



OFFICE OF STATE COURTS ADMINISTRATOR
P.O. Box 104480
2112 Industrial Drive
Jefferson City, MO 65110-4480

RFP NUMBER: OSCA 23-01792
TITLE: Drug/Alcohol Testing Equipment,
Monitoring Equipment, & Services

CONTACT: Russell W. Rottmann
E-MAIL: osca.contracts@courts.mo.gov
PHONE NO.: (573) 522-6766

ISSUE DATE: April 11, 2023

DUE DATE: May 2, 2023

Proposal submission: Proposals may be sent electronically to osca.contracts@courts.mo.gov. If you would like to submit a written proposal, please print or type the RFP number on the lower left hand corner of the envelope.

(U.S. Mail)
Office of State Courts Administrator
Attn: Contract Unit
PO Box 104480
Jefferson City, MO 65110 - 4480

or

(Courier Service)
Office of State Courts Administrator
Attn: Contract Unit
2112 Industrial Dr.
Jefferson City, MO 65109

CONTRACT PERIOD: DATE OF AWARD THROUGH JUNE 30, 2024

DELIVER SUPPLIES/SERVICES FOB DESTINATION TO THE FOLLOWING ADDRESS:

VARIOUS TREATMENT COURTS THROUGHOUT THE STATE OF MISSOURI

The offeror 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 (RFP). The offeror further agrees that the language of this RFP shall govern in the event of a conflict with his/her proposal. The offeror further agrees that upon receipt of an authorized purchase order from the Office of State Courts Administrator or when this RFP is countersigned by an authorized official of the Office of State Courts Administrator, a binding contract shall exist between the offeror and the Office of State Courts Administrator.

SIGNATURE REQUIRED

AUTHORIZED SIGNATURE <i>Mark Conover</i>	DATE May 2, 2023
PRINTED NAME Mark Conover	TITLE Chief Revenue Officer
COMPANY NAME <u>Preferred Family Healthcare</u>	
MAILING ADDRESS <u>900 E. LaHarpe, P. O. Box 767</u>	
CITY, STATE, ZIP <u>Kirkville, MO 63501</u>	
TELEPHONE NUMBER <u>(660) 665-1962</u>	E-MAIL ADDRESS <u>contractgrantmanagement@pfh.org</u>

NOTICE OF AWARD (OSCA USE ONLY)

ACCEPTED BY OFFICE OF STATE COURTS ADMINISTRATOR AS FOLLOWS: <i>In its entirety as submitted</i>		
CONTRACT NO. <u>OSCA 23-01792-17</u>		CONTRACT PERIOD <u>July 1, 2023 through June 30, 2024</u>
CONTRACTS SECTION <i>Russell W. Rottmann</i>	DATE <u>06/09/2023</u>	DEPUTY STATE COURTS ADMINISTRATOR <i>R. Morrissey</i>

PRICING PAGE

The offeror shall provide the firm, fixed pricing information for each product and/or service to be provided in accordance with the provisions and requirements specified herein. All costs associated with providing the products and/or services required herein shall be included in the prices.

PRICE: The offeror shall provide a listing of each product and/or service with a firm, fixed price for each product and/or service.

Effective Date: The effective date for contracts awarded as a result of this RFP shall be from date of award through June 30, 2024.

More lines/additional pages may be added, if needed.

OFFEROR NAME: Preferred Family Healthcare

<u>Scram Cam with Base</u>	<u>Product/Service</u>	\$ <u>1500</u>	<u>firm, fixed price per each unit</u>
<u>Scram Remote Breath PRO</u>	<u>Product/Service</u>	\$ <u>900</u>	<u>firm, fixed price per each unit</u>
<u>Scram GPS</u>	<u>Product/Service</u>	\$ <u>800</u>	<u>firm, fixed price per each unit</u>
<u>GPS Battery Pack</u>	<u>Product/Service</u>	\$ <u>200</u>	<u>firm, fixed price per each unit</u>
<u>GPS Beacon</u>	<u>Product/Service</u>	\$ <u>200</u>	<u>firm, fixed price per each unit</u>
<u>Wireless Base Station</u>	<u>Product/Service</u>	\$ <u>500</u>	<u>firm, fixed price per each unit</u>
<u>Sweat Patch</u>	<u>Product/Service</u>	\$ <u>880.50</u>	<u>firm, fixed price per each unit</u>

Electronic Monitoring

Pricing per participant
per day: 11.50
per week: 880.50
per month: 345

Is there a minimum number of days? Yes _____ No X

If yes, please indicate number of days: _____

Deposit or Start Up fee required? Yes _____ No X

If yes, what is the cost? _____

Please list system requirements, such as single land phone line, water resistance, range of coverage etc.:

Land line, Ethernet, or direct connect/wireless base may be used. The CAM/GPS are water resistant but not be submerged.

