatient and inpatient psychiatric treatment settings for adults and children (see attached resumes). Several members of our staff are trained in evidence-based therapies and have first-hand experience in working with children in the foster care system. These staff are also familiar with the Foster/Adopt Pride training curriculum. The point of contact for this contract initiative, Mr. H. Lynn Hemphill, served as a foster parent trainer for UALR Mid-South for several years. Consequently, we are able to utilize this knowledge base when interviewing families to determine their capacity for parenting children of various ages and backgrounds.

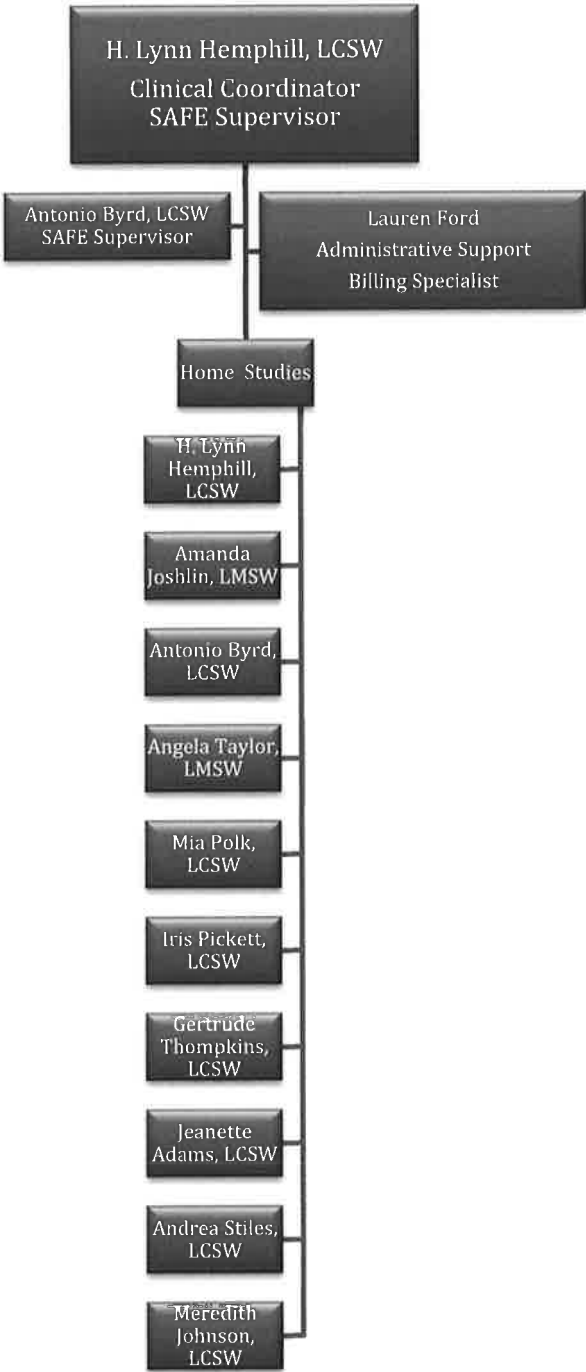
C. Submit an organization chart displaying all staff that will execute the Scope of Work. Clearly show title and line of supervisory.

The first organizational chart below provides a comprehensive overview of the staffing and DHS contracted services that are currently being provided by HLH Consultants, LLC. The second chart provides an overview of the proposed staffing as well as supervisory chain.

Organizational Chart



Project Organization and Staffing



D. Provide three (3) letters of recommendation from three (3) different sources, dated within the last six (6) months of bid submittal date, relating to the Scope of Work of this RFP

There are four letters of support included in the attachment section.

E. Explain your plan for meeting the requirement of working nights and weekends.

HLH Consultants, LLC prides itself in offering flexible work hours. Presently, our social workers complete home study visits during the day, evenings and night seven days a week. Our normal business hours are 8:00 A.M. to 4:30 P.M. Monday thru Friday. Staff also work late tours such as 11:00 A.M. to 7:30 P.M. and 12:00 P.M. to 8:30 P.M. during the week and on the weekends. Conducting home visits in the evenings and at night makes it more convenient for families to schedule appointments without having to take off from work. We plan to continue offering flexible work tours to help ensure families don't experience any disruption in their work and normal daily routine.

F. Describe how you propose to maintain sufficient staffing levels to ensure successful completion of task required in the Scope of Work.

HLH Consultants, LLC currently has ten social workers who are SAFE trained and certified to complete home studies. It has been our experience that our present staffing level is sufficient to cover the areas that we are currently assigned. We primarily utilize eight social workers for the proposed areas with two social workers who are certified on the supervisory level (H. Lynn Hemphill, LCSW and Antonio Byrd, LCSW) serving as back-up. We have a strong track record for maintaining seasoned social workers with many years of experience in completing home studies. We will, however, engage in recruitment efforts if the need arises to address the demand for this service.

