



**Office of State Courts Administrator**  
**P.O. Box 104480**  
**2112 Industrial Drive**  
**Jefferson City, Missouri 65110- 4480**

**AMENDMENT 001**

**RFP NO. OSCA 14-042**

**TITLE: Specialized Treatment Provider  
 for Treatment Court**

**ISSUE DATE: March 5, 2014**

**osca.contracts@courts.mo.gov**

**CONTACT: Russell Rottmann**

**PHONE NO.: (573)522-6766**

**E-MAIL:**

**RETURN PROPOSALS NO LATER THAN: MARCH 17, 2014**

**MAILING INSTRUCTIONS:** Print or type **RFP Number** and **Return Due Date** on the lower left hand corner of the envelope or package.

**RETURN PROPOSAL TO:**

**(U.S. Mail)  
 Office of State Courts Administrator**

**(Courier Service)  
 Office of State Courts**

**Administrator**

**Attn: Contract Unit or  
 PO Box 104480  
 Jefferson City Mo 65110 - 4480**

**Attn: Contract Unit  
 2112 Industrial Dr  
 Jefferson City Mo 65109**

**CONTRACT PERIOD: DATE OF AWARD THROUGH JUNE 30, 2015**

**DELIVER SUPPLIES/SERVICES FOB DESTINATION TO THE FOLLOWING ADDRESS:**

**VARIOUS LOCATIONS THROUGHOUT THE STATE OF MISSOURI**

The vendor hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all requirements and specifications contained herein and the Terms and Conditions Request for Proposal. The vendor further agrees that the language of this RFP shall govern in the event of a conflict with his/her proposal. The vendor further agrees that upon receipt of an authorized purchase order or when this RFP is countersigned by an authorized official of the Office of State Courts Administrator, a binding contract shall exist between the vendor and the Office of State Courts Administrator.

**SIGNATURE REQUIRED**

AUTHORIZED SIGNATURE <i>Myrna Trickey</i>		DATE <i>3/13/14</i>
PRINTED NAME <b>Myrna Trickey</b>		TITLE <b>President/CEO</b>
COMPANY NAME <b>Heartland Center for Behavioral Health</b>		
MAILING ADDRESS <b>1730 Prospect</b>		
CITY, STATE, ZIP <b>Kansas City, Missouri 64127</b>		
E-MAIL ADDRESS <b>mtrickey@heartlandcbc.org</b>		FEDERAL EMPLOYER ID NO. <b>43-1262765</b>
PHONE NO. <b>816-421-6670 ext. 1217</b>	FAX NO. <b>816-427-4701</b>	

**NOTICE OF AWARD (OSCA USE ONLY)**

ACCEPTED BY OFFICE OF STATE COURTS ADMINISTRATOR AS FOLLOWS: <i>AS SUBMITTED</i>		
CONTRACT NO. <i>OSCA 14-042-14</i>	CONTRACT PERIOD <i>July 1, 2014 through June 30, 2015</i>	
CONTRACTS COORDINATOR <i>Yderbert L. Conner</i>	DATE <i>4-22-2014</i>	DEPUTY STATE COURTS ADMINISTRATOR <i>Earl R. ...</i>



Office of State Courts Administrator  
2112 Industrial Drive  
Attn: Russell Rottmann  
Jefferson City, Missouri 65110

March 13, 2014

Re: RFP OSCA 14-042

Dear Mr. Rottmann,

At Heartland Center for Behavioral Change (HCBC) we are pleased to again respond to this request for proposal. HCBC, formerly know as Kansas City Community Center, received its first contract to provide substance abuse treatment services certified by the Missouri Division of Alcohol and Drug Abuse in 1982. We have been continuously certified by the Division of Behavioral Health (DBH) since our inception and in 2013 we received CARF accreditation.

We serve adult male and female consumers, and municipal, state, and federal offenders in a variety of settings that include modified medical detoxification, residential housing, and outpatient treatment. In addition to our services to the Missouri Division of Behavioral Health, we are an experienced provider of drug/treatment court services. In 1996, we became the provider of the Jackson County Felony Drug Court; in 2008, the provider of the Misdemeanor Drug Court, the Mental Health Court and most recently the Veterans Court. In 2007 we became the provider of felony drug court services for Greene County. Since then, our services expanded to include the Greene County Family Court, DWI Court, and the Polk County Drug Court. .

Our offer of services includes a continuation of our programs in Jackson and Greene counties. We are also offering services in areas where we have established certified substance abuse programs under contracts with the Missouri Division of Behavioral Health. In addition to outpatient services, we also offer modified medical detoxification at our Jackson County location.

In delivering services, we ensure that evidence based practices and curricula are used. Our outcomes are equal to or better than state-wide outcomes as evidenced by National Outcome Measures. We also have a Quality Improvement department to make certain that the work we do meets the highest standards.

Our experience serving substance abusing offenders to drug/treatment courts, our presence in these communities as a certified DBH provider, and our CARF Accreditation makes us an ideal provider for the courts.

Sincerely,

  
Myrna Trickey, President/CEO

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**PRICING PAGE**

The vendor must provide firm, fixed prices for the services identified below. Should a contract award be made based upon the vendor's proposal, the prices stated herein shall be legally binding for the entire contract period.

Service Description	Vendor Firm, Fixed Unit Price	Unit of Service
Assessment	137.44	Per assessment
Assessment option (Multi-axial)	358.38	Per assessment
Assessment update	55.43	Per assessment
Case Management/Community Support	24.44	Per ¼ hour
Communicable Disease Assessment/Education/Testing		Per ¼ hour
Day Treatment		Per day
Detoxification (Social Setting)		Per day
Detoxification (Modified Medical)	395.48	Per day
Early Intervention (Intake)	2.68	Per ¼ hour
Early Intervention (Group Education)	2.68	Per ¼ hour
Early Intervention (Motivational Interviewing-Individual)	13.86	Per ¼ hour
Extended Day Treatment		Per day
Family Conference	13.86	Per ¼ hour
Family Therapy		Per ¼ hour
Group Counseling (Associate SA Counselor)	5.20	Per ¼ hour
Group Counseling (QSAP)	5.98	Per ¼ hour
Group Counseling ( Collateral relationship)	3.13	Per ¼ hour
Group Education	2.68	Per ¼ hour
Group Education (Trauma Related)	3.13	Per ¼ hour
Individual Counseling	13.86	Per ¼ hour
Individual Counseling (Collateral Relationship)	17.01	Per ¼ hour
Individual Counseling (Co-Occurring Disorder)	21.37	Per ¼ hour

**Replacement E/M Procedure Codes Effective 1/1/2013**

Unit Designation	Description	Rate	Procedure Code	Unit Designation	Description and Required Components	Rate Eff 10/01/13
<b>15 Minute(s)</b>	<b>Medication Serv - Physician</b>	<b>\$50.94</b>	99201	1 Unit	Medication Serv - Physician/New Pt History - PF; Exam - PF; MDM - Rout; Pre Prob - Minor	\$ 35.32
			99202	1 Unit	Medication Serv - Physician/New Pt History - exp PF; Exam - exp PF; MDM - Rout; Pre Prob - Low/Mod	\$ 70.64
			99203	1 Unit	Medication Serv - Physician/New Pt History - Detail; Exam - Detail; MDM - Low; Pre Prob - Mod	\$ 105.96
			99204	1 Unit	Medication Serv - Physician/New Pt History - Comp; Exam - Comp; MDM - Mod; Pre Prob - Mod/High	\$ 158.93
			99205	1 Unit	Medication Serv - Physician/New Pt History - Comp; Exam - Comp; MDM -High; Pre Prob - Mod/High	\$ 211.91
			99212	1 Unit	Medication Serv - Physician/Established Pt History - PF; Exam - PF; MDM - Rout; Pre Prob - Minor	\$ 35.32
			99213	1 Unit	Medication Serv - Physician/Established Pt History - Exp PF; Exam - Exp PF; MDM - Low; Pre Prob - Low/Mod	\$ 52.98
			99214	1 Unit	Medication Serv - Physician/Established Pt History - Detail; Exam - Detail; MDM - Mod; Pre Prob - Mod/High	\$ 88.30
			99215	1 Unit	Medication Serv - Physician/Established Pt History - Comp; Exam - Comp; MDM -High; Pre Prob - Mod/High	\$ 141.27
			<b>15 Minute(s)</b>	<b>Medication Serv - APN</b>	<b>\$32.24</b>	99201 52
99202 52	1 Unit	Medication Serv - APN/New Pt History - exp PF; Exam - exp PF; MDM - Rout; Pre Prob - Low/Mod				\$ 44.71
99203 52	1 Unit	Medication Serv - APN/New Pt				\$ 67.06