The RB PRO tolerate some water and drops.

Please list counties for which you will provide this service:

St Charles, St Louis, Franklin, Adair, Macon, Randolph, Shelby, Grundy, Clark, Mercer, Sullivan, Knox, Linn, Scotland

Pricing Page, cont.

COLLECTOR SERVICES PRICING

OFFEROR NAME: Preferred Family Healthcare

The offeror should quote a price per hour or per test. Only one will be accepted.
The price shall not change during the contract period.

Firm, fixed price for collector services performed: \$ N/A per hour, or

\$ 880.50 per test

For the following county and circuit:

County: St Charles Circuit: 11th

County: Scotland Circuit: 1st

County: Knox Circuit: 2nd

County: Mercer Circuit: 3rd

County: Linn Circuit: 9th

County: Macon Circuit: 41st

County: Randolph Circuit: 14th

County: Montgomery Circuit: 12th

County: Pike Circuit: 45th

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<u>Sweat Patch</u>	Product/Service	\$ <u>880.50</u>	firm, fixed price per each unit

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County: Linn Circuit: 9th

County: Macon Circuit: 41st

County: Randolph Circuit: 14th

County: Montgomery Circuit: 12th

County: Pike Circuit: 45th

EXHIBIT A

OFFEROR INFORMATION

The offeror should provide the following information about their organization:

OFFEROR NAME: Preferred Family Healthcare

- a. Provide a brief company history, including the founding date and number of years in business as currently constituted.

PFIH brings an exciting history. The agency was established in 1979 as a non profit 501(c) 3 provider of substance abuse treatment services, so it has been operating for 42 years. It quickly evolved into a comprehensive behavioral health organization, providing prevention and treatment for substance use disorders and mental illness in Missouri and Illinois, as well as general healthcare and dentistry through a Federally qualified Health Center (FQHC), Clarity Healthcare, in 2014. PFIH expanded its service line and geographic reach through the 2015 merger with AO. Together the merged organizations comprise over 140 office locations throughout our five state (MO, OK, IL, KS) region, employs over 4,000 individuals and operates an annual budget of over 150 million dollars. In the state of MO, we have over 80 offices (employment, foster youth independent life skills, foster youth case management, adolescent treatment, adult treatment, community services, etc.)

Our agency has a rich, long history working with Drug Courts and throughout Missouri. The current agency actually consists of three agencies that have been instrumental in the establishment of many drug courts. Preferred Family Healthcare (PFIH), Bridgeway Behavioral Health (BBH), and Alternative Opportunities, Inc. (AO) joined forces to be the new PFIH. While the merged organization may be new in form, the histories behind PFIH are anything but new, bringing over 150 years of combined experience and expertise, providing high quality, mission driven services that improve the lives of our clients, their families, and our communities. Together, we comprise a dynamic and caring organization committed to providing integrated care to assist individuals in achieving overall health and wellness. The merged organization is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and provides social services, behavioral health, and primary care (including supported living and employment assistance) across five Midwestern states (Missouri, Oklahoma, Kansas, and Illinois).

- b. Describe the nature of the offeror's business and type of services performed, etc.

Our agency provides SUD services including but not limited to: group and individual counseling, outpatient and residential treatment services, education services, medication assisted treatments, transitional housing, parenting programs, Satop, SCRAM, trauma services including EMDR as well as other modalities or curriculum, employment services, peer services, resourcing utilizing our community support specialists. In the case, we are pursuing funding through OSCA to continue to provide all services related to SCRAM regarding alcohol monitoring. We currently provide continuous remote alcohol monitoring through the SCRAM CAM device, as well as portable monitoring via the Remote Breath. We also provide House Arrest services and GPS services.

- c. Provide a list of, and a short summary of information regarding the offeror's current contracts/clients. List, identify, and provide reasons for each contract/client gained and lost in the past two (2) years.

Electronic Monitoring with St Charles Co Treatment Court, Franklin, St Louis
Adolescent CSTAR: Residential and
Outpatient Substance Use Disorder Treatment provided to adolescents in St. Charles, Jefferson City,
Kirkville, Joplin, St. Louis, Hannibal, Liberty, and Kansas City.

Adult CSTAR:
Residential and Outpatient Substance Use Disorder Treatment provided to adults in St.
Charles, Jefferson City, Kirkville, St. Louis, Liberty, Brookfield, Kahoka, Moberly, Trenton,
Town and Country, Montgomery City, Union, Warrenton, Milan, and Macon.