E.2 APPROACH TO SCOPE OF WORK

A. Submit a sample describing vendor's approach to gathering, assessing and providing pertinent information to be used in decision making regarding the appropriateness of approval of homes.

Based on our experiences in completing SAFE home studies since DHS introduced this model to the State of Arkansas, we developed a system that works well for gathering, assessing and providing pertinent information to be used in decision making regarding the appropriateness of approval of homes. First, we thoroughly review Questionnaire I, references and background information from DHS to develop questions to be asked and entered on the Harvest form during the initial visit. Open ended questions are used to explore answers and gain additional information. Secondly, we utilize lap tops to type information as we go to improve efficiency. We often quote responses and read back information for accuracy. Thirdly, we pay close attention to family dynamics and nonverbal cues. During the second visit, we explore nonverbal cues and relationships within the family system. We further utilize additional assessment tools such as the questionnaire for adult children and compatibility scales. We also interface with DHS to determine if the agency has additional information to assist with the assessment process. We make certain that every area of the psychosocial rating sheet is covered in the narrative portions to

ensure that we have adequate information to make a thorough assessment. Salient issues that weren't resolved through the mitigation process are listed in the psychosocial evaluation section for further consideration.

B. Describe vendor approach to face to face interviews to prospective families as stated in section 2.4a2.

HLH Consultants, LLC has experience in conducting face to face interviews with prospective families. When interacting with families, we strive to create a warm, empathetic and professional environment that is conducive to a positive exchange of information. Our social workers are mindful of the importance in establishing a professional rapport with these families. Relationship building begins with the initial telephone contact with the family and extends throughout the home study process. At a minimum, staff completes two face to face interviews with prospective families. Should the need arise for additional information, staff will conduct a third interview. The agency also has experience in completing ICPC and Regulations 7 home studies that are required to be completed within a 30-day period. Our agency has a history of working closely with DHS staff to address the needs of the agency. For example, we often receive requests for expedited SAFE home studies, and we have a system in place to successfully meet these requests.

C. State how will you ensure a SAFE Home Study will completed within the timeframes stated in 2.4a 3.

HLH Consultants, LLC has an administrative staff person who is dedicated to this contract initiative. She is responsible for receiving all referrals and to logging them into a computer data base. Additionally, this staff person would be responsible for ensuring that the agency has the supporting documentation to perform the task. For example, she will ensure that each referral is accompanied with an encumbrance form, Questionnaire I and relevant background information. She will also monitor the length of time that it takes to schedule appointments and submit a final report. If barriers exist to completing the report in a timely fashion, DHS will be provided written notification as well as a plan to address identified concerns. Referrals will be assigned to social workers within one work day. The assigned social worker is responsible for scheduling appointments with the prospective families within two business days. The clinical coordinator for HLH Consultants, LLC maintains a tracking data base to ensure compliance with performance indicators.

E.3 ADDITIONAL CONTRACT REQUIREMENTS

A. Explain how you will ensure timely reporting as required in 2.3a and b.

HLH Consultants, LLC has quality assurance measures currently in place to address performance indicators relative to timely submission of reports. We track information such as the date that our agency received the referral as well as the date that we requested additional information from DHS to complete the home study process. Additionally, we track the date when the family is initially contacted as well as the dates when family members were visited in their home. The supervisors for this home study initiative meet with the social workers to discuss impressions and provide input into the assessment component. Once the home study is completed, the supervisors review the

report and make additional suggestions before signing the document. The administrative staff forwards the home study and supportive documents to the case worker and supervisor. It has been our experience that forty-five calendar days are adequate to complete the process. If the agency experiences any issues that can negatively impact our ability to meet the time requirements such as families not responding to our calls or cancelling appointments, we will immediately notify the referring case worker as well as the supervisor by telephone and email. If our agency is chosen to continue providing home studies for the identified areas, we are prepared to continue providing services without any interruptions. As aforementioned, we have ten social workers that are SAFE certified, and two of these workers are certified on a supervisory level.

B. State your mode of transportation that will be used to meet the Scope of Work in this RFP

Proposed staff for this contract initiative plan to continue using their personal vehicles. These vehicles are properly licensed and insured. Staff members ensure that their vehicles are serviced regularly and that they maintain reliable transportation to fulfill the requirements of the contract.

E.4 REPORTING AND BILLING

A. State your plan to comply with the training requirement as set forth in 2.5a

Mr. H. Lynn Hemphill, LCSW and another representative from this agency will attend the one-day orientation and training that will be offered by DHS to address policy, procedure and form requirements.

B. Explain how you will ensure timely billing for DHS for services.

HLH Consultants, LLC is familiar with DHS billing requirements. Presently, we work with the financial coordinators in three separate areas to address billing issues on a monthly basis. We are also proficient in the use of the PIE system. We will continue to endeavor to meet the goal of submitting billing by the 10th day of each month and verify the same on the certification of compliance form.

C. What your agency's or organization policy on confidentiality and record retention?

Policies governing confidentiality and record retention are located in the attachment section.