				History - Detail; Exam - Detail; MDM - Low; Pre Prob - Mod		
		99204 52	1 Unit	Medication Serv - APN/New Pt	\$ 100.59	
				History - Comp; Exam - Comp; MDM - Mod; Pre Prob - Mod/High		
		99205 52	1 Unit	Medication Serv - APN/New Pt	\$ 134.12	
				History - Comp; Exam - Comp; MDM -High; Pre Prob - Mod/High		
		99212 52	1 Unit	Medication Serv - APN/Established Pt	\$ 22.39	
				History - PF; Exam - PF; MDM - Rout; Pre Prob - Minor		
		99213 52	1 Unit	Medication Serv - APN/Established Pt	\$ 33.53	
				History - Exp PF; Exam - Exp PF; MDM - Low; Pre Prob - Low/Mod		
		99214 52	1 Unit	Medication Serv - APN/Established Pt	\$ 55.88	
				History - Detail; Exam - Detail; MDM - Mod; Pre Prob - Mod/High		
		99215 52	1 Unit	Medication Serv - APN/Established Pt	\$ 89.41	
				History - Comp; Exam - Comp; MDM -High; Pre Prob - Mod/High		
<b>15 Minute( s)</b>	<b>Med Srvcs - Psychiatrist</b>	<b>\$57.31</b>	99201 AF	1 Unit	Medication Serv - Psychiatrist/New Pt	\$ 39.74
					History - PF; Exam - PF; MDM - Rout; Pre Prob - Minor	
			99202 AF	1 Unit	Medication Serv - Psychiatrist/New Pt	\$ 79.47
					History - exp PF; Exam - exp PF; MDM - Rout; Pre Prob - Low/Mod	
			99203 AF	1 Unit	Medication Serv - Psychiatrist/New Pt	\$ 119.20
					History - Detail; Exam - Detail; MDM - Low; Pre Prob - Mod	
			99204 AF	1 Unit	Medication Serv - Psychiatrist/New Pt	\$ 178.81
History - Comp; Exam - Comp; MDM - Mod; Pre Prob - Mod/High						
99205 AF	1 Unit	Medication Serv - Psychiatrist/New Pt	\$ 238.41			
		History - Comp; Exam - Comp; MDM -High; Pre Prob - Mod/High				
99212 AF	1 Unit	Medication Serv - Psychiatrist/Established Pt	\$ 39.74			
		History - PF; Exam - PF; MDM - Rout; Pre Prob - Minor				
99213 AF	1 Unit	Medication Serv - Psychiatrist/Established Pt	\$ 59.60			

				History - Exp PF; Exam - Exp PF; MDM - Low; Pre Prob - Low/Mod	
		99214 AF	1 Unit	Medication Serv - Psychiatrist/Established Pt	\$ 95.52
				History - Detail; Exam - Detail; MDM - Mod; Pre Prob - Mod/High	
		99215 AF	1 Unit	Medication Serv - Psychiatrist/Established Pt	\$ 158.94
				History - Comp; Exam - Comp; MDM -High; Pre Prob - Mod/High	

**Replacement Procedure Codes Effective 1/1/2013**

Unit Designation	Description	Rate	Procedure Code	Unit Designation	Description	Rate Eff 10/01/13
15 Minute(s)	Psychiatric Evaluation - Physician	\$49.38	<b>90792</b>	15 Minute(s)	Psychiatric Diagnostic Evaluation with Medical Services	\$52.98
15 Minute(s)	Psychiatric Evaluation - Psychologist	\$55.56	<b>90792 AF</b>	15 Minute(s)	Psychiatric Diagnostic Evaluation with Medical Services	\$59.60
45 Minute(s)	<del>Psychiatric Evaluation - Licensed Psychologist</del>	\$19.56	<b>90791 AH</b>	15 Minute(s)	<del>Psychiatric Diagnostic Evaluation (No Medical Services)</del>	\$19.56
15 Minute(s)	Psychiatric Evaluation - APN	\$30.12	<b>90792 52</b>	15 Minute(s)	Psychiatric Diagnostic Evaluation with Medical Services	\$33.53

Individual Counseling (Trauma Related)	17.94	Per ¼ hour
Medication Services	See attached	Per ¼ hour
Medication: [Medication Assisted Treatment (MAT)]	As Pres	Per prescription
Missouri Recovery Support Specialist (MRSS)		Per ¼ hour
Missouri Recovery Support Specialist Peer (MRSS-P)		Per ¼ hour
Relapse Prevention Counseling	13.86	Per ¼ hour
Residential Support		Per day
Treatment Court Day	10.40	Per ¼ hour
Virtual Counseling (Group)		Per ¼ hour
Virtual Counseling (Individual)		Per ¼ hour
Drug/Alcohol Testing: Sample Collection Only (Lab conf. only)		Per test
Sample Collection with 1-panel on-site provided by vendor	2.86	Per test
Sample Collection with 2-panel on-site provided by vendor	5.72	Per test
Sample Collection with 3-panel on-site provided by vendor	8.58	Per test
Sample Collection with 4-panel on-site provided by vendor	11.44	Per test
Sample Collection with 5-panel on-site provided by vendor	14.30	Per test
Sample Collection with 6-panel on-site provided by vendor	17.16	Per test
Sample Collection with 7-panel on-site provided by vendor	20.02	Per test
Sample Collection with 8-panel on-site provided by vendor	22.88	Per test
Sample Collection with 9-panel on-site provided by vendor	25.74	Per test
Drug Testing: Sample Collection and On-Site Test (Kit provided by Treatment Court)	8.32	Per test
Drug Testing: Breathalyzer (Equipment provided by vendor)	2.50	Per test
Drug Testing: Breathalyzer (Equipment provided by Treatment Court)	1.50	Per test

**Evidence Based Program and Practice curriculum being utilized:**

HCBC currently offers services for three court systems in Missouri. In Jackson County we provide substance abuse treatment services for the county's drug court, mental health court, child

support court, and the veteran's court. In Greene County we offer substance abuse treatment for the drug, family, and DWI courts. Previously, we also provided services for the Polk County court. We understand that it is important to act in partnership with the court and have endeavored to fit curriculum to the needs of the particular target group served. We are always cognizant of the need to provide evidence-based curriculum and understand that one curriculum does not fit all needs. Therefore, we have a menu of curricula including Matrix, Living In Balance, Living In Balance for Co-occurring Disorders, and Moral Reconciliation Therapy (MRT). These are all recognized by SAMHSA as meeting evidence-based standards.