Women's CSTAR: Residential and Outpatient Substance Use Disorder Treatment provided to adults in St. Charles and Springfield

EXHIBIT A
OFFEROR INFORMATION

The offeror should provide the following information about their organization:

OFFEROR NAME: Preferred Family Healthcare

- d. Describe the structure of the organization including any board of directors, partners, top departmental management, corporate organization, corporate trade affiliations, any parent/subsidiary affiliations with other firms, etc. See Attached Org Chart
- e. Provide a list summarizing pending litigation, any civil or criminal judgments, any bankruptcy proceedings, etc., that could affect the offeror's ability to perform. Failure to list such litigation may result in rejection of the proposal or in termination of any subsequent contract.

Report on Active Litigation

Britton Jobe, General Counsel

April 27, 2023

Parsons vs. PFI

Background: This is an exaction lawsuit against PFI in Arkansas that had been previously dismissed at the trial court level and that dismissal was appealed to the Court of Appeals, where PFI prevailed. It was then appealed to the Arkansas Supreme Court.

Status: The Arkansas Supreme Court reversed the Court of Appeals' decision.

Accordingly, the case will return to the trial court and resume with proceedings. A motion to dismiss is, legally, a test of whether the lawsuit, on its face, states a legal claim. No court has yet to weigh in on the merits of any claim.

Rachel Tolliver vs. PFI

Background: Employment discrimination case alleging race and disability discrimination and hostile work environment pending in the Western District of Missouri.

Status: Our efforts to remove the case to federal court were successful. Mediation is set for May 9th

PFI v. B. Goss, T. Goss, M. Nolan, K. Nolan and Philadelphia Insurance and Goss cases

Background: A series of related litigation has now narrowed into efforts to recover losses sustained by PFI.

Status: We are developing and coordinating a civil litigation plan with our insurance carrier and outside counsel.

Roscoe (Z.H., Minor) vs. PFI

Background: Parent, on behalf of her minor child, filed suit against PFI alleging that her child was sexually assaulted by another client while an inpatient at a behavioral health and addiction treatment facility operated by PFI.

Status: Discovery is ongoing. No trial date has been set yet.

Note: PFI does not believe the disclosed pending litigation could affect the company's ability to perform contracted services.

- f. Document the offeror's financial solvency in a manner that is acceptable for public review. Audited financial statements for the last year will provide such documentation; however, the statements will become public information. If the offeror is a subsidiary, also provide the documentation for the parent company.

FY '22 Revenues = \$155,857,247

FY '22 Expenses = \$148,671,178

Days of Cash on Hand at 6/30/22 = 81

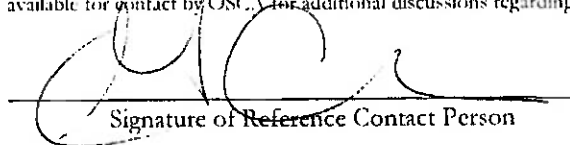
EXHIBIT B

PRIOR EXPERIENCE REFERENCE

The offeror should copy and complete this form for each reference being submitted as a demonstration of the offeror's 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: <u>Preferred Family Healthcare</u>	
Subcontractor Name, if applicable: _____	
Reference Information (Prior Services Performed For:)	
Name of Reference Company:	St Charles County Treatment Court
Address of Reference Company: ✓ Street Address ✓ City, State, Zip	300 North Second Street, STE - 450 St. Charles, Missouri 63301
Reference Contact Person Information: ✓ Name ✓ Phone # ✓ E-mail Address	Gina Colaneri 636-949-7458 gina.colaneri@court.mo.gov
Dates of Prior Services:	Scram - 12/6/2018 - PRESENT SUD Treatment - since court started over 20 years ago
Dollar Value of Prior Services:	
Description of Prior Services Performed:	Provide all levels of treatment and support for the court since it inception as well as all Electronic Monitoring since 2018.

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

4/27/23
Date of Signature

EXHIBIT B

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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>Preferred Family Healthcare, Inc.</u>	
Reference Information (Prior Services Performed For:)	
Name of Reference Company:	Missouri Department of Mental Health, Division of Behavioral Health
Address of Reference Company: ✓ Street Address ✓ City, State, Zip	Missouri Department of Mental Health, Division of Behavioral Health 1706 E. Elm Street Jefferson City, MO 65101
Reference Contact Person Information: ✓ Name ✓ Phone # ✓ E-mail Address	Nora Bock, Director Behavioral Health Division <u>Nora.Bock@dmh.mo.gov</u> (573) 751-8104
Dates of Prior Services:	July 1983 to present
Dollar Value of Prior Services:	SFY 2023 Allocation: \$13,899,759
Description of Prior Services Performed:	Adult CSTAR: Residential and Outpatient Substance Use Disorder Treatment provided to adults in St. Charles, Jefferson City, Kirksville, St. Louis, Liberty, Brookfield, Kahoka, Moberly, Trenton, Brentwood, Montgomery City, Union, Warrenton, Milan, and Macon

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:

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Offeror Name or Subcontractor Name: <u>Preferred Family Healthcare, Inc.</u>	
Reference Information (Prior Services Performed For:)	
Name of Reference Company:	Missouri Department of Mental Health, Division of Behavioral Health
Address of Reference Company: ✓ Street Address ✓ City, State, Zip	Missouri Department of Mental Health, Division of Behavioral Health 1706 E. Elm Street Jefferson City, MO 65101
Reference Contact Person Information: ✓ Name ✓ Phone # ✓ E-mail Address	Nora Bock, Director Behavioral Health Division <u>Nora.Bock@dmh.mo.gov</u> (573) 751-8104
Dates of Prior Services:	July 1992 to present
Dollar Value of Prior Services:	SFY 2023 Allocation: \$4,552,312
Description of Prior Services Performed:	Women's CSTAR: Residential and Outpatient Substance Use Disorder Treatment provided to adults in St. Charles and Springfield

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:

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Offeror Name or Subcontractor Name: <u>Preferred Family Healthcare, Inc.</u>	
Reference Information (Prior Services Performed For:)	
Name of Reference Company:	Missouri Department of Mental Health, Division of Behavioral Health
Address of Reference Company: ✓ Street Address ✓ City, State, Zip	Missouri Department of Mental Health, Division of Behavioral Health 1706 E. Elm Street Jefferson City, MO 65101
Reference Contact Person Information: ✓ Name ✓ Phone # ✓ E-mail Address	Nora Bock, Director Behavioral Health Division <u>Nora.Bock@dmh.mo.gov</u> (573) 751-8104
Dates of Prior Services:	July 1992 to present
Dollar Value of Prior Services:	SFY 2023 Allocation \$18,395,451
Description of Prior Services Performed:	Adolescent CSTAR: Residential and Outpatient Substance Use Disorder Treatment provided to adolescents in St. Charles, Jefferson City, Kirksville, St. Joseph, Joplin, St. Louis, Hannibal, Liberty, and Kansas City

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:

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Offeror Name or Subcontractor Name: <u>Preferred Family Healthcare, Inc.</u>	
Reference Information (Prior Services Performed For:)	
Name of Reference Company:	Missouri Department of Mental Health, Division of Behavioral Health
Address of Reference Company: ✓ Street Address ✓ City, State, Zip	Missouri Department of Mental Health, Division of Behavioral Health 1706 E. Elm Street Jefferson City, MO 65101
Reference Contact Person Information: ✓ Name ✓ Phone # ✓ E-mail Address	Angie Stuckenschneider, Director of Prevention and Mental Health Promotion <u>Angie.stuckenschneider@dmh.mo.gov</u> 573-751-9105
Dates of Prior Services:	1984- Present
Dollar Value of Prior Services:	SFY 2023: \$778,986
Description of Prior Services Performed:	Prevention Resource Center PFH provides Prevention Services in 27 MO counties to engage communities to create change for healthier and safer living communities. Prevention Specialists will help facilitate development of coalition teams capable of making changes in substance use patterns in their communities and to assist those teams in the implementation of evidence-based prevention strategies.

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

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Offeror Name or Subcontractor Name: <u>Preferred Family Healthcare, Inc.</u>	
Reference Information (Prior Services Performed For:)	
Name of Reference Company:	Missouri Department of Mental Health, Division of Behavioral Health
Address of Reference Company: ✓ Street Address ✓ City, State, Zip	Missouri Department of Mental Health, Division of Behavioral Health 1706 E. Elm Street Jefferson City, MO 65101
Reference Contact Person Information: ✓ Name ✓ Phone # ✓ E-mail Address	Nora Bock, Director Behavioral Health Division <u>Nora.Bock@dnh.mo.gov</u> (573) 751-8104
Dates of Prior Services:	January 1993 to Present
Dollar Value of Prior Services:	SFY 2023 Allocation: \$21,429,260
Description of Prior Services Performed:	Comprehensive Psychiatric Rehabilitation Services (CPRC)/Certified Community Behavioral Health Organization (CCBHO) Individual and group supportive services to adults and youth with chronic mental illness. Outpatient services are provided in Hannibal, Kirksville, and Trenton. PFH provides rehabilitation services to individuals with chronic mental illness in a community setting, including community support work, medication management, and psycho-social rehabilitative groups.