**Which Cognitive Behavioral intervention staff is qualified to deliver:**

All staffs providing treatment services are qualified to deliver Matrix and Living In Balance. Only counselors who have received specialized training are qualified to deliver MRT. Those individuals are: Rhonda Richards, Steven Roe, Joe Shaffitzel (Greene County) and Thomas Shaffer, Maryam ElSherif, Debra West, and Vicki Boyd (Jackson County).

**Please indicate if Medication Assisted Treatment (MAT) is provided. If you do not provide MAT, how and with whom MAT services are arranged and how all services are coordinated.**

Medication Assisted Treatment is available through Department of Mental Health reimbursement. In Jackson County we have arrangements with a local psychiatrist, Dr. Michael Novato, to prescribe and administer shots of Vivitrol for individuals with alcohol or opiate addictions. He is also available to prescribe other medications if needed. In addition, we are in process of opening a Vivitrol Clinic at our Modified Medical Detoxification program. In southwest Missouri we have a contract with Lakes Area Clinic to provide medication assisted treatment.

Below is a list of the Judicial Circuits and Counties in the State of Missouri. Check either the applicable counties or the entire Judicial Circuit(s) that your agency shall provide services. Check the appropriate level of service and the applicable gender that shall be provided: DWI, Adult, Veterans, Family and Juvenile.

JUDICIAL CIRCUIT	COUNTY	DWI	ADULT	FAMILY	VETERANS	JUVENILE	MALE	FEMALE
1	Clark							
1	Schuyler							
1	Scotland							
2	Adair							
2	Knox							
2	Lewis							
3	Grundy							
3	Harrison							
3	Mercer							
3	Putnam							
4	Atchison							
4	Gentry							
4	Holt							
4	Nodaway							
4	Worth							
5	Andrew							
5	Buchanan							
6	Platte	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>		<b>X</b>	<b>X</b>
7	Clay	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>		<b>X</b>	<b>X</b>
8	Carroll							
8	Ray	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>		<b>X</b>	<b>X</b>
9	Chariton							
9	Linn							
9	Sullivan							
10	Marion							
10	Monroe							
10	Ralls							
11	St. Charles							
12	Audrain							
12	Montgomery							
12	Warren							

JUDICIAL CIRCUIT	COUNTY	DWI	ADULT	FAMILY	VETERANS	JUVENILE	MALE	FEMALE
13	Boone							
13	Callaway							
14	Howard							
14	Randolph							
15	Lafayette							
15	Saline							
16	Jackson	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>		<b>X</b>	<b>X</b>
17	Cass							
17	Johnson							
18	Cooper							
18	Pettis							
19	Cole							
20	Franklin							
20	Gasconade							
20	Osage							
21	St. Louis							
22	St. Louis City							
23	Jefferson							
24	Madison							
24	St. Francois							
24	Ste. Genevieve							
24	Washington							
25	Maries							
25	Phelps							
25	Pulaski							
25	Texas							
26	Camden							
26	Laclede							
26	Miller							

JUDICIAL CIRCUIT	COUNTY	DWI	ADULT	FAMILY	VETERANS	JUVENILE	MALE	FEMALE
26	Moniteau							
26	Morgan							
27	Bates							
27	Henry							
27	St. Clair							
28	Barton							
28	Cedar							
28	Dade							
28	Vernon							
29	Jasper							
30	Benton							
30	Dallas	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>		<b>X</b>	<b>X</b>
30	Hickory							
30	Polk	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>		<b>X</b>	<b>X</b>
30	Webster	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>		<b>X</b>	<b>X</b>
31	Greene	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>		<b>X</b>	<b>X</b>
32	Bollinger							
32	Cape Girardeau							
32	Perry							
33	Mississippi							
33	Scott							
34	New Madrid							
34	Pemiscot							
35	Dunklin							
35	Stoddard							
36	Butler							
36	Ripley							
37	Carter							
37	Howell							
37	Oregon							
37	Shannon							

JUDICIAL CIRCUIT	COUNTY	DWI	ADULT	FAMILY	VETERANS	JUVENILE	MALE	FEMALE
38	Taney	X	X	X	X		X	X
38	Christian	X	X	X	X		X	X
39	Barry	X	X	X	X		X	X
39	Lawrence	X	X	X	X		X	X
39	Stone	X	X	X	X		X	X
40	McDonald							
40	Newton							
41	Macon							
41	Shelby							
42	Crawford							
42	Dent							
42	Iron							
42	Reynolds							
42	Wayne							
43	Caldwell							
43	Clinton							
43	Daviess							
43	DeKalb							
43	Livingston							
44	Douglas							
44	Ozark							
44	Wright							
45	Lincoln							
45	Pike							

**RENEWAL OPTION**

The Office of State Courts Administrator shall have the sole option to renew the contract for in one (1) year increments or any portion thereof for a maximum total of five (5) additional years.

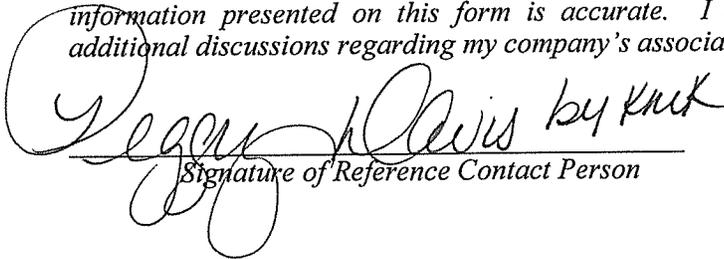
Prices for the renewal period shall be requested no later than 90 days prior the effective renewal.

**PRIOR EXPERIENCE**

The offeror should copy and complete this form for each reference being submitted as demonstration of the offeror and subcontractor's prior experience. In addition, the offeror is advised that if the contact person listed for the reference is unable to be reached during the evaluation, the listed experience may not be considered.

<b>Offeror Name or Subcontractor Name: Heartland Center for Behavioral change</b>	
<b>Reference Information (Prior Services Performed For:)</b>	
Name of Reference Company:	Greene County Circuit Court; 31 <sup>st</sup> Judicial Circuit
Address of Reference Company: ✓ Street Address ✓ City, State, Zip	Judicial Court Facility 1010 North Boonville Springfield, MO 65802
Reference Contact Person Information: ✓ Name ✓ Phone # ✓ E-mail Address	Commissioner Peggy Davis (417) 829-6602
Dates of Prior Services:	6 yrs ago to present
Dollar Value of Prior Services:	ongoing contract with OSCA
Description of Prior Services Performed:	Substance abuse treatment Services

*As the contact person for the reference provided above, my signature below verifies that the information presented on this form is accurate. I am available for contact by OSCA for additional discussions regarding my company's association with the offeror referenced above:*

  
 \_\_\_\_\_  
 Signature of Reference Contact Person

3/13/14  
 \_\_\_\_\_  
 Date of Signature

**PRIOR EXPERIENCE**

The offeror should copy and complete this form for each reference being submitted as demonstration of the offeror and subcontractor's prior experience. In addition, the offeror is advised that if the contact person listed for the reference is unable to be reached during the evaluation, the listed experience may not be considered.