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Reference Information (Prior Services Performed For:)	
Name of Reference Company:	Missouri Department of Mental Health, Division of Behavioral Health
Address of Reference Company: ✓ Street Address ✓ City, State, Zip	Missouri Department of Mental Health, Division of Behavioral Health 1706 E. Elm Street Jefferson City, MO 65101
Reference Contact Person Information: ✓ Name ✓ Phone # ✓ E-mail Address	Angie Stuckenschneider, Director of Prevention and Mental Health Promotion <u>Angie.stuckenschneider@dmh.mo.gov</u> 573-751-9105
Dates of Prior Services:	FY2002 to present
Dollar Value of Prior Services:	SFY 2023: \$212,269
Description of Prior Services Performed:	SPIRIT PFH works with the Knox R-1 and Scotland R-1 School Districts and the communities to help prevent the use of alcohol, tobacco, and other drugs by youth by establishing a continuum of evidence-based prevention services in various grade levels.

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Date of Signature

EXHIBIT C **PERSONNEL EXPERTISE SUMMARY**

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

OFFEROR NAME: Preferred Family Healthcare

Personnel	Background and Expertise of Personnel and Planned Duties
1. <u>Derek McClure</u> <u>Satop Administrator/Director</u> <u>Continued oversight of entire program</u>	Worked at agency for 15 years, many different roles but have worked supporting Treatment Courts for most of career. Developed and implemented SCRAM, Level 1 and 2 certified. Currently served on Executive Committee for MATCP, Board of Directors, Executive Committee for MCB BOD, and National Faculty Facilitator for NADCP and NDCI, NCDC.
2. <u>Scott Abram</u> <u>Scram Specialist</u> <u>Install, removal, trouble shoot, monitor</u>	Worked for PFH at Scram Specialist and Probation Officer now for 2 years works directly with participants, day to day involvement regarding all things monitoring. Level 1 Certified through Scram University.
3. <u>Kim Derrington</u> <u>Office Admin</u> <u>Install, removal, trouble shoot, monitor</u>	Worked with PFH for 10 years in various roles including supporting the OP program that provides all treatment functions for St Charles Co Treatment Court. Level 1 Certified through Scram University. Works day to day in operations with participants involving monitoring.
4. _____ (Name) _____ (Title) _____ (Proposed Role/Function)	
5. _____ (Name) _____ (Title) _____ (Proposed Role/Function)	
6. _____ (Name) _____ (Title) _____ (Proposed Role/Function)	

2610 Tysons Grn, O'Fallon, MO 63368
PHONE 314-443-0647 • E-MAIL GATORSDHM@GMAIL.COM

DEREK MCCLURE

L P C , C A D C , S Q P , M A

SUMMARY OF QUALIFICATIONS

Strong background in leadership, management, clinical skills, program growth, and financial management
Self motivated with creative problem solving skills and an innovative work and leadership style
Passionate about helping and working with people

WORK EXPERIENCE

PROGRAM DIRECTOR -

SCRAM SERVICES, RECOVERY HOUSES, SATOP ADMINISTRATOR

September 2016 – Present

Bridgeway Behavioral Health/Preferred Family Healthcare, St. Charles and Brentwood, MO

- Managed 2 adult 350+ outpatient program supervising around 35 person staff plus previously an adolescent outpatient program that has 150+ clients with a 12 person staff.
- Developed and implemented SCRAM program for our location including executing and winning RFP through county bidding process, presented this financial and growth opportunity to company leadership at various levels, preparing business plan for purchasing of equipment and what this will look like for our organization; as well creating handbook, policy and procedures, walk through and all things needed to start program.
- Presented for the 6 hour Ethics course for the Missouri Credentialing board to professionals across the region needing continuing education credits, this is an ongoing course.
- In 2019 was nominated and elected to serve on the board for the Missouri Association of Treatment Court Professionals as well as the Missouri Credentialing Board.
- Selected by the NDCI (National Drug Court Institute) to be one of the National Faculty Members, traveling across the country to present on their behalf and train Treatment Court members on NDCI Best Practices and other training initiatives.
- Served as Project Director for SAMSHA ORP grant called Show Me Hope, this is a 2 Million dollar Offender Re-entry Program created to provide ongoing support for clients coming out of department of corrections and getting them linking back in the community with the necessary resources to be successful.
- Served on several company work groups to create programming, staff development, ongoing curriculum, and company growth.
- Provided financial oversight of outpatient budget, consistently surpassing expected company margins.
- Exceeded expected variance for monthly budget by as much as 75%.
- Responsible for hiring, recruiting, and maintaining effective staffing patterns to ensure outpatient program growth and success.
- Helped implement STR (state targeted response) clinic at our St Charles location as way to combat the opioid crisis. Worked with various partners and stakeholders to implement this strategy and change programming to meet the standards of this grant.

- Continuously expanded outpatient staff professional skill sets through creating individual development plans and performing annual employee reviews.
- Directly managed all site needs for both locations including budgets, building and programming needs/expansion, marketing, client and staff satisfaction, community relations including ongoing relationship with our St Charles County Treatment Court.
- Executed site and company reporting to ensure effective delivery of service model, staff direct service hours, client satisfaction, and outcomes.
- Selected by executive team to attend Washington University's Emerging Leader Program.

OUTPATIENT PROGRAM MANAGER

June 2014-September

2016

Bridgeway Behavioral Health/Preferred Family Healthcare St. Peters, MO

- Grew outpatient program by 50% from roughly 200 to 300 clients, by nurturing community relationships, marketing to referrals, and implementing new programming.
- Directly managed site team including counselors, CSS, office coordinator, and Masters level interns.
- Worked directly with 11th Judicial Treatment Court to manage all outpatient treatment services for all of their clients participating in various tracks: Family Drug Court, DWI Court, and Drug Court.
- Partnered with court to earn mentor court status for two consecutive terms, making program one of only 9 courts in the nation to receive this distinction.
- Earned Community Partnership award from St. Charles County Probation and Parole.
- Developed and implemented programming and various treatment modalities to fidelity.
- Appointed to committee to select new electronic health records, then served as committee Co-Chair to develop, build, and progress towards implementation.
- Managed and lead site to be one of the most profitable programs company wide.
- Work directly with court to implement programming including handbooks, participants requirements/expectations and ensure compliance with standards.
- Earned grant for RANT assessment tool by partnering with Drug Court and OSCA for developing implementation handbook for nationwide roll out.
- Participated in various LEAN academies geared towards shifting company focus to customer experience while eliminating waste.

CLINICAL SUPERVISOR/SATOP COORDINATOR

July 2013-June

2014

Bridgeway Behavioral Health, Town and Country, MO

- In course of 11 months at site, grew client admissions by 50% as well as implemented new programming and enhanced community growth.
- Supervised team of 2 counselors and office coordinator and manage day to day operations of building and program.
- Lead/facilitate group therapy session sessions daily as well as conduct individual counseling sessions.
- Started SATOP programming for site including increasing number of SATOP assessments, educational programs, and overall SATOP clients.

- Marketed SATOP to community including possible referral sources, attorneys, and municipal courts.
- Partnered with Town and Country Municipal court to handle private probation as well as facilitating SATOP services for individuals required by court. Work directly with court to enhance services and delivery.
- Developed and implemented Private Probation at location and further enhanced community relations.
- Conducted weekly clinical supervision with staff including handling of clinical concerns, coaching, and possible therapeutic interventions.
- Worked with referral sources including St. Louis County, Franklin County, Lincoln Drug and DWI court.

OUTPATIENT COUNSELOR

January 2008- July 2013

Bridgeway Behavioral Health, St. Charles, MO

- Directly managed caseload of 40+ clients, both for group therapy and also providing individual counseling and case management.
- Developed treatment plans, intervention strategies, and goals for each client while monitoring the client's progression throughout the program.
- Chosen by administration to be part of the implementation committee for new company wide electronic health record, Claimtrack.
- Served as Claimtrack subject matter expert by leading training classes for current employees on how to best utilize Claimtrack to streamline their day-to-day activities.
- Partnered with program manager and administrator to develop a site wide strategy for SROP (*Serious or Repeat Offender Program*) and continue to play an important role in its success as a counselor by providing extended therapy to a high-risk client base.
- Consistently exceeded company productivity goals by 25% or more weekly.
- Chosen by management to represent site on Human Resources committee for my unique perspective and valuable ideas regarding the policies that affect Bridgeway.
- Wrote corporate policy on annual employee requirements to be followed as part of working towards CARF accreditation as an agency.

EDUCATION & CREDENTIALS

MASTER of ARTS in PROFESSIONAL COUNSELING

Lindenwood University, St. Peters, MO

BACHELORS of GENERAL STUDIES in PSYCHOLOGY

University of Kansas, Lawrence, KS

LICENSED PROFESSIONAL COUNSELOR

Missouri Division of Professional Registration

CERTIFIED SUPERVISOR

Missouri Substance Abuse Professional Credentialing Board

CERTIFIED ALCOHOL AND DRUG COUNSELOR

Missouri Substance Abuse Professional Credentialing Board

SATOP QUALIFIED PROFESSIONAL

Missouri Substance Abuse Professional Credentialing Board

Scott Abram

a.sara.abram@hotmail.com

636-866-1809

PROFESSIONAL SUMMARY

BSW Social Worker with 13+ years' experience, including investigations, report writing and case management in a fast-paced environment.

EMPLOYMENT HISTORY

Intensive in Home Specialist/Family Re-unification Specialist 2/2020-3/2021

Bringing Families Together, Hazelwood, MO

Case Management.