Offeror Name or Subcontractor Name: <u>Heartland Center for Behavioral Health</u>	
<b>Reference Information (Prior Services Performed For:)</b>	
Name of Reference Company:	<u>Greene County Circuit 31</u>
Address of Reference Company: <input checked="" type="checkbox"/> Street Address <input checked="" type="checkbox"/> City, State, Zip	<u>Judicial Court Facility 1010 N Boonville Springfield, mo 65802</u>
Reference Contact Person Information: <input checked="" type="checkbox"/> Name <input checked="" type="checkbox"/> Phone # <input checked="" type="checkbox"/> E-mail Address	<u>Marilyn Gibson, 417-829-6159 marilyn.gibson@courts.mo.gov</u>
Dates of Prior Services:	<u>6 years ago to present</u>
Dollar Value of Prior Services:	<u>\$200-\$240 thousand per year contract with OSCA</u>
Description of Prior Services Performed:	<u>Substance abuse treatment services</u>

*As the contact person for the reference provided above, my signature below verifies that the information presented on this form is accurate. I am available for contact by OSCA for additional discussions regarding my company's association with the offeror referenced above:*

Marilyn Gibson  
Signature of Reference Contact Person

3-13-14  
Date of Signature

**PRIOR EXPERIENCE**

The offeror should copy and complete this form for each reference being submitted as demonstration of the offeror and subcontractor's prior experience. In addition, the offeror is advised that if the contact person listed for the reference is unable to be reached during the evaluation, the listed experience may not be considered.

<b>Offeror Name or Subcontractor Name: Heartland Center for Behavioral Change</b>	
<b>Reference Information (Prior Services Performed For:)</b>	
Name of Reference Company:	Jackson County Prosecuting Attorney's Office
Address of Reference Company: ✓ Street Address ✓ City, State, Zip	415 E 12 <sup>th</sup> St. Kansas City, Missouri 64106
Reference Contact Person Information: ✓ Name ✓ Phone # ✓ E-mail Address	Jean Peters-Baker, Prosecuting Attorney 816-881-3555 jeanpetersbaker@jacksongov.org
Dates of Prior Services:	since 1996
Dollar Value of Prior Services:	
Description of Prior Services Performed:	Substance Abuse Treatment

*As the contact person for the reference provided above, my signature below verifies that the information presented on this form is accurate. I am available for contact by OSCA for additional discussions regarding my company's association with the offeror referenced above:*

Jean Peters Baker  
Signature of Reference Contact Person

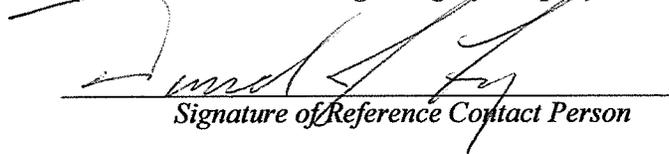
3/13/14  
Date of Signature

**PRIOR EXPERIENCE**

The offeror should copy and complete this form for each reference being submitted as demonstration of the offeror and subcontractor's prior experience. In addition, the offeror is advised that if the contact person listed for the reference is unable to be reached during the evaluation, the listed experience may not be considered.

<b>Offeror Name or Subcontractor Name: Heartland Center for Behavioral Change</b>	
<b>Reference Information (Prior Services Performed For:)</b>	
Name of Reference Company:	Jackson County Circuit Court, 16 <sup>th</sup> Judicial District
Address of Reference Company: ✓ Street Address ✓ City, State, Zip	415 E. 12 <sup>th</sup> Street Kansas City, Missouri 64106
Reference Contact Person Information: ✓ Name ✓ Phone # ✓ E-mail Address	Commissioner David J. Frye 816-881-3304
Dates of Prior Services:	Since 1996
Dollar Value of Prior Services:	
Description of Prior Services Performed:	Substance Abuse Treatment

*As the contact person for the reference provided above, my signature below verifies that the information presented on this form is accurate. I am available for contact by OSCA for additional discussions regarding my company's association with the offeror referenced above:*

  
Signature of Reference Contact Person

3/13/14  
Date of Signature

**EXHIBIT B****PERSONNEL EXPERTISE SUMMARY**

(Complete this Exhibit for personnel proposed. Resumes or summaries of key information may be provided)

<b>Personnel</b>	<b>Background and Expertise of Personnel and Planned Duties</b>
1. Judy Chase, MA Vice President of Clinical Services Oversight responsibility for all programs	See attached résumé
2. Margarete Qualls Regional Administrator Oversight for Jackson County programs	See attached résumé
3. John Bertsch, LCSW Regional Administrator Oversight of Greene County programs	See attached résumé
4. Thomas Shaffer, MA, CRAADC Drug Court Supervisor Supervision of Jackson County programs	See attached résumé Mr. Shaffer is a certified MRT Facilitator
5. Rhonda Richards, BS, CADC Supervisor of Greene County programs	See attached résumé Ms. Richards is a certified MRT Facilitator
6. Christie Butler, CRADC Counselor, Jackson County	Ms. Butler has worked in the substance abuse field for over 30 years. She has been with HCBC for almost 5 years as a counselor in the Felony Drug Court.
7. Maryam El-Sherif, MA, RSAP-P Counselor, Jackson County	Ms. El-Sharif has a MA in Counseling. She has worked in the addiction field for over 20 years. She has been a counselor with the drug court for almost 2 years. Ms El-Sharif is a trained MRT facilitator
8. Sarah VanderPohl, MS, RASAC II Associate Counselor, Jackson County	Ms. VanderPohl earned a Masters Degree in Psychology two years ago and has been with the drug court for 18 months. She conducts assessments for the Jackson County Drug Court Program and facilitates education groups.
9. Alexandra Swinney, BS, CADC Counselor	Ms Swinney holds a BS in Criminal Justice. She began employment with HCBC as a counselor in a women's prison program. Recently she transferred to an outpatient position in the Jackson County Drug Court.
10. April Buckner, BS, RASAC II	Ms. Buckner earned a BS Degree in Social Psychology a year ago. She has been employed by HCBC for 6 months. She provides

Associate Counselor	counseling for treatment court participants in the office located in Independence, Missouri, in eastern Jackson County.
11 Debra West, MA, CADC Counselor	Ms West has a MA and has worked for HCBC for the last 8 months. She provides counseling services for treatment court participants in the office located in Independence, Missouri, in eastern Jackson County. Ms West is certified as a MRT facilitator.
12. Rhonda Richards, BS,CADC Supervisor/Counselor	Ms. Richards holds a BS in Psychology and has been with HCBC for almost 5 years. She is the Supervisor for all of HCBC treatment court programs in Southwest Missouri. She is also certified as a MRT Facilitator.
13 Steven Roe, BSW, CCJP, RSAP Counselor	Mr. Roe has a Bachelor of Social Work Degree. He has fifteen years experience working with youth, substance abusers, and individual with co-occurring disorders. Mr. Roe began his employment with HCBC as a counselor in the prison-based Therapeutic Community at the Ozark Correctional Center in Fordland, Missouri. In 2007 he became an outpatient counselor in the Springfield office. Roe is certified as a MTR facilitator
14. Joe Schaffitzel, RASAC II Associate Counselor	Mr. Schaffitzel has been employed by HCBC for 4 ½ years. He counsels CSTAR consumers in the Springfield Office and worked with the Polk County Drug Court. He is also certified as a MRT facilitator.
14. Karen Burghout, MS, CSAC II, CCJP, LPC QMHP	Ms. Burghout holds a MS in Counseling and is a LPC. Ms Burghout has been a certified substance abuse counselor for fifteen years. She worked in the Therapeutic Community at Ozark Correctional Center and is now an outpatient counselor and diagnostician with HCBC.
15. Vicki Boyd, BA, CCJP Practice Improvement	Ms. Boyd has a BS in Sociology and 40 years of experience including the start up of the Jackson County Drug Court, one of the first twelve in the nation. She has been employed with HCBC for 5 years and in her current position conducts audits and training for outpatient programs to ensure that services are of the highest quality and meet state and CARF standards. Ms Boyd is also certified a MRT facilitator

## **JUDY CHASE**

### **EMPLOYMENT AND EXPERIENCE**

2005 – Present                    **Vice President of Clinical Services**

Primary responsibilities include oversight of treatment provided for the Jackson County Drug Court, the Jackson County Reintegration Court, Stone and Greene County Drug Courts. Responsibilities also include CSTAR programs in Kansas City, Independence, Liberty, Richmond, Branson, Bolivar, Buffalo Springfield, and Seymour Missouri. Duties include planning, implementing and ensuring that services provided meet state certification and CARF standards, and the expectations of various courts and agencies also involved in the programs. Also serve as the Substance Abuse Traffic Offender Program Administrator. As SATOP Administrator, responsible for oversight of the Offender Management Unit, the Offender Education Program, the Weekend Intervention Program, the Adolescent Drug Education Program, and the Clinical Intervention Program.