Conduct family visits.

Provide resources to the family.

Complete FACES notes, case summaries, opening summaries, and closing summaries.

Work with Children's Division

Social Worker

12/2017-3/2018

St. Joachim and Care Service, St. Charles, MO

Case Management – Utilizing assessment tools to focus on basic needs of homeless families.

Helping stabilizing families in immediate crisis.

Establishing a long term plan for recovery. Reassessing and measuring success.

Inspecting homes/apartments for safety.

Informing Client of local resources.

Owner and Operator

08/2015-12/2017

Dylan's Pet Supply, St. Charles, MO

Operate daily store functions including sales

Ordering merchandise for customers

Operate the Square device system.

Worked with vendors to insure the safety of the products.

Worked with pet adoption agencies.

Probation and Parole Officer II

1/2003-8/2015

Missouri Department of Corrections, St. Charles, MO

Court Liaison—testify during court revocation hearings, maintain contact with prosecutors and defense attorneys, provide case summary violation reports, oversee lab specimen collections

Supervised 600+ out of district offenders, coordinate with other districts within the state of Missouri, maintain accuracy of records

Supervised 50 inter-state cases, coordinate transfers of offenders with other states, upload progress and violation reports to the state of Missouri system, request warrants as needed from court

EDUCATION

Bachelor of Arts, Social Work

Lindenwood University, St. Charles, MO

EXHIBIT D

METHOD OF PERFORMANCE

The offeror should use this Exhibit, or similar format, to present a written plan for performing the requirements specified in this Request for Proposal (RFP).

OFFEROR NAME: Preferred Family Healthcare

1. Describe testing procedures, including but not limited to the following:
 - a. What is provided with which to collect each sample (cups, chain of custody forms, mailing packets)?
A sweat patch is applied to the skin to detect drug residue, chain of custody forms used, sweat patch then sent to Clinical Reference Laboratory for testing via prepaid shipping.
 - b. Describe how the sample is transported to the testing laboratory (U S Postal, Fed Ex, UPS, etc.).
Shipping envelopes are used and FedEx shipping is used to transport sample to CLR
 - c. Describe the methods of testing which are employed (LC/MS/MS, GS/MS, LC/MS, and/or Immunoassay methods).
All patches are tested at CLR (Clinical Reference Laboratory) - specimens that screen positive automatically advance to confirmation via LC/MS/MS.
 - d. Provide the testing cutoff levels which are available (100ng/mL, 250ng/mL, 500ng/mL, 1000 ng/mL). What cutoff level is recommended to safe guard against incidental false positives?
ng/mL
Meth screen and confirm 10NG/ML, Coc screen and confirm 10NG.ML, OPI screen and confirm at 10NG/ML, Phen screen and confirm at 7.5 NG/ML, THC, screens at 1/5NG/ML and confirms at .5NG/ML, FYL screen and confirms at 1NG/ML
 - e. Describe the turnaround time for results.
Negative specimens are reported within 24-48 hours of receipt, LC/MS/MS confirmed positives are reported within 48-72 hours.
 - f. Describe how test results will be reported (by telephone, fax, vendor portal or e-mail).
Specimen results are reported using CRL's secure WebOasis Platform or by FAX
2. Describe the instruction or training provided to treatment court staff pertaining to properly collecting a sample and completing necessary documentation.
All personnel applying or removing the sweat patch must be trained and pass the online certification exam as well as weekly webinars are provided at no cost for ongoing training and quality improvement.
3. Organizational Chart - The offeror should provide an organizational chart showing the staffing and lines of authority for the key personnel to be used. The organizational chart should include (1) The relationship of service personnel to management and support personnel, (2) The names of the personnel and the working titles of each, and (3) Any proposed subcontractors including management, supervisory, and other key personnel.
 - a. The organizational chart should outline the team proposed for this project and the relationship of those team members to each other and to the management structure of the offeror's organization.
See attached Org Chart
4. Along with a detailed organizational chart, the offeror should describe the following:
 - a. How services of the contract will be managed, controlled, and supervised in order to ensure satisfactory contract performance.
Site leadership will ensure the staff providing providing are adhering to standards required and communicate directly with VPs and SATOP Administrator for ongoing QI and program needs.
 - b. Total Personnel Resources - The offeror should provide information that documents the depth of resources to ensure the completion of all requirements on time and on target. If the offeror has other ongoing contracts that also require personnel resources, the offeror should document how sufficient resources will be provided to the state of Missouri.
On site staff will be trained to administer patches as needed by site based on court needs and approvals.

BRIGHTLI

Administrative Support

Providing Strategy, Support & Economies of Scale to Offer Community Mental Health Services Vast Resources

Legal Support

Facilities Management

Accounting & Finance

IT Support

Human Resources/Employee Benefits

Continuous Quality Improvement/Mgt

Risk Management

Marketing & Communications



Corporate Structure

Client Care and Services, and Compliance and Billing at the Local Level

Reserved Powers

PFH Board of Directors

PFH, Inc.

Patient Care Items & Services

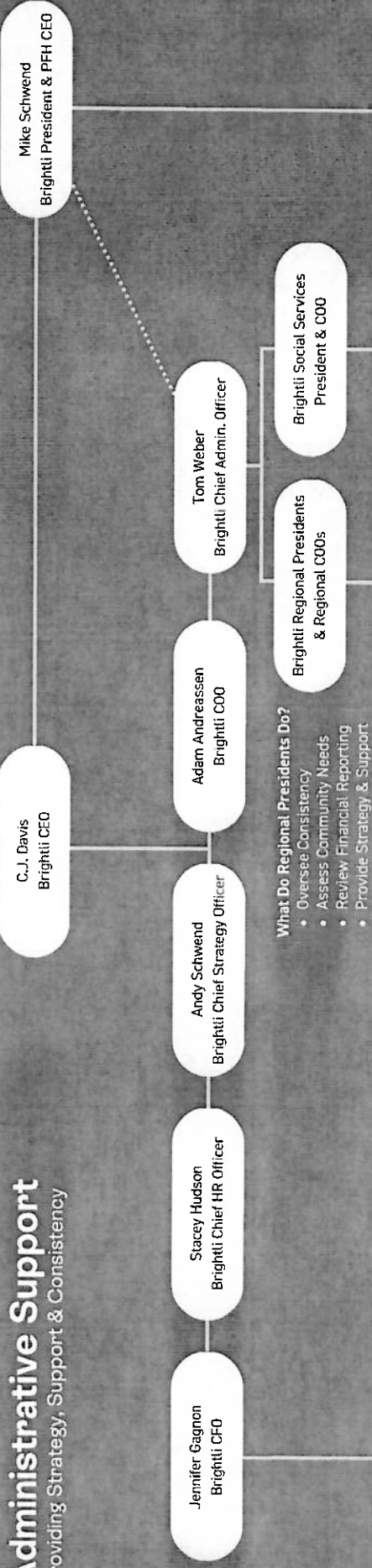
Compliance

Billing, Coding, Claims Submission for Patient Care Items & Services

PFH maintains reserved powers while also being able to access support from the administrative categories listed above.

Administrative Support

Providing Strategy, Support & Consistency



What Do Regional Presidents Do?

- Oversee Consistency
- Assess Community Needs
- Review Financial Reporting
- Provide Strategy & Support

Mark Donover
PFH Chief Revenue Officer

Billing, Coding, Claims,
Submission for Patient Care
Items & Services

PFH Program Leadership

Social Services Program
Leadership

Mendie Schoeller
PFH Chief Compliance Officer

PFH Client Care & Services

Social Services

Compliance

What Does Program Leadership Do?

- Furnish, Order & Prescribe Patient Care Items & Services

Client Care & Services

Client Care Takes Places at the Local Level

Report on Active Litigation
Britton Jobe, General Counsel
April 27, 2023

Parsons vs. PFH

Background: This is an exaction lawsuit against PFH in Arkansas that had been previously dismissed at the trial court level and that dismissal was appealed to the Court of Appeals, where PFH prevailed. It was then appealed to the Arkansas Supreme Court.

Status: The Arkansas Supreme Court reversed the Court of Appeals' decision. Accordingly, the case will return to the trial court and resume with proceedings. A motion to dismiss is, legally, a test of whether the lawsuit, on its face, states a legal claim. No court has yet to weigh in on the merits of any claim.

Rachel Tolliver vs. PFH

Background: Employment discrimination case alleging race and disability discrimination and hostile work environment pending in the Western District of Missouri.

Status: Our efforts to remove the case to federal court were successful. Mediation is set for May 9th

PFH v. B. Goss, T. Goss, M. Nolan, K. Nolan and Philadelphia Insurance and Goss cases

Background: A series of related litigation has now narrowed into efforts to recover losses sustained by PFH.

Status: We are developing and coordinating a civil litigation plan with our insurance carrier and outside counsel.

Roscoe (Z.H., Minor) vs. PFH

Background: Parent, on behalf of her minor child, filed suit against PFH alleging that her child was sexually assaulted by another client while an inpatient at a behavioral health and addiction treatment facility operated by PFH.

Status: Discovery is ongoing. No trial date has been set yet.

Note: PFH does not believe the disclosed pending litigation could affect the company's ability to perform contracted services.