Duties also include grant and proposal writing, policy and procedure development, fiscal planning and management, and personnel development.

1997 – 2005                    **President/Executive Director  
County Court Services, Inc.**

Owner and operator of a private agency which obtained contracts to provide drug court assessments and treatment, contracts for case management services for the Missouri Department of Corrections, and a contract with the Missouri Division of Family Services to provide services for welfare to work clients. Additional contracts were obtained with the Missouri Division of Child Support to provide case management and job assistance to bring those failing to pay child support into compliance and with the Board of Probation and Parole to provide services for clients in the Intensive Supervision Program. Directed and developed alcohol and drug treatment programs, an anti-shoplifting program, and other programs to provide services to various municipal and country courts. Services included anger management and Domestic Violence initiatives, private probation services, a Victim Impact Panel and alcohol and drug evaluations, interventions and treatment. Oversaw and obtained a Missouri Department of Public Safety certification to provide a Driver Improvement Program. Administrator of the Substance Abuse Traffic Offender Program to ensure delivery of services met state standards and requirements to maintain certification. Responsible for the overall fiscal planning, agency development and management, and oversight of staff development and delivery of services.

Also partnered in obtaining certification from the Missouri Division of Health and Senior Services to manage and operate a Residential Care Facility II for the chronically mentally ill.

1994 – 1997

**Director  
Fellowship House, Inc.**

Responsible for the management of a residential treatment facility for 105 offenders from Missouri Department of Corrections. Oversaw staff of case managers, security personnel, maintenance, food services, contract services and volunteers.

1985 – 1994

**District Administrator  
Missouri Board of Probation & Parole**

Directed overall operation of a District Probation and Parole Office, including supervision of professional and support staff. Worked with community agencies to establish treatment, education, employment and other services for clientele, and developed volunteer program. Participated in developing local and statewide year and multi-year agency plans.

1980 – 1995

**Assist District Supervisor  
Missouri Board of Probation & Parole**

Supervised specialty treatment unit and established liaison between unit and provider agencies. Guided staff in formulating treatment plans and supervision strategies, and functioned as liaison to Jackson County Courts.

1973 – 1980

**Probation and Parole Officer  
Missouri Board of Probation & Parole**

Supervised caseloads of individuals on probation or parole for felony or misdemeanor crimes. Included specialty caseloads for clients with mental health and substance abuse problems. Prepared reports and recommendations for the courts relative to disposition of cases.

**ADDITIONAL PROFESSIONAL EMPLOYMENT AND EXPERIENCE**

Adjunct Professor for St. Mary's College and the Kansas City Kansas Community College; Instructor for courses on sociology and addiction.

Contract counselor for private agencies, providing group and individual counseling in areas of chemical dependency, domestic violence, anger management, nutrition and weight loss.

**VOLUNTEER ACTIVITIES**

Former volunteer for the Good Samaritan Project and the Division of Probation and Parole.

**AFFILIATIONS**

National Council on Alcoholism and Drug Dependence - Past President and Chairman of the Board of Directors; Currently a member of the Advisory Board

Greater Kansas City Chemical Abuse Council – Past Chairman  
Citizens Advisory Board, Missouri Probation and Parole – Past Member

Project Connect Missouri Probation and Parole – Participated in the development of this initial re-entry project and served as a Community Panel Member

National Association of Drug Court Providers – Member

### **EDUCATION AND TRAINING**

Master of Arts University Sociology with an Emphasis on Corrections Central Missouri

Bachelor of Arts Sociology/Psychology

Advanced Training (40 — 80 Hours) Management and Supervision U.S. Department of Justice Boulder, Colorado

National Narcotics Intervention Training Fort Lauderdale, Florida

School on Addictions — Johnson Institute Minneapolis, Minnesota

Community Resource Team Management Denver, Colorado

Drug Court Implementation and Development Washington, D.C.

Violence Interruption Project Kansas City, Missouri

Numerous Additional Training Sessions on

Team Building  
Therapeutic Communities  
Domestic Violence  
Cultural Competency  
Challenges of Managing the Workforce  
Leadership & Principles of Supervision  
Motivational Interviewing  
Treatment and Counseling Issues  
Alcohol and Drug Assessment & Treatment

### **CERTIFICATION**

Registered Substance Abuse Professional – State of Missouri – Current

# Margarete G. Qualls

## EDUCATION

- M.A.** 1987 University of Missouri-Columbia (UMC)  
Major: Counseling Psychology
- B.A.** 1985 University of Oklahoma-Stillwater (OSU)  
Major: Psychology
- A.A.** 1983 Cameron University, Lawton, OK  
Technology-Criminal Justice

## ADVANCED TRAINING

Therapeutic Community (TC) immersion training, Advanced TC training, General Drug Court training in San Francisco, California, and Pensacola, Florida; Cross Discipline training for criminal justice and treatment; Counseling the Substance Abusing Offender, Understanding and Treating Addictive Disease, Cocaine, Dual Diagnosis, Multiple Personality Disorder, Families in Recovery, HIV/AIDS Counselor training, Clinical Documentation, Treatment Plan Documentation, Professional Behavior and Ethics, Structured Outpatient.

## PROFESSIONAL EXPERIENCE

### **June 2005 to Present**

**Kansas City Community Center**-Drug Court, Clinical Director. Attend and participate in court staffings with the Drug Court Commissioner, Prosecutor, Public Defender, Diversion Managers, Counselors and Client Advocates; responsible for presenting treatment concerns in court staffing; coordinate treatment with Prosecutor, Public Defender, Probation & Parole and Court; supervise clinical staff in three locations; facilitate internal treatment team staffings weekly with Counselors, Client Advocates and Diversion Managers for Level I clients; assist counselors with issues analysis and treatment planning.

### **September 1995 to May 2005**

County Court Services-Drug Court, Clinical Director. Attend and participate in court staffings with the Drug Court Commissioner, Prosecutor, Public Defender, Diversion Managers, Counselors and Client Advocates; responsible for presenting treatment concerns in court staffing; coordinate treatment with Prosecutor, Public Defender, Probation & Parole and Court; supervise clinical staff in three locations; facilitate internal treatment team staffings weekly with Counselors, Client Advocates and Diversion Managers for Level I clients; assist counselors with issues analysis and treatment planning.

### **June 2005 to Present**

**Kansas City Community Center** (part time). Facilitate groups, provide individual counseling sessions in the areas of substance abuse, anger management and life skills.

### **June 1995 to May 2005**

County Court Services (part time). Facilitate groups, provide individual counseling sessions in the areas of substance abuse, anger management, and life skills.

### **July 1991 to July 1994**

Renaissance West-Women's Place, Program Coordinator for Women and Children's CSTAR program. Hired, trained, supervised, directly and indirectly, counselors, community support workers, office personnel, nursing supervisor, cooks, techs, approximately forty staff; developed, implemented program; trained staff to general and operational policies and procedures, quality assurance programs; developed staff training program, provided staff training regularly. Worked on and monitored State of Missouri certification procedures.

**October 1987 to June 1991**

Resource Development Institute (formerly Greater Kansas City Mental Health Foundation), NARA program. Twenty to forty bed residential component, outpatient component consisting of up to 200 clients. Began as part-time outpatient counselor, became Project Director in November 1988; maintained a client caseload providing individual counseling; supervised coordinators of the outpatient and inpatient components of the program; monitored the budget, wrote grants and proposals (received federal grant, state and county contracts); supervised quality assurance activities. State certified program, also monitored for federal compliance.

**September 1987 to November 1988**

Salvation Army Detoxification facility-Sober House (now MOSOS). Began as direct care staff, became coordinator after six weeks, director after six months. Developed the program which had been in operation for only a few weeks. Hired, supervised detox technician, provided training, developed and monitored the budget, developed quality assurance procedures, developed program procedures with emphasis on ethics and professional behavior, observation of policies and procedures, and serving clients. Gathered statistical information on an ongoing basis. Worked with the health department and KCPD, wrote and received City of Kansas City grant.

**May 1986 to July 1987**

Woodhaven Learning Center, Columbia, Missouri. Worked with clients with all levels of developmental disabilities. Many of the clients were visually disabled, hearing impaired, had behavior and/or convulsive disorders. Began as direct care staff, then program manager, then assistant unit coordinator. Trained and supervised direct care staff and other supervisors, supervised quality assurance activities geared to maintaining state licensure.

**January 1987 to May 1987**

Supervised practicum, Counseling Center UMC. Provided individual counseling for clients with a variety of issues, under supervision.

Supervised practicum, Advent Vocational Rehabilitation Center, Columbia, Missouri. Worked with clients with mental illness, alcohol and drug addiction, neurological handicaps, borderline developmental disabilities, and physical disabilities.

**January 1981 to May 1986**

Held various jobs to work my way through school: School bus driver, taxi driver, bank teller, retail sales clerk, office clerk.

**VOLUNTEER EXPERIENCE**

Served on the Kansas City Area wide Homeless Advisory Committee for Adult Basic Education; for two years with COMPEER, spent time with mentally ill person on outpatient status with Western Missouri Mental Health Center. At Mid-Missouri Mental Health Center in Columbia, Missouri, worked informally with clients on drug and alcohol unit. At Stillwater, Oklahoma, worked with person with developmental disabilities for the purpose of teaching them social skills.

**OTHER**

Bethesda, Maryland, 1990. Participated in peer group evaluation of federal contract proposals.

**CONSULTING**

Salvation Army, 1993. Developed policies and procedure, job descriptions, clients manual, in preparation for Division of Alcohol and Drug Abuse certification of their detox facility.

**HONORS AND AWARDS**

Member Phi Kappa Phi; Alpha Phi, Sigma, treasurer 1993; Psy Chi. Outstanding Technical Student 1982/83 and 1983/84; dormitory stipend 1984/85; fee waiver scholarship 1983/84, Cameron University. Counseling Psychology stipend 1986/87, UMC.

**ADDITIONAL INFORMATION**

Speak, read, write German; am computer literate (Word, Works, Word Perfect, Excel, Lotus). Was involved in a small amount of research at OSU. Research with human subjects at MU. Excellent organizational, mediation and analytical skills.

**REFERENCES**

Furnished Upon Request

# Gail M. Dean

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## OBJECTIVE

To work in a positive, energetic environment with a diverse group of peers who value their individuality and uniqueness cooperating to work toward common goals of helping others, and to utilize my talents and education contributing to those goals.

## EDUCATION

ALCOHOL/DRUG CERTIFICATION CLASSES	KCKCC	2001
MASTERS OF LIBERAL ARTS	BAKER UNIVERSITY (SPGS)	1993
BACHELOR OF FINE ARTS	UNIVERSITY OF KANSAS	1991

## CERTIFICATIONS

NAADAC (National Association of Alcoholism and Drug Abuse Counselors)	1997
RSAP (Registered Substance Abuse Professional, Missouri)	2005

## EMPLOYMENT

<u>PRIMARY COUNSELOR / SENIOR COUNSELOR</u>	<u>2005– PRESENT</u>
<i>Kansas City Community Center, Inc.</i>	<i>Kansas City, Missouri</i>

Outpatient A/D Counselor for COMBAT Jackson County Drug Court program. Facilitate groups along with individual sessions with clients. Document client progress, treatment plans, referrals for case management, discharge summaries and outcomes follow-up. Promoted to Senior Counselor in 2008. Additional duties include Treatment representation for client court appearances with Commissioner David Fry, along with pre-court staffing with the Commissioner, Diversion Managers, Client Advocates, Prosecutor and Defense Attorneys. Since 3/9/09, working at Independence Facility, 103 North Main, Independence, Missouri.

<u>PRIMARY COUNSELOR</u>	<u>2005-2005</u>
<i>Mirror, Inc.</i>	<i>Shawnee, Kansas</i>

Inpatient A/D counselor for male residential clients, 28 day treatment. Facilitated groups along with individual sessions with clients. Documented client progress, treatment plans, produced KCPC and ASI reports on all clients. Discharge summaries and referrals to aftercare or outpatient services as needed.

<u>HR STAFFING SUPPORT</u>	<u>Jan. 2005 to June 30, 2005</u>
<i>for Sprint through J. M. Neil Temp Service</i>	<i>Sprint Campus, Overland Park, KS</i>

Posted all internal and external job opportunities to internal job board, corporate career website (Sprint) and Monster job board for Sprint Consumer Solutions (SCS) – Retail. Entered questionnaire templates into internal and external job boards, along with entering questions into question library. Scanned hard-copy resumes and employment applications into electronic recruiting system. Used Excel for tracking purposes, Outlook and Windows Messenger.

Supported in training new temporary employees. Performed various other projects – drug screen and background investigation verification – online application and resume verification and inactive posting research.

PRIMARY COUNSELOR 2004-2004  
*Mirror, Inc.* *Shawnee, Kansas*

Outpatient A/D counselor for Drug Court (Senate Bill 123) clients. Facilitated SB123 groups along with individual sessions with clients. Documented client progress, treatment plans and produced reports of client monitoring and observed progress to Kansas City Kansas Probation liaison.

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PROGRAM DIRECTOR 2003 - 2004  
*Salvation Army, Missouri Shield of Service* *Kansas City, Missouri*

Administrator for 40 bed unit serving detox clients, Harbor House and Drug Court programs. Direct supervision of 11, clinical and support staff. Responsible for day to day operations, as well as, contract renewal, purchasing, budget input, contract billing and reports to Salvation Army Divisional Headquarters.

DIRECTOR OF OUTPATIENT SERVICES 1999-2003  
*Salvation Army M.A.R.C. Counseling Center* *Kansas City, Kansas*

Senior counselor for outpatient A/D services. Clients referred and screened by RADAC (Regional Alcohol and Drug Assessment Center for Kansas), others are self-pay. Perform duties as group facilitator, individual counselor and case manager for 40+ clients. Oversee function of total department, 2 other counselors, and continuing care counselor for 3/4 house clients.

GROUP COUNSELOR 2002 - 2005  
*Quest Recovery Services, Inc./ County Court Services* *Kansas City, Missouri*

Outpatient alcohol/drug treatment group facilitator - part-time.

PRIMARY COUNSELOR 1998-1999  
*Mirror, Inc.* *Shawnee, Kansas*

A/D counselor for paroled felons re-entering society. Served as individual counselor for 12 to 18 male inpatient clients and facilitated “Cognitive Self - Change” groups.

PRIMARY COUNSELOR 1994-1998  
*Salvation Army M.A.R.C. Counseling Center* *Kansas City, Kansas*

A/D counselor and liaison for Halfway House program to Kansas Department of Corrections for Kansas City, Kansas parole office. Monitored and counseled 20 male parolees reintegrating into society.

References furnished upon request.

## **RESUME**

### **EDUCATION**

- M.A. 1987 University of Missouri-Columbia (UMC)  
Major: Counseling Psychology
- B.A. 1985 University of Oklahoma-Stillwater (OSU)  
Major: Psychology
- A.A. 1983 Cameron University, Lawton, OK  
Major: Technology (Criminal Justice)

### **PROFESSIONAL EXPERIENCE**

#### **January 2013 to Present**

Heartland Center for Behavioral Change (formerly Kansas City Community Center) – Regional Administrator. Supervise three Program Managers and their program sites; actively participate in a number of committees with the goal of improving client services and making a better agency; assist with developing policies and procedures; participate in work groups that succeeded in achieving CARF accreditation (obtained 2013).

#### **June 2005 to December 2013**

Kansas City Community Center Drug Court – Clinical Director. Supervise eight to ten counseling staff; train staff in their areas of responsibility as well as implementation of policies and procedures; participate in a number of committees with the aim of improving the agency and provide quality treatment to clients; key member of Carelogic (electronic client record) core group, and as such, provide training and assistance to all KCCC staff members; work closely with Missouri Probation and Parole, the Jackson County prosecutor's office and the Court.

#### **September 1995 to May 2005**

County Court Services Drug Court – Clinical Director. Supervised all counseling staff; provided staff training; facilitated team meetings and staffings; attended court dockets and staffings and assisted the Drug Court Commissioner with working out client problems; assisted counseling staff with the development of quality chart maintenance; worked closely with the Court (Division 50), Missouri Probation and Parole (Diversion Managers) and the Jackson County prosecutor's office (Client Advocates) for the benefit of our clients; provided individual and group counseling; participated in the writing of proposals.

#### **July 1991 to July 1994**

Renaissance West Women's Place – Program Coordinator for Women and Children's CSTAR program. Directly supervised counseling staff; developed and implemented programming; provided staff training; developed and implemented quality assurance procedures. Was involved in and monitored state certification procedures; prepared a balanced budget for the Women's Place; maintained a small caseload.

## **RESUME, continued**

#### **October 1987 to June 1991**

Research Development Institute (formerly Greater Kansas City Mental Health Foundation), NARA program, a twenty to forty bed residential facility with an outpatient component

consisting of up to 200 clients. Began as part-time outpatient counselor, became Project Director in November 1988. Supervised program coordinators, monitored the budget, wrote grants and proposals (received federal grant, state and county contracts); supervised quality assurance activities; maintained state certification, also monitored for federal compliance; maintained a small caseload.

### **September 1987 to November 1988**

Salvation Army Detoxification facility, Sober House (later MOSOS). Began as direct care staff, became Coordinator after six weeks, Director after six months. Developed the program, which had only been in operation for a few weeks; hired, supervised detox techs, provided training in policies and procedures compliance; developed and monitored the budget, developed and monitored quality assurance procedures; developed programming with an emphasis on ethics and professional behavior in client relationships; gathered statistical information on an ongoing basis; worked with the Kansas City Health Department and the Kansas City Police Department who daily brought in clients; wrote and received a grant from the city of Kansas City.

### **May 1986 to July 1987**

Woodhaven Learning Center, Columbia, MO. Worked with clients of all ages and all levels of developmental disabilities. Many clients were visually disabled, hearing impaired, had behavior problems and/or suffered from convulsive disorders. Began as direct care staff, then program manager, then assistant unit coordinator. Trained and supervised direct care staff and supervisors; wrote behavior program for clients to help them improve their life skills; supervised quality assurance activities to support maintaining state licensure.

### **January 1987 to May 1987**

**Supervised Practicum** - Counseling Center, UMC. Provided individual counseling to a variety of clients with various issues.

**Supervised Practicum** - Advent Vocational Rehabilitation Center. Worked with clients with mental illness, alcohol and drug addictions, neurological handicaps, borderline developmental disabilities, and physical handicaps.

### **VOLUNTEER EXPERIENCE**

For a short time served on the KC Areawide Homeless Advisory Committee for Adult Basic Education.

Two years with COMPEER, spending time with mentally ill person on outpatient status with Western Missouri Mental Health Center.

Mid-Missouri Mental Health Center - worked informally with clients on drug and alcohol rehabilitation unit.

Stillwater, OK - worked with persons with developmental disabilities, assisting them with developing social skills.

### **OTHER**

Bethesda, Maryland, 1990. Participated in peer group evaluation of federal contract proposals.

**RESUME, continued**

### **CONSULTING**

Salvation Army, 1993. Developed policies and procedures, job descriptions, client manual, in preparation for Division of Alcohol and Drug Abuse certification of detoxification facility.

### **HONORS AND AWARDS**

Member Phi Kappa Phi; Alpha Phi Sigma, treasurer 1983; Psy Chi. Outstanding Technical Student 1982/83 and 1983/84; dormitory stipend 1984/85; Fee-Waiver scholarship 1983/84; Cameron University. Counseling Psychology stipend 1986/87, UMC

### **ADDITIONAL INFORMATION**

Speak, read, write German; computer skills in various programs, including Carelogic and Excell; was involved in a small amount of research at OSU; conducted research with human subjects MU; excellent organizational, mediation, and analytical skills.

# **John Bertsch, MA, LCSW**

## **EDUCATION**

**Marriage and Family Therapy Training**, Bolivar, Missouri  
Completed two-year training program with clinical supervision.  
March 1996

**Louisiana Tech University**, Ruston, Louisiana 71272  
M.A. in Human Relations and Supervision. GPA 3.6  
August 1984

**Evangel College**, Springfield, Missouri 65804  
B.S. in Psychology, minor in Sociology. GPA 3.2  
May 1982

## **HUMAN RELATIONS AND COMMUNICATION SKILLS**

- Attentive listener, able to help identify problems and develop solutions in a non-judgmental manner.
- Able to develop rapport quickly and easily.
- Flexible, can easily adapt to new organizations, their changes, and supervisory directions.
- Innovative, able to develop ideas and programs and implement needed changes.

## **EXPERIENCE**

Heartland Center for Behavioral Change  
Springfield, Missouri  
December 2012 - Present  
Regional Administrator for an adult substance abuse program. Manage and direct the local out-patient office along with four satellite offices and two contract offices.

Burrell Behavioral Health  
Springfield, Missouri  
July 2008 – December 2012  
Director for adolescent substance abuse services. Managed and maintained a 14 bed residential facility as well as about fifty clients in an out-patient setting. This job entailed overseeing the budget, managing staff, and making sure the program ran efficiently.

Burrell Behavioral Health  
Springfield, Missouri  
September 2006 – July 2008  
Family Therapist for adolescent substance abuse program (CSTAR). Provided all the family therapy for the residential and out-patient programs.

Burrell Behavioral Health  
Springfield, Missouri  
May 2005 – September 2006  
Clinician in the Bolivar satellite office 3 days per week. Provided counseling for children, adolescents, and adults in an out patient office. The other two days of the week I provided counseling for Division of Youth Services clients in their respective placements to help in their transition back into their home and community.

**John Bertsch**

Page 2

**PRIVATE PRACTICE THERAPIST,**

Springfield, Missouri

March 1996 - April 2005

Owner of John Bertsch Counseling Services. Enjoyed a wide variety of clients. I provided counseling for individuals, families, and couples. I was also able to do in-home therapy through Medicaid.

**CONTRACT THERAPIST WITH DAYSPRING BEHAVIORAL HEALTH SERVICES,**

Springfield, Missouri

March 2002 - November 2002

Counseled older adults in a residential setting.

**INSTRUCTOR AT SOUTHWEST MISSOURI STATE UNIVERSITY,**

Springfield, Missouri

June 2001 - August 2001

Taught graduate level Marriage and Family Therapy class for a summer session.

**CONTRACT THERAPIST WITH CLARK COMMUNITY MENTAL HEALTH CENTER,**

Monett, Missouri

November 1996 - November 1999

Counseled adults, adolescents, and children for a Community Mental Health Center.

**DIRECTOR OF MARKETING FOR PSYCHIATRIC SERVICES, Columbia Hospitals**

Springfield, Missouri

November 1995 - March 1996

Responsible for marketing all psychiatric services for the hospital to professionals and the community.

**DIRECTOR OF CHILDREN'S SERVICES, Lakeland Hospital,**

Springfield, Missouri

January 1991 - September 1995

Responsible for marketing the hospital services and doctors to other professionals and the community. Also responsible for overseeing the Children's Unit.

**SOCIAL SERVICE WORKER, Division of Family Services,**

Springfield, Missouri

January 1986 - January 1991

Provided services and counseling for families and children affected by child abuse and neglect. Also worked with law enforcement to investigate child abuse and neglect.

**License:** Licensed Clinical Social Worker

Rhonda Richards BS, CADC

Objective:

To find rewarding employment within the substance abuse field. I enjoy the corrections and military populations and specifically have enjoyed working with the treatment courts. I would like to work within those populations as I find the work to be very rewarding.

Work Experience:

Heartland Center for Behavioral Change

6-1-09 to present

Out Patient/Drug Court Substance Abuse Counselor

Duties include but are not limited to:

I was the Drug Court Counselor for HCBC's portion of the male participants in the Greene County Adult Drug Court as well as the male participants in the Greene County Family Dependency Treatment Court from 6/1/09 to 10/20/2012. In this position I am responsible for multiple tasks requiring education and experience in the performance of assessments and treatment for a criminal justice population. I provide regular reports to the presiding court, communicate openly with the drug court team by accurately reporting client progress, and exercise good record keeping, and automation skills. In this position I am responsible for providing empirically based treatment for clients in an individual, group, and classroom setting. It is my role to individualize treatment to the specific needs of each client as is clinically appropriate. Other duties include but are not limited to ongoing assessment and screening, treatment planning and updates, documentation of all contact with clients, regular attendance of all court staff meetings and court sessions, and regular interaction with Probation/Parole Officers as well as Children's Division Workers. On 10/21/2012 I was promoted to Drug Court Coordinator/Counselor Supervisor/Counselor. In this capacity I provide supervision of other court counselors and coordinate services provided to the court programs as well as continue my role as counselor to existing caseload. I also oversee court based treatment programs for our company to ensure compliance with regulations and evidenced based practices are being utilized. I also develop the court based treatment programs for our company and oversee implementation of programs and curriculums. I have also facilitated the addition of Parents Choosing Change as well as DWI court programs to our Greene County program.

Correction Services

5-4-09 to 6-1-09

Substance Abuse Counselor

Duties included but were not limited to:

Assist with substance abuse treatment for Polk County Drug Court, provide substance abuse evaluations for treatment need, complete intakes and chart openings, and to develop educational curriculum for classes and programs as well as providing individual counseling to out patient clients. Facilitate Impact of Crime on Victims Classes.

Greene County DWI/Drug Court

1-2008 to 4-30-09

Thru Sigma House Recovery Center

I worked closely with a multi-disciplinary team which included Missouri State Probation and Parole officers, SATOP assessment providers, Social Workers, Psychologists, Defense Attorneys, Prosecuting Attorneys, Judge, and court administrator. I met regularly with the teams to assess progress and report on treatment progress and make recommendations to the court. I was responsible for creating individualized treatment plans and tracking treatment progress. I provided both group and individual counseling for substance abuse and dependency issues. I assessed need for medically assisted treatment and provided referrals and tracked compliance to medication. I was responsible for updating records with ADA and DMH as well as internal charting.

Sigma House Recovery Center

9-24-07 to 4-30-09

Substance Abuse Counselor

I provided individual and group counseling to both residential and outpatient clients as well as family counseling when needed. I provided education classes for which I was responsible for curriculum development and instruction. I created individualized treatment plans with client input and tracked treatment progress. I maintained appropriate documentation and updated chart information both internally and with DMH/CIMOR database.

Other:

I have worked in other areas as well as Missouri State Division of Family Services and Burrell Behavioral Health. I have also been a volunteer such as being a Policy Counsel Representative for OCAC HeadStart Program.

Education:

School of Professional Psychology at Forest Institute

90+ hours completed

3.58 GPA

Southwest Missouri State University

Bachelor's Degree 12-2004

Cum Laude

Major: Psychology

Minor: Human Resource Management/Industrial Organizational Management

Ozark's Technical Community College

Associates Degree 12-2002

Major: Psychology

3.51 GPA

References:

Judy Witcher, LPC

Carl Dawson, LPC

John Bertsch, LCSW

Marilyn Gibson, MS

**EXHIBIT C**

**AFFIDAVIT OF WORK AUTHORIZATION**

Comes now \_\_\_\_\_ as \_\_\_\_\_ first being duly sworn on my oath

(NAME)

(OFFICE HELD)

affirm \_\_\_\_\_ is enrolled and will continue to participate in a federal work  
(COMPANY NAME)

authorization program in respect to employees that will work in connection with the contracted services

related to \_\_\_\_\_ for the duration of the contract, if awarded, in accordance with  
(RFP NUMBER)

RSMo Chapter 285.530 (2). I also affirm that \_\_\_\_\_ does not and will not knowingly

(COMPANY NAME)

employ a person who is an unauthorized alien in connection with the contracted services related to

\_\_\_\_\_ for the duration of the contract, if awarded.  
(RFP NUMBER)

***In Affirmation thereof, the facts stated above are true and correct (The undersigned understands that false statements made in this filing are subject to the penalties provided under Section 285.530, RSMo).***

\_\_\_\_\_  
Signature (person with authority)

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

Subscribed and sworn to before me this \_\_\_\_\_ of \_\_\_\_\_. I am  
(DAY) (MONTH, YEAR)

commissioned as a notary public within the County of \_\_\_\_\_, State of  
(NAME OF COUNTY)

\_\_\_\_\_, and my commission expires on \_\_\_\_\_.  
(NAME OF STATE) (DATE)

\_\_\_\_\_  
Signature of Notary

\_\_\_\_\_  
Date

**EXHIBIT D**

**MISCELLANEOUS INFORMATION**

**Outside United States**

If any products and/or services bid are being manufactured or performed at sites outside the continental United States, the bidder MUST disclose such fact and provide details in the space below or on an attached page.

Are products and/or services being manufactured or performed at sites outside the continental United States?	Yes      _____	No      _____
Describe and provide details:		

**EXHIBIT E**

Certification Regarding

Debarment, Suspension, Ineligibility and Voluntary Exclusion

Instructions for Certification

1. By signing and submitting this proposal, the prospective recipient of Federal assistance funds is providing the certification as set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of Federal assistance funds knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Department of Labor (DOL) may pursue available remedies, including suspension and/or debarment.
3. The prospective recipient of Federal assistance funds shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective recipient of Federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective recipient of Federal assistance funds agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the DOL.
6. The prospective recipient of Federal assistance funds further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may but is not required to check the List of Parties Excluded from Procurement or Nonprocurement Programs.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntary excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the DOL may pursue available remedies, including suspension and/or debarment.

Certification Regarding  
Debarment, Suspension, Ineligibility and Voluntary Exclusion  
Lower Tier Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98 Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (pages 19160-19211).

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS FOR CERTIFICATION)

- (1) The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

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Name and Title of Authorized Representative

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Signature

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Date